



Your credit card

We're here to help you better understand your credit card by providing you the answers to commonly asked questions about our credit card services. Maximize the power of your card and move closer towards your financial goals by reading these interesting tips.

List of topics:

General Information on Credit Card Services

- What is a credit card?
- What can I do to obtain credit?

Managing Credit Card Transactions

- How can I better monitor my credit card transactions?
- How can I pay for my credit card?
- Can I get cash using my credit card?
- Can I pay for my utility bills using my credit card?

Credit Card Charges

- What fees are charged by maintaining a credit card?
- Do credit cards have any hidden charges?
- Can I pay in installment?

Other Important Information When Using Your Credit Card

- Promotional call, collection call, service call and security alert call: what's the difference?
- Can I use my credit card overseas?
- How are foreign currency transactions billed in my credit card?
- What are the perks of a credit card?

What is a credit card?

A credit card is a tool that consumers use to purchase products or avail of services without using cash. It can be issued as a physical card that can be placed in your wallets or can be issued as a virtual credit card. A credit card may be used to pay stores or online sites for items, services, and more. It has a credit limit or line, which is the maximum amount that you can "borrow" from the bank.

It's relatively safe and can be used as an effective way to track your expenses. You use credit cards to meet a wide range of needs: we swipe them for everyday transactions (e.g. medicines, groceries, gasoline) and for other purchases that reflect our unique lifestyle (e.g. plane tickets, insurance, hotels, home appliances).

Quick Tips

- Live within your means. This basic tip is your first step to financial freedom. Staying within your credit limit keeps overlimit fees at bay. What's more, merchants can smoothly process your transactions
- Stay on budget by keeping track of your expenses and credit card transactions

What can I do to obtain a credit card?

Many think it's just a matter of filling out an application form and submitting the documentary requirements. But there's more to obtaining credit card than that. Credit card companies adhere to consumer protection standards and evaluate credit card applications seriously. Aside from the expected verification to screen fraudulent applications and misrepresentations, credit card companies check if card applicants have a history of poor payment behavior with other financial institutions.

Moreover, you have to choose the right credit card that fits your lifestyle. Choose wisely by looking at the credit card features, fees and charges associated with the credit card and read the terms and conditions of the credit card.

Quick Tips

- Shop for the right credit card for you by checking the credit card features, fees and charges and terms and conditions.
- Accomplish the card application form completely and submit the documentary requirements.
- Always pay all your credit card bills on time to maintain your good credit rating.
- Your chances of obtaining a credit card can improve if you have a long-standing relationship with any of the Metrobank branches nationwide.

How can I better monitor my credit card transactions?

A "Statement of Account" (SOA) is a summary of all your credit card transactions within a specified cutoff. It lists the transactions you made, the dates you made those purchases, as well as the merchant's names (which are the stores or online sites).

Here are the important information that you should know about your credit card SOA:

- **Cut-off Date** – A credit card has a billing cycle which is the period of time between billing statements. The cut-off date refers to the end of your billing cycle. This is the time when all your credit card transactions for the month will be reflected in your SOA.
- **Due Date** – A cardholder can enjoy interest-free credit between the billing date and the payment due date. The payment due date is your deadline to pay your bills in full to avoid charges.
- **Total Amount Due** – This is the sum of your credit card transactions. It includes your opening balance, new purchases, fees, charges, debit adjustments (if any), minus your last payment and any credit adjustments (if any).

- **Minimum Amount Due** – The minimum payment amount due is the smallest amount of money that you have to pay for your credit card to keep it in good credit standing. By having this option, you have the financial flexibility in case you are low on cash to pay for your total amount due. It is important to understand that if you opt to pay just the minimum or anything less than the total, then there would be finance charges that will be assessed for your account. The finance charge, at Metrobank's prevailing rate, will be computed based on the unpaid balance as of the given cut-off date and shall continue to be imposed until the outstanding balance and applicable interest are fully paid. Interest will be computed as follows:
 1. Card Member's previous outstanding balance as reflected in the current Statement of Account (SOA) computed from a day after the cut-off of the previous SOA to a day before the payment transaction date, plus
 2. Card Member's previous outstanding balance less
 3. Payment/s made and any credit adjustments computed from the payment transaction date to the beginning of the next statement cut-off.
 4. Interests on Cash Advances are computed from the transaction date to the next statement date.
- **Transaction Details** – This is the list of your transactions for your credit card. It provides you information on the transaction date, posting date of the transaction, merchant details and the amount billed.

