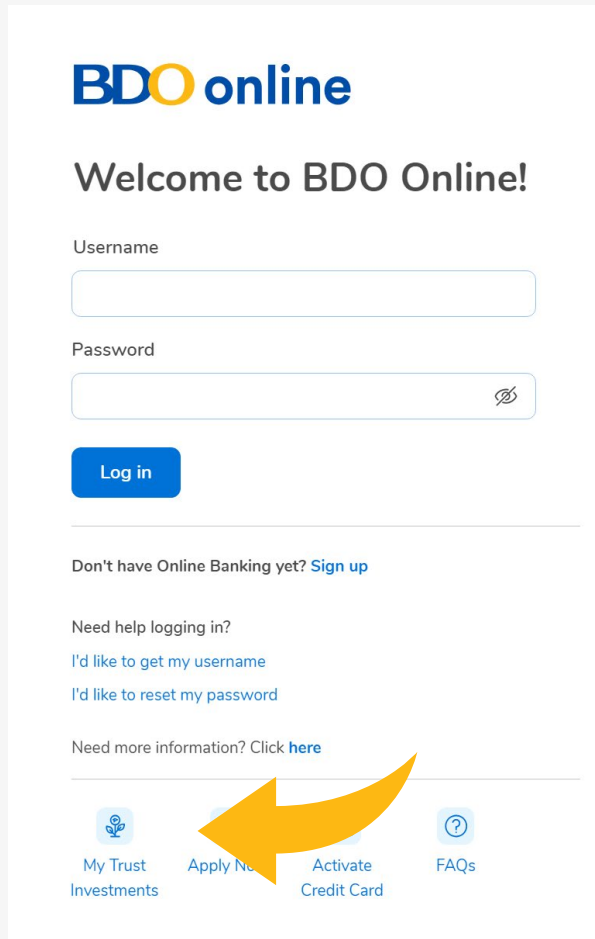
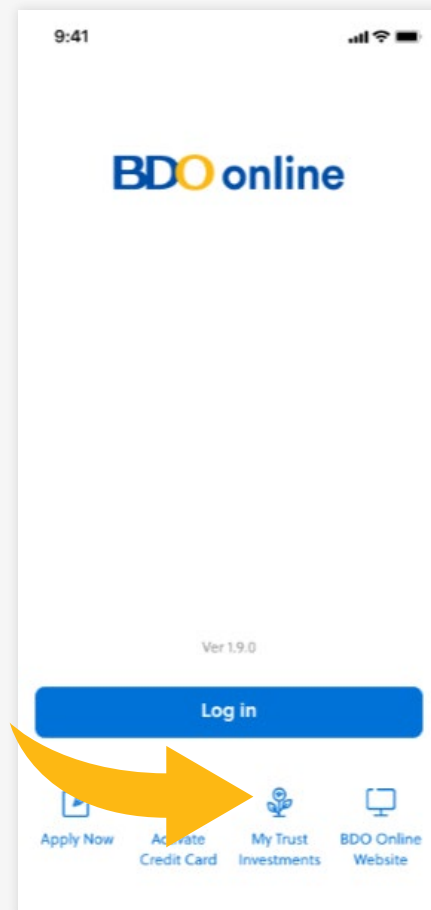


There are new ways to transact and view your investments.

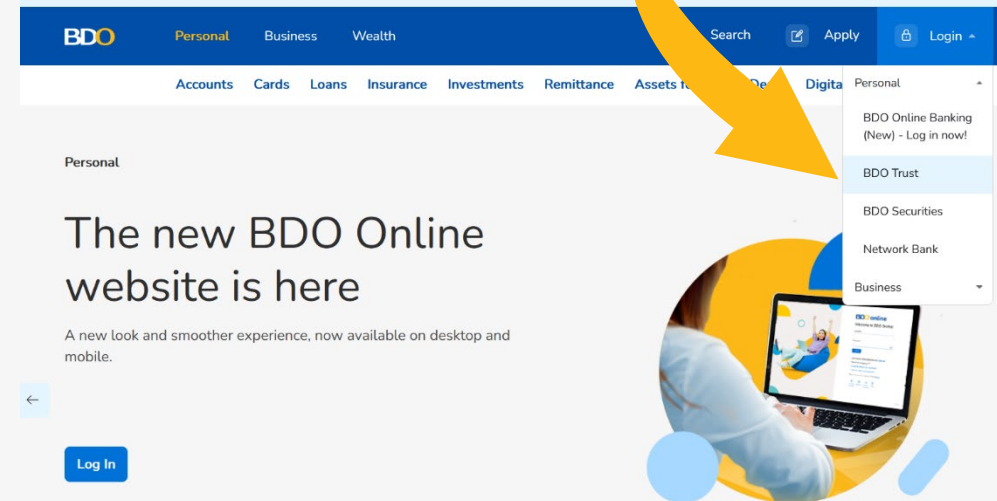
1. Via the new BDO Online Banking log in page



