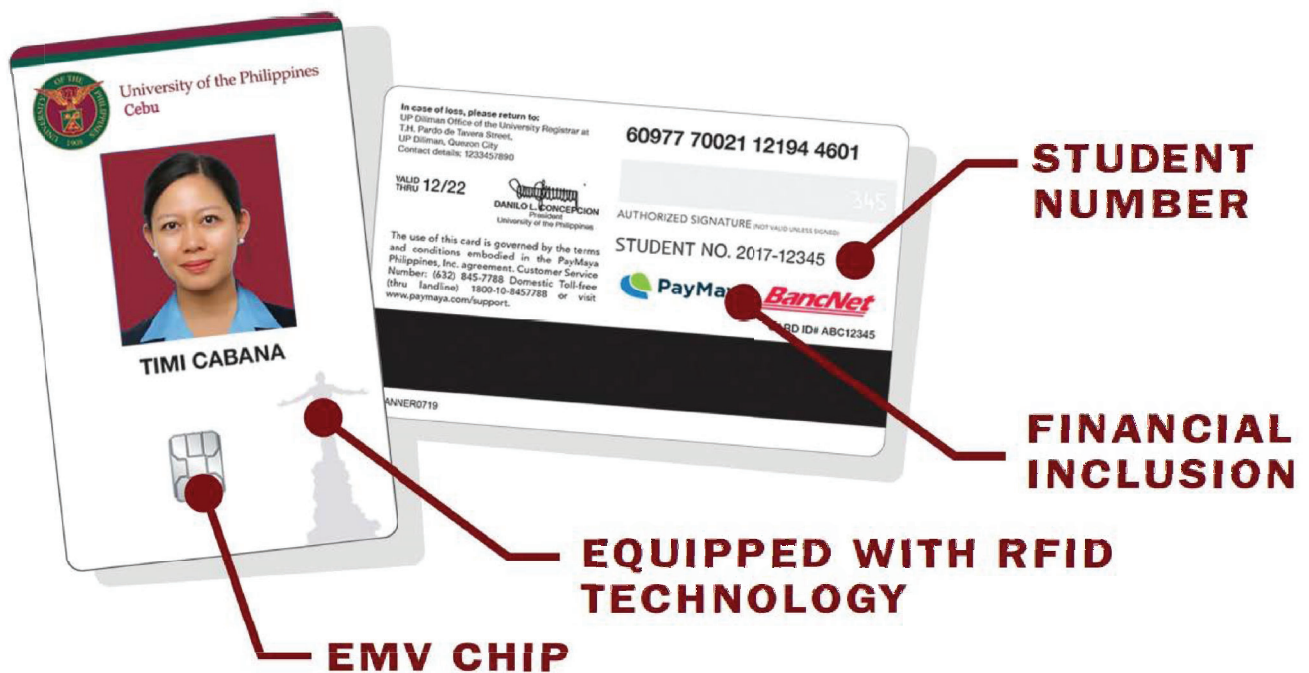




INTRODUCING THE NEW **UP RFID**



Here's a list of what you can do with your UP RFID



Student ID



Attendance*



Access to Campus*



Bills payment



Remittance



Online shopping



Incentive card



Promo card



ATM card



Allowance card



Reimbursement



Rebates



**Buy Load
(5% discount)**



Cashless Transactions

*These features are also going to be offered in the near future.



University of the Philippines
Cebu



TIMI CABANA



YOUR NEW UP ID

You now have the new
University of the Philippines identification card.

Aside from giving you access to campus facilities and library services,
your new **UP ID** also serves as your cash card.

You have the option to link your **UP ID** to a PayMaya account
to avail of other services outside the university.



Enjoy the following features when you link your **UP ID** to your PayMaya account:



Receive
allowance



Pay for your meals
in and around campus



Pay your bills



Buy load



Withdraw money
from ATMs

How do I link my **UP ID** to my PayMaya account?



Go to the
PayMaya App



Select
"My Cards"



Choose
"Link PayMaya Card"

Card Number
CVV
Valid Thru (MM/YY)
Nominate 6-Digit PIN
Re-type 6-Digit PIN

Input your
card details

Link Card

Click
"Link Card"

Who do I contact for the issuance, claiming and/or replacement of my **UP ID**?

