

## **MBPay Pickup**

**Introducing Metrobank's Payment Pickup Service!** As part of our promise to provide meaningful assistance, we are making it easier for select cardholders to settle their Metrobank credit card bill without leaving the comfort of their homes.

**If you are qualified for this service, Metrobank's accredited representatives will personally visit you to facilitate the Payment Pickup Service. Here is a complete guide on how it works:**

### **1. Get personally visited by an official field collector.**

- A field collector from Metrobank's accredited third party collection agencies will make a quick and safe personal visit to your declared billing address. The collector must present a valid company ID.
- The field collector is equipped with a secured Point-of-Sale (POS) terminal that will be used to safely process your payment for your credit card.

### **2. Process the transaction yourself through the POS terminal at hand.**

- You will be asked to insert or tap your Metrobank credit card first so the terminal can quickly capture the credit card number you intend to pay. If you no longer have your physical credit card, you can manually input your Metrobank credit card number.
- Next, manually input your email address and mobile phone number so you can receive near real-time confirmation of your payment transaction.
- You will need to input the amount you would want to pay. Once the amount is captured, you will be asked to insert your DEBIT card that you will use for payment.
- To proceed with your payment, you will need to input your DEBIT card's Personal Identification Number (PIN).

Note: You must do these yourself for the security of your account. The field collector will only guide you on how to process the payment, and you are not required to show your PIN. **NEVER share any personal information to any person, especially your OTP, three digit CVC/CVV, Card Expiry, and PIN.**

Cash payments are also NOT ACCEPTED during the personal visit. Field collectors are not authorized to receive cash.

### **3. Receive your transaction confirmation.**

- If you have declared an email address, you will receive an email notification whether the payment was successful or not. Otherwise, the notification will be sent via SMS at your declared mobile number.
- Similar to other POS terminal transactions, you will get a charge slip containing the details of your payment. Further, a provisional receipt will be also issued by the field collector. Make sure you keep the reference number of your payment transaction.

Your payment through this service will be reflected on your Metrobank credit card after two banking days from your transaction.

This service is available for select cardholders only. For further questions, you may call us at (02) 88-700-970 or at our toll free number 1-800-10-8700-922. You're #InGoodHands with Metrobank!