

How to Access and Request Services for Your BDO Loans Online

(Auto, Home and SME Loans)

- Access your BDO Loan Details
- Request for Loan Documents and Other Services

How to Access Your BDO Loan Details Online

(Auto, Home and SME Loans)

1. To access your loan details, go to www.bdo.com.ph, and click Loans on the menu.

Note that you will not need a BDO Online Banking Account to access this service.

The screenshot shows the BDO website homepage. At the top, there is a navigation bar with links for About BDO, Corporate Governance, Investor Relations, Disclosures, Subsidiaries, Branches / ATMs, Remit Status Inquiry, and Online Banking Login. Below this is a search bar and a menu with tabs for PERSONAL and BUSINESS. The PERSONAL menu includes Accounts, eBanking, Cards, Loans, Trust and Investments, International Desks, Insurance, Rewards, Remittance Services, and Promos. The BUSINESS menu is currently selected. A large banner features a woman using a laptop with the text "Bank safely from home sign up for Online Banking today". Below the banner are four promotional cards: "Bank Operation Advisories", "Payment due dates extended", "Sign up for Online Banking today", and "Finding ways for our clients". The footer contains contact information, a disclaimer about PDIC insurance, and the BDO logo.

About BDO Corporate Governance Investor Relations Disclosures Subsidiaries Branches / ATMs Remit Status Inquiry [Online Banking Login](#)

FOREX DAILY NAVPU Effective 17 English

BDO
We find ways®

What are you looking for?

PERSONAL BUSINESS

- Accounts
- eBanking
- Cards
- Loans
- Trust and Investments
- International Desks
- Insurance
- Rewards
- Remittance Services
- Promos

BDO UITFs Advisory

BDO UITFs will be available for admission and redemption starting March 18, 2020.

[Learn More](#)

Bank Operation Advisories 01

Payment due dates extended 02

Sign up for Online Banking today 03

It's easy. See the step-by-step guide to sign up for quick and convenient Online Banking.

[Learn More](#)

Finding ways for our clients 04


Contact Us News FAQ Properties for Sale Careers Site Map Privacy Statement Terms and Conditions

Deposits are insured by PDIC up to P500,000 per depositor.
For concerns, please go to your branch of account or call our Customer Contact Center at (02) 8631-8000.
BDO Unibank is regulated by the Bangko Sentral ng Pilipinas with contact number (02) 8708-7087 and with email address consumeraffairs@bsp.gov.ph
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BDO

2. Click Quick Inquiry.

About BDO Corporate Governance Investor Relations Disclosures Subsidiaries Branches / ATMs Remit Status Inquiry [Online Banking Login](#)



What are you looking for?

PERSONAL	BUSINESS
Accounts >	Personal Loan
eBanking >	Auto Loan
Cards >	Home Loan
Loans >	SME Loan
Trust and Investments >	Downloadable Forms
International Desks >	Quick Inquiry
Insurance >	Loan Calculator
Rewards >	Loan Services
Remittance Services >	
Promos >	


BDO UITFs Advisory
BDO UITFs will be available for admission and redemption starting March 18, 2020.
[Learn More](#)



Home » Personal » Loans

Loan Products

Choose the financing option that suits your needs. Click on the image to learn more.

 <p>Auto Loan Get Low Rates and Rebate. Go to BDO Deals on Wheels.</p>	 <p>Home Loan Home ownership made easy and affordable</p>
 <p>Personal Loan Stop worrying and bring your plans to life</p>	 <p>SME Loan Funds for your business expansion plans</p>

3. For Individual Loans, provide the following details: Type of Loan, Loan Account Number and Date of Birth. Read and confirm the Terms of Acceptance and type in the Captcha or picture code. Click Submit when done.

In the example below, the Captcha or picture code is k7nxg but this will be different for every user.

