

# PVB Digital Banking User Guide (as of August 17, 2023)

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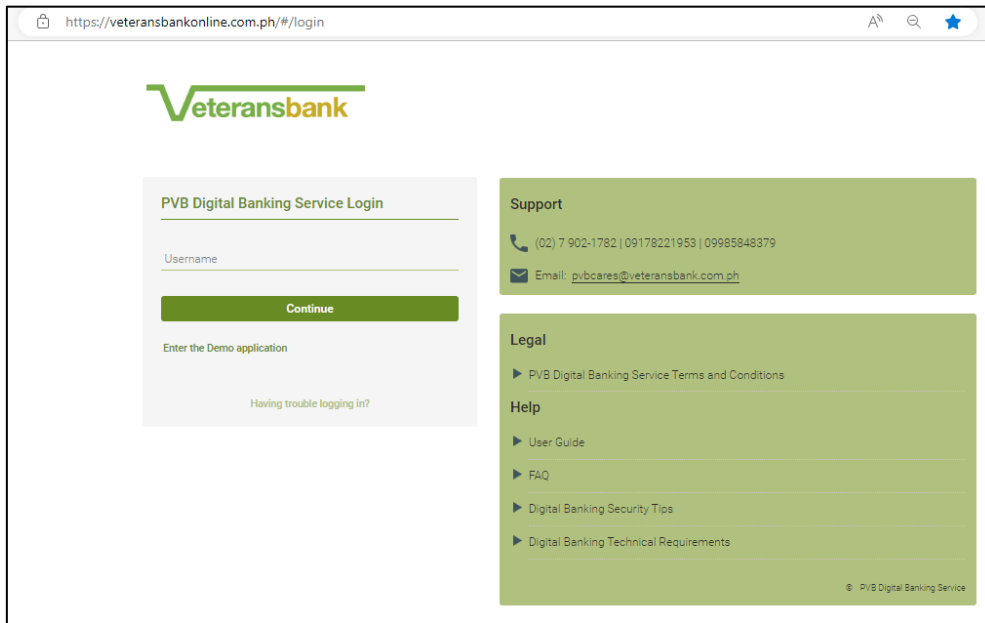
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## Access to PVB Digital Banking

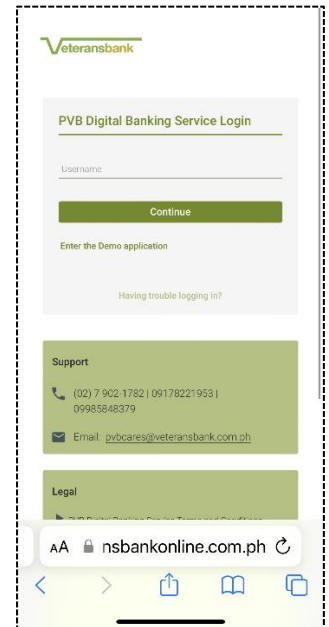
### A. Where to access PVB Digital Banking

**PVB Online Banking** - refers to the Online Banking platform of the Bank which is accessible through a web browser at <https://veteransbankonline.com.ph>

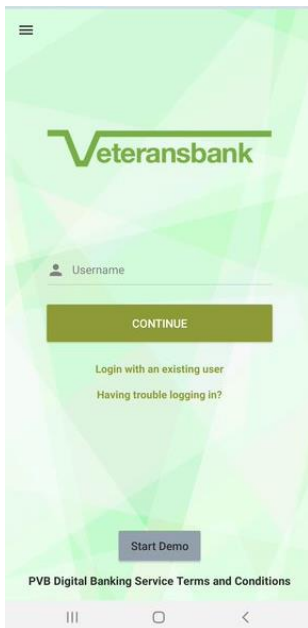
(desktop view)



(mobile browser view)



**PVB Mobile Banking App** - the Mobile Banking platform of the Bank which is published and available for download at Apple App Store and Google Play Store.



## B. Initial Log in

Log in using the temporary username that was sent to your registered email address and initial password that was sent to your registered mobile number. If you did not receive your username/password, please contact your PVB maintaining branch.

