



ENABLING COMMUNITIES

2023 ANNUAL AND SUSTAINABILITY REPORT



Caring for the Common Good

OUR SUSTAINABILITY DISCLOSURES

At the heart of every prosperous community is a financial institution that champions sustainable progress and economic empowerment.

At Metrobank, we aim to be that institution by creating platforms for environmentally sustainable and economically inclusive growth pave the way to progress. Through innovative banking solutions, broad-based financial services, and strategic partnerships, we unlock sustainability opportunities and open pathways to prosperity for all.

Metrobank has been consistently a top-tier bank with a demonstrated track record of financial stability and success since 1962. Given mounting social and environmental challenges, we know we must work more efficiently, consume fewer resources, and do more for our society to maintain our leading position as a benchmark of excellence in Philippine banking.

For this reporting year, infrastructure development, a key driver for economic growth, received a substantial boost, with loans amounting to PHP 228.7 billion, benefiting 1,090 clients. Additionally, our efforts to empower micro, small, and medium enterprises (MSMEs) and countryside clients are reflected in loans exceeding PHP34.8 billion to 5,425 clients. Beyond financial contributions, we continue to integrate sustainability into our core operations, in synergy with multiple Sustainable Development Goals (SDGs). We strive to increase operating efficiencies and amplify our societal impact through strategic corporate social responsibility programs. Metrobank's sustainability disclosures are being subjected to an external assurance audit through its holding company, GT Capital. Metrobank seeks to establish a baseline inventory of its Scope 3 emissions aligned with international standards and local protocols to support the bank's climate risk assessments.

As we enter our fifth year of sustainability reporting, we reaffirm our commitment to operating conscientiously and sustainably. Our sustainability disclosures follow

an annual cycle from January 1 to December 31, 2023. It covers the performance and management approach of Metropolitan Bank & Trust Co. (Metrobank) in economic, environmental, social, and governance (EESG) issues. The contributions of Metrobank Foundation, Inc., our local subsidiaries, and our employee volunteerism group, the Purple Hearts Club, are also presented in this report.

We have prepared this report in line with the Global Reporting Initiative (GRI) Standards, focusing on the most material topics for our business. Our report's GRI Content Index is found on pages 140 to 142. We are guided by the disclosure mandates of the Securities and Exchange Commission and the Bangko Sentral ng Pilipinas (BSP). A digital copy of this report is available at www.metrobank.com.ph.



Your feedback means a lot to us. Please address your comments and suggestions to our Sustainability Department: sustainability@metrobank.com.ph.



SUSTAINABILITY HIGHLIGHTS

ECONOMIC GROWTH AND EMPLOYMENT

PHP 155.5 Billion

Economic value generated, of which PHP 126.9 billion was distributed to key stakeholders

PHP 196.2 Billion

Commercial loans to stimulate trade activities and other industry business operations

USD 10.7 Billion

Remittance value facilitated

14,859

Total employee headcount, of which 65% are women and 37% are below 30 years old

949

consolidated branches nationwide

30

Foreign branches, subsidiaries, and representative offices

2,501

consolidated ATMs and CAMs

Over 500

financial education-related events in 2023 with an audience of over 85,000

88%

Financial transactions that go through our e-channels

GOVERNMENT SUPPORT
PHP 1.5 Trillion

capital raised for Philippine government's economic goals through auction participation, issue management, and government securities distribution

INFRASTRUCTURE & LOCAL INDUSTRY SUPPORT

PHP 228.7 Billion

Commercial loans to develop roads, highways, commercial properties, as well as IT and telecommunications infrastructure

PHP 7.5 Billion

Spending on local suppliers and service providers

6.8%

Share of consolidated commercial loans portfolio linked to MSME financing

HUNGER ERADICATION

PHP 92.5 Billion

Commercial loans to enable production and trade of food and agricultural activities

POVERTY ERADICATION

2,494,729

Individuals assisted through Metrobank Foundation's Financial and In-kind Grant Assistance Program

PHP 102 Million

in community investments through Metrobank Foundation

ENERGY SECTOR

PHP 174.5 Billion

Commercial loans to support electric power generation, transmission, distribution, and other energy sector activities