The screenshot shows the BDO website interface for a secured loan inquiry. On the left, there is a navigation menu with options: Remittance Services, Insurance, Rewards, and Private Bank. Below the menu is an advisory section titled 'Advisory' with text about applying for a supplementary credit card. The main content area is titled 'Secured Loans Quick Inquiry' and features a progress indicator with three steps: 1. Verify your Account (highlighted in orange), 2. Enter One-Time Password, and 3. Verification Complete. Below the progress indicator, there are two buttons: 'Individual Loan' (selected) and 'Corporate Loan'. A message asks the user to enter required information. The form includes a dropdown for 'Home Loan', a text input for 'Loan Account / Promissory Note No.' containing '110980810', and a date selector for 'Date of Birth' set to 'Apr 18 1987'. A checkbox is checked, indicating agreement to the terms of acceptance. A captcha image showing 'k7nxg' is displayed, along with a 'Regenerate Captcha' button and a text input containing 'k7nxg'. A 'Submit' button is at the bottom.

4. For Corporate Loans, provide the following details: Type of Loan, Loan Account Number and Business TIN. Read and confirm the Terms of Acceptance and type in the Captcha or picture code. Click Submit when done.

In the example below, the Captcha or picture code is k7nxg but this will be different for every user.

Home » My Page » Secured Loans Quick Inquiry Print

- Remittance Services >
- Insurance >
- Rewards >
- Private Bank >

Advisory

Apply for Supplementary Credit Card Now!

Extend the benefits of your BDO Credit Card with your loved-ones and gain control of their spend. Click here to apply.

Enter One-Time Password

123

Verify your AccountVerification Complete

Individual LoanCorporate Loan

5. Read through the Data Privacy Consent statement, and click Proceed to accept.

The screenshot displays the BDO website interface. On the left, there is a navigation menu under the heading "PERSONAL" with the following items: eBanking, Accounts, Trust and Investments, Loans, Credit Cards, Remittance Services, Insurance, Rewards, and Private Bank. Below this menu is an "Advisory" section with the text: "Apply for Supplementary Credit Card Now! Extend the benefits of your BDO Credit Card with your loved-ones and gain control of their spend. Click [here](#) to apply."

The main content area features a "Loans" banner with a background image of a laptop displaying a website and a group of people. A modal dialog box is centered on the screen, containing the following text: "I am authorizing and giving my consent to the BDO group and its accredited third party partners to collect, store, share and process my information as required by RA 10173 and other applicable laws and regulations. [Click here to view Data Privacy Consent](#)". Below the text is a yellow "Proceed" button.

At the bottom of the page, there is a progress indicator for "Enter One-Time Password" with three steps: 1. Verify your Account, 2. Enter One-Time Password, and 3. Verification Complete. A "Print" button is also visible in the bottom right corner.

6. On the next screen, type in the One-Time Password (OTP) that will be sent to your registered mobile number. Click Submit when done.

In the example below, the OTP is 658339, but this will be different for every user.

Home » Secured Loans Quick Inquiry

Print

1 Enter One-Time Password
2 Verify your Account
3 Verification Complete

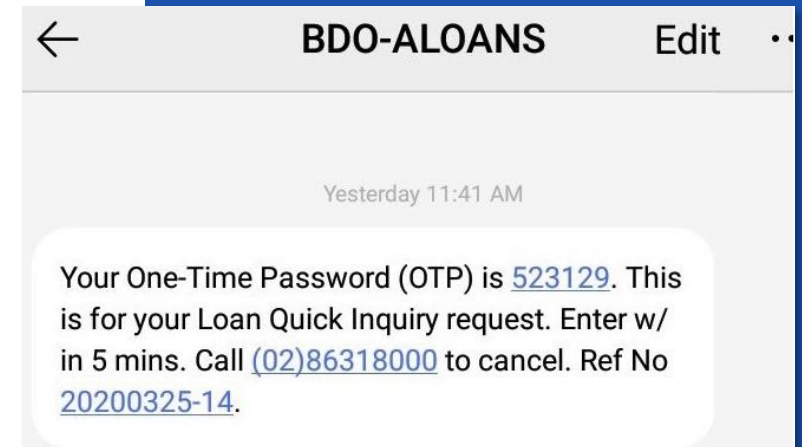
Enter One-Time Password

A One - Time Password (OTP) shall be sent to your mobile number XXXXXXXX7266 to proceed with your quick inquiry request. If you have not received an OTP within five (5) minutes, or the mobile number is no longer updated, please call BDO Customer Service at 8631 - 8000.

