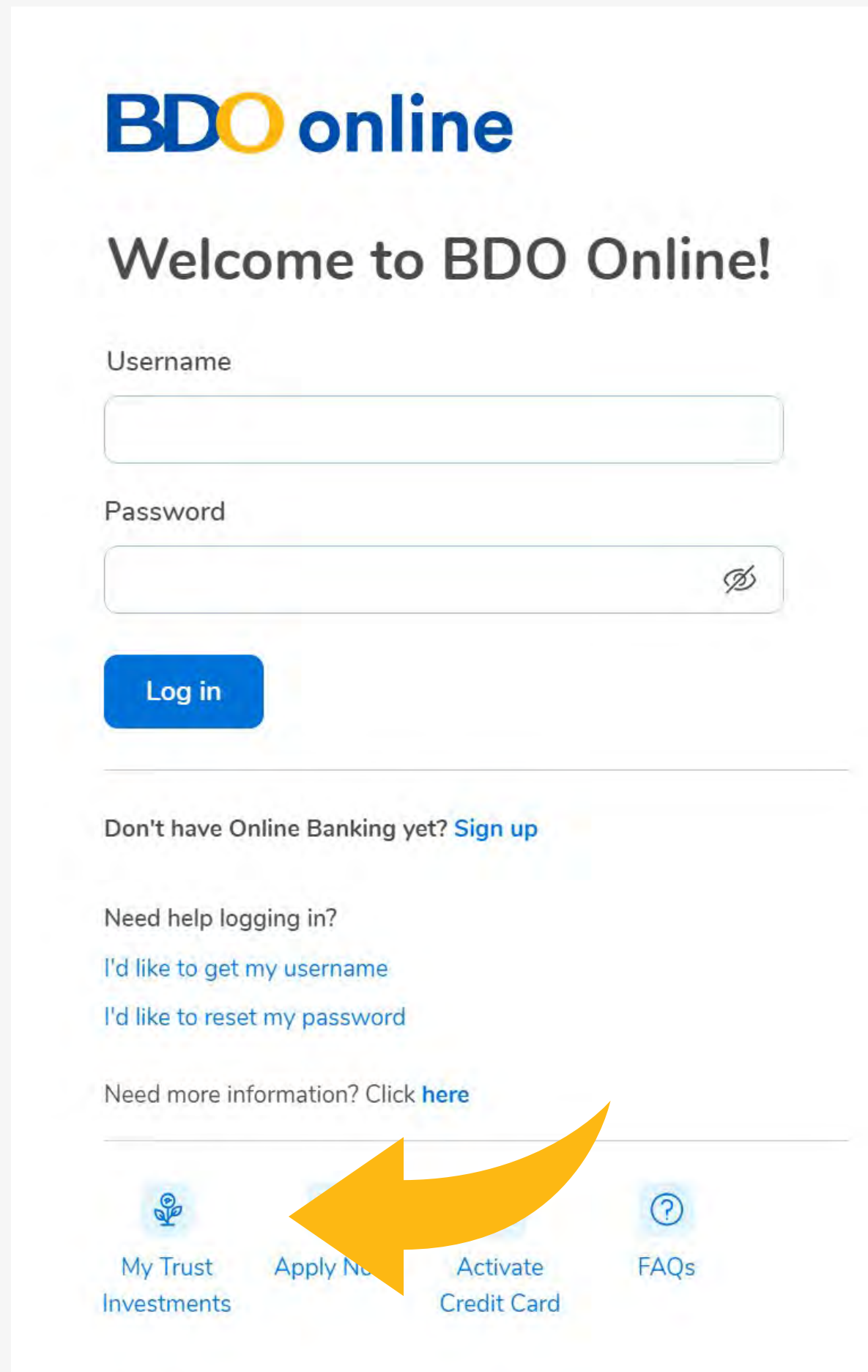


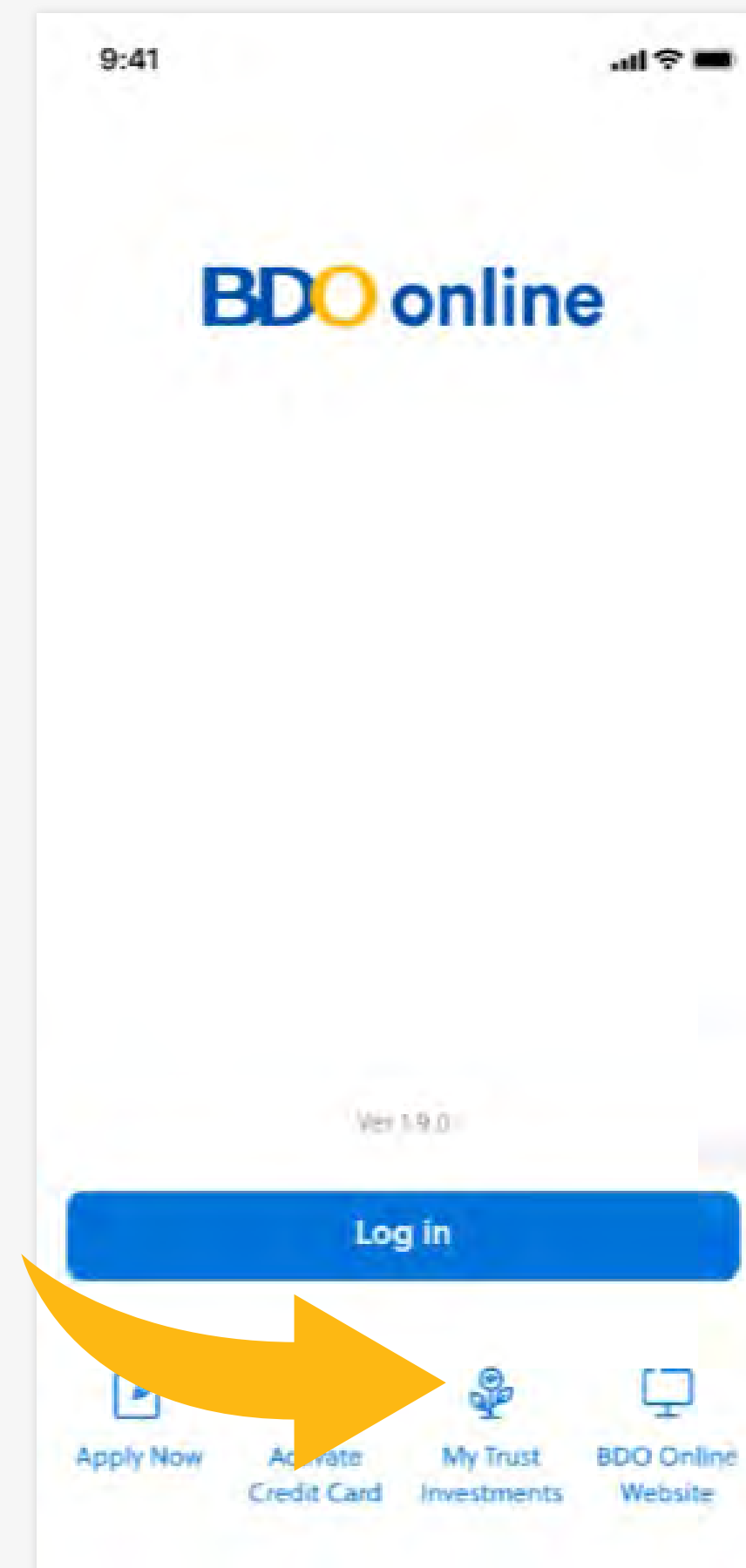
These are new ways to transact and view your investments.

