

1. What is the PSSLAI Bilis Mobile App?

PSSLAI Bilis Mobile App is PSSLAI’s newest digital channel that members can download and access using any mobile devices such as smartphones, iPads and tablets.

2. Where can PSSLAI Members download the app?

PSSLAI Bilis Mobile App is available for download at Google Play® or App Store® for free. Just type in PSSLAI Bilis Mobile App in the search bar/menu and click on the PSSLAI Bilis Mobile App icon to download.

The PSSLAI Bilis Mobile App can be downloaded using any mobile devices with a minimum operating system (OS) of as follows:

- Android™ devices with OS Android 9 Pie and up
- Apple® devices with IOS 12.1 and above

PSSLAI Bilis Mobile App will not be accessible using a jailbroken or rooted device.

3. Who is eligible to download and access the PSSLAI Bilis Mobile App?

Any PSSLAI Regular or Associate Member can access the Bilis Mobile App provided the following:

1. Must be 18 years old and above
2. Must have an updated mobile number in PSSLAI’s membership profile system **OR** must be an iTrack registered user.

4. How do I register for the PSSLAI Bilis Mobile App?

You can register to the PSSLAI Bilis Mobile App by keying in the following details:

1. Your PSSLAI Membership ID Number
2. Your nominated username (must be between 8 to 20 alphanumeric characters)
3. Your nominated password (must be between 8 to 20 characters with a mandatory combination of lowercase, uppercase, numbers and special character).

A one-time pin (OTP) will be sent to your iTrack mobile number (if an iTrack user) or to your mobile number registered in your PSSLAI membership cards (for non iTrack user), which you need to input in the designated screen of the Bilis Mobile App.

5. I am a registered user of PSSLAI Bilis Online facility, do I need to register also in the Bilis Mobile App?

No. Since the Bilis Mobile App was developed connectively with the PSSLAI Bilis Online facility, you can use the same credentials (username and password) to access both channels. This means that you don’t have to register again to the Bilis Mobile App if you already are a registered user of the Bilis Online facility. Just use your Bilis Online username and password to access your Bilis Mobile App account. In the same manner, if you register first in the Bilis Mobile App, you can use your Bilis Mobile App credentials to access your Bilis Online accounts.

6. What are the features of the PSSLAI Bilis Mobile App?

The PSSLAI Bilis Mobile App allows you to do the following:

- a. View the balances of your PSSLAI CapCon, PSA and CASA Accounts
- b. View the balances and details of your active loan accounts with PSSLAI
- c. View your PSSLAI Visa Card account number and balances
- d. Transfer funds from your PSSLAI Accounts to your PSSLAI Visa Card
- e. Transfer funds from your PSSLAI Visa Card to other PSSLAI Visa Card or EON Accounts
- f. Transfer funds from your PSSLAI Visa Card to other Bank’s accounts through Pesonet
- g. Change the following settings of your PSSLAI Visa Card:
 - ATM Pin
 - CVV Number
 - Lock / Unlock your Card

7. What if I forgot my username or password for my Bilis Mobile App access, what do I do?

If you forgot your username or password, you can click on the Forgot Username or Password icon at either the PSSLAI Bilis Online or Bilis Mobile App. Choose and click on the fields applicable to you (forgot username or forgot password) and provide the required information. An OTP will be sent to your registered mobile phone for added security before you can change your username or password.

8. What do I do if I can't register to the Bilis Mobile App?

If your Bilis Mobile Registration does not push through, please take a screenshot of the error notification displayed on the screen and send it via email to membercare@psslai.com for assistance.

9. What would I do if I changed my mobile numbers?

For any changes in your mobile numbers, please visit the nearest PSSLAI Office near you and fill out a Member Update Form (MUF) to indicate the changes and submit it to the concerned PSSLAI personnel for assistance.

10. Lost or Stolen Device

For lost or stolen devices, immediately get in touch with any PSSLAI personnel for the suspension of your digital accounts as added security.