Register using Non-ATM Enrollment (Others)

Make sure to update your contact details (i.e., mobile number and email address) and inform your Branch of Account your preferred contact details.
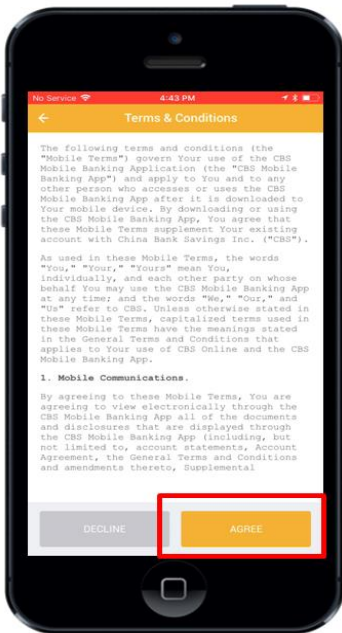

Step 1: Proceed to your Branch of Account and fill-out the "Access to CBS Mobile Banking Facility Request" document
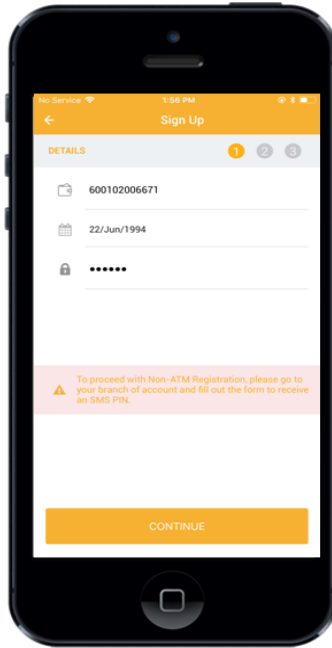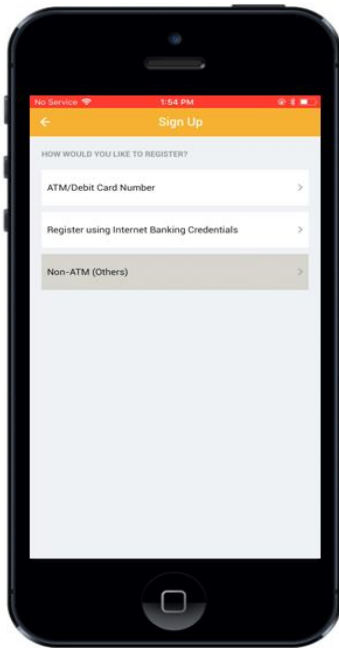

Step 2: Download the Mobile Banking App from App Store for Google Play Store. Search for "CBS Personal Mobile App"

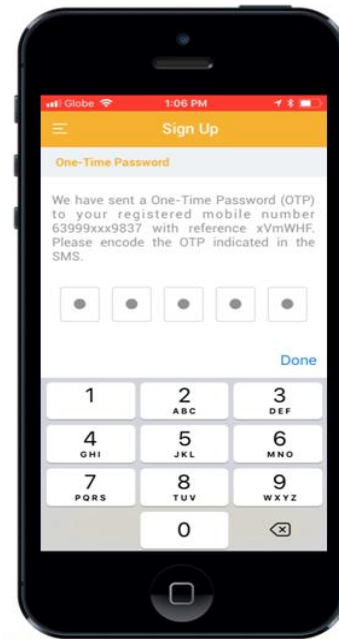**Step 3: Open the Mobile Banking App and click "Sign Up"**

Step 4: Read the Terms and Conditions of Use then click "Agree"

**Step 5: Select the "Non-ATM (Others)"
option as preferred mode of registration
and enter your (1) Account Number
(2) Date of Birth (3) SMS Pin**

**Encountered problem in receiving your SMS PIN?
Call Customer Contact Center Hotline at 884-7878
to regenerate your SMS PIN.**

**Step 6: Enter the OTP (One-Time Password) that will be sent to your
registered mobile number. To proceed, click "Continue"**

Note:
OTP will expire in 5 minutes. Client can click 'Resend' button up
to three (3) times.
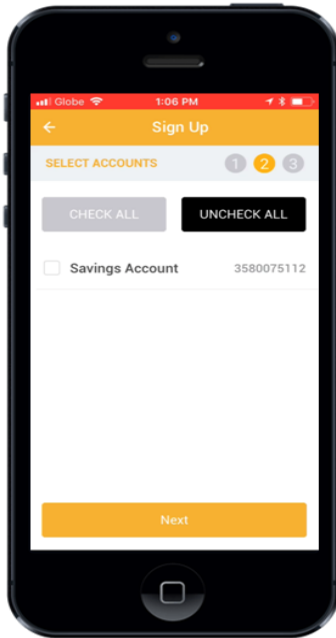
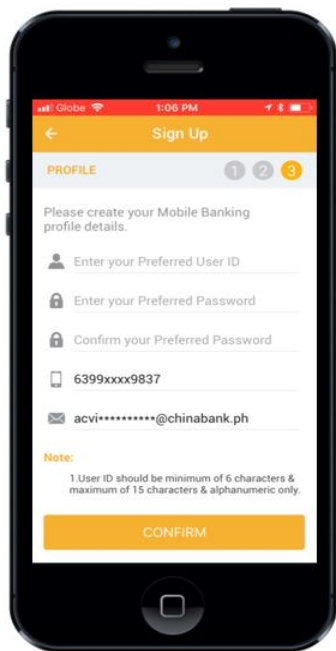**Step 7: Select the account that you want to enroll in your Mobile Banking App. To proceed, click 'Next'.**

Step 8: Create your preferred Mobile Banking profile details in the Registration Profile Input screen. To proceed, click "Confirm" button.

Note:
- ✓ User ID should be 6-15 alphanumeric characters
- ✓ Password should be 8-18 characters containing at least
  - (a) One numeric
  - (b) One special character
  - (c) One lowercase letter
  - (d) One uppercase letter
- ✓ Password should not contain repeating and consecutive characters (i.e., aa, ab, 11, 12)

Step 9: Upon successful validation, system will navigate to the registration success screen. To proceed, click "Sign In".

Step 10: User inputs the user credentials and clicks on "Sign In"
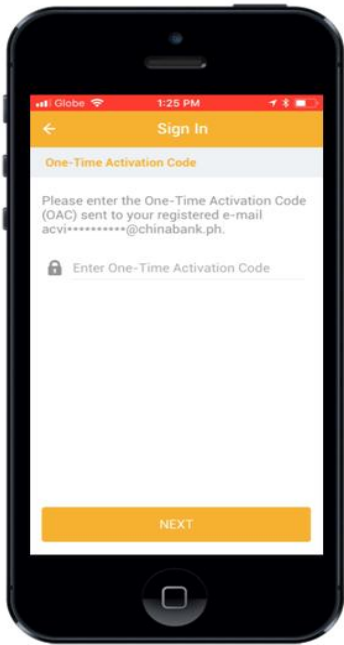
Step 11: An OAC (One-time Activation Code) will be sent to your registered email which will be used during the first time login.

Encountered problem in receiving your OAC? Call Customer Contact Center Hotline at 884-7878 to regenerate your OAC.