

# how do i pay my bills? contact information credit card

Most banks/subsidiary credit card companies have arranged for convenient ways for you to pay your bills. You may pay your bills through any of the following:

- ✓ Over the counter - these may be done through various selected bank's branches with established tie-up with the credit card issuer.
- ✓ Via automated channels - through bills payment facilities of ATMs
- ✓ Via Phone Facility - Upon enrollment with your depository bank, you may pay your bills via phone calls through the use of your individual Telephone Pin or T-Pin.
- ✓ On-line Banking Facility - a good number of credit card companies also offer on-line payment options. If you are maintaining a deposit account with your credit card issuing bank, you may log-in to their website and do online payment.
- ✓ Automatic Debit Arrangement - You may also arrange for an automatic debit arrangement with the issuer which means that your savings or checking account with a bank will be automatically debited from the outstanding credit card bills, reflected in your Statement of Account/Billing Statement.
- ✓ Customer Service Counters in some Department Stores - Some credit card companies have arranged payment facilities with customer service counters of some department stores.

When making your payment, you should be aware of when your payment shall be posted to your account to avoid late payment charges. Please note that some payments are posted to your account only after 2 to 5 days from date of actual payment.

**Financial Consumer Affairs Group  
Central Supervisory Support Subsector  
Supervision and Examination Sector  
Bangko Sentral ng Pilipinas  
5th floor Multi-storey Building  
BSP Complex, A. Mabini St., Malate  
1004 Manila**

**Telephone Numbers:**

**Trunk Line: (632) 524-7011 local no. 2584**

**Direct Line: (632) 523-3631**

**E-mail Address: [consumeraffairs@bsp.gov.ph](mailto:consumeraffairs@bsp.gov.ph)**



