A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit__i_lost_my_old_number_and_i_want_to_replace_it_with_my_new_kyc_d_number.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want to reactivate my GCredit account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcredit__i_want_to_reactivate_my_gcredit_account.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI need help with a GLife transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=glife__i_need_help_with_a_glife_transaction

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want to request for my Statement of Account (SOA)

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit__i_want_to_request_for_a_copy_of_my_soa.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryWhat are the transaction fee when doing Cash In?

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

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ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=cash_in__i_was_charged_a_fee_for_my_cash_in_transaction.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryMy payment using GCash Card is not being accepted by the merchant

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=pay_online__i_used_my_gcash_mastercard_in_store_and_merchant_did_not_honor_my_transaction&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryThe money I sent was not received

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=send_money__gcash_to_gcash__the_money_i_sent_was_not_received&ticket_form_id=360000706713&channel_ind=help_center

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with my GStocks PH transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseMy Deposit or Top up transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gstocks_ph__i_have_a_problem_with_my_gstocks_ph_transaction&tf_22405932372249=wealth_txn_deposit

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI haven't received the voucher code

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=_top-up_concern__for_grab/angkas_rider_only___i_haven_t_received_the_voucher_code

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want to file a complaint against collection partners or collection agent

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit__i_want_to_file_a_complaint_against_collection_partners_or_collection_agent

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI can't log in to my GCash App

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your caseMy account was put on hold due to a routine verification.

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=i_can_t_log_in_to_my_gcash_app&tf_18766009076633=my_account_was_put_on_hold_due_to_a_routine_verification.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with a payment to my GGives Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI cannot make a payment to my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_was_automatically_charged_multiple_times_in_my_ggives_account&tf_21507634387737=i_cannot_make_a_payment_to_my_account

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryHow can I apply for GLoan?

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloans__how_can_i_apply_for_gloan

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have an issue with my GCash Visa Card voucher

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcash_card__i_have_an_issue_with_my_gcash_visa_card_voucher

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI withdrew using my GCash Card and did not get the cash

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcash_mastercard__i_withdrew_using_my_gcash_mastercard_and_i_did_not_get_the_cash.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryMy wallet limit is still not upgraded

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=my_gcash_account__my_wallet_limit_is_still_not_upgraded&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI can't link my bank to my GCash account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=cash_in__i_have_a_problem_linking_my_bank_to_my_gcash_account.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryMy GCash Basic Account was suspended, please unblock my account so I can complete the full verification and regain access to it

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account__my_gcash_basic_account_was_suspended__please_unblock_my_account_so_i_can_complete_the_full_verification_and_regain_access_to_it

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI cannot register to GCrypto

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcrypto%3A%3Ai_cannot_register_to_gcrypto&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI cannot purchase online using my GCash Card

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcash_mastercard__i_cannot_purchase_online_using_my_gcash_mastercard.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with a payment to my GLoan Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI cannot make a payment to my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan__i_was_automatically_charged_multiple_times_in_my_gloan_account&tf_21507634387737=i_cannot_make_a_payment_to_my_account

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI transacted a wrong top-up. (i.e Grab instead of Angkas wallet or vice versa)

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=_top-up_concern__for_grab/angkas_rider_only____i_transacted_a_wrong_top-up._*i.e_grab_instead_of_angkas_wallet_or_vice_versa*

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI was deducted more than once for a single transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

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Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

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You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=tap_to_pay__i_was_deducted_more_than_once_for_a_single_transaction

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want to transfer my linked GCash Card from my old number to my new number

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcash_mastercard__i_want_to_transfer_my_linked_gcash_card_from_my_old_to_my_new_number&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryThe merchant did not honor my transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=tap_to_pay__the_merchant_did_not_honor_my_transaction

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI can't buy load

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=load__i_can_t_buy_load._*globe*/*tm*/_cherry

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want to delete my GFunds Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=ginvest__i_want_to_delete_my_ginvest_account&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want to change my mobile number in GGives