After clicking Login, you will then be requested to input the following:

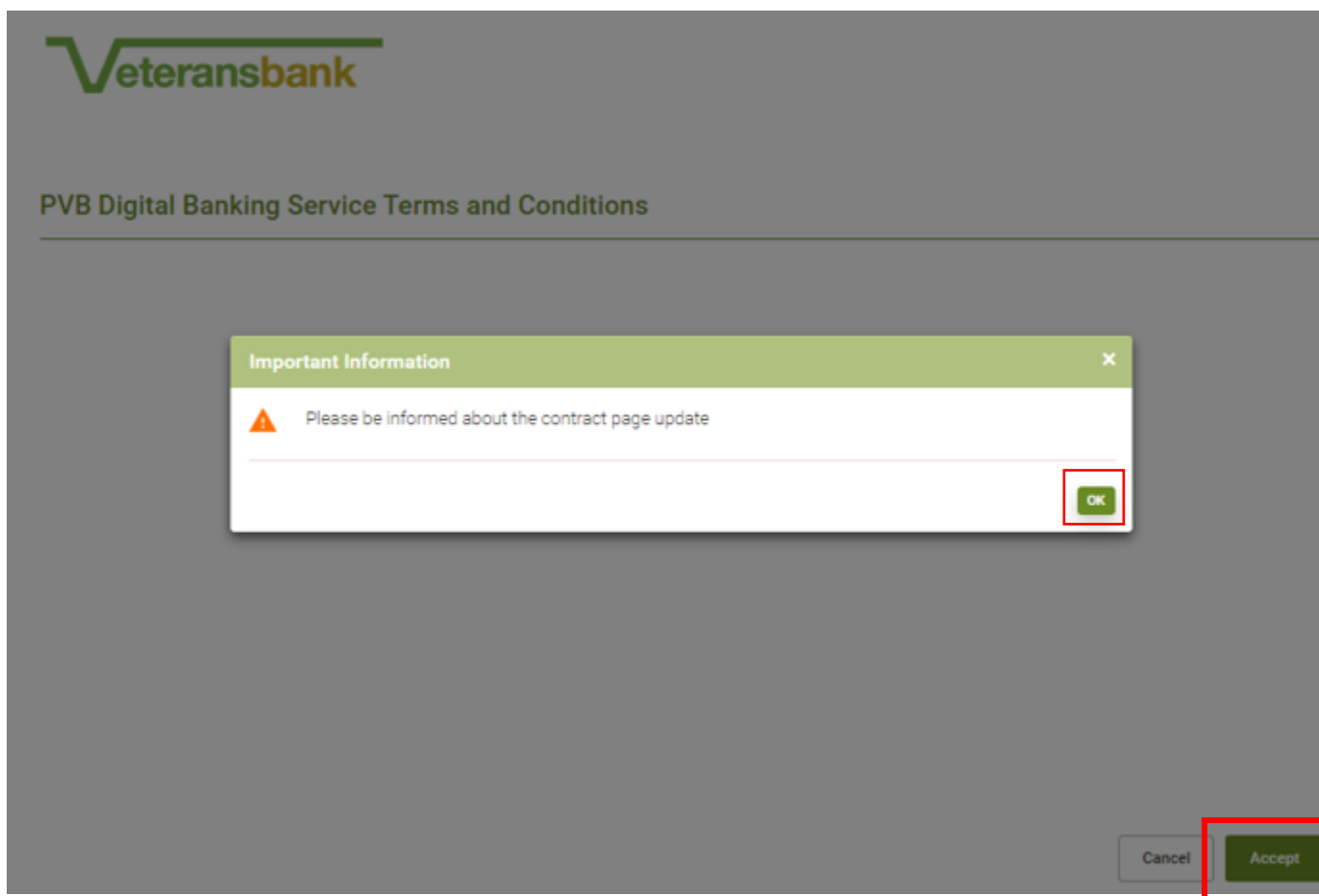
- i. a New Username you prefer to use
- ii. the initial/original password sent to your registered mobile number (which you used in the previous step)
- iii. a New Password you prefer to use
- iv. re-input the New Password

Please follow the username and password format requirements to successfully complete this step.

- ✗ Password must be at least 8 characters long
- ✓ Password must not contain more than 3 consecutive identical characters
- ✓ Password must not contain more than 3 consecutive sequential characters
- ✗ Password must contain at least one uppercase character
- ✗ Password must contain at least one lowercase character
- ✗ Password must contain at least one number
- ⓘ Password cannot be one that is disallowed
- ⓘ Password cannot match a previously used password

Upon submission, you will be asked to input the OTP sent to your registered mobile number to proceed with the changes.