QUALITY EDUCATION

PHP 276.5 Million

Commercial loans to support development of educational facilities and services of academic institutions

ENVIRONMENT

7,066

Trees planted by Metrobankers through Purple Hearts Club from 2019 to 2023

PUBLIC INFRASTRUCTURE

PHP 173.7 Billion

Commercial loans to support funding of public infrastructure, sustainable urbanization, and safe and affordable housing

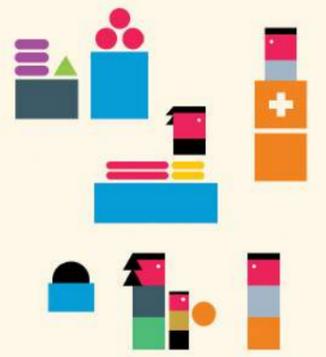
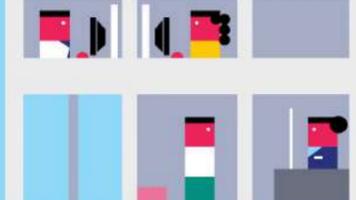
PHP 10.4 Million

Amount donated by employees for Purple Hearts Club's programs on community development, health, education, livelihood, and disaster relief

11,933

Families aided during super typhoons and flash floods

Note: Inclusive of subsidiaries



Sustainability at Metrobank

At Metrobank, sustainability means advancing national growth by offering financial solutions that empower both individuals and businesses, so we can enable communities to thrive. We work hand-in-hand with entrepreneurs and families, so their hopes and dreams become within reach. Our approach to sustainability, however, balances immediate needs with future goals, incorporating economic, environmental, and social factors into our decision-making processes and in the ways we facilitate growth for everyone in the community.

Our commitment, encapsulated by the promise “You’re in Good Hands” ensures that while we support responsible wealth creation today, we also strive to ensure the future prosperity of coming generations. Acknowledging the limitations of resources, market maturity, and the urgency of numerous sustainability-related challenges, we strive for thoughtful solutions, prioritizing those that yield lasting and significant benefits for our stakeholders.

In 2023, we were awarded the ESCAP Sustainable Business Network (ESBN) Asia-Pacific Green Deal Green Badge. for completing a digital assessment that aligns reported ESG metrics with stakeholders’ needs for consistent,



comparable, and shareable data. Through this program, we aim to enhance our competitiveness, future-proof our operations, and increase our visibility among investors, customers, and other stakeholders.

SUSTAINABILITY FOCUS AREAS

Metrobank’s sustainability strategy is structured around five key focus areas encapsulating our vision for a sustainable future. These areas reflect Metrobank’s commitment to advancing societal goals while ensuring long-term business success. By clarifying our ambition and channeling investments into these specific focus points, we align our business objectives with broader sustainability goals to create the most meaningful impact.

As one of the country’s biggest banks, we channel these investments by providing capital to businesses of various sizes that are aligned with our sustainability ambitions. We do this as part of our lending services at Metrobank, and through our subsidiaries, PSBank for retail loans, and Orix for agricultural equipment leasing.

The Metrobank Foundation also provides grants to partner organizations, thereby spreading value to more Filipinos.

Metrobank acknowledges the extensive impact our collective work has towards achieving the 17 SDGs. We contribute to their attainment in many ways. We facilitate access to financial resources and services; we widen access to affordable credit; we finance the development of infrastructure; and support information and communication technology to grow our vibrant economy. We generate employment opportunities for thousands of Filipinos and empower thousands more through the Metrobank Foundation and the Purple Hearts Club. Our thematic focus areas, however, focus on the five SDGs: 1,2,4,8, and 9, from which we center our sustainability philosophy.

End poverty in all its forms everywhere.

We recognize the fundamental role financial institutions play in poverty alleviation. By providing accessible financial services and supporting income-generating activities, Metrobank aims to contribute to the eradication of poverty in measurable ways.

End hunger, achieve food security and improved nutrition, and promote sustainable agriculture.

Through the Metrobank Foundation, we support initiatives that bolster food security and sustainable agricultural practices. We also promote health and nutrition in communities that are most in need through long-term feeding programs.