Your OTP Reference Number is 20200325-1

Enter your OTP

Cancel Submit



7. Once submitted, your Loan Details will be displayed.

Extend the benefits of your BDO Credit Card with your loved-ones and gain control of their spend. [Click here to apply.](#)

Verification Complete

Loan Details

Make a Loan Request

Type of Loan:	Auto Loan
Loan Account / Promissory Note No.:	110980810
Monthly Amortization:	PHP 15,983.00
Outstanding Balance:	PHP 523,250.63
Next Due Date:	Apr 11, 2020
Last Payment Date:	Mar 11, 2020

[Back](#)

Please be advised that Outstanding Balance should not be the basis for pay-off amount.

To manage your loan account online, enroll to BDO Online Banking via www.bdo.com.ph to access your loan details.

How to Request for Loan Documents and Other Services Online

(Auto, Home and SME Loans)

1. To request for documents or other loan requests, go to www.bdo.com.ph, and click Loans on the menu.


Note that you will not need a BDO Online Banking Account to access this service.

The screenshot shows the BDO website homepage. At the top, there is a navigation bar with links for About BDO, Corporate Governance, Investor Relations, Disclosures, Subsidiaries, Branches / ATMs, Remit Status Inquiry, and Online Banking Login. Below this is a secondary navigation bar with FOREX and DAILY NAVPU buttons, and a language selector set to English. The main header features the BDO logo and the tagline "We find ways®". A search bar is present with the placeholder text "What are you looking for?". The left sidebar contains a menu with tabs for PERSONAL and BUSINESS. Under the BUSINESS tab, the following items are listed: Accounts, eBanking, Cards, Loans, Trust and Investments, International Desks, Insurance, Rewards, Remittance Services, and Promos. Below the menu is a section titled "BDO UITFs Advisory" with a "Learn More" button. The main content area features a large banner with a woman using a laptop, overlaid with the text "Bank safely from home sign up for Online Banking today". Below the banner are four featured articles: "Bank Operation Advisories", "Payment due dates extended", "Sign up for Online Banking today", and "Finding ways for our clients". The footer contains a list of links: Contact Us, News, FAQ, Properties for Sale, Careers, Site Map, Privacy Statement, and Terms and Conditions. It also includes a disclaimer: "Deposits are insured by PDIC up to P500,000 per depositor. For concerns, please go to your branch of account or call our Customer Contact Center at (02) 8631-8000. BDO Unibank is regulated by the Bangko Sentral ng Pilipinas with contact number (02) 8708-7087 and with email address consumeraffairs@bsp.gov.ph BDO Unibank, Inc. © 2012. All Rights Reserved".




2. Click Loan Services and choose the Type of Loan.

About BDO Corporate Governance Investor Relations Disclosures Subsidiaries Branches / ATMs Remit Status Inquiry [Online Banking Login](#)



What are you looking for?

PERSONAL	BUSINESS
Accounts >	Personal Loan
eBanking >	Auto Loan
Cards >	Home Loan
Loans >	SME Loan
Trust and Investments >	Downloadable Forms
International Desks >	Quick Inquiry
Insurance >	Loan Calculator
Rewards >	Loan Services
Remittance Services >	
Promos >	



Loan Services




Home » Personal » Loans » Loan Services

Request for Loan Services easy and hassle-free!

Below are some of the services you may avail online:

- Update Your Customer Information
- Collateral Release
- Copy of Loan Documents

Simply choose your desired loan service option below.


Auto Loan	Home Loan	SME Loan
		

Australian Dollar (AUD) Savings Account Advisory

Effective November 1, 2019, the interest rate for AUD Savings Account will be 0.25% per annum.

Contact Us News FAQ Properties for Sale Careers Site Map Privacy Statement Terms and Conditions

For concerns, please go to your branch of account or call our Customer Contact Center at (02) 8631-8000.
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3. Select which Loan Services you would like to request online.

Choose among Update Client Information, Document Request, or Release of Collateral.

What are you looking for?