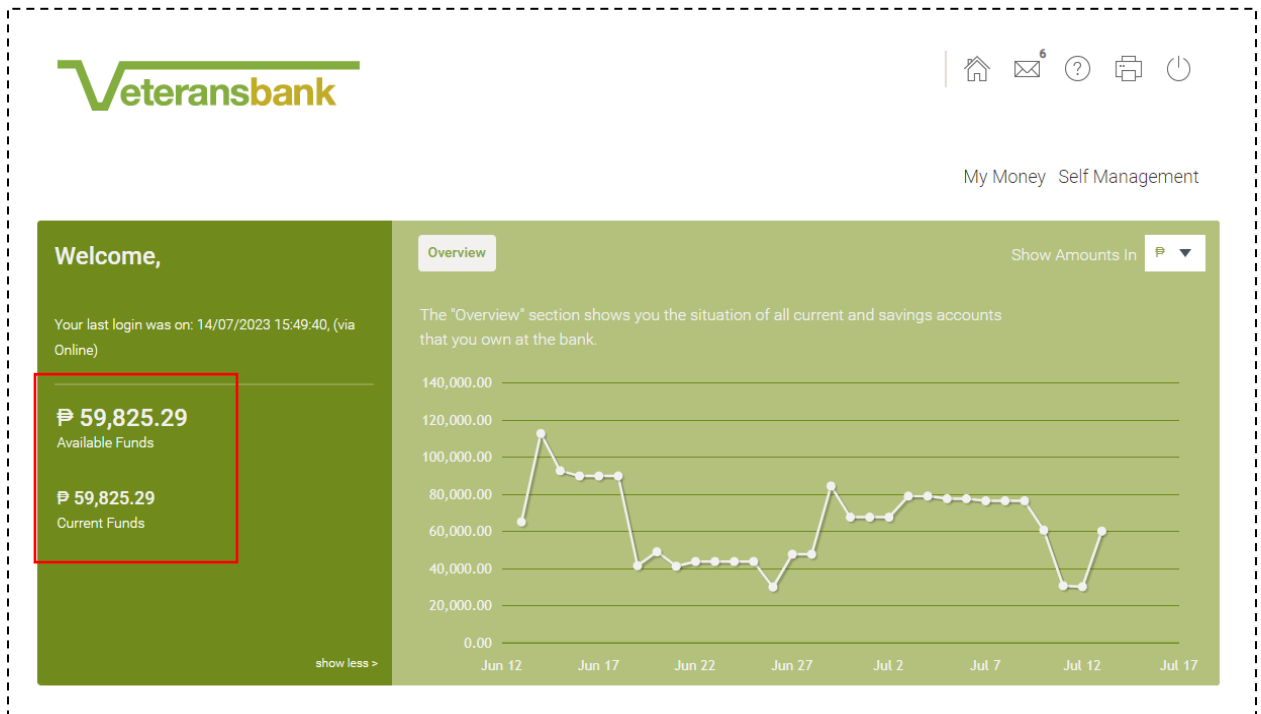
You will then be asked to read and accept the PVB Digital Banking Service Terms and Conditions. Click Ok, read the Terms and Conditions, then click Accept to be able to proceed to your Digital Banking access.



Features Available:

- A. **Balance Inquiry** – view the real time balances of all your accounts with PVB, including current, savings, time deposit and loan accounts. It also displays the historical trend of your total current and savings account (CASA) balance for the past 30 days.

Upon log in, you can immediately see the Available Balances/Current Balances of all your accounts:



(Online Banking view)

My Accounts (4)		
<b>Current Accounts (1)</b>		
	Available Balance	Current Balance
CA 10000123 CA Regular Individual	₱ 25,000.00	₱ 25,000.00
<b>Savings Accounts (2)</b>		
	Available Balance	Current Balance
SA 12011234 SA Peso Stmt PVB Employee	₱ 34,825.29	₱ 34,825.29
SA 12014321 SA FODU Psbk Individual	\$ 150.00	\$ 150.00
<b>Time Deposits (1)</b>		
		Current Balance
TD 880010000123 PHP CTD INDIVIDUAL		₱ 5,010.62

(Mobile Banking App view)



- B. **Transaction Inquiry** – view the details of your transaction such as transaction date, transaction description, transaction amount, and running balance.