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

Metrobank advocates for the transformative power of education in addressing Philippine developmental challenges. We invest in initiatives that provide quality education and lifelong learning opportunities, fostering an environment where everyone has the chance to learn and grow.

Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

Our growing efforts in this area involve stimulating economic growth through financing and supporting projects that create jobs and ensure fair labor practices.

Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.

A sustainable future will require robust infrastructure and sustainable industrial practices. Therefore, we finance projects that support economic growth and are innovative in creating an impact.



Impact on SDGs

FOCUS AREA	UN Target	Related Section	Initiatives	Performance
8 Decent Work and Economic Growth 	8.1, 8.2, 8.3, 8.a Achieve higher levels of economic productivity, support decent job creation, and expand access to banking, insurance, and financial services	Sustainable Finance	Contribution of Commercial Loans to SDGs	<ul style="list-style-type: none"> • PHP196.2 billion in commercial loans to stimulate trade activities, operations of holding companies and other financial intermediaries, hotels and resorts, and professional and technical services
			Contribution of Parent Bank and Subsidiaries to the UN Sustainable Development Goals	<ul style="list-style-type: none"> • More than PHP700 billion funding by means of participation in securities auctions while the entire MBTC Group mobilized private investors to help the government generate Php1.5 trillion capital funding
	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation	Economic Performance	Economic Value Generated and Distributed	<ul style="list-style-type: none"> • PHP155.5 billion economic value generated of which PHP126.9 billion was distributed to key stakeholders
	8.3 Support productive activities, decent job creation, entrepreneurship, creativity and innovation through access to financial services	Financial Inclusion	Facilitating Access to Financial Resources	<ul style="list-style-type: none"> • USD10.7 billion remittance value facilitated
	8.5 Achieve full and productive employment and decent work for all women and men, and equal pay for work of equal value	Workforce Diversity	Employee Profile	<ul style="list-style-type: none"> • 14,859 total employee headcount • Equal base entry-level salary for men and women
	8.8 Protect labour rights and promote safe and secure working environment	Responsible Labor Practices	Collective Bargaining Agreements	<ul style="list-style-type: none"> • 81% of permanent rank-and-file employees are covered by collective bargaining agreements
	8.9 Promote sustainable tourism that creates jobs and promotes local culture and products	Sustainable Finance	Contribution of Commercial Loans to SDGs	<ul style="list-style-type: none"> • PHP12.4 billion in commercial loans to support tourism
		Corporate Citizenship and Philanthropy	Supporting Community Development	<ul style="list-style-type: none"> • 428 local artists and designers awarded through Metrobank Art and Design Excellence Program since 1984
	8.10 Encourage and expand access to banking, insurance and financial services for all	Sustainability Highlights	Scale of Operations	<ul style="list-style-type: none"> • 949 branches and 2,326 ATMs nationwide and over 30 foreign branches, subsidiaries, and representative offices
		Financial Inclusion	Countryside Banking	<ul style="list-style-type: none"> • Presence in 8 out of the 9 poorest provinces in the country
Remittances			<ul style="list-style-type: none"> • 113 remittance partners across 26 countries and territories abroad 	
Electronic Banking			<ul style="list-style-type: none"> • 88% of our clients' total financial transactions go through our e-channels 	
	Financial Literacy	<ul style="list-style-type: none"> • 3 Metrobank educational online platforms • Over 500 financial education-related events with an audience of over 85,000 through Metrobank and FMIC Group 		