Metrobank Cardholders may access their statement of account via the following means:

Enroll in MSOA

Spend most of your time online checking emails? Enroll your credit card to MSOA and have your electronic SOA sent straight to your preferred email address. Call 88-700-700 today to apply. All you need is a valid email address!

Enroll in MB Online

Maintain a bank account with Metrobank and have a Metrobank credit card? Now you can view both your SOA and your bank account details online through MB Online. Enroll your credit card by adding your credit card account in your MB Online access.

Enroll in Mobile SOA

Receive your statement of account via SMS. Enroll in our Mobile SOA by calling our hotline today.

Metrobank cardholders may also check their recent transactions through the following channels:

- Self-Service Hotline: **88-700-700**; Simply go choose Card Services in the menu and choose Recent Transactions
- Facebook Messenger: **Mia of Metrobank Card**; Chat with Mia of Metrobank Card.

Quick Tips

- Always keep your transaction slips for reference to help you recognize and validate transactions posted in your SOA.
- Check the list of transactions posted in your credit card to make sure that these are correct. Otherwise, you may file a dispute for the transaction. Visit our website to check

the steps in filing a dispute: <https://www.metrobankcard.com/cardsservices/card-security-and-secure-online-shopping>

- Subscribe to the electronic statement facilities to have easy access on your statement at your convenience, anytime and anywhere.

How can I pay for my credit card?

There are many convenient ways of paying for your credit card. Please visit this link from our website for the list of payment channels:

<https://www.metrobankcard.com/cardsservices/payment-channels>

Quick Tips

- If you are a Metrobank depositor, enroll your credit card in Auto Debit Arrangement facility with your branch of account.
- Check online payment channel options for your convenience.
- To avoid late payment fees and other charges, credit card payments should be made on or before your due date. If your Payment Due Date falls on a holiday or weekend, please pay on or before the last banking day of your due date.
- **Be aware of the posting of your payments.** Note that posting of your credit card payments depends on payment type (e.g cash, local check, or regional check). Effective January 20, 2017, local and regional checks shall be cleared from 3 to 1 day/s due to the adoption of the electronic clearing process of checks. Please consider the Payment Channel check clearing cut-off schedule.
- When paying your credit card in check, remember to indicate the following:
 1. Date - standard date format example: January 2, 2020 or 2 January 2020 or 01/02/2020 or 01/02/20
 2. Payee - payable to METROPOLITAN BANK & TRUST COMPANY OR METROBANK
 3. Credit card information – Indicate the card number and contact number at the back of your check.
 4. Amount payable in figures – Check the amount and currency sign.
 5. Amount payable in words – Check misspellings and make sure to add the word “only” at the end.
 6. Signature of the Drawer/s – Do not forget to affix your signature
- **Make sure that the check you issued has no erasures and corrections. Otherwise, it will not be accepted for payment, or will be rejected for clearing.** This is in view of the guidelines issued by Philippine Clearing House Corporation effective January 4, 2016.

Can I get cash using my credit card?

Yes. Sometimes, you need cash to whip up a big event. Whether you need cash for tuition fees, pocket money for a trip, or even plumbing work at home, you can get cash instantly. Take note, however, that the amount you request should be within your credit limit.

Quick Tips

- Avail of Cash2Go. You may apply over the counter or by calling 88-700-700. This cash installment plan gives you a wide range of options in terms of tenors and interest rates.

- Avail of Cash Advance. A Quick PIN is issued to cardholders to enable them to avail of a cash advance via ATM. Note that cash advance is subject to a cash advance fee and finance charge.

Can I pay for my utility bills using my credit card?

Yes. With so many bills you need to pay every month, Bills2Pay is the simplest time saver. You can forget about lining up to pay for all your utilities (including electricity) and telephone bills. Memorizing multiple due dates can be a thing of the past.

Quick Tips

- Enroll your utility bills in Bills2Pay. You can spend less time falling in line and have more time for the activities that truly matter to you.
- Visit our website via this link <https://www.metrobankcard.com/cardsservices/bills-2-pay> for the list of utility companies.

What fees are charged by maintaining a credit card?

Yes. Metrobank credit cards are subject to Annual Membership Fees. The fees are billed to the account a month from the anniversary date of the credit card account.

For the complete list of fees and charges, please visit <https://www.metrobankcard.com/cards/compare-all>

Do credit cards have any hidden charges?

No. Metrobank is transparent on the fees and charges that may be billed to your credit card account. You may check our website for the details of our fees and charges. With the exception of the annual membership fee, most of the fees and charges that can be assessed to a credit card account depend on the card usage and payment behavior of our cardholders.

