

We are enhancing our digital services so you can enjoy a better and safer banking experience.

Please be informed that the PNB Send Cash service will be temporarily unavailable starting August 8, 2021.

We ask for your patience as we work to have an improved Send Cash facility that will be made available soonest in the new PNB Digital App.

Thank you!

FREQUENTLY ASKED QUESTIONS

How long can my beneficiary claim the Send Cash transaction?

Beneficiary can redeem a Send Cash transaction within 10 days from the date money is sent. If unclaimed, the transaction will expire, and the send cash amount shall be transferred back to your account, net of the service fee.

Can my beneficiary claim the remittance after August 08?

Yes. Send Cash transactions shall still follow the 10 days validity period after money is sent. Once they receive both the reference number and passcode, they may still claim their Send Cash proceeds at any PNB branch by presenting valid IDs.

As a Sender, can I cancel my Send Cash transaction after August 08?

No. After August 08, you may no longer cancel your Send Cash transaction because this feature shall be temporarily unavailable in the PNB Digital App.

If your beneficiary fails to redeem it before the validity date, the transaction amount will be transferred back to your account, net of the service fee.

As a Sender, how will I know if my intended beneficiary has already redeemed the proceeds of my Send Cash transaction?

You will be notified through SMS and email upon successful redemption. You may also refer to the email notification to get the full details of the beneficiary including his/her name and ID type presented.

What will now happen if my beneficiary provided an incorrect passcode while redeeming my Send Cash transaction?

Your beneficiary is allowed up to three (3) consecutive invalid passcode attempts. Once he/she has reached the maximum number of attempts, the transaction shall be blocked and shall not be available for redemption.

The Send Money amount shall be transferred back to your account after the validity period or once the transaction expires, net of the service fee.

As a Sender, can I still resend the reference number to my beneficiary after August 08?

No. This service shall not be available after August 08. If your beneficiary fails to redeem the money, the Send Cash amount will be transferred back to your account once the transaction expires, but not the service fee.