PERSONAL **BUSINESS**

- Accounts >
- eBanking >
- Cards >
- Loans >
- Trust and Investments >
- International Deals >
- Insurance >
- Rewards >
- Remittance Services >
- Promos >

Personal Loan
Auto Loan
Home Loan
SME Loan
Downloadable Forms
Quick Inquiry
Loan Calculator
Loan Services

Home > Personal > Loans > Auto Loan > Auto Loan > Loan Services

Overview Application Requirements FAQs Useful Links Loan Calculator

Promo Auto Finder **Loan Services**

Update Client Information **Apply Now**

Update Client Information

Document Request **Download Form: Individual Corporation**

Loan Documents

Amortization Schedule

Full Payment computation

For Inquiries **Provide contact details**

Payment Details **Call BDO Customer Center at (82) 8631-8000**

Mode of Payment (ADA / POC)

Due Date **Text BDOLOANS to 32256**

Release of Collateral

Release of Collateral

al/loans/auto-loan-form

1. To Update Client Information, click on the box, and select between Individual or Corporate clients.

How to Update Client Information

The screenshot displays the BDO website interface. At the top left is the BDO logo with the tagline "We find ways®". Below it is a search bar with the text "What are you looking for?". A navigation menu is open, showing "PERSONAL" and "BUSINESS" tabs. Under "PERSONAL", the "Loans" category is selected, and a dropdown menu lists options: Personal Loan, Auto Loan, Home Loan, SME Loan, Downloadable Forms, Quick Inquiry, Loan Calculator, and Loan Services. The "Auto Loan" option is highlighted. The main content area features a banner for "Loan Services" with a man leaning on a car. Below the banner is a breadcrumb trail: "Home » Personal » Loans » Auto Loan » Auto Loan » Loan Services". A secondary navigation bar includes "Overview", "Application Requirements", "FAQs", "Useful Links", and "Loan Calculator". A "Promo" bar contains "Auto Finder" and "Loan Services". The "Update Client Information" section is highlighted with a yellow border and contains two radio buttons: "Individual" (selected) and "Corporate". To the right of this section are three call-to-action buttons: "Apply Now" (with "Apply Online" sub-link), "Download Form:" (with "Individual" and "Corporation" sub-links), and "For Inquiries" (with "Provide contact details", "Call BDO Customer Center at (02) 8631-8000", and "Text BDOLOANS to 22256" sub-links). Below this are sections for "Document Request" (Loan Documents, Amortization Schedule, Full Payment computation) and "Payment Details".

2. Completely fill out the details required.

How to Update Client Information

Extend the benefits of your BDO Credit Card with your loved-ones and gain control of their spend. [Click here](#) to apply.

Auto Loan Update Information Individual
*mandatory field

[Print](#)

Loan Borrower Information

Last Name * First Name * Middle Name

Date of Birth *

January 01 2020

Loan Details

For various mortgaged loans, please provide the corresponding Loan Account No. for request to be processed.

Loan Account / Promissory Note No 1 Loan Account / Promissory Note No 2

Where did the client avail of the Loan? *

Metro Manila Provincial Business Center

Update Client Information

Change in Present Address *

Yes No

Change in Permanent Address *

Yes No

Change in Office or Business Address *

Yes No

Change in Email Address *

Yes No

Change in Mobile Number *

3. Read and accept the Terms. Type in the Captcha or picture code and click Submit for your request to be processed.

Note that in the example below, the Captcha or picture code is nfn22 but this will be different for every user.

How to

Update Client Information

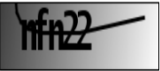
Terms of Acceptance

I hereby acknowledge the above request and understood the terms and conditions, and further authorize BDO to update my personal information.

I am authorizing and giving my consent to any member of the BDO Group, third parties and BDO partners to collect, process, store, and share my information as required by RA10173 and other applicable laws and regulations subject to the terms and conditions.

Click [here](#) to view the consent form.

Captcha *



Please enter code as shown above.

Please be advised that there might be some delays in the processing of your request. Rest assured that we are committed to delivering our services with the least interruption during these trying times.

1. To request for Documents on your loans, choose among Loan Documents, Amortization Schedule or Full Payment Computation by clicking any of the boxes, and then click “Request Online.”

