

FREQUENTLY ASKED QUESTIONS

1. What are the different payment methods available for paying for my lots?

Active Realty offers several convenient payment methods for settling your lot payments. You may find detailed instructions for each option in the Payment section of the Active Group website.

- Online Payment via Paynamics Web Portal
- Post Dated Checks
- BDO Bills Payment
- Active Realty Head Office
- Overseas Remittance

2. How do I pay through Paynamics?

- Kindly visit the <https://activegroup.com.ph/> and navigate to the Payments section, then select 'Payment via Paynamics' to proceed.

3. What payment methods are available via Paynamics?

- Credit/Debit Cards (Visa, MasterCard, etc.) – Applicable for Reservation Fee payment only
- Online Banking (BPI, BDO, Metrobank, etc.)
- E-wallets (GCash, Maya)
- Over-the-counter (Cebuana, 7-Eleven, etc.)

4. Is the Paynamics accessible via mobile?

- Yes, you may access it via mobile.

5. Do I need a Paynamics account to pay?

- No, you don't need an account.

6. What do I do if my payment fails via Paynamics?

- Double-check your payment details, internet connection, or try another payment method. If the issue persists, contact customer support with a screenshot or error message.

7. How do I know if my payment was successful via Paynamics?

- You'll receive an email confirmation or text message with the payment receipt.

8. Can I request Collection Receipt from Active Realty and Development Corporation?

- Yes, official receipts are issued by Active Realty after the payment is successfully processed. Kindly take note of 2-3 days validation processing before posting the actual payment. You may email our Collection Department at collection.ardc@activegroup.com.ph for the request.

9. Payment Related Concerns

- Please email our Collection Department at collection.ardc@activegroup.com.ph or contact them via mobile phone at 09171032029 or 09171186425.

10. How long does it take for my overseas remittance to be credited, and what is the applicable conversion rate?

- Overseas remittances are typically credited within 1 to 2 weeks, depending on the processing time of the remitting bank. To facilitate timely posting, a copy of the proof of remittance must be sent to the Collection Department at collection.ardc@activegroup.com.ph. The PHP conversion rate applied will depend on the financial institution or bank used by the buyer.

11. I would like to pay via post-dated checks (PDC), but I do not have a checking account. What are my options?

- Active Realty offers a Direct Buyers Checking Account (DBCA) facility through China Bank Savings, which provides guaranteed approval. The only maintaining balance required is Php2,000.00. For assistance, you may contact your respective Sales Coordinator or reach out to our Customer Service Department at 0917-105-5489 or via email at customerservice@activegroup.com.ph.