

## **RCBC Online Banking New App Promo**

Don't be afraid to go mobile with the new RCBC Online Banking app!  
Get P50 Lazada vouchers when you download and enroll via the new RCBC app!

*Applicable to existing RCBC clients who downloaded and enrolled for an RCBC Online Banking account via the new app for the first time. Qualified clients will receive the Lazada voucher via SMS on the next banking day following their enrollment.*

*Promo will run from November 29 to December 31, 2019*

### **FREQUENTLY ASKED QUESTIONS:**

1) *Who are qualified for the promo?*

This promo is open to existing RCBC clients who do not have an RCBC Online Banking account.

2) *Who are **not qualified** for the promo?*

The following will not be eligible for the P50 Lazada vouchers:

- New RCBC Online Banking account enrollment done via the web portal
- Clients with existing RCBC Online Banking accounts prior to the promo period who downloaded the new app
- Clients with existing RCBC Online Banking accounts prior to the promo period who will update their current app to the new version
- RCBC employees with or without existing RCBC Online Banking accounts who will download and enroll via the new app version

3) *How to download & enroll via the new RCBC Online Banking app?*

To enroll via the new RCBC Online Banking app, clients must follow these steps:

- Download and install the RCBC Online Banking app via Google Play or App Store
- Open the app and click Register Now
- Read, understand & accept the terms and conditions
- Enter your RCBC account or card number
- Enter the One-Time Password that will be sent to the client's registered mobile number
- Enter the preferred username & password
- Confirm the details and start using the app

4) *If I am qualified, when and how will I receive my P50 Lazada voucher?*

Clients who have successfully downloaded & enrolled via the new RCBC Online Banking app will receive their P50 Lazada voucher via SMS one banking day after their enrollment has been confirmed.

5) *How can I redeem my Lazada vouchers?*

- Open the Lazada app. New users will need to download the Lazada app via the Google Play or App Store and create a Lazada account.
- Cardholder must select the item/s he/she wants to purchase then click "Add Cart".
- Cardholder must check out the items from his/her cart.
- Before proceeding with the transaction, cardholder must enter the 10-character Instapex e-Voucher code in the promo code field. This will deduct the P50-worth gift certificate from the total price of the item/s purchased.

- Cardholder must confirm his/her order and wait for its delivery.
- Full amount of the Instaperx e-Voucher code must be consumed. If items purchased is higher than P50.00, cardholder must pay the balance.

6) *Are Lazada vouchers transferrable?*

The Lazada voucher incentives are transferrable, but not convertible to cash. All vouchers must be redeemed 60 days upon receipt of the SMS with the electronic vouchers. All unredeemed vouchers after 60 days will be forfeited.

7) *Until when can I redeem my Lazada voucher incentives?*

Clients can claim their Lazada vouchers until March 1, 2020. However, Lazada vouchers are only valid for redemption once. Once the corresponding gift is claimed, the e-voucher will no longer be valid.

8) *How many times can I win a Lazada e-voucher?*

Clients can only win a Lazada e-voucher once. This is upon their first enrollment via the new RCBC Online Banking app.