



Frequently Asked Questions

1. What is MyWallet VISA?

MyWallet Visa is a reloadable prepaid stored value card, also called a cash card. Just like an ATM card, your MyWallet Visa may be used to withdraw funds through the ATM, cashless shopping, bills payment, and fund transfer. And because it is a Visa card, your card may be used worldwide for cash withdrawals and shopping. Plus, you may use your MyWallet Visa cash card for online purchases.

2. What are the advantages of getting a MyWallet Visa cash card?

- 24/7 access to your funds through ATMs here and abroad
- No need to open a savings or checking account which has a minimum maintaining balance
- Not linked to an account which may be exposed to card scams and skimming
- No need to carry cash while shopping here and abroad
- No overspending or incurring debt as you can only spend the amount that you have loaded
- Worry free online shopping
- Can be used for sending money anywhere in the Philippines at a very low rate
- Can be used to receive money from abroad

3. How do I get a MyWallet Visa cash card?

The MyWallet Visa cash card is available in all RCBC Savings Bank branches nationwide. Simply fill out the MyWallet Enrollment Form and present one valid government ID. No need to wait, you can get your MyWallet Visa cash card on the same day of opening. And you may have your name printed on the card for free.

4. How much is required to open a MyWallet Visa cash card?

A one-time card purchase fee of P150.00 shall be collected on the MyWallet Visa cash card. The initial load amount would depend on you. Minimum load is P120.00. This includes a P100.00 load and the P20.00 loading fee.

5. What is Loading Fee?

Loading fee is the amount collected by the Bank everytime you load your cash card. This is a fixed amount regardless of the amount loaded.

6. How much do I have to maintain in MyWallet VISA cash card?

There is no need to maintain any amount in your MyWallet Visa cash card. However, to enable you to do various transactions, we suggest you keep sufficient funds in your MyWallet Visa cash card.

7. What is inactivity?

A card with no transaction (load, withdrawal, purchase, fund transfer or bills payment) for the past 12 months is considered inactive. The corresponding monthly inactivity fee will be collected starting on the 13th month from last transaction date.

8. Is there an expiry date?

Yes, the expiry date is shown on the face of the card.

9. Does my MyWallet Visa cash card earn interest?

No, the MyWallet Visa cash card is not a deposit account that earns interest. It is also not covered by the Philippine Deposit Insurance Corporation (PDIC).

10. How do I make an online purchase?

After selecting the item you wish to purchase online, enter the required information (ie. Card number, expiry date and the CVV2 number).

11. What is CVV2?

CVV stands for card verification value code. This is the last 3 digits found at the back of your card beside your signature. CVV2 is an added security feature to validate the use of the card to minimize fraud for internet transactions.

12. What happens if my transaction is declined?

It is important to make sure that you have sufficient balance on your card for your desired transaction including charges if any. Should you have any questions, you may send an email to rsbcustomer@rcbcsavings.com or call +632 555 8772.

13. Is there a maximum amount that I can purchase?

Yes, you may use whatever balance you have in your card up to a maximum of P50,000 per day.

14. Is there a maximum withdrawable amount?

The maximum ATM withdrawal amount is P50,000 per day while the single withdrawal limit is P20,000 per transaction. This means that you need to do three transactions to complete your P50,000 withdrawal. Should you need to withdraw an amount higher than P50,000, you may withdraw personally in your branch of account. Withdrawals through RCBC Savings Bank ATMs are free of charge while withdrawals made through other bank's ATMs have a corresponding charge.

15. Is there a maximum load amount?

Yes, the maximum amount a cardholder may load in a month is P100,000.00

16. Where can I load the MyWallet Visa cash card?

You may load in any RCBC Savings Bank and RCBC branches nationwide for a flat fee of P20.00 regardless of amount loaded. You may also transfer funds from your existing RCBC Savings Bank MyWallet cash card, Savings or Checking account to your MyWallet Visa cash card in any RCBC Savings Bank branch or through the ATM. For your added convenience, loading may also be done through any Palawan Pawnshop branch nationwide following their standard remittance fee.

17. What are the charges for overseas withdrawal?

For international ATM transactions, there is a P50 charge for balance inquiry and a P150 charge for withdrawal regardless of amount. The peso equivalent of your foreign currency withdrawal will be deducted from your MyWallet Visa cash card using Visa's conversion rate for the day. To avoid inconvenience, please make sure you have sufficient balance on your card before your scheduled trip.

18. Can the MyWallet VISA cash card be used to accept funds from abroad?

Yes, funds may be sent through Visa Direct. This allows a person to send money to your MyWallet Visa cash card from banks and partners in selected countries. Currently, Visa Direct is available in the following: DBS & Maybank (Singapore), ICBC (China), Taishin Bank (Taiwan), SingPost branches and UAE Exchange branches. Arrangements are ongoing to include other countries.

19. What happens when my cash card is lost or stolen?

To avoid unauthorized transactions, please notify your branch of account or call our contact center at +632 555 8772 to immediately suspend your account. Please visit your branch of account for a card replacement.