

LANDBANK LINK.BIZ PORTAL

FREQUENTLY ASKED QUESTIONS

A. Introduction

○ **1. What is the LANDBANK Link.BizPortal?**

LANDBANK Link.BizPortal is an alternative payment channel that allows clients to pay for products and services via the Internet for both the government and private institutions.

○ **2. Is the LANDBANK Link.BizPortal available outside the Philippines?**

Yes. LANDBANK Link.BizPortal may be accessed anywhere in the world using an internet connection to perform online payment transactions.

○ **3. How can the client access the LANDBANK Link.BizPortal?**

The LANDBANK Link.BizPortal may be accessed in 4 ways:

- a. LANDBANK Link.BizPortal link located at the eBanking menu of the LANDBANK website via www.landbank.com;
- b. LANDBANK Link.BizPortal link located at the Merchant's website that shall redirect the client to the LANDBANK Link.BizPortal;
- c. LANDBANK Link.BizPortal link located at LANDBANK Mobile Banking App; and
- d. LANDBANK Link.BizPortal website via <https://www.lbp-eservices.com/egps/portal/index.jsp>

B. Enrollment

○ **4. Does the client need to enroll to use LANDBANK Link.BizPortal?**

Yes. As an added security, Link.BizPortal requires a One-time-password (OTP) which will be sent to the LANDBANK account's registered mobile number or e-mail address.

Enrollment/registration of your LANDBANK ATM /VISA Debit Card in the LANDBANK iAccess is a prerequisite.

○ **5. Who are qualified to pay in LANDBANK Link.BizPortal?**

Individual and companies who have the following accounts:

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- LANDBANK ATM Savings Account
 - LANDBANK VISA Debit Cards
 - LANDBANK Current Account with ATM Access

- LANDBANK Corporate Payment Card (CPC)
 - BancNet-Member Banks' ATM Card accounts
 - International Credit/Debit cards (Visa, MasterCard, and JCB)
 - Globe GCash
 - PCHC PayGate
- **6. Can the client pay for another person's transaction?**
 Yes. A client can use his/her account to pay for another person's transaction by indicating his/her account in the Transaction Form.

C. Features

- **7. Does the facility charge a transaction fee?**
 Yes. A reasonable transaction fee as determined by LANDBANK and the partner-merchant, if applicable, and shall be borne by the client.
- **8. What is the proof of a successful transaction?**
 The LANDBANK Link.Biz Portal shall generate a Debit Confirmation Slip as proof of successful transaction.
- **9. When can I use the LANDBANK Link.BizPortal**
 LANDBANK Link.BizPortal is accessible from 12:01 AM to 11:00 PM, Philippine Standard Time (PST), 7 days a week including holidays, subject to service periods, maintenance time, computer, telecommunication, electrical or network failure, and/or any other reasons beyond the control of the Bank.
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- **10. What type of device/s is needed to access the LANDBANK Link.BizPortal?**
 Any computer or mobile device with an internet connection may be used to access the LANDBANK Link.BizPortal, which is inter-operable across payment platforms such as browsers and operating systems.

The LANDBANK Link.BizPortal supports the following browsers:

- a. At least Internet Explorer 11.0 version
- b. Safari (for Macintosh computers)
- c. Google Chrome 18.0 or the latest version
- d. Mozilla Firefox 26.0 or the latest version
- e. Opera

D. Security

- **11. Is LANDBANK Link.BizPortal safe to use?**

Yes. LANDBANK Link.BizPortal is:

- a. Compliant with the security standards of the Bangko Sentral ng Pilipinas;
 - b. Authenticated by Verisign, one of the leading certification companies that thoroughly checks the authenticity of a particular website;
 - c. Provided with (CAPTCHA) to ensure that all transactions are initiated by a human and not a machine;
 - d. Features Multi-factor authentication
- **12. How do I ensure the continued protection of my LANDBANK account?**

As an additional security feature, you will be asked to input a One-Time-PIN and ATM PIN to ensure that you are authorizing the transaction before proceeding to the payment confirmation.

You play a vital role in protecting your account. Recommendations on your LANDBANK ATM account protection are as follows:

- a. Do not write or reveal your account number and Personal Identification Number (PIN) to anyone.
- b. Do not leave your online banking session unattended at any time.
- c. Contact LANDBANK immediately if you suspect something unusual with your LANDBANK account.

E. Issue Resolution

- **13. What should I do when I encounter problems using LANDBANK Link.BizPortal?**

For Online Payments thru Bank Accounts

Check your balance or verify if your account was debited. Contact your issuing bank or LANDBANK Servicing Branch. You may also call the 24/7 LANDBANK Customer Care Center at (+632)8405-7000 , 1-800-10-8405-7000 PLDT Domestic Toll-Free or send an email to customer care@mail.landbank.com;

Provide the following information to the authorized bank customer service representative:

- System (LANDBANK Link.BizPortal);
- Transaction Date/Time;

- Merchant;
- Amount;
- Account Number;
- Bank Name/Branch;
- Email Address;
- Mobile Number; and
- Issue/Concern.