Click on the particular account you would like to view:

My Accounts (4)		
<b>Current Accounts (1)</b>		
	Available Balance	Current Balance
CA 10000123 CA Regular Individual	₱ 25,000.00	₱ 25,000.00
<b>Savings Accounts (2)</b>		
	Available Balance	Current Balance
SA 12011234 SA Peso Stmt PVB Employee	₱ 34,825.29	₱ 34,825.29
SA 12014321 SA FODU Pabk Individual	\$ 150.00	\$ 150.00
<b>Time Deposits (1)</b>		
		Current Balance
TD 880010000123 PHP CTD INDIVIDUAL		₱ 5,010.62

The details of your transactions will then be shown.

- Click PDF or CSV to download a copy of your transaction history
- Click on Filter to filter the transactions shown

(Online Banking view)

SA 12011234  
SA Peso Stmt PVB Employee

Account Number: 12011234  
Branch: 1 - MAIN OFFICE SERVICES DEPARTMENT  
Administrative Fees: (next payment date on 31/07/2023)  
Beneficiaries: (Sole Owner)

Available Balance: ₱ 34,825.29  
Current Balance: ₱ 34,825.29  
Total holds: ₱ 0.00

Exchange Rates  
Currency: \$ Book Rate: 54.5100  
₱ 1.0000

Support  
(02) 7 902-1782 | 09178221953 | 09985848379  
Email: pvcare@veteransbank.com.ph

Transactions Active Transactions Holds

Show Filters View calendar PDF CSV

Transaction Date	Description	Amount	Running Balance
14/07/2023	POS RTL STARBUCKS	₱ 175.00	₱ 34,825.29
13/07/2023	POS RTL LRO PETRON	₱ 2,873.89	₱ 35,000.29

(Mobile Banking App view)

SA 12011234  
Current Balance: ₱ 39,968.81  
Next Payment: ₱ 0.00

880010000123  
Current Balance: ₱ 5,010.62  
Next Interest Payment: ₱ 5.18  
Next Interest Payment Date: 7/7/23

Transactions for June:

- POS RTL MERCURYERU ₱ 684.00
- POS RTL Retail Sto ₱ 4,495.04
- SERVICE CHARGE DEBIT ₱ 18.00
- ATM WOL BDO000010 ₱ 10,000.00
- POS RTL Retail Sto ₱ 6,435.89
- SERVICE CHARGE DEBIT ₱ 18.00
- ATM WOL 2F Bldg A ₱ 10,000.00
- SERVICE CHARGE DEBIT ₱ 18.00
- ATM WOL 2F Bldg A ₱ 10,000.00
- SERVICE CHARGE DEBIT ₱ 18.00
- ATM WOL 2F Bldg A ₱ 10,000.00

C. **Change Password** – change your password anytime.

Click Self Management – Change Password. Input your current and new password, following the password requirements indicated.

(Online Banking view)

**Change Password**

To change your Online Banking password enter your current password, a new password, then enter and confirm your new password. When finished, click the Submit button. Note that your new password must adhere to the password rules below.

Current Password \_\_\_\_\_

New Password \_\_\_\_\_

Confirm Password \_\_\_\_\_

- ✗ Password must be at least 8 characters long
- ✓ Password must not contain more than 3 consecutive identical characters
- ✓ Password must not contain more than 3 consecutive sequential characters
- ✗ Password must contain at least one uppercase character
- ✗ Password must contain at least one lowercase character
- ✗ Password must contain at least one number
- ⓘ Password cannot be one that is disallowed
- ⓘ Password cannot match a previously used password

My Money **Self Management**

**Exchange Rates**

Currency	Book Rate
\$	55.3000
₱	1.0000

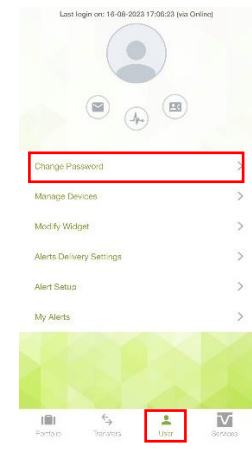
**Support**

(02) 7 902-1782 | 09178221953 | 09985848379

Email: [psbcases@veteransbank.com.ph](mailto:psbcases@veteransbank.com.ph)

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(Mobile Banking App view)



Upon submission, you will be asked to input the OTP sent to your registered mobile number to proceed with the change.