How to Request for Documents

The screenshot displays the BDO website interface. At the top, there is a navigation bar with links for Finance, Investor Relations, Disclosures, Subsidiaries, Branches / ATMs, Remit Status Inquiry, and an Online Banking Login button. The BDO logo and tagline "We find ways®" are prominently displayed. Below the logo is a search bar and a navigation menu with tabs for PERSONAL and BUSINESS. The Loans section is expanded, showing options like Personal Loan, Auto Loan, Home Loan, SME Loan, Downloadable Forms, Quick Inquiry, Loan Calculator, and Loan Services. The main content area features a "Loan Services" banner with a man leaning on a car. Below this, there is a breadcrumb trail: Home » Personal » Loans » Auto Loan » Auto Loan » Loan Services. A navigation bar includes Overview, Application Requirements, FAQs, Useful Links, and Loan Calculator. A "Loan Services" section contains a "Request Online" button. The bottom of the page has sections for "Update Client Information" with an "Apply Now" button, "Document Request" with a highlighted "Loan Documents" section containing a "Request Online" button, and contact information for BDO Customer Center.

2. Completely fill out the details required.



How to Request for Documents

Advisory

Apply for Supplementary Credit Card Now!

Extend the benefits of your BDO Credit Card with your loved-ones and gain control of their spend. [Click here](#) to apply.

Loan Services - Request for Copy of Loan Document
*mandatory field

  Print

Loan Borrower Information

Corporate or Partnership Name

Last Name * First Name * Middle Name

Date of Birth *

Any recent update in your contact information? * Yes No

Mobile Number * Email Address *

Loan Details

For various mortgaged loans, please provide the corresponding Loan Account No. for request to be processed.

Loan Account / Promissory Note No 1 Loan Account / Promissory Note No 2

Type of Loan *

Where did you avail the Loan? *
 Metro Manila Provincial Business Center

Request Details

Mode of Delivery *
 Pick-up Email

3. Read and accept the Terms. Type in the Captcha or picture code and click Submit for your request to be processed.

Note that in the example below, the Captcha or picture code is nfn22 but this will be different for every user.

How to Request for Documents

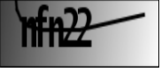
Terms of Acceptance

I hereby acknowledge the above request and understood the terms and conditions, and further authorize BDO to update my personal information.

I am authorizing and giving my consent to any member of the BDO Group, third parties and BDO partners to collect, process, store, and share my information as required by RA10173 and other applicable laws and regulations subject to the terms and conditions.

Click [here](#) to view the consent form.

Captcha *



Please enter code as shown above.

Please be advised that there might be some delays in the processing of your request. Rest assured that we are committed to delivering our services with the least interruption during these trying times.

1. To request for Release of Collateral, you can set an appointment online by clicking the link below.

Make sure that your loan has been fully paid, you have been notified of the availability of your collateral documents, and you are ready with all the requirements needed prior to setting an appointment. Please refer to the List of Requirements for reference.

How to Request for Release of Collateral

Release of Collateral

Release of Collateral

“ Please ensure the following prior to setting appointment.

1. You are fully paid on your loan (accounts receivable inclusive).
2. You have been notified on the availability of your collateral documents.
3. You are ready with all the requirements needed for the Release of collateral.

List of Requirements
INDIVIDUAL / SINGLE BORROWER
TWO (2) OR MORE BORROWERS/MORTGAGORS
CORPORATION

Time: Monday to Friday, 9:00am to 4:00pm

Location:

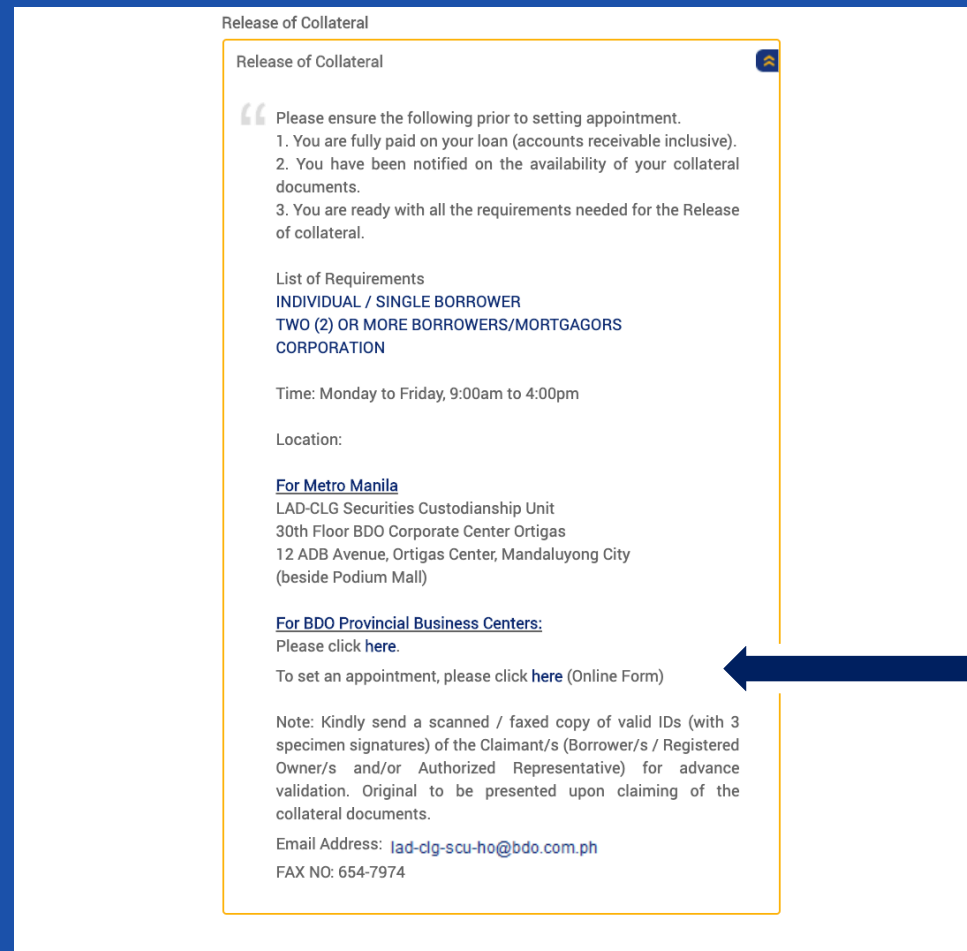
For Metro Manila
LAD-CLG Securities Custodianship Unit
30th Floor BDO Corporate Center Ortigas
12 ADB Avenue, Ortigas Center, Mandaluyong City
(beside Podium Mall)

For BDO Provincial Business Centers:
Please click [here](#).

To set an appointment, please click [here](#) (Online Form)