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

A screenshot of the BDO online login page. The page features a large image of a woman sitting on a blue beanbag chair, using a laptop and celebrating with her arms raised. The login form includes fields for Username and Password, a Log in button, and links for Sign up, help logging in, and more information. A yellow circle highlights the "My Trust Investments" link in the footer.

BDO online

Welcome to BDO Online!

Username

Password

[Log in](#)

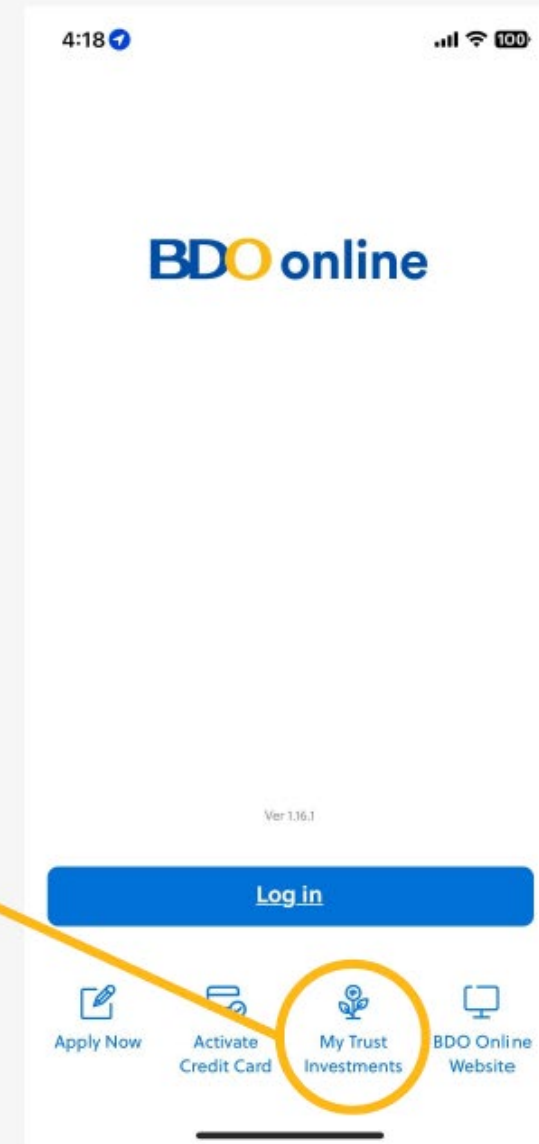
Don't have Online Banking yet? [Sign up](#)

Need help logging in?
[I'd like to get my username](#)
[I'd like to reset my password](#)