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_want_to_change_my_ggives_mobile_number.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern Category-

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534n

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with my GFunds transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseMy GFunds Dividends did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select *'I haven't received my TNVS voucher code'* as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gfunds__i_have_a_problem_with_my_gfunds_transaction&tf_22405932372249=gfunds_dividends

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with my GFunds transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseI cannot do any transactions

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gfunds__i_have_a_problem_with_my_gfunds_transaction&tf_22405932372249=wealth_cant_transact

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI cannot redeem the voucher code that was sent

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=_top-up_concern__for_grab/angkas_rider_only____i_cannot_redeem_the_voucher_code_that_was_sent

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI requested for my transaction history and did not receive it

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

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Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account__i_requested_for_my_transaction_history_and_did_not_receive_it.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want to file a complaint against collection partners or collection agent

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan__i_want_to_file_a_complaint_against_collection_partners_or_collection_agent

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with a payment to my GCredit Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI cannot make a payment to my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit__i_was_deducted_multiple_times_for_my_gcredit_payment.&tf_21507634387737=i_cannot_make_a_payment_to_my_account

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryMy account is still in We're verifying your account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=account_verification__i_have_an_existing_application__my_verification_is_still_in_upgrade_in_progress

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with my GFunds transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseMy Sell Order transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gfunds__i_have_a_problem_with_my_gfunds_transaction&tf_22405932372249=wealth_txn_sell

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with my GCrypto transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseGCrypto sent was not received

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcrypto__i_have_a_problem_with_my_gcrypto_transaction&tf_22405932372249&tf_22405932372249=gcrypt_send

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern Category-

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcrypto%3A%3Ai_want_to_change_my_mobile_number_in_gcrypto&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI did not receive the sent money

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=send_money__gcash_to_gcash___i_did_not_receive_the_sent_money&channel_ind=help_center

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want to delete my GLoan account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan__i_want_to_delete_my_gloan_account

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryHow can I apply for GCredit?

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit__how_to_apply_for_gcredit_

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI was charged more than once

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__link_and_pay__i_was_charged_more_than_once

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with my GCrypto transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseGCrypto sent from external wallet not received

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select *'I haven't received my TNVS voucher code'* as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcrypto__i_have_a_problem_with_my_gcrypto_transaction&tf_22405932372249&tf_22405932372249=gcrypt_external_wallet_send

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with my GSave transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseMy Withdraw transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&tf_360023219534=gsave__my_deposit_transaction_did_not_reflect_on_my_account.&tf_22405932372249=wealth_txn_withdraw

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with a payment to my GLoan Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI was charged multiple times for my payment

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan__i_was_automatically_charged_multiple_times_in_my_gloan_account&tf_21507634387737=i_was_charged_multiple_times_for_my_payment

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI didn't receive my money after cashing in via OTC

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=cash_in__i_didn_t_receive_my_money_after_cashing_in_via_otc&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI lost my GCash Card

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=my_gcash_account__i_want_to_suspend_my_gcash_card_due_to_lost_card&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI have a problem with my GSave transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseMy Deposit or Top up transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&tf_22405932372249=wealth_txn_deposit&tf_360023219534=gsave__my_deposit_transaction_did_not_reflect_on_my_account.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI lost my SIM card / phone

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account__i_lost_my_sim_card_/_phone.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryMy online subscription or payment did not reflect

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__direct_payment__my_online_subscription_or_payment_did_not_reflect

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want to transfer my funds and services from my old to my new account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account__i_still_have_funds_on_my_old_lost_sim__kindly_transfer_to_my_new_number

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Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI didn't receive my money after cashing in via Bank

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=cash_in__i_didn_t_receive_my_money_after_cashing_in.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI didn't receive my energies after doing a transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gforest__i_didn_t_receive_my_energies_after_doing_a_transaction.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI cannot proceed with my online subscription or payment

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__link_and_pay__i_cannot_proceed_with_my_online_subscription_or_payment

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want register / renew my AMEX Virtual Pay

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=american_express_virtual_pay__i_m_having_problem_renewing_my_amex_virtual_pay&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI'm getting an error when applying for GGives

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_m_getting_an_error_when_applying_for_ggives

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

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

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

Your email address

GCash Registered Full Name

Please enter your complete name.