- D. **Manage Accounts** - set the online display name or nickname of your accounts for easy reference. This also enables you to set the access level (depending on what the Bank allows) per account and include/exclude certain account/s from your online access

Click Self Management – Manage Accounts, then select the account and access level you prefer from the dropdown list.

- No restriction – view and transact
- Display only – view only
- Transaction only – transact only
- Excluded – cannot be viewed or used as source account

The screenshot displays the 'Manage Accounts' page on the Veteransbank website. At the top right, there are navigation icons and a menu with 'My Money' and 'Self Management' (the latter is highlighted with a red box). The main heading is 'Manage Accounts'. Below it, there is a form with the following fields:

- 'Please select an account': A dropdown menu showing '12001234 SA Peso Pssbk Reg Individual' with 'No Restriction' and a 'P' icon.
- 'Nickname': A text input field with '(15 characters remaining)'.
- 'Access Level': A dropdown menu with 'No Restriction' selected and expanded to show options: 'No Restriction', 'Display Only', 'Transactions Only', and 'Excluded'. This dropdown is highlighted with a red box.

A green 'Submit' button is located to the right of the 'Access Level' dropdown. To the right of the form are three informational panels: 'Exchange Rates' (showing rates for \$ and P), 'Support' (with phone and email contact info), and a footer with '© PVB Digital Banking Service'.

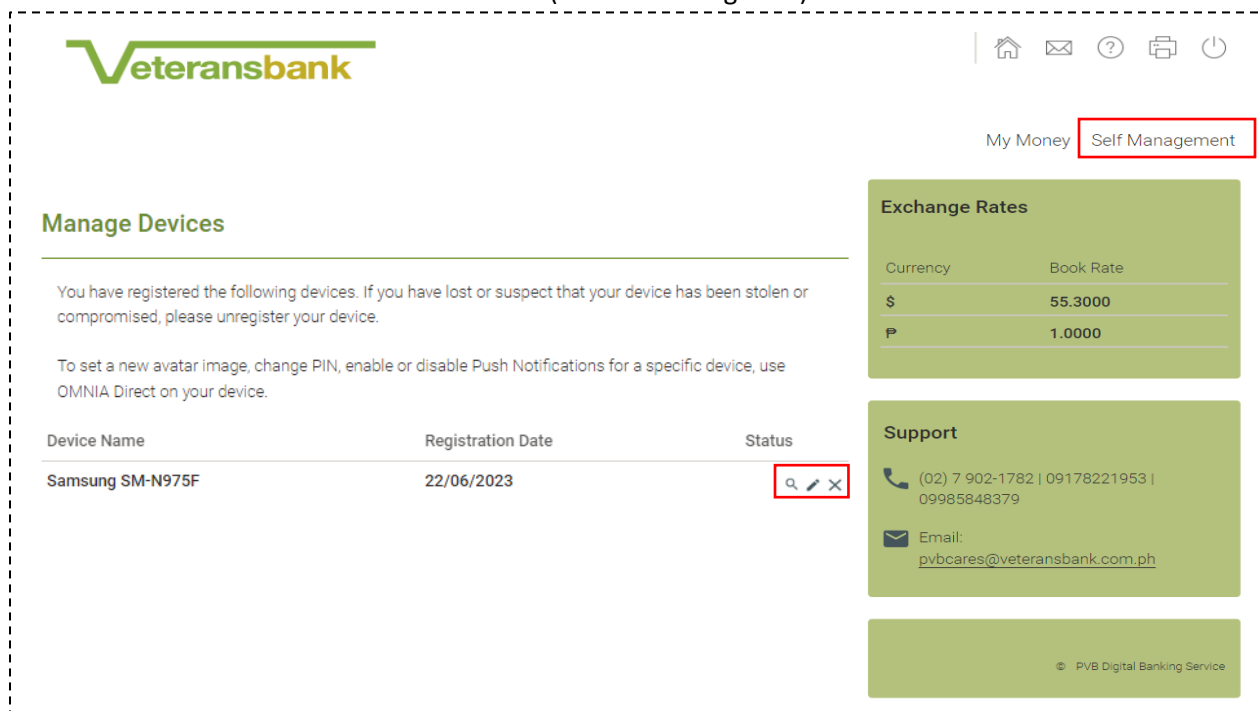
Upon submission, you will be asked to input the OTP sent to your registered mobile number to proceed with the setup.