FOCUS AREA	UN Target	Related Section	Initiatives	Performance			
9 Industry, Innovation and Infrastructure 	9.1, 9.3, 9.4, 9.c Develop quality, reliable, sustainable and resilient infrastructure, increase access of small-scale enterprise to value chains and markets, upgrade infrastructure and retrofit industries, increase access to information and communications technology	Sustainable Finance	Contribution of Commercial Loans to SDGs	<ul style="list-style-type: none"> • PHP228.7 billion in commercial loans to develop public infrastructure projects such as roads and highways and commercial properties, support manufacturing and operations of transportation, storage, telecommunication activities • More than PHP700 billion funding by means of participation in securities auctions while the entire MBTC Group mobilized private investors to help the government generate Php1.5 trillion capital funding 			
	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation	Economic Performance	Economic Value Generated and Distributed	<ul style="list-style-type: none"> • PHP155.5 billion economic value generated of which PHP126.9 billion was distributed to key stakeholders 			
	9.3 Increase access of small-scale industrial and other enterprises to financial services and integrate them into value chains and markets	Procurement Practices	Spending on Local Suppliers	<ul style="list-style-type: none"> • PHP7.5 billion spending on local suppliers and service providers 			
Financial Inclusion		Support for SMEs	<ul style="list-style-type: none"> • 2.3% of our total portfolio (6.8% of commercial loans) is linked to SME financing¹¹ 				
	Sustainable Finance	Contribution of Commercial Loans to SDGs	<ul style="list-style-type: none"> • Php135 billion in commercial loans to support electric power generation, transmission, distribution, and other energy sector activities 				
1 No Poverty 	1.1 Eradicate extreme poverty for all	Corporate Citizenship and Philanthropy	Supporting Community Development	<ul style="list-style-type: none"> • 2,494,729 individuals assisted through Metrobank Foundation's Financial and In-kind Grant Assistance Program • PHP10.4 million total employee donations raised for Purple Hearts Club's programs on community development, health, education, livelihood, and disaster relief • 19,453 care packages under 2023 Metrobank Shoebox Project containing school supplies, hygiene kits, and non-perishable food items distributed to kids 			
				1.4 Ensure that all men and women have equal rights to economic resources as well as access to basic services	Financial Inclusion	Support for Micro and Small enterprises	<ul style="list-style-type: none"> • Php4.34 billion in loans to support micro and small enterprises
					Economic Performance	Economic Value Generated and Distributed	<ul style="list-style-type: none"> • Php102 million in community investments
	1.5 Build the resilience of the poor and those in vulnerable situations and reduce their exposure to climate-related extreme events	Corporate Citizenship and Philanthropy	Supporting Community Development	<ul style="list-style-type: none"> • 11,933 families aided during super typhoons and flash floods 			

FOCUS AREA	UN Target	Related Section	Initiatives	Performance
2 Zero Hunger 	Ensure access to safe, nutritious and sufficient food, double the agricultural productivity and incomes of small-scale food producers, ensure sustainable food production systems and implement resilient agricultural practices	Sustainable Finance	Contribution of Commercial Loans to SDGs	<ul style="list-style-type: none"> PHP92.5 billion in commercial loans to enable production and trade of food and agricultural activities
	4 Quality Education 	4.1 Ensure that all girls and boys complete primary and secondary education 4.3 Ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university 4.6 Ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy 4.a Build and upgrade education facilities that are safe, inclusive, and effective learning environments for all 4.c Substantially increase the supply of qualified teachers	Corporate Citizenship and Philanthropy Corporate Citizenship and Philanthropy Compensation and Benefits Corporate Citizenship and Philanthropy Sustainable Finance Corporate Citizenship and Philanthropy	Supporting Community Development Supporting Community Development Availment of Employee Scholarship Program Supporting Community Development Contribution of Commercial Loans to SDGs Supporting Community Development

¹⁾ Following BSP definition of MSME

3 Good Health and Well Being

- PHP5.4 billion in commercial loans to support hospital activities and production and trade of pharmaceutical products
- Year-round MetrobankCARES program focusing on seven wellness dimensions
- Mental health sessions via MetrobankCARES: Mindful Moments program
- The Doña Victoria Ty Tan Professorial Chairs in Medical Education - a partnership with the UST Research and Endowment Foundation, Inc.

5 Gender Equality

- 17% of top management positions are women
- 60% of senior officers are women
- 65% of total employees are women
- Equal base entry-level salary for men and women

6 Clean Water and Sanitation

- PHP14.5 billion in commercial loans to support water supply, waste management, and remediation activities
- Construction of 10 handwashing facilities in four select schools to benefit elementary students.