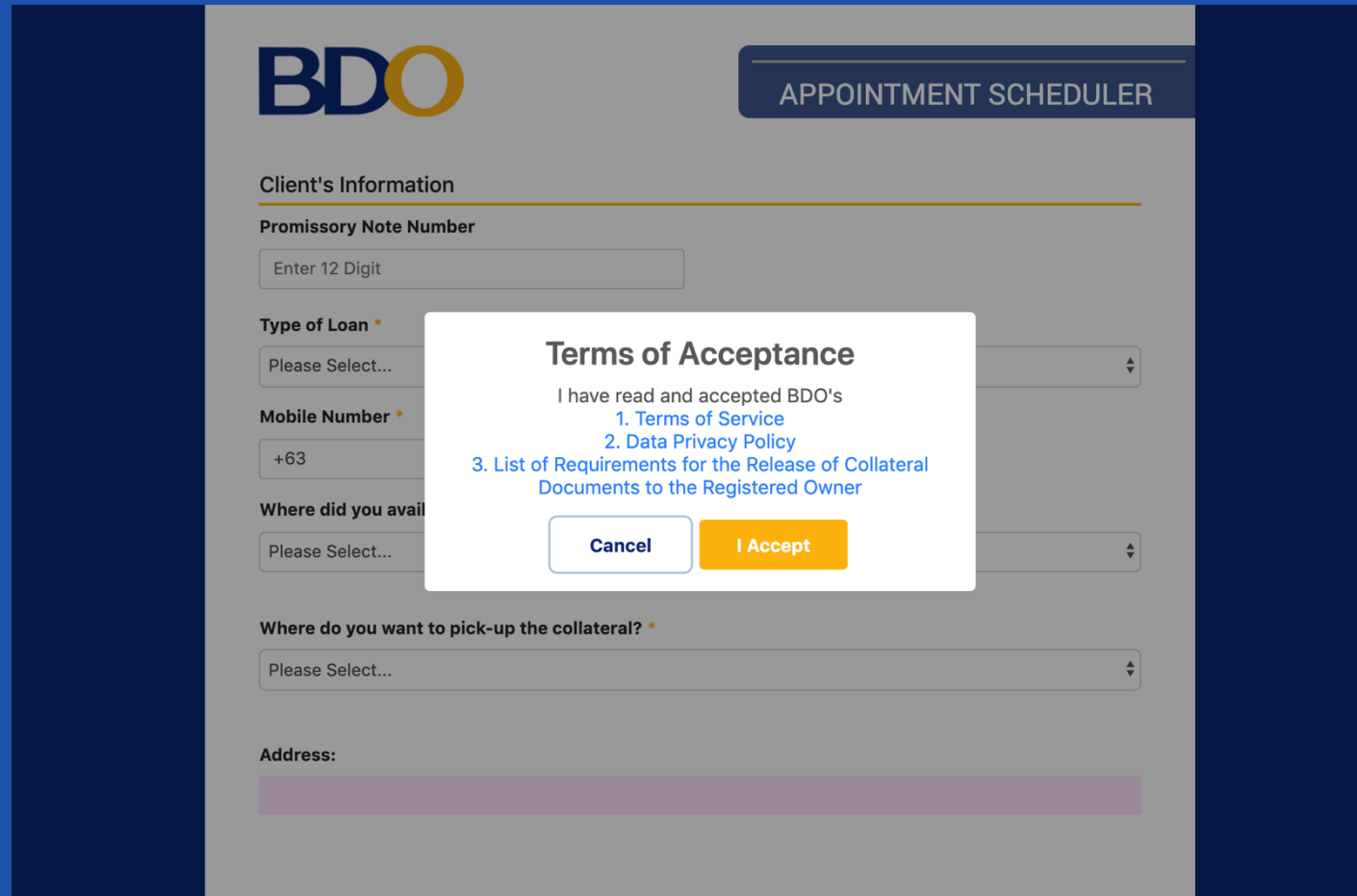
Note: Kindly send a scanned / faxed copy of valid IDs (with 3 specimen signatures) of the Claimant/s (Borrower/s / Registered Owner/s and/or Authorized Representative) for advance validation. Original to be presented upon claiming of the collateral documents.

Email Address: [lad-clg-scu-ho@bdo.com.ph](mailto:lاد-clg-scu-ho@bdo.com.ph)
FAX NO: 654-7974



2. You will be redirected to an Appointment Scheduler.
Read and accept the Terms.

How to
Request for
Release of
Collateral



The screenshot shows the BDO Appointment Scheduler interface. At the top left is the BDO logo, and at the top right is a dark blue button labeled "APPOINTMENT SCHEDULER". Below the logo is the section "Client's Information".