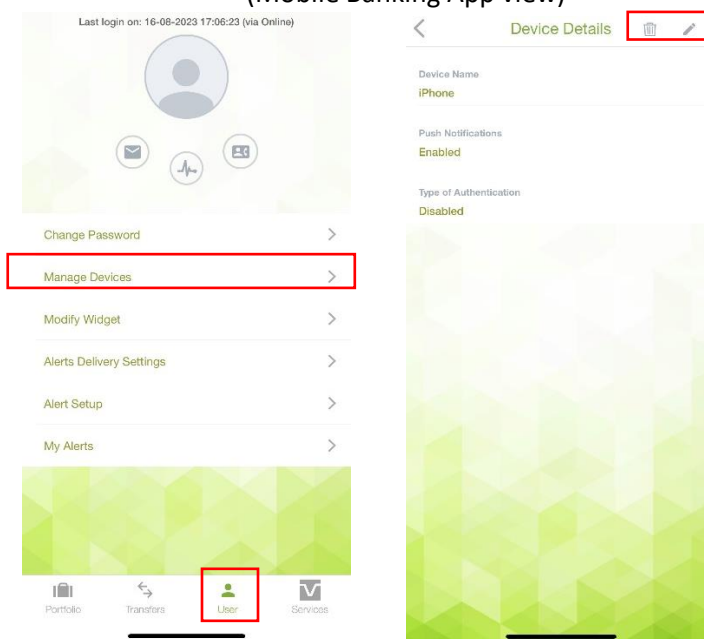
E. **Manage Devices** - display the devices you have registered for mobile banking app.

Click Self Management – Manage Devices to see your linked devices. You can view, edit, and unregister the linked devices.

(Online Banking view)



(Mobile Banking App view)



Upon submission of the request to unregister the linked device, you will be asked to input the OTP sent to your registered mobile number to proceed with the setup.

F. View Online Activity – view your online activity

Click Self Management – Online Activity to view your online activity. Click Show Filters to see the various fields you can filter.

(Online Banking view)

The screenshot shows the Veteransbank Online Banking interface. At the top right, there are navigation icons and a menu with 'My Money' and 'Self Management' (highlighted with a red box). Below this is the 'Online Activity' section, which includes a 'Show Filters' button (highlighted with a red box) and a table of activity logs. The table has columns for Date/Time, Transaction Type, and Status. The activity logs include Login, Logout, Account details & History, and My Portfolio. To the right of the activity table are sections for Exchange Rates and Support. At the bottom, there are navigation buttons numbered 1 through 7.

Date/Time	Transaction Type	Status
18/07/2023 09:39:27	Login	Completed
17/07/2023 11:53:42	Logout	Completed
17/07/2023 11:37:05	Account details & History From Account: 12003796 Type: Savings	Completed
17/07/2023 11:26:19	My Portfolio	Completed
17/07/2023 11:26:14	Account details & History From Account: 12003796 Type: Savings	Completed
17/07/2023 11:26:12	My Portfolio	Completed
17/07/2023 11:25:58	Online activity From Date: 17-06-23 To date: 17-07-23 Transaction Description: All	Completed