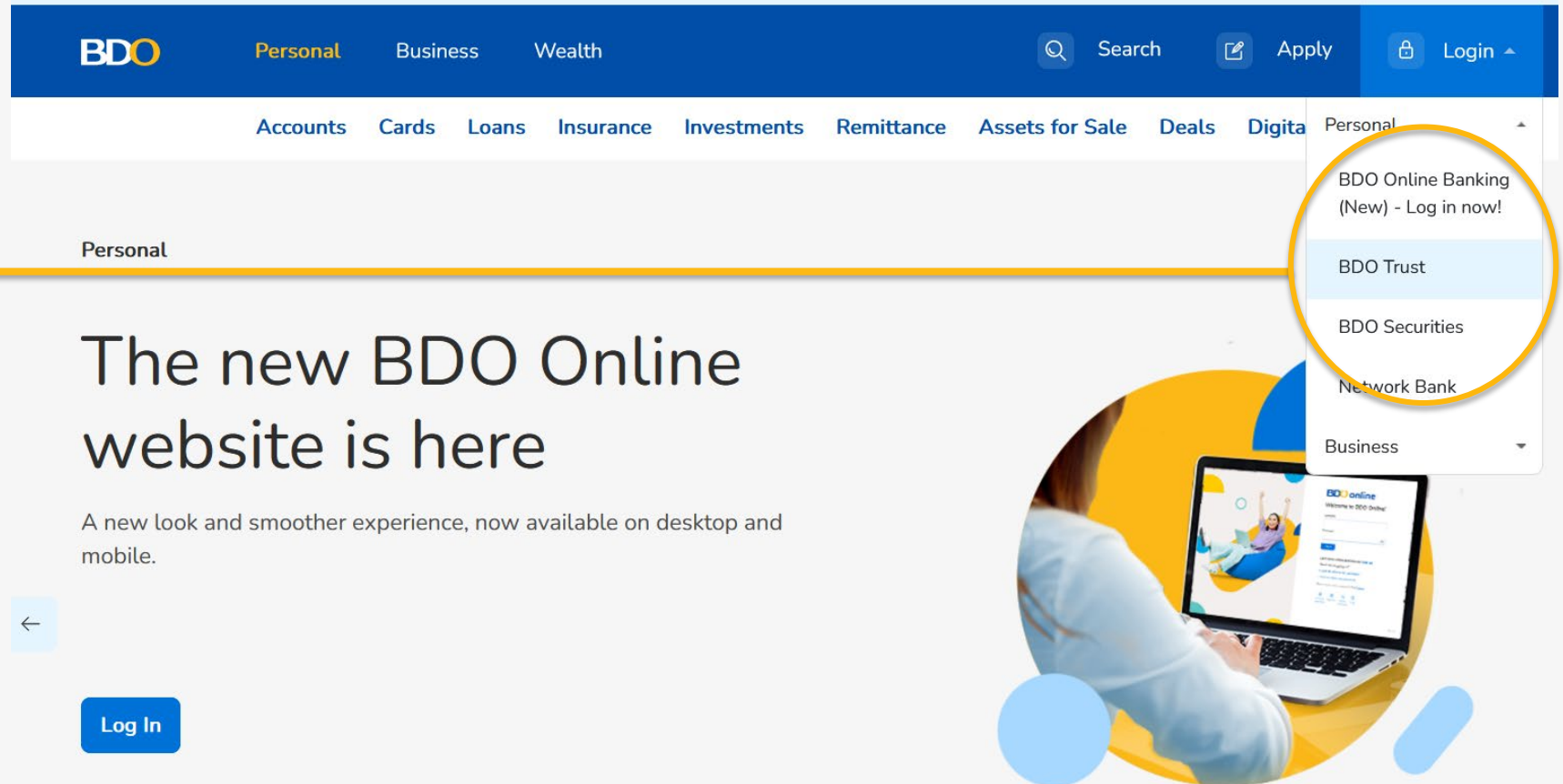
Need more information? [Click here](#)

