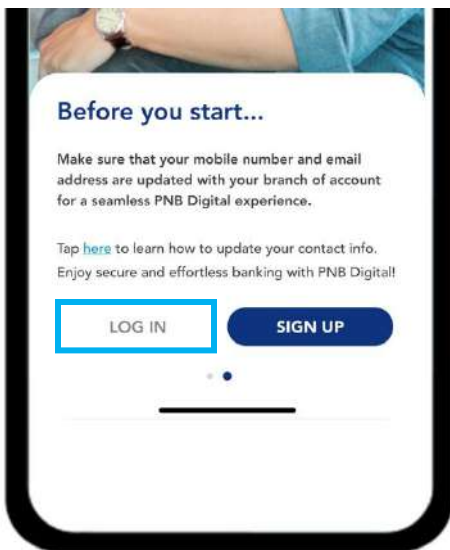


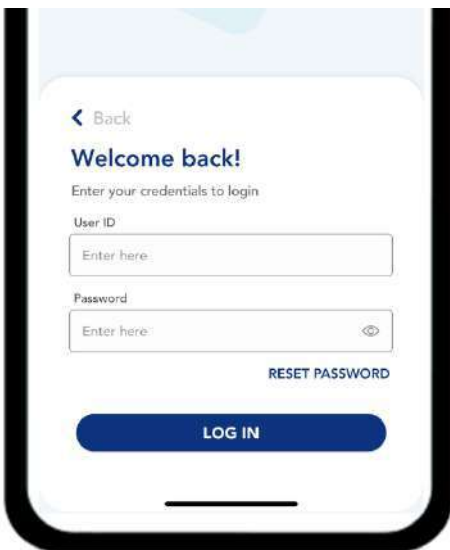
How to switch your PNB Digital App access to a New Mobile Device

For your security, PNB Digital has a one-device policy.

If you are an existing user and would like to switch to a new mobile device, simply follow the steps below. Ensure also that your contact details with PNB are updated with your branch of account.

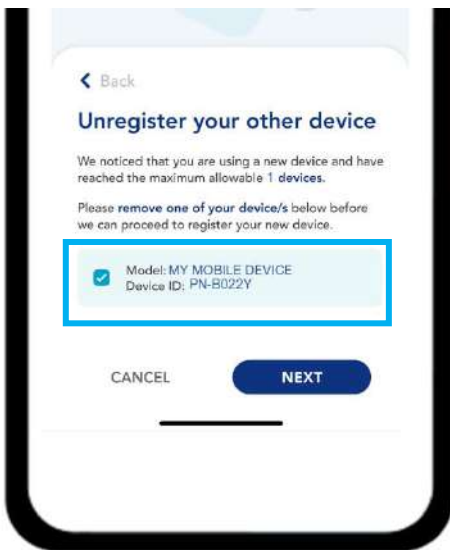


1. Launch the PNB Digital App after installing it in your new device then tap **Log In**.

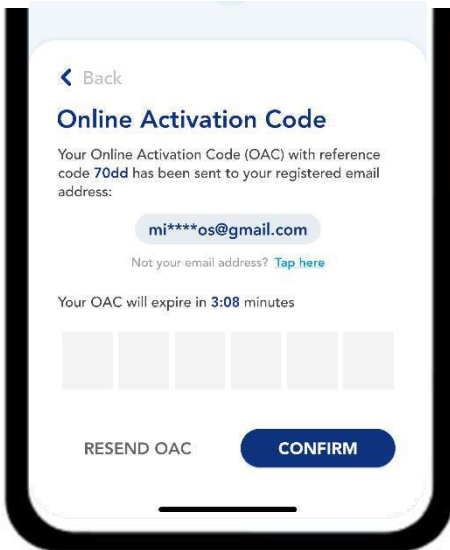


2. Enter your PNB Digital User ID* and password to log in.

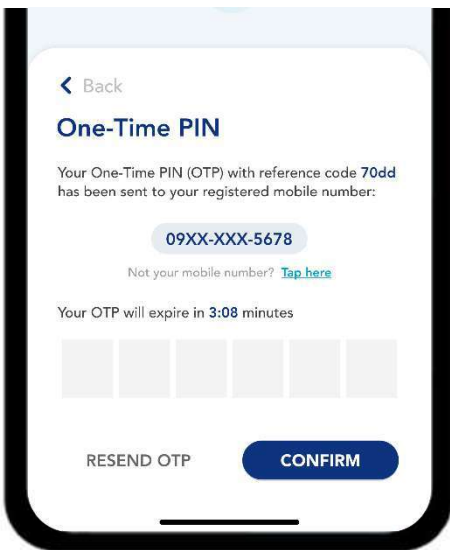
*If you forgot your password, tap **Reset Password**.*



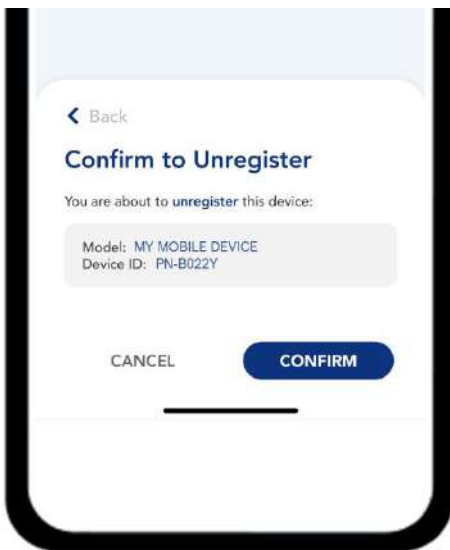
3. Tap on the checkbox to unregister your old mobile device. Tap **Next**.



4. Enter the Online Activation Code sent to your registered email address.



5. Enter the One-Time PIN (OTP) sent to your registered mobile number.



6. Tap **Confirm** to proceed with the unregistration of your old mobile device.



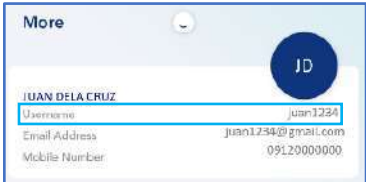
7. Activate the app's security features such as biometrics login and the PNB Digital Key.



8. **And you're done!** You can now access the PNB Digital App on your new mobile device.

Here are some tips if you forgot your User ID:

Tap the **More** icon in the app dashboard in your old device to view your Username. Your User ID is shown in the topmost card.



** If you no longer have access to your old device, please contact your branch of account for assistance.*

If you need further assistance, please contact the Bank's Consumer Assistance Office at customer@pnb.com.ph.

PNB is regulated by the Bangko Sentral ng Pilipinas <https://www.bsp.gov.ph>