



# Password Reset Guide

## 密码重置指南

Step by Step process for BDO Personal Online Banking (POB / Website) Password Reset.

BDO 个人网上银行 (POB应用程序/网站) 密码重置的步骤过程.

This is for Website and Old BDO App (BDO Digital/Unibank App).  
这适用于BDO网银和旧版BDO应用程序 ( BDO Digital/Unibank App )

**PERSONAL** BUSINESS

eBanking >

Accounts >

Trust and Investments >

Loans >

Credit Cards >

Remittance Services >

Insurance >

Rewards >

Private Bank >

### Login to BDO Online Banking

User ID:

Password:

[Forgot your password?](#)

[Forgot your user ID?](#)

[Forgot your telephone PIN?](#)

[Not Yet Enrolled? Enroll Now!](#)

[Security Features](#) [Online Banking Privacy Policy](#) [FAQs](#)

[Login](#)

**TOLL-FREE NUMBERS**  
Reminder: Charges apply for calls made through a mobile phone.

Domestic Toll-Free Nos.:  
1800-10-631-8000 (PLDT) 1800-3-631-8000 (Digitel)  
1800-5-631-8000 (Bayantel) 1800-8-631-8000 (Globelines)

**INTERNATIONAL**  
(Int'l. Access Code) + 800-8-631-8000

**CONTACT SUPPORT:**  
▶ Send a message to BDO

**Customer Contact Center** (02) 8631-8000

\*Our website supports the latest browser versions to ensure your privacy and security. To ensure access and for best viewing experience, please upgrade to the latest versions of Mozilla Firefox, Google Chrome, Safari or Internet Explorer as soon as possible.

# 1. Click “Forgot your password”

点击 “忘记密码?  
(Forgot your password?)”

#### Forgot Password

Enter required information below to nominate a new password for Online & Mobile Banking

Please enter your User ID and click the VERIFY button to reset your password.

Customers with Savings/Checking accounts will be asked to enter the last 4 digits of the account or its linked debit card number before submitting the form.

LOG IN WITH YOUR NEW PASSWORD AFTER 30 MINUTES.

#### Online Banking Account Information

User ID

2

Verify

Back

Submit

## 2. Enter User ID in the field

在 User ID 旁边字段输入用户名

Forgot Password  
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Please enter your User ID and click the VERIFY button to reset your password.  
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LOG IN WITH YOUR NEW PASSWORD AFTER 30 MINUTES.

**Online Banking Account Information**

User ID   **3**

Account/Card Number\*  This field is required. **4**  
\*Enter the last 4 digits of your BDO Debit Card or Checking/Savings account enrolled in BDO Online Banking

### 3. Click “Verify” button beside the User ID field

点击User ID (用户名) 字段旁边的“验证 (Verify)” 按钮

### 4. Account/Card Number Field will appear

将出现账户/卡号 (Account/Card Number) 字段

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## 5. Enter the last 4 digits of any enrolled CASA or ATM/Debit Card

输入任何已注册的 CASA 或 ATM/借记卡的最后 4 位数字

## 6. Click Submit

点击 “Submit (提交)”

**One-Time Password (OTP)** X

To further ensure the security of your online banking transactions, you will be receiving a One-Time Password (OTP) via your registered mobile phone number with last 4-digits XXXXXXXX8890. **7**

For inquiries, your Reference Number is 796653.

Enter your OTP:

**8**

If you did not receive your One-Time password (OTP) via SMS within 5 minute(s) or if your One-Time password (OTP) has expired, click here to generate a new [One-Time Password](#) to continue your transaction.

## 7. Enter last OTP sent to your SMS. Check last 4 digits of mobile if correct.

输入刚刚发送给您的短信中的一次性密码 (OTP)。检查手机号的最后4位数字是否正确。

## 8. Click Submit

点击 “Submit (提交)”

Forgot Password

**Password Information**

New Password  9

Confirm New Password

Must contain uppercase, lowercase, number and special character. Must not be the same as the nominated User ID.  
Special characters such as [!#\$%^&;'] are NOT allowed. Avoid using consecutive characters (example: abc.678)

[Back](#) [Submit](#) 10

## 9. Enter the new password you want to use (one in New Password and repeat in Confirm Password)

输入您打算使用的新密码 (第一次输入在“新密码 (New Password)”字段，再重复输入于“确认密码 (Confirm Password)”字段)

## 10. Click Submit

点击“Submit (提交)”

**Once completed system will confirm successfully changed.  
Wait 30 minutes before logging in the website using the new password.**

完成后，系统将确认更改成功。请等待30分钟再使用新密码登陆网站

**This password reset is applicable only for POB (website) and  
BDO Digital App (Unibank App/Old App)**

此密码重置仅适用于BDO POB应用程序（网站）和BDO Digital 应用程序  
（Unibank应用程序/旧版应用程序）