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

2. Via the new
BDO Online mobile app

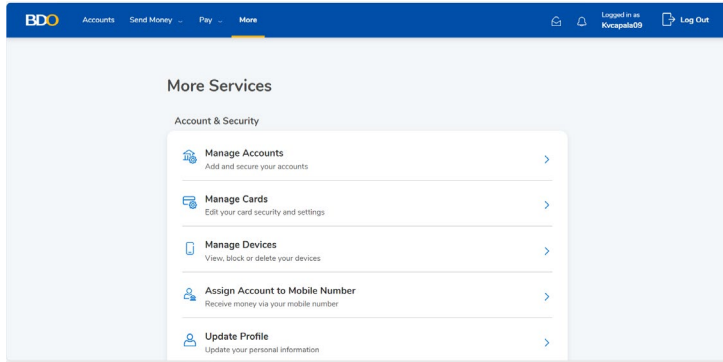


3. Through the new BDO website

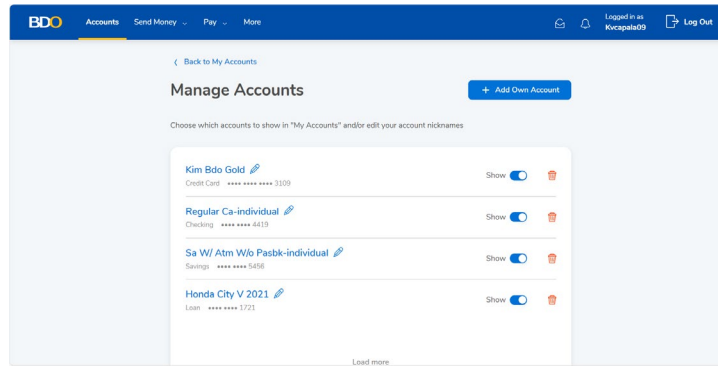


Stay on top of your investments with ease whether at home or on the go.

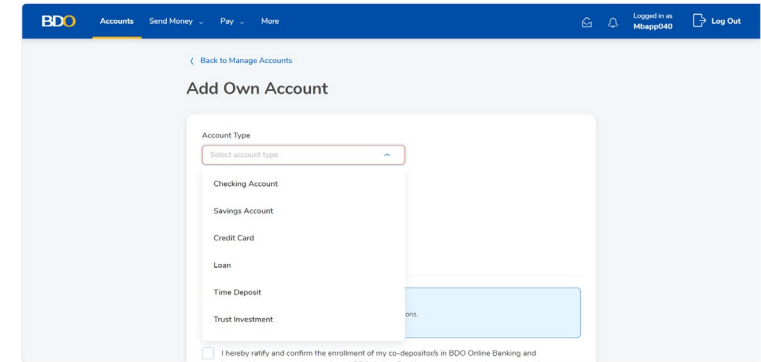
How to Add and View Trust Accounts Via BDO Online Website



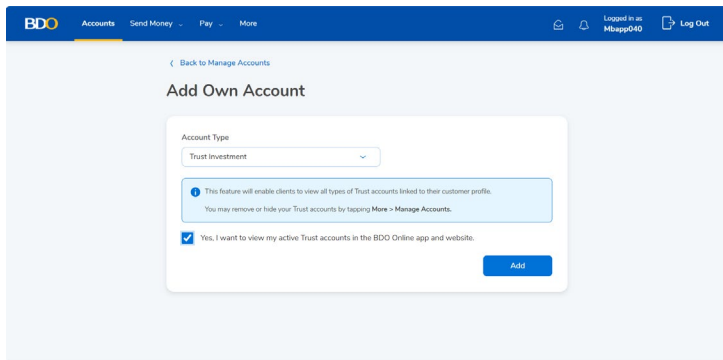
Customer selects **More** on the BDO Online website's main menu



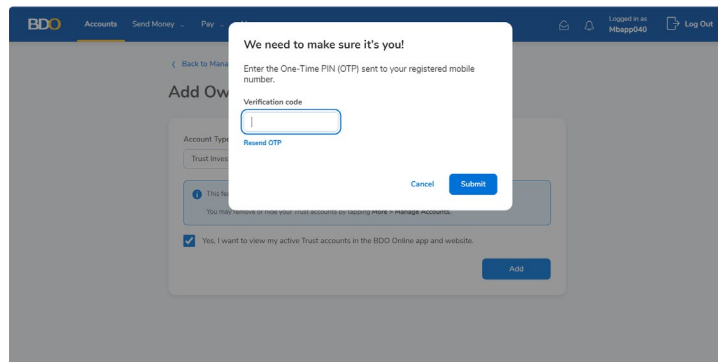
Customer selects **Manage Accounts** then **Add Own Account**



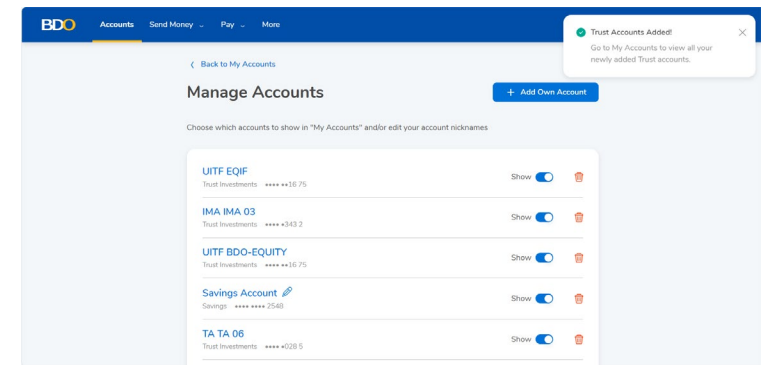
Select **Trust Investment** from the list