1. Via the new BDO Online Banking log in page

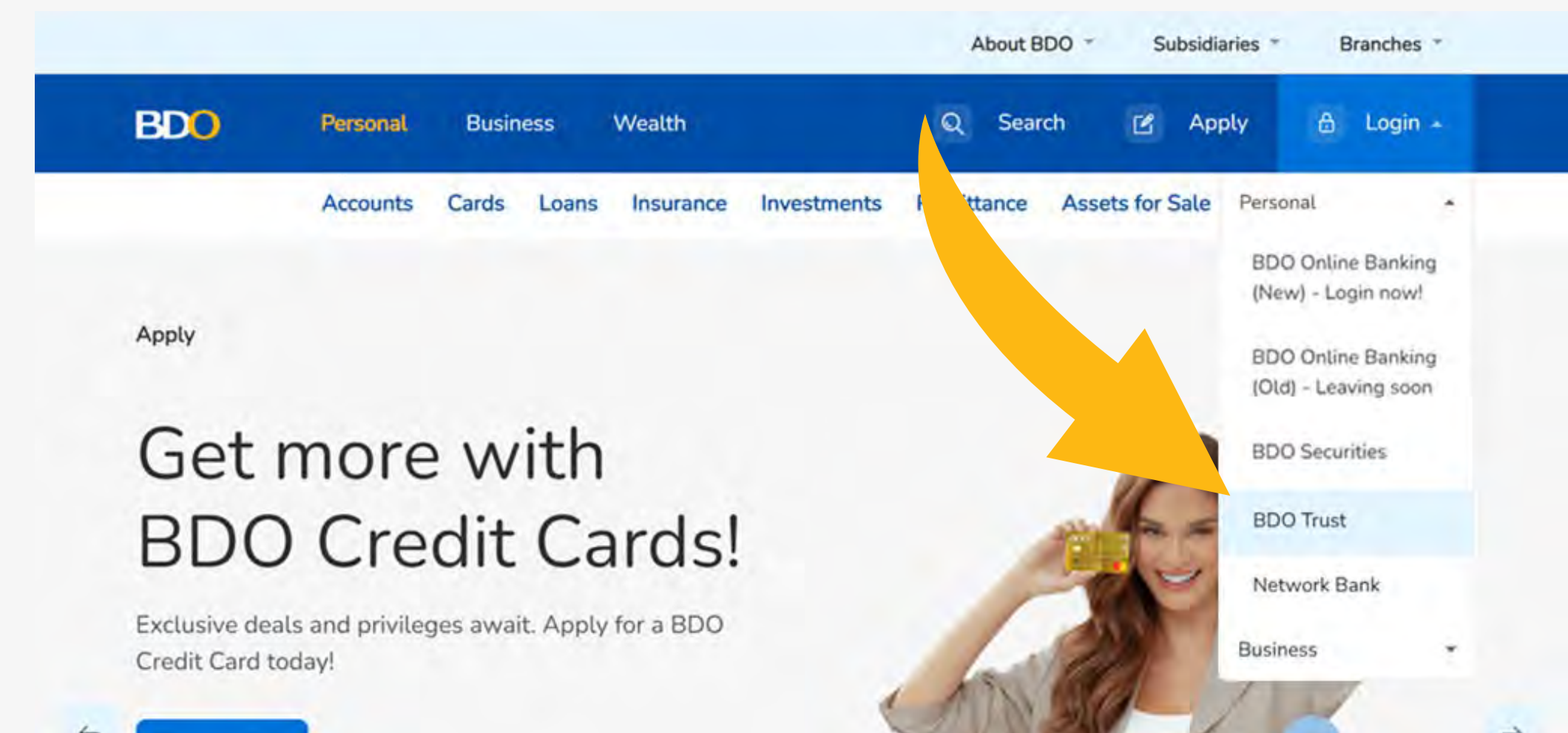


The image shows the BDO online login page. At the top, it says "BDO online" in blue and orange. Below that, it says "Welcome to BDO Online!". There are two input fields: "Username" and "Password". Below the password field is a "Log in" button. At the bottom, there are links for "My Trust Investments", "Apply Now", "Activate Credit Card", and "FAQs". A yellow arrow points from the "Apply Now" link to the "Try it today!" button.

2. Via the new BDO Online mobile app



3. Through the new BDO website – BDO Trust



Try it today!

1. Via the new BDO Online



My Trust
Investments



BDOonline

Welcome to BDO Online!

Username

Password

Log in

Don't have Online Banking yet? [Sign up](#)

Need help logging in?

[I'd like to get my username](#)

[I'd like to reset my password](#)

Need more information? Click [here](#)