- For students, coordinate with the **Office of the University Registrar (OUR)**
- For faculty and staff, coordinate with the **Human Resource Development Office (HRDO)**

Can I link my **UP ID** to another mobile number?

No, the UP ID can only be linked to your registered mobile number.

Should I leave my **UP ID** in any establishment in or outside the campus?

No, you must not leave or surrender your UP ID to any facility or establishment to avoid the risk of fraud.

Can I add money to my **UP ID** PayMaya account?

Yes, you can add money to your UP ID PayMaya account.

Go to www.paymaya.com/addmoney-channels for the complete list of our add money partners.

Where can I withdraw my funds?

You can withdraw money from **any BancNet ATM**.

Withdrawal fees are ₱5 for Landbank ATMs and ₱15 for other banks.

Daily withdrawal limit is ₱50,000.

What do I do if I lose my **UP ID**?

For students, faculty, and staff whose IDs are lost, worn-out or defective and have incorrect information (promotion/ transfer; change of status/ name), follow these steps:

STEP 1 Block your UP ID card.

Go to the PayMaya App > More > My Cards > PayMaya UP RFID card > Block Card or call PayMaya hotline: (+632) 845-77-88

STEP 2 Contact the OUR (for students) or the HRDO (for faculty and staff) for your ID replacement.

Are there limits on my **UP ID** / PayMaya account?

Non-upgraded accounts can maintain up to **₱50,000** per month. Those with upgraded accounts can Add Money and spend up to **₱100,000** per month. Learn more at www.paymaya.com/upgrade



Is PayMaya safe to use?

Absolutely! PayMaya is regulated by the Bangko Sentral ng Pilipinas. On top of your password, we also send text notifications after every transaction.

Is sending money to another PayMaya account free?

Yes, there is no fee when you send money to another account.

How many times can I send money?

You can send money up to 5 times a day and a total of 30 times per month.

What if I've already reached the send money limit for the day and I need to send more?

You can start sending money again the next day. We recommend that you schedule your send money transactions accordingly, so you can make the most out of our service.

Why can I only send money 5 times a day and 30 times a month?

You have a limited number of send money transactions to ensure the security of your account and to prevent suspicious activities from happening.

How can I change my PayMaya password?

Follow these steps:

- STEP 1** Click "Forgot password" link in the app.
- STEP 2** Enter your mobile number.
- STEP 3** Reset your password using the link sent to your email.
- STEP 4** Wait for the SMS confirming the password change.

How can I dispute a transaction?

To protect your account, always check the accuracy of the statements found in your account. This will help you identify any transaction you do not recognize.

If you've found a transaction you do not recognize, inform us right away by following these steps:

- STEP 1** Go to <https://www.paymaya.com/support> and download the Purchase Dispute Form.
- STEP 2** Fill out the Purchase Dispute Form.
- STEP 3** Prepare the documents needed based on the type of dispute you've marked.
- STEP 4** Submit the Purchase Dispute Form along with the required documents to docs@paymaya.com

When should I file my dispute?

File your dispute within **seven (7) calendar days** from the time the transaction was made.

What if I have further questions that the form has not addressed?

If you have further inquiries about the dispute you filed, you may contact us at:

(+632) 845-77-88

Toll Free: 1800-1084-57788

In support of the global effort to reduce carbon footprint, we will no longer use print outs of terms and conditions for the use of your PayMaya account. Instead, you may view and copy the Terms and Conditions and Privacy Policy at <https://www.paymaya.com/terms-and-conditions>

TERMS and CONDITIONS

1. Sign the Card as soon as received.
2. Keep Card in a secure place and treat it with care, as if it was cash.
3. The Card shall be for the direct use of the Account Holder and shall be held in their own name. Account Holder is prohibited to re-offer or re-sell the Card issued to them.
4. The Card shall not be used for anything other than what it is intended for (e.g. PayMaya ID card - for regular card use and identification in the workplace) and the Card Holder will bear the risk of any breach in the use of the card.
5. Account Holder shall be responsible for the safekeep of the physical card and liability for the theft, loss or damage arising from possible data breach or exposure when using the Card and/or Service together with their personal information shall be with the Cardholder.
6. Do not show or share any of the information in the Card unless for an authorized transaction and to a secured merchant or vendor.
7. Other terms and conditions for the care and use of your PayMaya Card and Account are stated in <https://www.paymaya.com/terms-and-conditions>