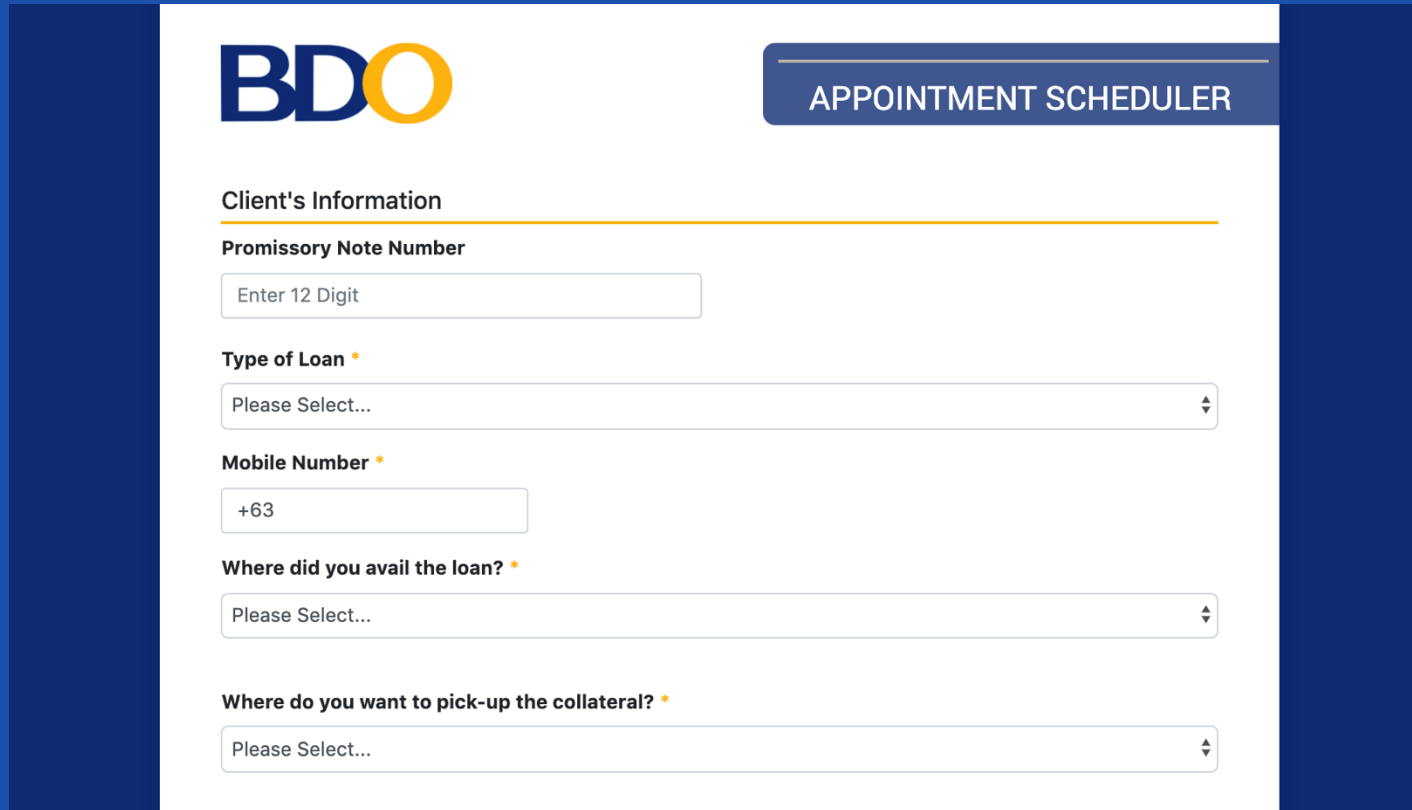
The form fields include:

- Promissory Note Number:** A text input field with the placeholder "Enter 12 Digit".
- Type of Loan *:** A dropdown menu with the placeholder "Please Select...".
- Mobile Number *:** A text input field with "+63" as a prefix.
- Where did you avail...:** A dropdown menu with the placeholder "Please Select...".
- Where do you want to pick-up the collateral? *:** A dropdown menu with the placeholder "Please Select...".
- Address:** A text input field.

A white modal box titled "Terms of Acceptance" is overlaid on the form. It contains the text: "I have read and accepted BDO's" followed by a list of three items: "1. Terms of Service", "2. Data Privacy Policy", and "3. List of Requirements for the Release of Collateral Documents to the Registered Owner". At the bottom of the modal are two buttons: "Cancel" and "I Accept".

3. Fill out the form and select your schedule.
Click Submit when done.

How to Request for Release of Collateral



The screenshot shows the BDO Appointment Scheduler interface. At the top left is the BDO logo, and at the top right is a dark blue button labeled "APPOINTMENT SCHEDULER". Below the logo is the section "Client's Information" with a horizontal line underneath. The form contains the following fields:

- Promissory Note Number**: A text input field with the placeholder "Enter 12 Digit".
- Type of Loan ***: A dropdown menu with "Please Select..." and a downward arrow.
- Mobile Number ***: A text input field with "+63" as a placeholder.
- Where did you avail the loan? ***: A dropdown menu with "Please Select..." and a downward arrow.
- Where do you want to pick-up the collateral? ***: A dropdown menu with "Please Select..." and a downward arrow.

Please be advised that there might be some delays in the processing of your request. Rest assured that we are committed to delivering our services with the least interruption during these trying times.

Thank you
and enjoy secure and
convenient banking
for your BDO Loans.