My Trust
Investments



Apply Now



Activate
Credit Card

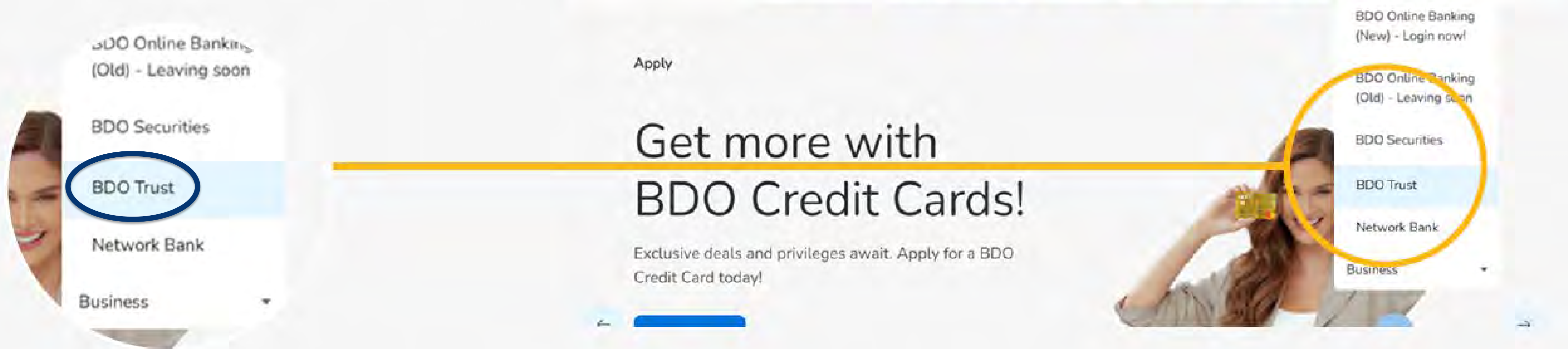


FAQs

2. Via the new BDO Online mobile app



3. Through the new BDO website



Stay on top of your investments with ease whether at home or on the go.

Frequently Asked Questions (FAQ) – New Login Page for BDO Invest Online

Introduction

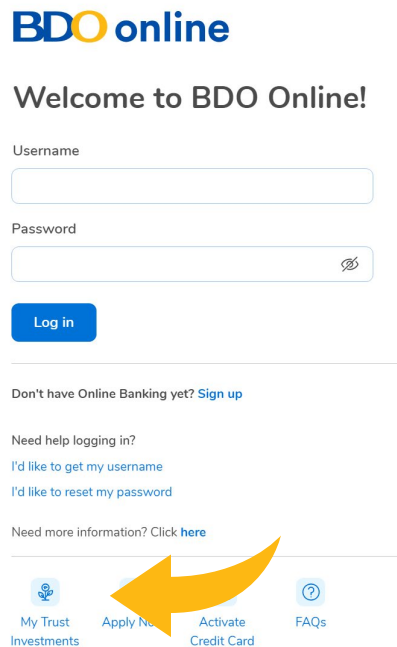
Welcome to our new login page! We understand that changes can bring questions and concerns, so we've compiled a list of the top ten frequently asked questions to help you navigate this transition smoothly.

FAQs

1. Why is there a new login page for BDO Invest Online?

We have updated our login page to enhance security and improve the user experience. This new page will provide better protection for your investments and offer a more streamlined process. You can access BDO Invest Online in three ways:

- a. Via the new BDO Online Banking login page. Click My Trust Investments;



BDO online

Welcome to BDO Online!

Username

Password

[Log in](#)

Don't have Online Banking yet? [Sign up](#)

Need help logging in?

[I'd like to get my username](#)

[I'd like to reset my password](#)

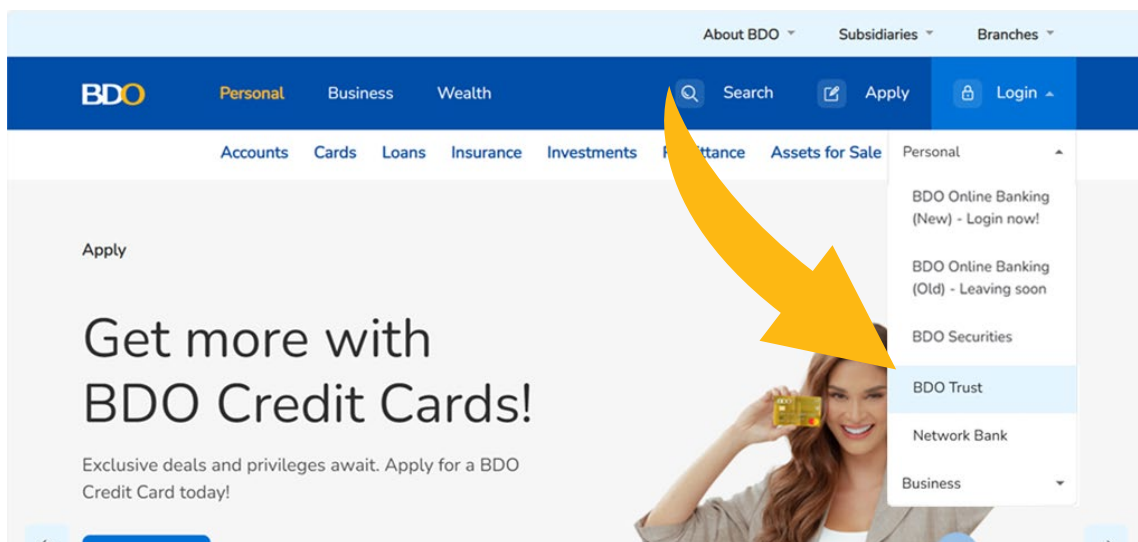
Need more information? Click [here](#)

[My Trust Investments](#) [Apply New](#) [Activate Credit Card](#) [FAQs](#)

b. Through the BDO Online Mobile app. Click My Trust Investments, or;



c. Via the new BDO website – www.bdo.com.ph. Click Login> Personal > BDO Trust



2. Will I need new login credentials?

No, you will not need new login credentials. You can continue to use your existing username and password to access your investments through the new login page.