7 Affordable and Clean Energy

- We offer Metro Clean Energy Equity Feeder Fund UITF to clients as an opportunity to Invest in global companies engaged in renewable and alternative energy
- 100% replacement to energy-efficient lighting fixtures for 6 centers

10 Reduced Inequalities

- 37% of total employees are below 30 years old
- 65% of total employees are women
- PHP4.3 billion in loans to support micro and small enterprises
- We offer clients regardless of economic status affordable investments through Metrobank Aspire Feeder Funds for as low as P1,000
- We offer clients affordable tax-free investments for retirement through Metrobank Personal Equity and Retirement Account (PERA) for as low as P5,000

11 Sustainable Cities and Communities

- Php173.7 billion in commercial loans to support funding of public infrastructure, sustainable urbanization, and safe and affordable housing

12 Responsible Consumption and Production

- Php4.3 billion in commercial loans to support responsible production and trade of household items and other goods
- Regular replacement of conventional fluorescent to LED and air-conditioning to inverter units
- Support for sustainable agriculture and supporting businesses

13 Climate Action

- Implementation of Sustainable Finance Framework (SFF) and integration of E&S considerations into bank operations and risk management
- Engagement of
 - Potential partners for sustainable investments
 - Data platform providers and subject matter experts on Climate Risk Assessment
 - Suppliers on lowering the bank's emissions
- Capacity building initiatives on E&S risks
- Awareness campaigns to improve human and institutional capacity on disaster warning and response

14 Life Below Water

- Php1.5 billion in commercial loans to support responsible fishing
- Coastal clean-up in Pangasinan led by employee volunteers through Purple Hearts Club

15 Life On Land

- 7,006 trees planted by Metrobankers through Purple Hearts Club from 2019 to 2023
- Coastal clean-up in Pangasinan led by employee volunteers through Purple Hearts Club

16 Peace, Justice, and Strong Institutions

- 169 soldiers and 156 police officers recognized as Outstanding Filipinos by Metrobank Foundation

17 Partnerships for the Goals

- Continue to be a reliable partner for the government towards the realization of sustainable development agenda thru direct generation of funds and mobilization of private investors to help the government generate capital funding
- Metrobank Foundation Grants and Social Development Partnerships extended financial assistance to socio-civic and non-government organizations, as well as local and national government agencies whose projects/programs are aligned with the thrusts of the Foundation on health, education, and livelihood toward the attainment of select SDGs
- Php7.5 billion spending on local suppliers and service providers

Note: Inclusive of subsidiaries

Stakeholder Engagement

We collaborate with diverse stakeholder groups to share best practices, achieve unified objectives, and set future goals.

Through varied channels, we seek to understand the concerns of our stakeholders to foster dialogue toward solutions. This engagement ensures that the concerns and

