



# **FAQs on InstaPay**

**Q: What is InstaPay?**

**A: InstaPay is a real-time, low-value Electronic Fund Transfer (EFT) service that allows accountholders to instantly send and receive funds, 24/7, to and from other banks and e-wallets that are participants of the InstaPay ACH.**



## **FAQs on InstaPay**

**Q: Who can send an InstaPay transaction from their DBP account?**

**A: All accountholders with active Savings Accounts (SA) and Current Accounts (CA) enrolled in DBPOnE.**



## **FAQs on InstaPay**

**Q: Who can receive InstaPay transactions from their DBP account?**

**A: DBP clients with active Peso Savings and Current Accounts can now receive InstaPay fund transfers, including non-carded accounts.**



# **FAQs on InstaPay**

**Q: How soon will I receive the funds?**

**A: Funds are credited in real time and can be used right away after a successful transfer.**



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# FAQs on InstaPay

**Q:** What account number format should I use when transferring funds to DBP?

**A:** Always use the {twelve-digit account number format:

- Starts with "00"
- 3rd digit = Account Type (5 or 6 for Savings/ 0 for Checking)
- 9th to 11th digit = Branch Code

**Sample: 00XXXXXXXX405X**



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## **FAQs on InstaPay**

**Q: What are the transaction limits for InstaPay?**

**A: For DBP as Sender, you may send up to ₱50,000 per transaction and per day, subject to account holder daily limit.**



## **FAQs on InstaPay**

**Q: What are the transaction limits for InstaPay?**

**A: For DBP as Receiver, you may receive up to ₱50,000 per transaction, subject to account holder daily limit.**



## **FAQs on InstaPay**

**Q:** How can I recover the fund transferred to erroneous receiving account?

**A:** For DBP As Receiver, advise the account holder to reach out to the sender and have them report the issue to their bank (Originating Bank).





## **FAQs on InstaPay**

**Q: How will I know if I receive an InstaPay transfer?**

**A: You may check via:**

- **ATM balance inquiry**
- **Branch inquiry**
- **Senders may also receive confirmation from their bank**



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## **FAQs on InstaPay**

**Q:** What should I do if funds were not credited to my account?

**A:** Advise the account holder to reach out to the sender and have them report the issue to their bank (Originating Bank).



## **FAQs on InstaPay**

**Q: What is the turnaround time (TAT) for complaints?**

**A: Complaints must be lodged within 45 days from transaction date.**

**Resolution is targeted within 30 days from lodging.**



## **FAQs on InstaPay**

**Q:** Will there be fees for sending/receiving InstaPay transfers?

**A:** For DBP as Sender, a fee of ₱10 applies for each InstaPay transaction.

**B:** For DBP as Receiver, DBP does not charge for incoming InstaPay transfers, but the sender's bank may apply fees.



## **FAQs on InstaPay**

**Q: What happens during system maintenance or downtime?**

**A: DBP cardholders cannot send or receive funds via InstaPay.**



# FAQs on InstaPay

**Q:** Who should I contact for consumer concerns?

**A:** DBP accountholders may file their concerns from Mondays thru Fridays, 8:30 a.m. to 5:30 p.m. to the respective branch of account or thru the following:

**DBP Customer Experience Management Department**

**Telephone Numbers:** (02) 8-683-8324 (direct line);  
(02) 8-818-9511 select option 5

**Email:** [customerservice@dbp.ph](mailto:customerservice@dbp.ph)

**For urgent concerns:**

**24/7 ATM Hotline**

**(02) 8-818-9511 locals 2580 and 2542**

**1-800-10-3278888 (Domestic Toll-Free)**



## PESONet Participants

<https://www.bsp.gov.ph/PaymentAndSettlement/PESONet%20Participants.pdf?>

PESONet is an electronic funds transfer service that enables customers of participating banks, e-money issuers or mobile money operators to transfer funds in Philippine Peso currency to another customer of other participating banks, e-money issuers or mobile money operators in the Philippines. For example: a business or government agency who is a customer of Bank A, can pay another business, government agency or person who is a customer of Bank B, or an employee who is a customer of E-money Issuer C.

	Outgoing	Incoming
DBP	As Sending Bank	As Receiving Bank for DBP Accountholders
Available channels	1. Over the counter (OTC) 2. Institutional arrangement	via DBP Regular CA/SA account
Transaction limits	None	None
Applicable Service Fees	OTC – Fixed at P50.00/transaction for debit from the Sender's source account	None
How to perform a transaction using the available channel/s	via OTC 1. Sender fills-up the DBP Fund Transfer Application Form, submits supporting documents, (if necessary) and pays the fees at the counter. 2. DBP Branch Staff debits the Sender's source account and processes the payment. 3. On the next banking day, DBP Branch Staff receives feedback and informs the client on the status of the transaction.	Beneficiary/recipient to provide the Sender their DBP account number as indicated on the passbook or Statement of Account.
Cut off time for interbank fund transfer transactions	OTC – 9AM and 2PM (banking days only)	-

When are funds credited? What time?	-	Not later than 2PM and 11PM (banking days only)
Possible reasons of failed transactions	<ol style="list-style-type: none"> <li>1. Invalid/incorrect beneficiary account name or account number.</li> <li>2. Beneficiary account is closed, dormant, or blocked.</li> <li>3. Beneficiary account is USD-denominated.</li> <li>4. Sender's DBP account has insufficient balance.</li> </ol>	<ol style="list-style-type: none"> <li>1. Incorrect DBP account name or account number or wrong DBP account information.</li> <li>2. Beneficiary's DBP account is prepaid card.</li> <li>3. Beneficiary's DBP account is time deposit or special savings.</li> </ol>
Cancellations, Wrong account information of beneficiary	Not allowed. Once Sender's account is debited, transaction is considered final. Please ensure correct account information from your beneficiary.	-
If failed transaction, will funds be returned? When? By how much?	Unsuccessful transactions are returned the next banking day net of DBP Service Fee.	-
Charges for return	None	None
Contact information for consumer concerns	<p>If with institutional arrangement, customer inquiries and concerns may be directed to the partner institution where the fund was disbursed, the ACH participating bank where the account is maintained, or with DBP.</p> <p>DBP consumers / clients may file their concerns from Mondays thru Fridays, 8:30 a.m. to 5:30 p.m. through the following contact details:</p> <p>DBP Customer Experience Management Department 7th Floor, Development Bank of the Philippines Sen. Gil J. Puyat Avenue corner Makati Avenue Telephone Numbers: (02) 8-683-8324 (direct line); (02) 8-818-9511, select option 5 Email: customerservice@dbp.ph</p> <p>For urgent ATM related concerns: 24/7 ATM Hotline (02) 8-818-9511 locals 2580 and 2542 (02) 8-812-2265 (direct line) (02) 8-812-6378 (direct line) 1-800-10-3278888 (Domestic Toll Free Number) Email: customerservice@dbp.ph</p> <p>The timeline for handling concerns is three (3) days for simple complaints, seven (7) days for complex complaints, and twenty (20) banking days for highly technical complaints. Simple transactions are</p>	



	<p>those which require ministerial action on the part of the DBP employee or that which present only inconsequential issues for the resolution of the DBP employee or officer. Complex transactions are those which necessitate evaluation in the resolution of complicated issues by a DBP employee or officer, such transactions to be determined by the DBP. Highly technical application or transaction requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.</p> <p>You may also contact the DBP Branches. The link to the locations is <a href="https://www.dbp.ph/contact-us/atm-branches/">https://www.dbp.ph/contact-us/atm-branches/</a></p>
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