



 **LANDBANK**  
**PhoneAccess**  
PHONE BANKING FACILITY

**8405-7000\***

LANDBANK Phone Access allows ATM and current account holders to do self-service banking transactions through phone. It is secure and convenient.

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**FEATURES AND SERVICES**

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**Activate LPA Enrollment**

Activate your enrollment in the LANDBANK Phone Access using your 4-digit ATM PIN as initial access. A Phonebanker will answer and conduct verification. You will then be required by the system to nominate a new Telephone Access Number (TAN). Your TAN is a unique code which you will use in accessing the Phonebanking facility.

**Balance Inquiry**

Inquire about the ATM savings, current account and cash card balances. Know the last credit and debit transactions of the ATM savings, current accounts and cash card.

**\*1-800-10-405-7000 (PLDT DomesticToll Free outside NCR)**

### **Checkbook Requisition**

Order a checkbook and follow-up status of request at the depository branch in three (3) weeks time. The checkbook cost shall be deducted from your account upon validation of your request.

### **Check Status Inquiry**

Inquire about a specific check number issued and know if your check has been negotiated.

### **Hold an ATM/Cash Card Account**

Block all the ATM transactions of the ATM accounts and Cash Card automatically in case of lost or stolen card. Application for card replacement shall be at the depository branch.

### **Returned Check/s Inquiry**

Inquire about the number and amount of returned checks for easier tracking of checks deposited to the account.

### **Change Telephone Access Number**

Change the Telephone Access Number (TAN) from time to time for control and security purposes.

### **Fund Transfer**

Transfer funds from one account to another. An acknowledgment number will be given as proof of the transaction.

### **Bills Payment**

Pay bills. An acknowledgment number will be given as proof of the completed transaction.

#### **Merchants**

- PLDT
- Smart/Sun Cellular
- Maynilad
- Manila Water
- Sky Cable
- Globe Handyphone
- Globe Innove
- Davao City Water District

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#### **TALK TO A PHONEBANKER**

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Talk to a Phonebanker who will answer your queries.

### **LANDBANK ATM/Cash Card Services**

Request a Phonebanker to tag a lost/stolen ATM/Cash Card, or to address your concerns on captured cards and/or undispensed withdrawals.

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## ENROLLMENT PROCEDURES

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### BRANCH ENROLLMENT

1. Visit the LANDBANK Branch where you opened your account.
  - a. For individual account, bring at least one (1) valid ID and your ATM card or your checkbook.
  - b. For corporate or institutional accounts, bring at least one (1) valid ID of signatories and Board Resolution/Letter of Authority incorporating authority to enroll the account in LANDBANK Phone Access and designating the authorized personnel to enroll and use the facility.
2. Fill out the LANDBANK Phone Access Enrollment and Maintenance Agreement Form obtained from the Customer Associate. Accountholders with joint accounts are required to sign said form but only one (1) shall be designated TAN holder. For Corporate Accounts, at least two (2) signatories, together with the designated/authorized TAN holder, are required to sign the form.
3. Submit accomplished form for signature/s and account verification at the Verification Counter.
4. Proceed to the New Accounts Counter where the Customer Associate will assist you in keying-in your four-digit Telephone Access Number (TAN).
5. Your LANDBANK Phone Access will be activated within 24 hours. Just call **8405-7000 (NCR)** using any touch tone landline or cellular phone, or **1-800-10-405-7000 (PLDT DomesticToll Free outside NCR)**.

### Mobile Banking System (MBS)

Enrolled phonebanking clients may inquire their balance via SMS using their nominated mobile number. Accountholder enrolled in the LPA can also enroll in the Mobile Banking System through the telephone by nominating his mobile number. Cash Cardholders are qualified to enroll their mobile numbers in the MBS.

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## REQUIREMENTS

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### Eligible Accounts

- **Individual/Joint (or) Accounts:**
  - Savings Account with ATM Access
  - Regular Current Account
  - Current Account with ATM Access
  - Interest-bearing Peso Current Account (IBCA) – Regular
  - IBCA with ATM Access
- **Institutional accounts**
  - Regular Current Account
  - BCA – Regular

For more information, contact:

**LANDBANK CUSTOMER CARE CENTER**

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1-800-10-405-7000 (PLDT Domestic Toll Free)

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*Deposits are insured by PDIC up to P500,000 per depositor.*

*A proud member of **BancNet***

*Regulated by the Bangko Sentral ng Pilipinas*

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