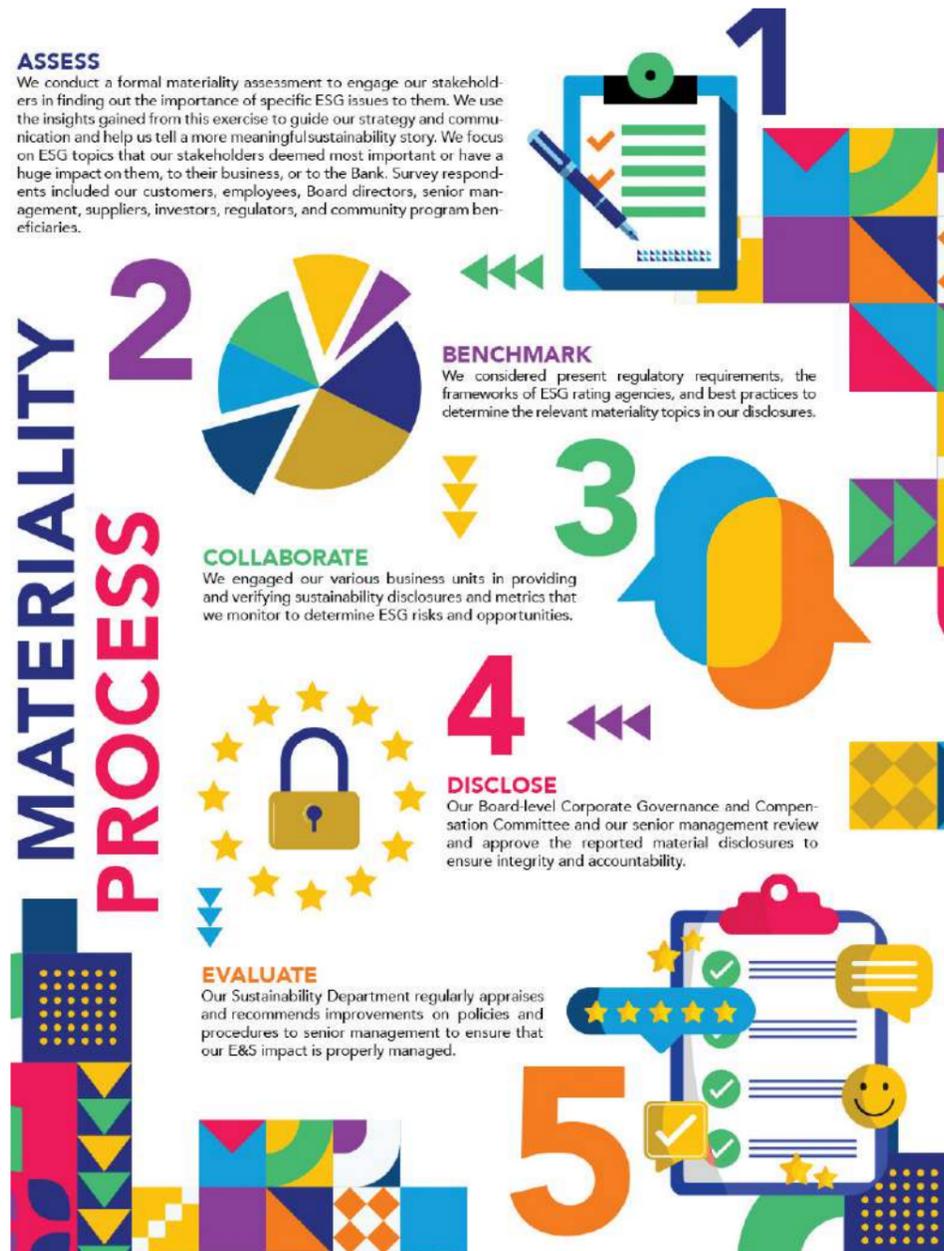
aspirations of those touched on by our business are heard and addressed.

Stakeholder Group	Engagement Platform	Frequency of engagement	Concerns and Issues	Management Approach
Customers or clients We cater to the wide range of financial needs of Filipinos.	<ul style="list-style-type: none"> Customer touchpoints with our frontline employees Customer satisfaction surveys Net promoter score studies Promotion of digital adoption through information drives Materiality Assessment Survey 	<ul style="list-style-type: none"> daily annually annually as needed once every two years 	<ul style="list-style-type: none"> Financial fraud Service reliability Access to and affordability of products and services Sales practices and product labeling Customer privacy Data security Business model resilience and innovation 	<ul style="list-style-type: none"> Robust fraud awareness measures Data privacy and protection Customer assistance and complaints handling Development of new customer-centric financial products and services ESG considerations in products and services
Employees Our dedicated and empowered employees help us deliver meaningful banking to our customers.	<ul style="list-style-type: none"> Employee engagement survey Performance assessment E-connect through the HR Helpdesk page Workplace by Facebook Townhall, sector meetings, and conventions Materiality Assessment Survey 	<ul style="list-style-type: none"> once every two years annually as needed as needed quarterly once every two years 	<ul style="list-style-type: none"> Compensation and benefits Health and safety Employee engagement, diversity & inclusion ESG considerations in products and services Business model resilience and innovation Employee health and safety Data security Opportunities for volunteerism and community engagement Grievance mechanism 	<ul style="list-style-type: none"> Periodic salary review Performance evaluation Employee training and career development Active engagement of ESG consultants and providers of products and services Occupational health and safety Responsible labor practices Implementation of policies relating to non-discrimination, gender and equality
Suppliers As an extension of our business, our suppliers allow us to provide innovative, seamless, and secure solutions to the community we serve.	<ul style="list-style-type: none"> Vendor management process Annual performance review Materiality Assessment Survey 	<ul style="list-style-type: none"> as needed annually once every two years 	<ul style="list-style-type: none"> Procurement terms Business ethics Data security 	<ul style="list-style-type: none"> Transparency in the vendor accreditation process Procurement spending toward local suppliers and service providers