Tick the box to confirm the viewing of Trust accounts then tap **Add**

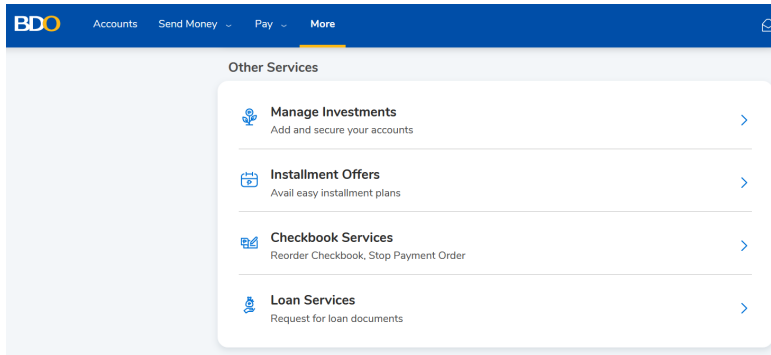


Customer enters the OTP sent to their registered mobile number to confirm

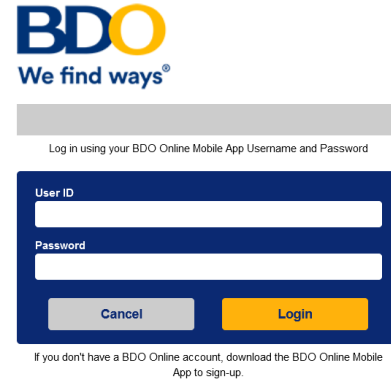


Customer can now view their Trust accounts in the BDO Online website

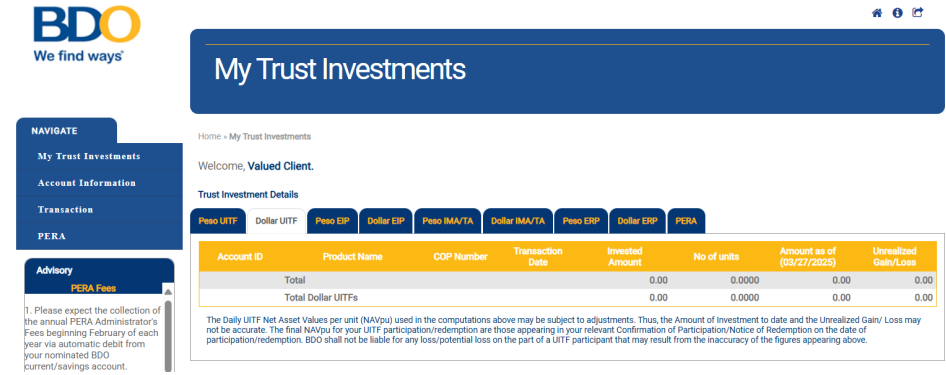
How to Invest Via BDO Online Website



Customer selects **More** on the BDO Online website's main menu and selects **Manage Investments**



Customer enters the username and password. Once done, an OTP will be sent to their registered mobile number to confirm



Customer can now do their investment transactions in BDO Online website

For those with Joint OR CASA accounts used as a settlement account, kindly follow these steps to add and view your Joint OR CASA account:

1. Once you're logged in BDO Online website, tap **More**, then **Manage Accounts**
2. Tap **Add or Remove Own Account**, then tap **Add Own Account**
3. Fill out the required details and agree to the Undertaking, then tap **Add**

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

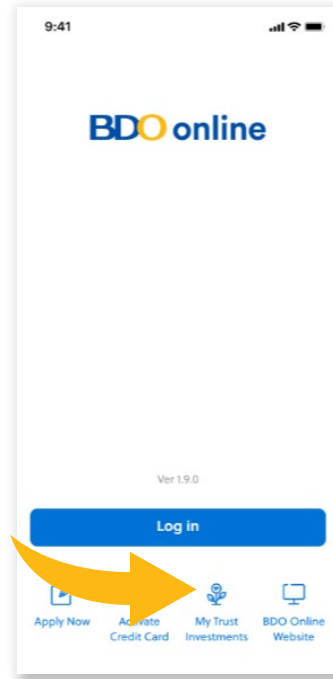
Don't have Online Banking yet? [Sign up](#)

