

Frequently Asked Questions (FAQ)

GetzPay General Topics

1. How secured is the GetzPay platform?
 - GetzPay has two- factor authentication. You will receive your authentication code from your nominated mobile number and email address.
2. Can I use my mobile phone for Getzpay?
 - We recommend the use laptop or tablet for a better experience of GetzPay.
3. Is there a subscription fee for using Getzpay?
 - GetzPay is a free payment platform for GHC customers.
4. How much is the transaction fee per payment?
 - The transaction fee differs depending on the payment channel used. For UB Online, a standard rate of Php 8.00 will apply. For others, standard bank charges for Instapay and Pesonet will apply.
5. Who will shoulder the transaction fee or convenience fee?
 - Fees related to the fund transfer will be for account of the customer.
6. Can I pay using either personal or corporate bank account?
 - Instapay and Pesonet can only be done for personal or individual accounts.
7. Can we pay via G-cash or over the counter for transaction made in GetzPay using its Payment Advice Number (PAN)?
 - Currently, the PAN can be paid thru Instapay, Pesonet and Unionbank Online.

My GetzPay Account

1. How many users per account can I enroll in GetzPay?
 - You can enroll more than one user. Email address and mobile number should be provided to GHC for maintenance prior to user activation.
2. Can I change my password?
 - Yes, you can set your password anytime by clicking forgot password.
3. In case of employee separation or change in mobile number, how can I notify GHC for the change?
 - You can inform the AR Team. Email aracredit.ph@getzhealthcare.com of the change (eg. deletion of email address and/ or contact number, providing new email address and number for new user).
4. What is the lead time for enrollment of new user?
 - The lead time for enrollment of new user is 24 hours. Notification will be sent to the newly enrolled user.

My Payments

1. Will I be notified once the payment was successfully debited from my account?
 - Yes, there will be a system notification that your account was debited indicating the actual amount of debit.
2. Can I cancel my payment once this was successfully processed?

- No, once a transaction is successfully processed, cancellation is no longer possible. But you can directly contact the AR Team should you have concern or clarification about your payable.
3. How would I know if my payment has been posted?
 - From Manage my Payment, the status is 'Posted', and the invoice(s) will no longer reflect in your Statement of Account.
 4. For unsuccessful payment due to slow internet connection, can I reprocess or cancel the transaction?
 - Yes, in Manage My Payment, you have the option to reject or reprocess the Payment Advice Number (PAN).
 5. What is the lead time of payment posting?
 - The lead time for payment posting is T+1 day.