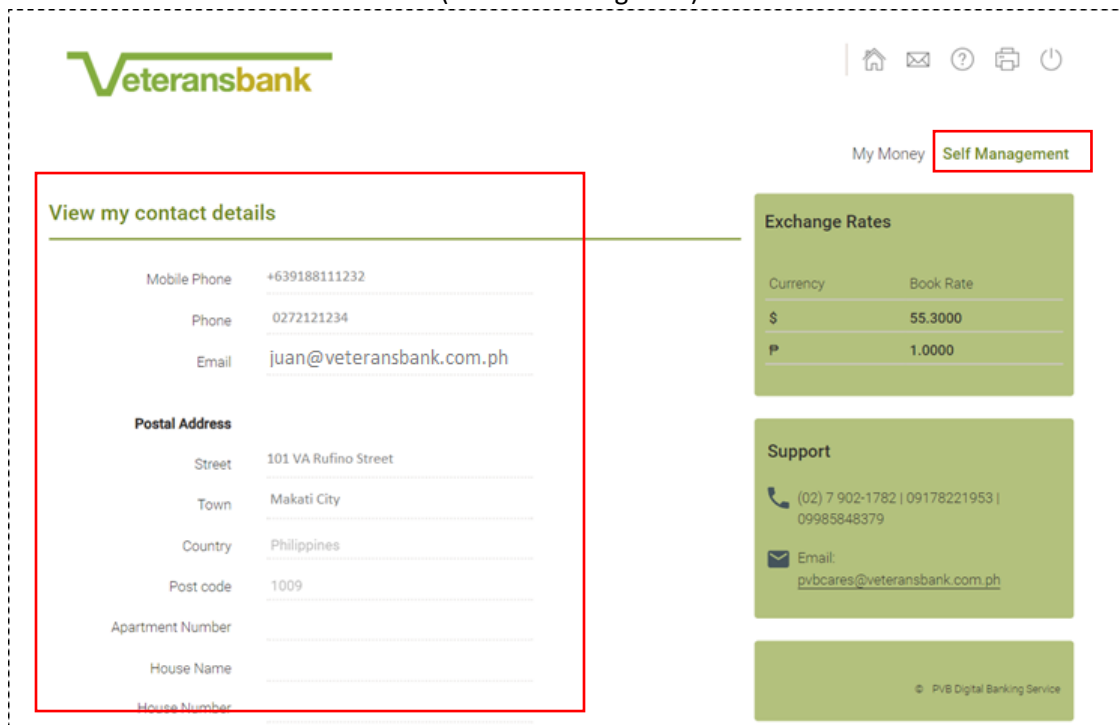
(Mobile Banking App view)

The left screenshot shows the main menu of the Veteransbank Mobile Banking App. At the top, it says 'Last login on: 16-08-2023 17:06:23 (via Online)'. Below this is a user profile icon and several service icons. The 'User' icon at the bottom is highlighted with a red box. The right screenshot shows the 'Online Activity' screen. At the top, it says 'August 2023'. Below this is a list of activity logs. A filter icon in the top right corner is highlighted with a red box.

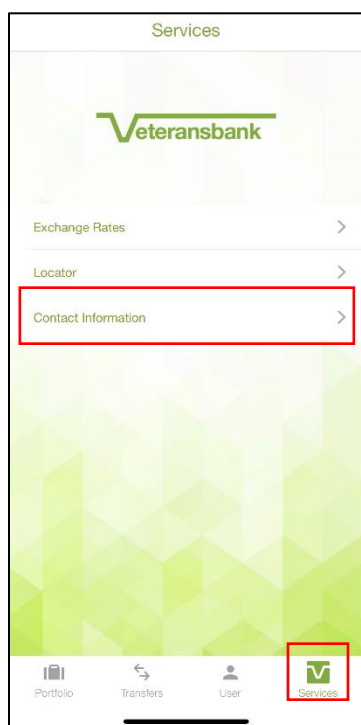
- G. **View Contact Details** – view your contact details. If your contact details are no longer updated, please contact your PVB Maintaining Branch to update your details.

Click Self Management – View my contact details to see your details.

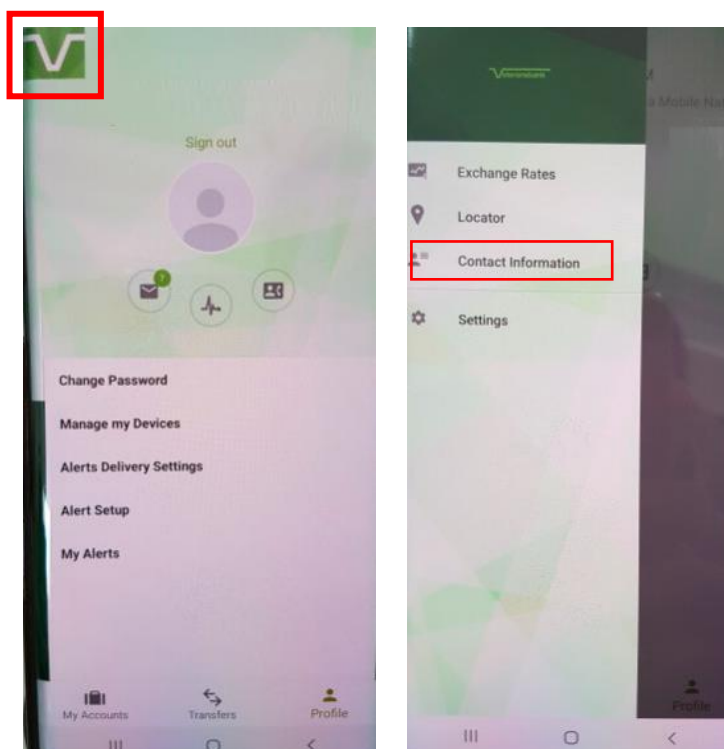
(Online Banking view)