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

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

Mobile Number

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

Concern CategoryI want to change my mobile number in GLoan

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

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

New GCash Mobile Number

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

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

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

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

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

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

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

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

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

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

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

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan__i_want_to_change_my_mobile_number_in_gloan

---

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

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

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to deactivate my GCash card from my GCash account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcash_card__i_want_to_deactivate_my_gcash_card_from_my_gcash_account&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI have a problem with a payment to my GCredit Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentMy payment is not yet reflecting in my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit__i_was_deducted_multiple_times_for_my_gcredit_payment.&tf_21507634387737=my_payment_is_not_yet_reflecting_in_my_account

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Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryMy online subscription or payment did not reflect

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__link_and_pay__my_online_subscription_or_payment_did_not_reflect

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI did not receive my verification code in my email

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcrypto%3A%3Ai_did_not_receive_the_otp_in_my_email&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to update my GCrypto Account Information

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.(optional)

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcrypto%3A%3Ai_want_to_update_my_gcrypto_account_information&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI was charged more than once

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__auto-debit_payment__i_was_charged_more_than_once

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI cannot register to GFunds

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

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In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

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Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

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You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginvest__i_cannot_register_to_ginvest

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI did not receive my security code for AMEX Virtual Pay

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=american_express_virtual_pay__i_m_having_problem_generating_my_security_code&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI'm getting an error when doing Cash In

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=cash_in__i_could_not_cash_in_with_my_bpi_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI have a problem with a payment to my GCredit Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI was charged multiple times for my payment

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit__i_was_deducted_multiple_times_for_my_gcredit_payment.&tf_21507634387737=i_was_charged_multiple_times_for_my_payment

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI did not receive my load

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=load__i_haven_t_received_my_load._*globe*/*tm*/_cherry

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Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryVoucher or voucher code used but discount not applied on order

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=glife__voucher_or_voucher_code_used_but_discount_not_applied_on_order.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to cancel/refund my policy

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginsure__i_want_to_cancel_my_current_policy_in_ginsure

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI am unable to buy a voucher

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=_top-up_concern__for_grab/angkas_rider_only___i_am_unable_to_buy_a_voucher

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI have a problem with a payment to my GGives Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI haven't received my cashback in GGives or GLoan

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select *'I haven't received my TNVS voucher code'* as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_was_automatically_charged_multiple_times_in_my_ggives_account&tf_21507634387737=i_haven_t_received_my_cashback

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Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI cannot proceed with my online subscription or payment

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__direct_payment__i_cannot_proceed_with_my_online_subscription_or_payment

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Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to update my GInsure Account Information

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.(optional)

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

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What Happened in Your Most Recent Verification Attempt-

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Please provide a screenshot of the error you encountered

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Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginsure__i_want_to_change_my_ginsure_account_information

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI am unable to save my preferred biller

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=pay_bills__i_am_unable_to_save_my_preferred_biller.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryThe money I sent did not transfer to the nominated bank account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?(optional)-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=bank_transfers__i_can_t_transfer_from_gcash_to_my_bank_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI didn't receive my money after cashing in via Remittance

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=cash_in__i_didn_t_receive_my_money_after_cashing_in_via_remitance&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI cannot access my GSave Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gsave__i_cannot_access_my_gsave_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryThe merchant POS did not receive the transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?(optional)-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=scan_to_pay__the_merchant_pos_did_not_receive_the_transaction.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI cannot access my GCrypto Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcrypto%3A%3Ai_cannot_access_my_gcrypto_account&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to close my GCrypto Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

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Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcrypto::i_want_to_delete_my_gcrypto_account

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryThe number I'm registering is showing an existing account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=registration__i_have_not_registered_to_gcash_but_it_says_i_already_have_an_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryMy online subscription or payment did not reflect

