

FAQs – Telemoney

1. Q: How to open an account?
A: Open an account via the digital account opening platform of RCBC Telemoney at <https://www.rcbconlinebanking.com/web/nb/Registration>.
2. Q: How to deposit money to my RCBC account?
A: You can visit any of our pay-out branch partners worldwide. See complete list of partners here <https://www.rcbc.com/international-network>
3. Q: How to pay my Auto/Home loan via ADA? How to enroll my account?
A: Sign up for Automatic Debit Arrangement (ADA) with your RCBC Telemoney account by downloading and completing the ADA form. Email the completed form to loans_customer care@rcbc.com. Wait for the email confirmation and follow further instructions, if any.
4. Q: Is there a maintaining balance to open an account?
A: There is no maintaining balance on a RCBC Telemoney account.
5. Q: How will I know that my account application has been approved?
A: Once the account has been verified and approved, you will get notified via email and SMS
6. Q: When should I fund my ADA account?
A: To ensure timely payments, please fund your account at least 1 day before your loan due date.
7. Q: My loan account is already on RCBC ADA arrangement but the account is NOT under my name, will I be eligible for the Php500 voucher?
A: No you will not be eligible. You can open your own RCBC account and sign up the new account for ADA.
8. Q: When will I receive my Lazada Voucher?
A: Please find below the schedule:

Qualification Period	Transaction Cut-off	Schedule of Awarding
April 1 - 30, 2023	April 30, 2023	May 15, 2023
May 1 - 31, 2023	May 31, 2023	June 15, 2023
June 1-30, 2023	June 30, 2023	July 14, 2023

9. How do I redeem my Lazada voucher?
Follow these steps:
 - a. Make sure that your Lazada Wallet is activated. In the Lazada Philippines app, click the wallet icon, Activate, then Verify your wallet via OTP.
 - b. Once your Lazada Wallet is activated, go to “Lazada Wallet” then click the “Gift Card” icon.
 - c. Input the 20-digit Lazada Gift Card code in the field provided and tap Redeem. This will load the amount of the code into your Lazada Wallet balance.
 - d. To use your Lazada Wallet for payment, simply click “Lazada Wallet” as your payment method upon checkout.
10. Q: If I have inquiry, to whom should I talk to?
A: For any inquiries on this promo you can call our Loans Customer Care at you can contact our call center at (02) 8877-7222 / Domestic Toll Free at 1-800-10000-7222 or email us at loans_customer care@rcbc.com