



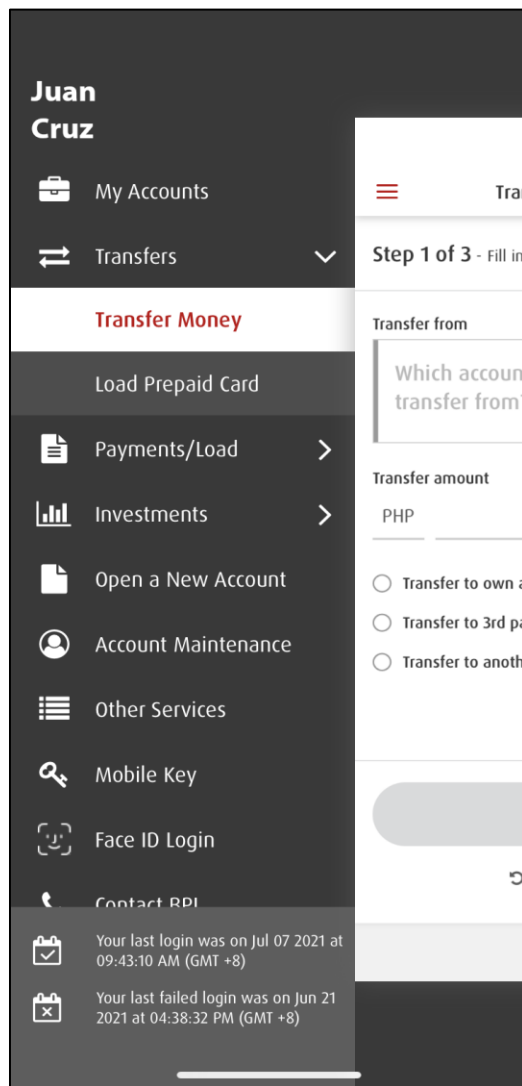
Robinsons Bank Credit Card

Bills Payment via InstaPay

USER GUIDE

PAY ROBINSONS BANK CREDIT CARD BILL VIA INSTAPAY

STEP 1 Login to the mobile application of your bank or institution.



STEP 2 Select fund transfer to another bank using InstaPay.

Transfer Money Cancel

Bank
ROBINSONS BANK CORPORATION

Transfer Service

- InstaPay**
 - Transfer funds in real-time of up to PHP 50,000 per transaction.
 - Transaction amount will form part of the PHP 50,000 limit for unenrolled transactions.
 - Available 24x7, weekdays and weekends.
- PESONet - Available Soon

Transfer Fee
PHP 25.00 shall be deducted from your account.

Transfer to

Account Number
5230912100001234 ✓

Account Name
juan cruz ✕

Notes
Enter notes (optional)

STEP 3 Fill out the required information:

Receiving Bank:	Robinsons Bank Corporation
Bank Account Number:	Your 16-digit Robinsons Bank Credit Card number
Amount:	Your desired payment amount

Accomplish other information (i.e. Notes, Transfer Date, etc.) and proceed your payment.

[Back](#) **Transfer Money** [Cancel](#)

● Transfer from:
SAVINGS ACCOUNT | 8248123456

↓ Transfer Amount PHP 50.00

ⓘ Service fee PHP 25.00

Total amount to be deducted:
↓ PHP 75.00

Transfer Service:
InstaPay

● Transfer to:

Bank:
ROBINSONS BANK CORPORATION

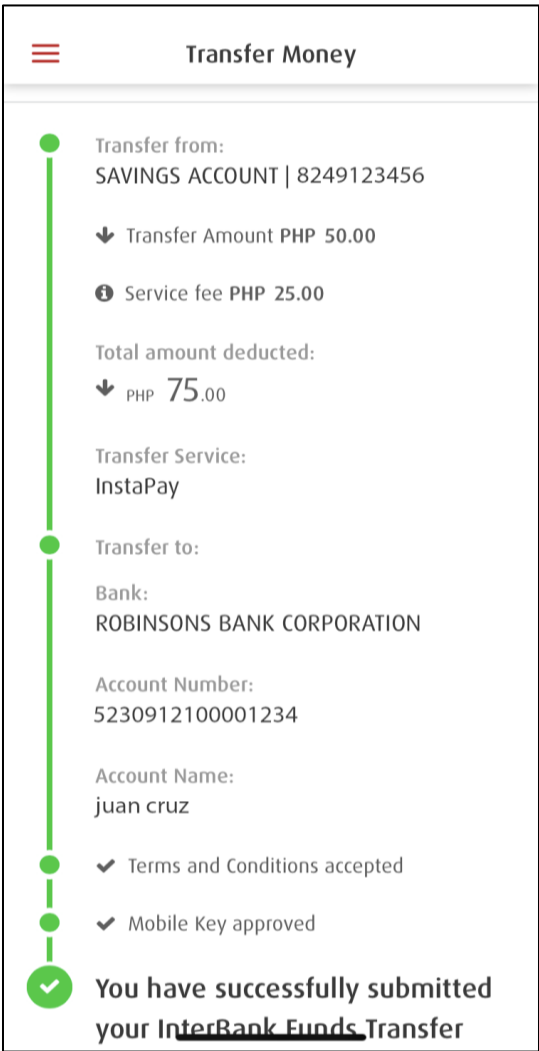
Account Number:
5230912100001234

Account Name:
juan cruz

ⓘ [Terms and Conditions](#) >

I agree to the Terms and Conditions of this transaction.

STEP 4 A confirmation page will appear once you have successfully paid your Robinsons Bank Credit Card.



**Steps, fees, and fund transfer limits may vary depending on your bank or institution's InstaPay Terms & Conditions.*

FREQUENTLY ASKED QUESTIONS

1. WHAT IS THE SERVICE AVAILABILITY OF INSTAPAY?

InstaPay service is available 24/7 throughout the entire year.

2. HOW TO PAY ROBINSONS BANK CREDIT CARD VIA INSTAPAY?

- Log in to the mobile app or online facility of your bank or institution
- Select the option for fund transfer to another bank or institution using InstaPay
- Provide the required information:
 - Receiving Bank: Robinsons Bank Corporation
 - Bank Account Number: Your 16-digit Robinsons Bank Credit Card number
 - Amount: Your desired payment amount

Accomplish other information (i.e. Notes, Transfer Date, etc.) and proceed with your payment.

- A confirmation page will appear once you have successfully paid your Robinsons Bank Credit Card.

3. WHERE CAN I SEE THE LIST OF INSTAPAY PARTICIPATING BANKS OR INSTITUTIONS?

You may visit <https://www.bsp.gov.ph/PaymentAndSettlement/Instapay%20Participants.pdf> to check the InstaPay participating banks or institution.

4. ARE THERE CHARGES FOR USING INSTAPAY?

Participating bank or institutions may apply a fee for sending via InstaPay. The fee may vary depending on each participating bank or institution's pricing strategy.

5. WHAT IS THE MINIMUM OR MAXIMUM TRANSACTION LIMIT FOR USING INSTAPAY?

You can transfer funds up to PHP50,000 per transaction as many times during the day. You may contact your bank or institution to verify if there is a minimum amount for sending via Instapay or a daily limit on the aggregate amount a customer may transact in a day.

6. IS IT SECURE TO USE INSTAPAY?

BSP-supervised financial institutions are offering InstaPay are required to follow minimum security standards mandated by the Bangko Sentral ng Pilipinas.

7. WHEN CAN I EXPECT POSTING OF MY PAYMENT TO MY RBANK CREDIT CARD ACCOUNT?

Your payment will be processed and posted in 2-3 working days.

8. I TRIED TO PAY MY RBANK CREDIT CARD THROUGH MY BANK'S MOBILE APP USING INSTAPAY, BUT IT DID NOT PUSH THROUGH. ERROR MESSAGE IS "Destination Account Number length is invalid".

Majority of InstaPay member banks/institutions are already accepting RBank Credit Card payment using 16-digit card number. However, there are some members wherein implementation to accept the 16-digit Card Number is still on-going. You may also pay your RBank Credit Card through our other payment channels.

For more info about InstaPay, visit https://www.bsp.gov.ph/PaymentAndSettlement/FAQ_Instapay.pdf