(Mobile Banking App view - iOS)

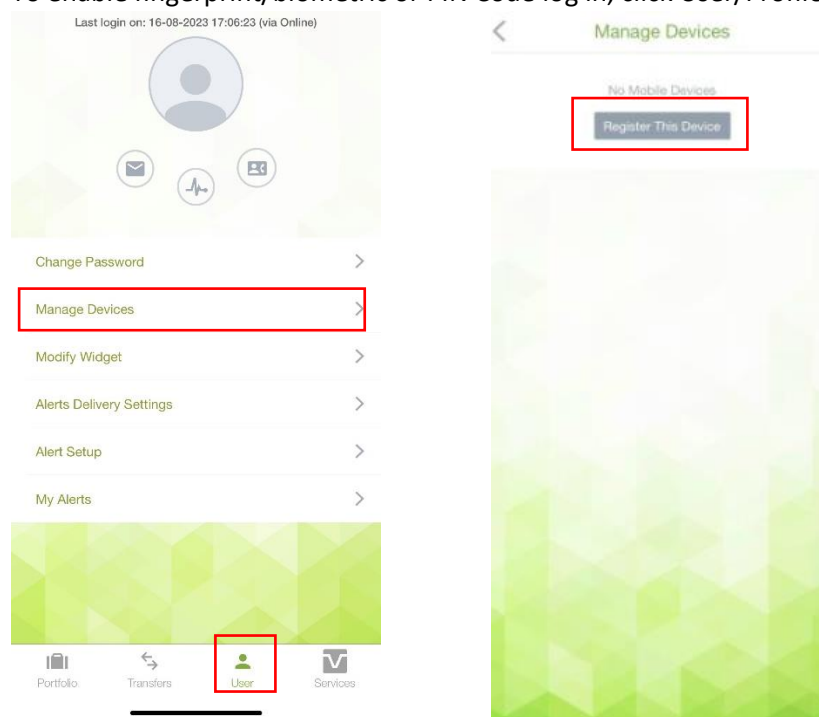


(Mobile Banking App view - Android)

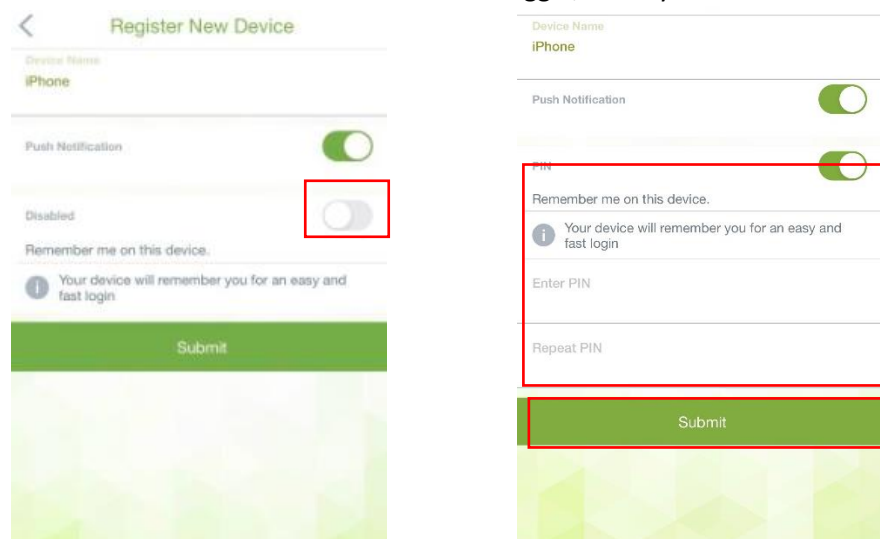


H. Biometric / PIN Code log in (mobile banking app only) – log in using your fingerprint or your nominated PIN Code.

To enable fingerprint/biometric or PIN Code log in, click User/Profile - Manage Devices, then Register the Device.



Enable the Remember me on this device toggle, enter your nominated PIN Code, then click Submit.



Upon submission, you will be asked to input the OTP sent to your registered mobile number to proceed with the setup. You will then be able to log in using your fingerprint or nominated PIN Code.