

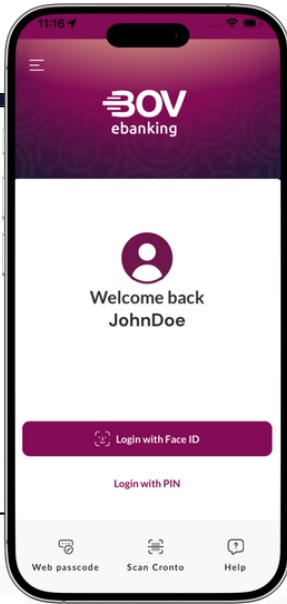


How to make a Mobile Top-up

IMPORTANT INFORMATION

- You are required to have the BOV eBanking mobile application downloaded to be able to make a Mobile Top-up through our digital banking system.
- Same functionalities are found on both of BOV's mobile and internet banking platforms.
- BOV will NEVER ask for your card details, PIN, verification codes, or passwords via SMS, phone call, or email with links. DO NOT share these details or click on any links sent to you. BEWARE of urgent requests and always contact the Bank directly if in doubt.

1

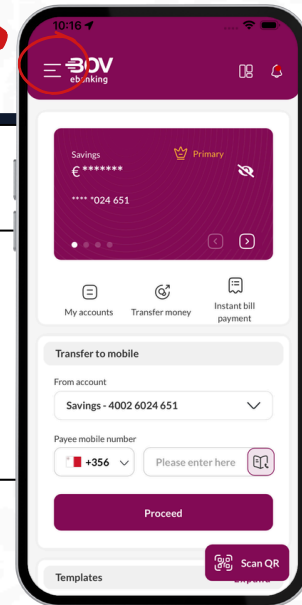


Open the BOV ebanking application and log in by using your biometric or PIN (the PIN you created).



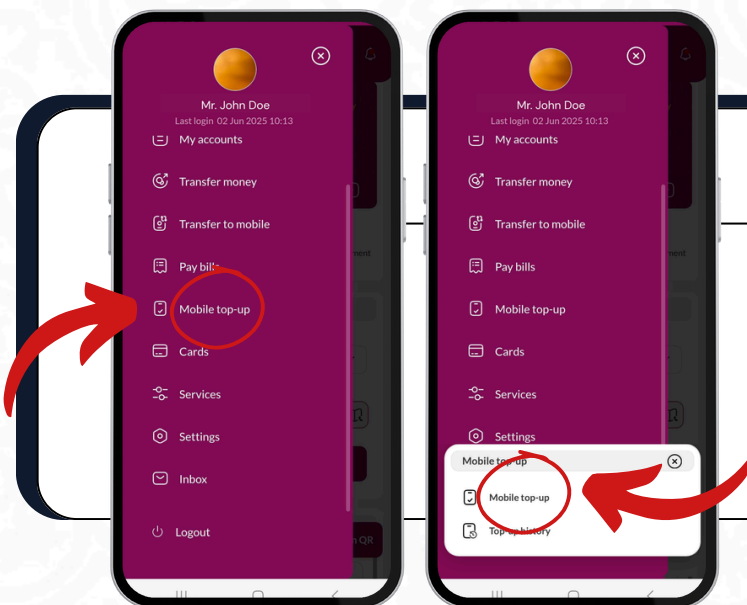
2

Click on the side-bar menu.



3

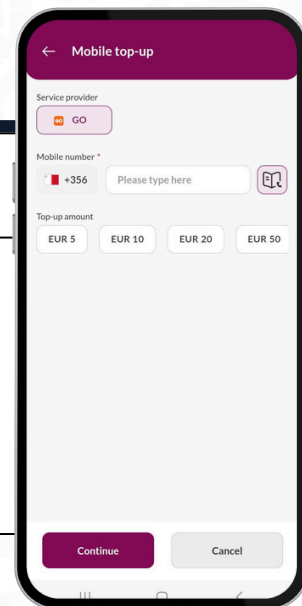
Press on Mobile top-up and click on Mobile top-up again.





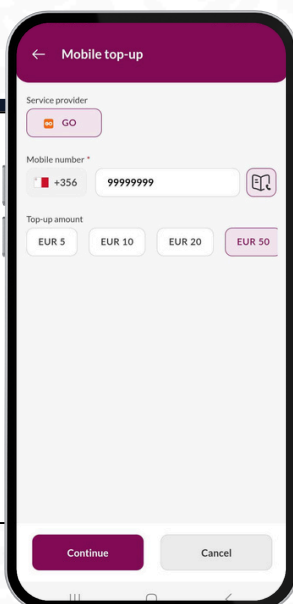
4

Choose the service provider that you would like.



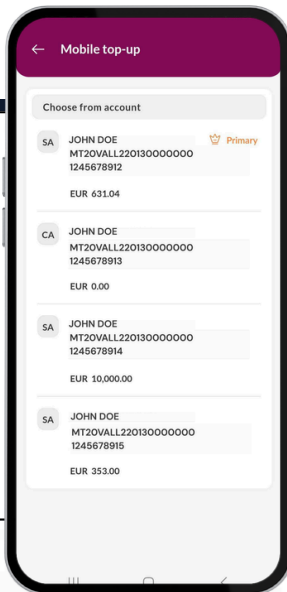
5

Input the mobile number you wish to top-up either manually or you can use the option to get the mobile number from your contact list. You can top-up your mobile number or someone else's.



6

Choose the top-up amount of your preference.

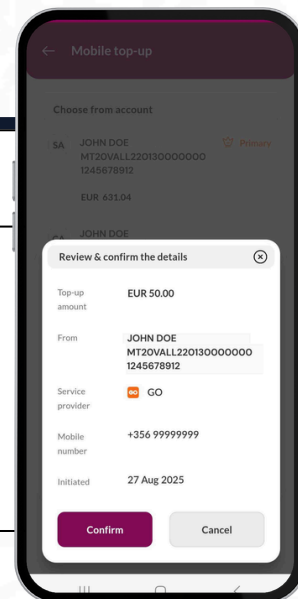


7

Choose the account you would like to pay from.

8

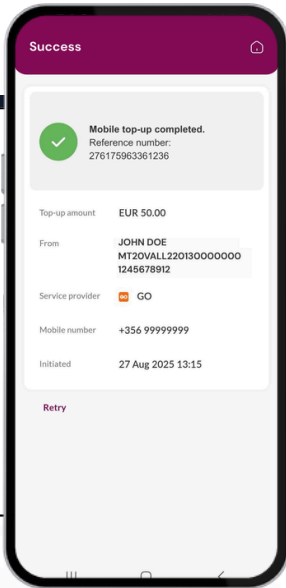
Review and confirm the details of the top-up transaction.



9

Authenticate the top-up.





10

Confirmation of whether top-up was successful or if it has failed.