3. What should I do if I forgot my username?

If you have forgotten your username, go to the new BDO Online Banking login page and click on the "I'd like to get my username". You will be prompted to enter your registered email address, and you will receive an email with instructions on how to recover your username.

The diagram illustrates the process to retrieve a forgotten username. It starts with the BDO online login page, which includes fields for Username and Password, a Log in button, and links for Sign up, help logging in, getting a username, resetting a password, and more information. A blue arrow points from the 'I'd like to get my username' link to the 'Let's retrieve your username!' page. This second page has a field for Email address and a Submit button, with a Back to log in link at the bottom.

BDO online

Welcome to BDO Online!

Username

Password

[Log in](#)

Don't have Online Banking yet? [Sign up](#)

Need help logging in?

[I'd like to get my username](#)

[I'd like to reset my password](#)

Need more information? Click [here](#)

BDO online

Let's retrieve your username!

Enter your email address

Email address

[Submit](#)

[Back to log in](#)

4. What should I do if I forgot my password?

If you have forgotten your password, go to the new BDO Online Banking login page and click on the "I'd like to reset my password" link on the login page. You will be asked to enter your username and the last four (4) digits of your account or card number. You will now nominate a new password. Once password reset is successful, you can already use your new password to log in to the BDO Online app and website.

The diagram illustrates the process to reset a forgotten password. It starts with the BDO online login page, which includes fields for Username and Password, a Log in button, and links for Sign up, help logging in, getting a username, resetting a password, and more information. A blue arrow points from the 'I'd like to reset my password' link to the 'Reset your password' page. This second page has a field for Username and a field for Last 4 digits of your account or card number, with a Next button and a Back to log in link at the bottom.

BDO online

Welcome to BDO Online!

Username

Password

[Log in](#)

Don't have Online Banking yet? [Sign up](#)

Need help logging in?

[I'd like to get my username](#)

[I'd like to reset my password](#)

Need more information? Click [here](#)

BDO online

Reset your password

Enter your username and the last 4 digits of your account or card number

Username

Last 4 digits of your account or card number

[Next](#)

[Back to log in](#)

5. How do I ensure my login credentials are secure?

To keep your login credentials secure, use a strong password that includes a mix of letters, numbers, and special characters. Avoid using easily guessable information such as your name or birthdate. Additionally, do not share your login information with others and change your password regularly.

6. What if I encounter issues while logging in?

If you experience any issues while logging in, try the following steps:

- Ensure you enter the correct username and password.
- Check that your internet connection is stable.
- Clear your browser cache and cookies.
- Try using a different browser or device.

If the problem persists, please contact our Trust Premium Services team for assistance.

7. Can I log in using a mobile device?

Yes, the new login page is mobile-friendly, and you can access your investments using any device through the BDO Online mobile app. Just click on My Trust Investments to go to the login page.



8. Will my account information and investments be affected by this change?

No, your account information and investments will not be affected by the change in the login page. All your data remains secure and unchanged.

9. How do I contact customer support?

If you need assistance, you can contact our Trust Premium Services team via email at trustcustomercare@bdo.com.ph. Our Trust Premium Services team is available Monday through Friday from 8:30 AM to 5:30PM.

10. Where can I find more information about the new login page?

For more details about the new login page, go to the new BDO Online Banking login and click on the need more information hyperlink and you will be redirected to our website's support section. You can also reach out to our Trust Premium Services team (trustcustomercare@bdo.com.ph) for any further inquiries.



Welcome to BDO Online!

Username

Password

Log in

Don't have Online Banking yet? [Sign up](#)

Need help logging in?

[I'd like to get my username](#)

[I'd like to reset my password](#)

Need more information? Click [here](#)



We hope this FAQ has answered your questions and provided clarity about the new Trust login page. Our goal is to make this transition as seamless as possible for you.