

# Customer Advisory


PNB Tokyo Branch will be happy to serve you **BY APPOINTMENT** for the following services:

- Opening of Account
- Reactivation of Dormant Account
- Fund Transfer Request
- Other Requests on Philippine-Based Account

Kindly make sure you have all the required identification and supporting documents when visiting us. Please click [here for the detailed requirements](#). If the required documents are incomplete, we will be unable to serve you. Thank you for your kind understanding.

For **Japanese and Non-Filipino nationals** who wish to avail of the following services: account opening, reactivation of dormant accounts, or repatriation of funds from the Philippines, please be advised that we require a pre-screening of supporting documents. Please email the documents to [PHservicescreening@pnbtokyo.co.jp](mailto:PHservicescreening@pnbtokyo.co.jp) and allow at least 3 banking days for the Bank to send you a notification. When sending the documents, kindly use the email subject: **Type of Service + Name of Applicant + Preferred Branch (Tokyo or Nagoya)**.

To book an appointment, please follow below instructions: (For PNB Tokyo Branch Only)

Option	Instructions
Via QR Code or PNB Japan	Step 1: Scan the QR code or click <a href="#">here</a> to secure an appointment online.
<div>SCAN FOR APPOINTMENT</div> <div></div>	<div>Step 2: Choose the service you need (Open Account, Reactivate Dormant Account or Fund Transfer Request)</div> <div>Step 3: Select the date and time of visit</div> <div>Step 4: Indicate the following details:<ul style="list-style-type: none"><li>- Full Name</li><li>- Email Address</li><li>- Contact Number</li></ul></div> <div>Step 5: Accept Data Privacy Agreement.</div> <div>Step 6: Click the "Book" box once you are done.</div> <div>An email confirmation will be sent to your email address.</div>

For details of our products and services, you may check our website at [www.pnb.com.ph/japan](http://www.pnb.com.ph/japan).

Thank you for your patronage. Stay safe!

**PNB Japan Management**