Quick Tips

- Check the schedule of fees and charges in Metrobank's website for information.
- A table of fees and charges is included at a pre-determined schedule in a cardholder's SOA.
- If you do not wish to pay for annual membership fees, you may convert your credit card to our M FREE Mastercard or PS Bank Credit Mastercard. These cards have a standard feature of perpetual waiver of annual membership fee. Note that these cards do not earn any rewards points.

Can I pay in installment?

Looking at a big purchase? Most merchants offer 0% installment deals. With this option, a cardholder can pay using their credit card and pay for it in the tenor provided by the merchant at 0% interest.

Quick Tips

- You can relax when you see the 0% Installment logo at your favorite shop. Metrobank's partners - over hundreds of merchant establishments around the country – offer this feature.
- Special installment like Balance Conversion can also be availed by cardholders who want to pay for their credit card's balance in installment. Availing of Balance Conversion is subject for approval and interest rate. To know more about this facility, visit our website via this link: <https://www.metrobankcard.com/cardsservices/balance-conversion>

Promotional call, collection call, and security alert call: what's the difference?

As part of our commitment to serve you better, you may from time to time receive several calls to keep you informed about our products and services, and to ensure that your accounts remain secure.

Security Alert

From time to time, you may receive calls, SMS or email confirming and validating a particular transaction you have made. Don't worry. This is a security measure to prevent any unauthorized transactions.

Promotional Communications

Promotional calls are conducted by our Telesales agents for select cardholders to know more about our exclusive programs and offers. These sales offers are designed to fit your busy lifestyle and varying financial requirements. You may also receive promotional communication via Viber, SMS or email.

Collections Calls

Collections calls whether agent assisted or automated, SMS and emails are made to remind you of payment-related concerns. These are meant to provide you with information in case you missed or overlooked your due dates or a reminder that your due date is fast approaching or to inform you if your account went over the assigned credit limit. That way, you can continue to enjoy using your credit card.

Service Related Notification or Announcements

Service related communications are meant to help cardholders to effectively manage their credit card accounts or to keep cardholders informed of any relevant service related to the credit card account.

Quick Tips

- Our Telesales Team will not ask you to surrender your existing credit cards or ask monetary compensation for facilitating processing of product and services. Beware of modus operandi for Credit Card Fraud.
- Sometimes, our Fraud Management Unit may arrange to have your credit card account replaced, depending on levels of risk identified by our system which may lead to unauthorized transactions.
- Notify us of changes in your contact information by calling our Customer Service hotline 88-700- 700.

Can I use my credit card overseas?

Mastercard and Visa cards are accepted in over 40 million establishments worldwide. Look for the logo. Inform us of your travel plans to ensure that the card transactions made within and outside the country are valid and authorized by you. Call our customer service hotline prior to your departure so we can assist you in all your travel-related card transaction inquiries. Please provide us with your travel date and destination for our reference and monitoring.

How are foreign currency transactions billed in my credit card?

Metrobank shall automatically convert all charges, advances, or amounts arising from transactions denominated in foreign currency to Philippine Peso, or to US Dollar for US Dollar Credit Cards.

Transactions denominated in US Dollar, Hong Kong Dollar, Japanese Yen, Euro, Singapore Dollar, Australian Dollar, British Pound, and Canadian Dollar will be converted using the foreign exchange selling rate of Metropolitan Bank and Trust Company on transaction posting date. Transactions denominated in currencies other than the aforementioned will be converted using the foreign exchange buying/selling rate of Mastercard and Visa on transaction posting date.

Third Currency Conversion Rate

All charges, advances or amounts in currencies other than the aforementioned shall be converted to PHP based on Mastercard's / VISA's currency conversion rate at the time of posting and charged Mastercard's / VISA's assessment fee plus 2.50% processing fee, the rate of which may be adjusted from time to time. The assessment fee shall likewise apply to transactions involving foreign currencies converted to PHP at point of sale, whether executed in the Philippines, abroad or online. Service fees may also be charged to cover costs incurred to discharge the amount(s) due Mastercard / VISA and / or the acquiring bank and / or foreign merchant affiliates.

What are the perks of a credit card?

Rewards Points

Metrobank has credit cards which allow a cardholder to earn rewards points for every purchase made and when these points accumulate. A cardholder can redeem them in a form of rebates, gift cards, miles conversion, reversal of annual fees, as donations, and more. Details of our rewards program and terms and conditions is available at our website via this link:

<https://www.metrobankcard.com/Rewards>

Exclusive Deals

Metrobank has year-round offers like discounts and freebies in partnership with your favorite stores, retail outlets, restaurants, and even online shops. Follow us in Facebook and visit our website regularly for our list of promos