FREQUENTLY ASKED QUESTIONS

How can i have access to the portal?

Accounts with a designation of branch manager and higher will be provided by CodeXL. Please check your PNB email and we will send a generated account username and password for you.

I received an account access from codexl but it's invalid.

Please note that the password is case sensitive. The password is a combination of alphanumeric characters so double check.

I tried it multiple times and the password does not really work.

Contact us at admin@codexl.ph and give us your username / full name and branch and we will give a new generated password for you.

How can the branch employees access the portal?

For SSA/SSO/SSH and other bankers, register in our portal by clicking the "Register as a Banker" link on our login page. Please note that registered accounts are not yet authorized to use the portal unless they are approved by the branch manager.

My branch employee registered but still cannot access the portal.

Even though your branch employee has already registered, you as the branch manager still have to approve them through the portal.

How can i approve my branch employees?

If you are a manager, toggle your menu and click the "Banker Requests" button and you will see a list of requested employees under your branch. If you are viewing it on your mobile phone, click the green plus sign beside the name and the "Approve" button will appear.

"Page cannot be displayed" is showing everytime i access the portal

Please note that the portal requires an internet connection and cannot be installed in your desktop / laptop. Also, if you are connected to the bank's internet, the website was blocked by the bank's firewall so you have to access it using your own mobile data / connection.

I already paid but in the portal, it's still "accepted" and not "paid"

After your payment, you still have to trigger the "Mark as Paid" button in the portal to finish the transaction. Open your menu and click the "Payment" button. Enter the application number and click "Go" then click "Mark As Paid".

I click "pay later" button but now i want to mark it as paid

Open your menu and click the "Payment" button. Enter the application number and click "Go" then click "Mark As Paid".

I forgot my client's application number. Is there any way to find it?

Go to your menu and click the "Reports" button and you can see a table named "Branch Applications". There is a search field above where you can search using your client's name or email.

There was a mistake on the client's information. Is there any way to change it?

We are still coordinating with ABIC regarding the amendments. But as of now, please take note of the application number and mistake and we will update your if amendments can be done through the portal.

I gave a wrong reference number upon payment. How can i fix it?

Coordinate with the teller of the bank regarding the mistakes.

It seems that the COC was not sent to my client. How can I resend it?

On your menu, click "Confirmation of Cover" button and you will find a COC Directory section where you can search for the client's COC and a link will be generated which you can open and print / share to your client.

I have clarifications regarding the insurance plan. Who can i contact?

For the product information, you can call ABIC's representatives through (02)245-2886. Or you can email them at info@alliedbankers.com.ph

how can i contact codexl if i have additional questions regarding the portal?

For the product information, you can call ABIC's representatives through (02)728-4061. Or you can email us at admin@codexl.ph