

FREQUENTLY ASKED QUESTIONS

Need help with the ONLINE MEMBER INFORMATION UPDATE? We're here to assist you! If your question isn't listed below, feel free to reach out to us on our Contact Us Page.

1. **How can I access the Online Member Information Updating feature?**
 - Visit the PSSLAI website at www.psslai.com and click on the MEMBERSHIP tab to access the Online Member Information Updating feature.

2. **What membership details can I update online?**
 - With the Online Member Information Updating, you can update:
 - a. Present Address
 - b. Home/Permanent Address
 - c. Mobile number

Additionally, you can:

 - d. Change or update your registered iTrack mobile number; or
 - e. Renew your expired PSSLAI ID

3. **What information do I need to prepare before accessing the Online Member Updating?**
 - To ensure a smooth and efficient experience with the Online Member Updating process, please have the following information ready:
 - a. PSSLAI Member Number: You can find this in your PSSLAI ID.
 - b. PSSLAI ID PIN. This is your personal identification number associated with your PSSLAI ID.
 - c. Registered contact details, including your mobile number or email address, to receive the **One time Pin (OTP)** for verification.

4. **I can't find my PSSLAI Member Number. How do I retrieve it?**
 - To retrieve your Member Number:
 - a. On the Update Member Information Update Page, click "Forgot Member No."
 - b. Enter the required information: Member Name (Last Name, Middle Name, First Name), Member Birthdate (MM/DD/YYYY), and Membership Subtype (select from the dropdown menu).
 - c. Click "Submit" then "Yes" to proceed.

Your Member Number will be sent to your registered contact details.

5. **What is my PSSLAI ID PIN?**

→ Your default PSSSLAI ID PIN is your birthdate in this format “**MMDDYY**”. If you haven't changed your default PSSSLAI ID PIN yet, you will be directed to the “PSSSLAI ID Change PIN” menu to change your default PIN before you can proceed with your updating request.

6. **I already changed my default PSSSLAI ID PIN but forgot it. What should I do?**

→ To reset your PSSSLAI ID PIN:

- a. On Update Member Information Update Page, click “Forgot PSSSLAI ID PIN.”
- b. An OTP will be sent to your registered contact details. Enter the OTP received.
- c. The system will direct you to the “PSSSLAI ID Change PIN” menu. Type your new PSSSLAI ID PIN and click “Submit.”
- d. After successfully changing your PSSSLAI ID PIN, you will be redirected to the Member Login Page and asked to enter your Member No. and new PSSSLAI ID PIN to proceed.

7. **I tried renewing the expired PSSSLAI ID of my child, an Associate Member, who recently turned 18 years old. However, I couldn't proceed with my request and received this display message: "We would like to invite you to please visit any PSSSLAI Office to update your membership information. We apologize for the inconvenience. Thank you." What does that mean?**

→ Per policy, once a minor Associate Member turns 18, they are required to update their ITF accounts to either Single or Joint Accounts subject to the policies and requirements of the Association. In such cases, certain forms and additional requirements need to be complied with. It's best for the Associate Member (owner of the ITF accounts) and the trustor(s) of the accounts to visit any PSSSLAI Office.

8. **I attempted to update my contact details using the Online Member Information Updating, but my transaction did not proceed. I received this message: "We would like to invite you to please visit any PSSSLAI Office to update your membership information. We apologize for the inconvenience. Thank you." What does this mean?**

→ This may indicate that you have lacking requirements for submission, which is why you were advised to visit a PSSSLAI Office. Please contact our Member Care hotlines at 0998 962-2081, 0925545-7493, or 0917 856-7443, or email us at membercare@pssslai.com for further clarification. Our team is available to answer your questions from Monday to Friday (except holidays) from 8:30 am to 4:30 pm.

9. **My registered mobile number and email address are outdated. Can I still update my contact details or renew my expired PSSSLAI ID through this platform?**

- To receive the OTP for verification, your current mobile number or email address must be registered in your PSSLAI membership record for a secure and efficient authentication process. If your contact details are outdated, you will not be able to proceed with the online update. For the security of your account, you can update your contact details and renew your expired PSSLAI ID in person at any PSSLAI Office.
10. **My PSSLAI ID is still valid, but I need to update my contact details. Can I do this without renewing my PSSLAI ID?**
- Yes, you do not have to renew your valid PSSLAI ID. You may update your contact details using the Online Member Information Updating platform, which currently allows updates for contact number, present address, and permanent/home address.
11. **Are there any charge/s?**
- You will only be charged if you renew your PSSLAI ID or reactivate/change your registered iTrack mobile number. The corresponding charges are as follows:
- a. PSSLAI ID Renewal Fee = Php150.00
 - b. Itrack Reactivation Fee = Php100.00
12. **How can I pay for the charges or fees?**
- You can pay for the fees by debiting the corresponding charges from your chosen PSSLAI Account (CASA, PSA, or CapCon). The system will prompt you to select your preferred PSSLAI Account to debit the fees. Ensure that your chosen account has sufficient funds; otherwise, the transaction will not proceed.
13. **What if I don't have enough funds in all my accounts?**
- A prompt message will appear, stating that you do not have enough funds in your account, and you will be advised to renew your PSSLAI ID at any PSSLAI Office.
14. **How long does it take for transactions to be approved?**
- Transaction processing through the Online Member Information Updating platform is in real-time, so approval should be immediate.
15. **Where can I claim my updated PSSLAI ID after completing my ID renewal request via this platform?**
- You can visit any PSSLAI Office to claim your updated PSSLAI ID. Please present the reference number sent to your registered contact details, along

with your old or expired PSSLAI ID or a valid government-issued ID for verification.

16. I successfully requested to reactivate or change my registered iTrack mobile number and received the Activation Code. What are the next steps to activate my new iTrack mobile number?

→ To activate your new iTrack Mobile Number, please text:

ACTIVATE (space) 6-digit activation code (space) new 4-digit iTrack PIN

Then send to 09205955444 or 09178318164.

Please note that you have to create your 4-digit iTrack PIN.

17. I renewed my expired PSSLAI ID online but accidentally deleted the reference number of my transaction. Can I still claim my PSSLAI ID at your office?

→ Yes, our office personnel can retrieve your reference number. Please present your expired PSSLAI ID or any valid government-issued ID for verification.

18. If I have other questions or concerns, whom should I contact?

→ For inquiries, you may contact our Member Care hotlines at 0998 962-2081, 0925545-7493, or 0917 856-7443, or email us at membercare@psslai.com for further clarification. We are happy to answer your questions from Monday to Friday (except holidays) from 8:30 am to 4:30 pm.