Need help logging in?
[I'd like to get my username](#)
[I'd like to reset my password](#)

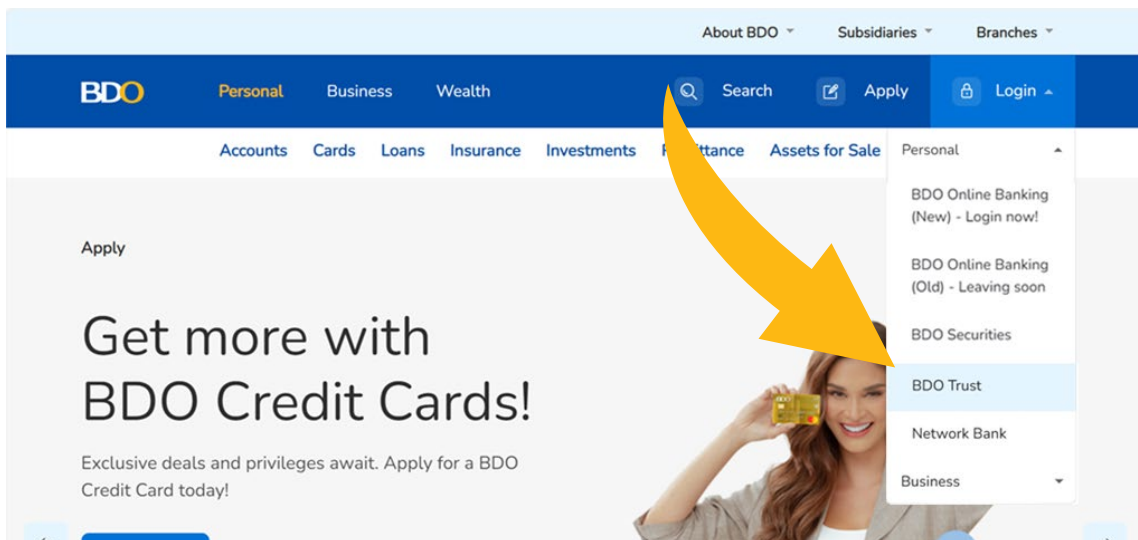
Need more information? Click [here](#)

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 image shows two screenshots of the BDO online banking interface. The left screenshot is the main login page titled "Welcome to BDO Online!". It features a "Username" input field, a "Password" input field with a visibility icon, and a blue "Log in" button. Below the login fields, there are links: "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", and "Need more information? Click here". A blue arrow points from the "I'd like to get my username" link to the right screenshot. The right screenshot is titled "Let's retrieve your username!". It prompts the user to "Enter your email address" and features a text input field and a blue "Submit" button. At the bottom, there is a link: "< 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 image shows two screenshots of the BDO online banking interface. The left screenshot is the main login page titled "Welcome to BDO Online!". It features a "Username" input field, a "Password" input field with a visibility icon, and a blue "Log in" button. Below the login fields, there are links: "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", and "Need more information? Click here". A blue arrow points from the "I'd like to reset my password" link to the right screenshot. The right screenshot is titled "Reset your password". It prompts the user to "Enter your username and the last 4 digits of your account or card number". It features a "Username" input field, a "Last 4 digits of your account or card number" input field, and a blue "Next" button. At the bottom, there is a link: "< 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?

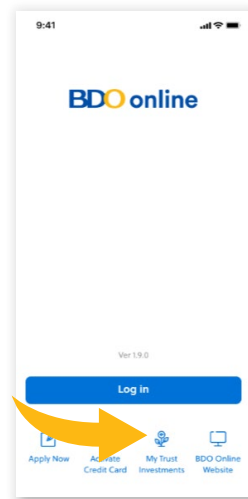
If you experience any issues while logging in, try the following steps:

- 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 (trustcustomer@bdo.com.ph) for any further inquiries.

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](#)



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.