



Bank of Commerce

An affiliate of San Miguel Corporation



FAST, EASY, AND HASSLE-FREE

**Receive your Credit Card PIN
via SMS and email**



This PIN can be used for ATM cash advances and for purchases that require PIN entry.
You can request it through Customer Care at (02) 8632 2265.

BANKCOM CREDIT CARD PIN

FREQUENTLY ASKED QUESTIONS

1. What is a Credit Card PIN?

A Credit Card PIN is a 6-digit Personal Identification Number used for ATM cash advances and purchases that require PIN entry.

2. When can I request a PIN?

- You may request anytime, by calling BankCom Customer Care at (02) 8632 2265.
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3. How do I request a PIN?

For New Credit Cardholders:

- During the card activation process, a Customer Service Representative will initiate the generation of your Card PIN.

For Existing Credit Cardholders:

- You can request your PIN by calling BankCom Customer Care at (02) 8632 2265.
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4. How will I get my PIN?

- Your PIN will be sent to you via SMS and Email.
 - Ensure your contact details are accurate and updated to receive the PIN without delay.
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5. Will I receive the same PIN if it is sent via both SMS and email?

- If you request the PIN to be sent to both SMS and email at the same time, you will receive the same PIN on both channels.
 - However, if you request the PIN multiple times even on the same day, and choose to receive it via either SMS or email, you will receive a different unique PIN each time.
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6. How quickly will I receive my PIN after I requested for it?

- PINs are generated and sent instantly upon request.
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7. What should I do if I did not receive my PIN via SMS?

- If you requested your PIN via SMS but did not receive it, you may call again to request a new one.
 - Each time you make a new request, a new and unique PIN will be generated.
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8. What happens if I request multiple PINs in one day?

- If you request multiple PINs within a day, only the most recent PIN you receive will be active and valid.
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9. How secure is the PIN sent by email?

- The PIN sent by email is encrypted for your security.
- To open the encrypted file, use the last 6 digits of your credit card number as the password.