



## Online Banking Service

Palau Investment Bank continue to improve the feature and quality of the service to seek for the best interest and convenience of customers and with that we are providing Online Banking Service through mobile devices such as iPhone, iPad and Android devices.

The PIB app is available at Apple Store and Google Play. To download the app search the for the [PIB Banking Mobile](#) or [Palau Investment Bank Banking](#)

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## Instructions

This section is the instructions for PIB account holder to register for online banking service. Please follow below instructions carefully to register and enjoy PIB banking even when you are away from the bank.

### Registration process:

Please make sure you have all the necessary information before registering for online banking such as savings account number with Palau Investment Bank.

Visit [www.palau-i-bank.com](http://www.palau-i-bank.com) and go to “Online Enrollment” section from “Online Banking” tab.

1. At the first page of “Online Enrollment”, fill in all the required information to the fields. Make sure to provide correct information.





Special Notes:

- “Social Security Number” is mandatory. For those who do not have the number, special number shall be provided by notification email. If not, ask at the bank by sending inquiry from “Contact Us” page.
- “What is your mother's maiden name?” is a question given for security purpose in case you forgot your password.

**Personal Information**

\* Fields in **bold** are required

**Social Security Number**

**First Name**  **Middle Name**  **Last Name**

**Date of Birth**  ex. 03/01/1970

**Email Address**

**Gender**

**What is your mother's maiden name?**

- “Phone Number” has to be more than 9 digits. Please enter country code as well. For local phone, start with “680”. Hyphen is not necessary.

**Phone Number (Full 10 digits)**

Enter your phone information below:

**Phone Number**

Home  
 Mobile  
 Work

- “Address” can be designated as “Primary” by checking the box or uncheck if the address is not primary. If the address is outside of Palau, please check the box for “International address”. If the address is in Palau, please uncheck the box. For “Country code” of “International Address”, please type in 3-digits-country code set by ISO. Please check your country code from below link.

**Address**

Is the address your primary address? If yes, check the Primary option. Is the address an international address (meaning: not in Palau)? If yes, check the International option.

\* Fields in **bold** are required

Primary  
 International address

**Address 1:**

**Address 2:**

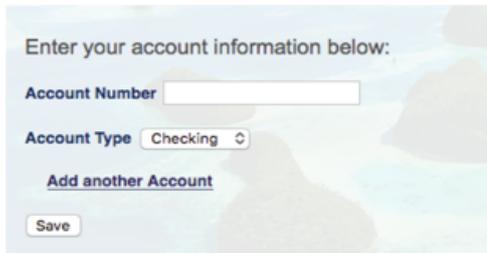
**City:**

**State:**

**Zip Code:**

ISO website: <https://www.iso.org/obp/ui/#search>

- “Account Number” needs to be 9 digits without hyphen. Replace the hyphen by “Two zero”. For example, “201-4000” should be “201004000” to enter.



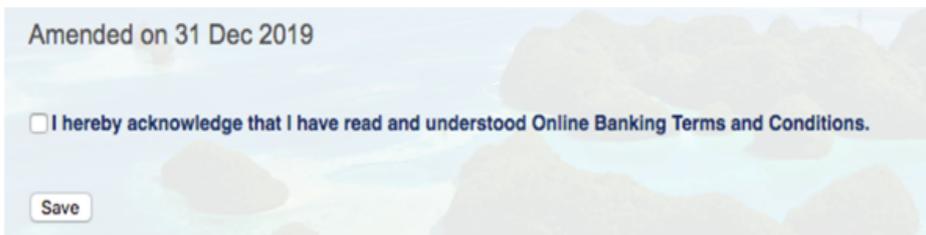
Enter your account information below:

Account Number

Account Type Checking ▾

[Add another Account](#)

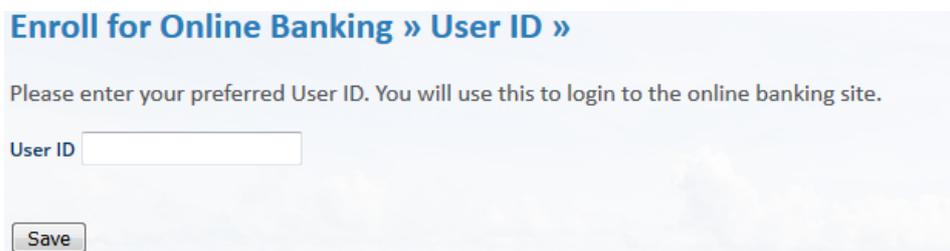
2. Click “Save” to proceed further. In case you can’t move to next process, please check error comment in red and try again to enter information correctly following error comment.
3. At “Agreement” page, please read “PIB Online Banking Terms and Conditions” till the end and acknowledge it by checking the box and click “Save” to go to next step.



Amended on 31 Dec 2019

I hereby acknowledge that I have read and understood Online Banking Terms and Conditions.

4. At “User ID” page, please create a unique User ID and click “Save”.



**Enroll for Online Banking » User ID »**

Please enter your preferred User ID. You will use this to login to the online banking site.

User ID

5. At final page, Please make sure “Status” is “Ready to submit”. If not, click the link and go back to enter information again.
6. If everything is “ready to submit”, please click “Finish” to submit.



7. If submission is complete, you see the message “Thanks for enrolling.”
8. You will receive notification emails from PIB that includes “First time login password” and “User ID” when your enrollment was well accepted and processed by PIB Banking System. It may take several days.
9. When you received the notification emails from PIB, Please go to “Login” page from “Online Banking” tab to start login.
10. Enter “User ID” that you created to the ID field and click ”Submit”.
11. Enter the “First time login password” and click “Submit”.
12. For the first time login, you will be asked to change password to your original password. Make sure you keep it safe.
13. When you are successfully logged in to the online banking site, you will see “Dashboard” and your account information such as account number and balance.
14. Make sure to click “Logout” when you log out. Otherwise, login credentials information might stay in cache memory.

For inquiries please call or email us at  
TEL: 680-488-5888  
Email: [info@palau-i-bank.com](mailto:info@palau-i-bank.com)