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__auto-debit_payment__my_online_subscription_or_payment_did_not_reflect

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Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to cancel my subscription or unlink to my GCash account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=pay_online__i_want_to_cancel_my_subscription.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI cannot access my AMEX Virtual Pay

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=american_express_virtual_pay__i_cannot_access_my_amex

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI did not receive an SMS confirmation for my Insurance purchase

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID(optional)

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In

- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginsure__i_did_not_receive_an_sms_confirmation_for_my_insurance_purchase

---

Submit a request {#submit-a-request}

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=ginvest__i_want_to_change_my_ginvest_account_information&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI am unable to link my new GCash Card

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcash_mastercard__i_cannot_link_my_gcash_mastercard_to_my_account_in_the_gcash_app.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI'm seeing a different name listed on my AMEX Virtual Pay

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=american_express_virtual_pay__i_m_seeing_a_different_name_listed_on_my_virtual_card&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to refund only the Online Shopping Protect Insurance Premium and my transaction is within 7 days

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__online_shopping_protect__i_want_to_refund_only_the_online_shopping_protect_insurance_premium_and_my_transaction_is_within_7_days.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI received the incorrect load credit

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=load__i_received_the_incorrect_load_credit.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI was scammed

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account typeFilipino citizen 18+ years old with PH SIM

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant(optional)

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.(optional)

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=my_gcash_account__i_was_scammed.&channel_ind=help_center

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern Category-

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

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In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

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You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=promos__i_did_not_receive_my_voucher_/*cashback*/_promo_incentive

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to file a claim for my policy

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ginsure__i_want_to_file_a_claim_in_ginsure

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Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI was charged more than once

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__i_have_a_problem_with_my_pay_online_transaction

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Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI have a problem with a payment to my GGives Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI was charged multiple times for my payment

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

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Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_was_automatically_charged_multiple_times_in_my_ggives_account&tf_21507634387737=i_was_charged_multiple_times_for_my_payment

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI cannot withdraw using my GCash Card

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gcash_mastercard__i_cannot_withdraw_using_my_gcash_mastercard.&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI was charged twice when I bought load

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=load__i_was_charged_twice_when_i_bought_/_borrowed_load.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to file a complaint against collection partners or collection agent

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_want_to_file_a_complaint_against_collection_partners_or_collection_agent

---

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to refund only the Online Shopping Protect Insurance Premium and my transaction is beyond 7 days

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

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You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=pay_online__online_shopping_protect__i_want_to_refund_only_the_online_shopping_protect_insurance_premium_and_my_transaction_is_beyond_7_days._

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI have a problem with a payment to my GLoan Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentMy payment is not yet reflecting in my account

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gloan__i_was_automatically_charged_multiple_times_in_my_gloan_account&tf_21507634387737=my_payment_is_not_yet_reflecting_in_my_account

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Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI want to delete my GCredit account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you’ve contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcredit__i_want_to_cancel_my_gcredit_account.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowPartner Support Help Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern Category-

GPO Mobile Number (old)

Please enter your mobile number in the following format: 09xxxxxxxxx

GPO Mobile Number (new)

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Valid ID

GCash Pera Outlet ID

Store Name

Your Email address

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

Attachments

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=31923604935321

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI am unable to register to GCash

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=registration__i_am_unable_to_register_to_gcash.

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI'm getting an error when doing Bank Transfer

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatified with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, pleasse input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

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In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

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Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

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You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=send_money_to_bank__i_received_an_error__unable_to_process_your_request_

Submit a request {#submit-a-request}

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer here for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions here.

2. Ensure to attach a Valid ID & accomplished form. Press here to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap here to learn more.

Please choose your issue belowHelp Center Form-Partner Support Help Center FormPartner Support Help Center FormHelp Center FormForbearance FormAccount Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI cannot access my GFunds Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail adddress or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague’s device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXX or 09XXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account-

Did you receive an email about your account deactivation?-

To learn more visit: https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subcription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECpay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-