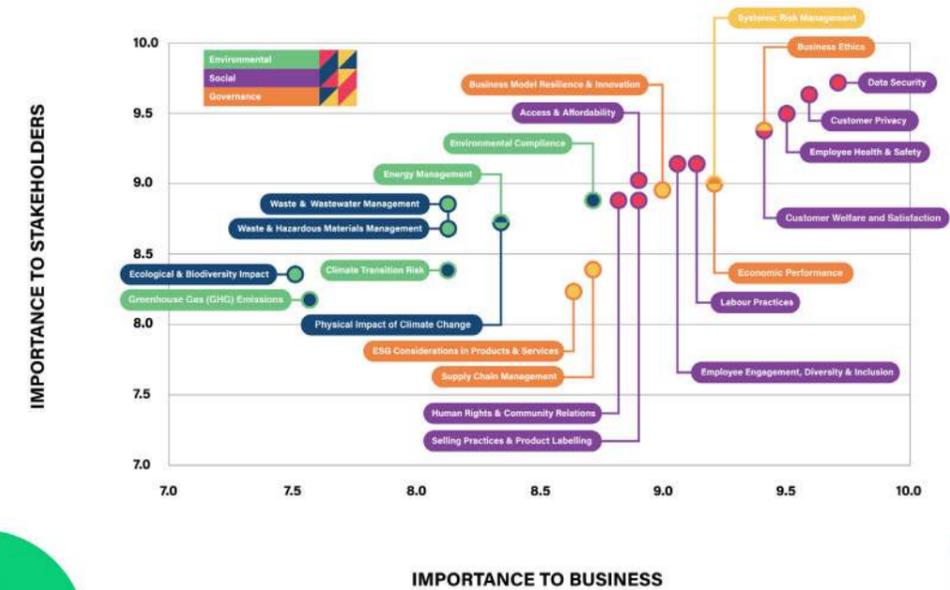
Stakeholder Group	Engagement Platform	Frequency of engagement	Concerns and Issues	Management Approach
Investors Our shareholders are our partners in sustainable value creation.	<ul style="list-style-type: none"> Stockholders' Meeting Earnings Call Regular meetings and teleconferences Investor roadshows One-on-one meetings Regular correspondence through letters, memos, and email Materiality Assessment Survey 	<ul style="list-style-type: none"> annually quarterly as needed as needed as needed once every two years 	<ul style="list-style-type: none"> Financial performance Growth outlook ESG considerations in products and services Business model resilience and innovation 	<ul style="list-style-type: none"> Timely disclosure of financial performance and prospects
Regulators Our regulators ensure that businesses are conducted fairly and protect everyone's rights.	<ul style="list-style-type: none"> Regular correspondence through letters, memos, and emails Responding to consultation papers and industry opinion sought by regulators Materiality Assessment Survey 	<ul style="list-style-type: none"> as needed as needed once every two years 	<ul style="list-style-type: none"> Regulatory reliefs Adequacy of risk management o (Systematic Risk Management) Anti-money laundering, combating the financing of terrorism or proliferation financing Compliance to regulatory bodies Corporate governance Data security Business Model Resilience & Innovation 	<ul style="list-style-type: none"> Bank policies and controls Annual Performance Assessments Effective compliance and internal audit functions Disciplinary actions Implementation of a robust ESRM framework Timely response to inquiries and requests Timely submission/ of regulatory reports
Community Our community gives us the license to operate. This is why we contribute meaningfully to society by providing access to financial solutions, and by boosting economic activities.	<ul style="list-style-type: none"> Dialogues, feedback mechanisms, and surveys Community outreach programs Virtual events, activities, and webinars Recognition of key contributors to society through Metrobank Foundation's "Outstanding Filipinos" program Materiality Assessment Survey 	<ul style="list-style-type: none"> as needed annually quarterly annually once every two years 	<ul style="list-style-type: none"> Stimulation of the local economy Program implementation Recipients and impacts of corporate social responsibility projects ESG priorities and progress 	<ul style="list-style-type: none"> Initiatives to expand financial inclusion Results-based Program Management Approach Rollout of recognition programs and community projects Financial support to education, arts, and culture
Assessment bodies We deal with rating agencies that measure our efforts, helping us communicate our sustainable business practices to investors and external stakeholders.	<ul style="list-style-type: none"> Raters' issuer portals Due diligence questionnaires Meetings and teleconferences 	<ul style="list-style-type: none"> annually 	<ul style="list-style-type: none"> Risk exposures, priorities, and progress 	<ul style="list-style-type: none"> Continuous improvement of disclosures and management action Active engagement with external ESG agencies/ scorers

Materiality Assessment

A formal materiality assessment process guides us in aligning Metrobank's operations with the evolving needs of stakeholders and regulatory guidelines. This assessment was based on the Sustainability Accounting Standards Board (SASB) framework, with sector-specific, financially material ESG topics. This was complemented by the Global Reporting Initiative (GRI) standards, references from SEC Philippines' guidelines, and a review of practices reported by our peers. We review material ESG issues from the perspective of customers, employees, board directors, senior management, suppliers, investors, regulators, and community program beneficiaries. We benchmark the bank's material topics against regulatory requirements, ESG rating agency frameworks, and best practices. The insights we gained help us shape our strategy and communication, allowing us to tell a more meaningful sustainability story.



MATERIALITY MATRIX



Materiality Matrix

Metrobank has identified key issues that are material for the organization. Among these are ensuring data security and customer privacy, customer welfare and satisfaction, and employee health and safety. Moreover, the bank sees

good governance as imperative in topics such as business ethics, systematic risk management, and good economic performance. Topics that are material to Metrobank have been summarized into five key segments of priority:

The table below shows the identified material topics embedded into our sustainability framework.

Theme	Relevance	Aligned Material Topics ¹	Topic Boundary ²	Relevant SDGs
Approach to Sustainability	As a publicly listed company, we embed sustainability principles into our governance framework and risk management process.	<ul style="list-style-type: none"> Materiality Assessment* Stakeholder Engagement 	Internal and External (customers, suppliers, regulators, and community beneficiaries)	
Economic Sustainability	As a financial institution, we strive to provide for our customers' financial needs. We also continue tracking our direct economic contributions by meeting our financial obligations to key stakeholders.	<ul style="list-style-type: none"> Sustainable Finance Economic Performance Procurement Practices* Tax Strategy* 	Internal and External (customers and suppliers)	
Environmental Sustainability	We manage our environmental impact through prudent use of natural resources and compliance with environmental laws and regulations.	<ul style="list-style-type: none"> Operational Eco-Efficiency Environmental Compliance* <ul style="list-style-type: none"> Waste & hazardous materials management Greenhouse gas (GHG) emissions 	Internal	
Social Sustainability	<p>As an employer, we strive to provide an exceptional workplace environment so our employees find meaning in their work. We continually invest in their health, professional growth, and personal development. As a financial services provider, we address our customers' various needs through our diverse products and services, which are accessible and reliable via numerous platforms.</p> <p>As a partner and corporate citizens, we listen and engage with our stakeholders to foster long-term relationships, protect their interests, and optimize our social impact.</p>	<ul style="list-style-type: none"> Workforce Diversity* Talent Attraction and Retention Human Capital Development Occupational Health and Safety Responsible Labor Practices Financial Inclusion Consumer Financial Protection Information Security and System Availability Privacy Protection Transparency in products and services Corporate Citizenship and Philanthropy 	Internal and External (customers, suppliers, and community beneficiaries)	
Governance	As a member of a highly regulated industry, we have built a stable and responsible brand with a credible and trustworthy reputation. Our track record in transparency, dependability, and accountability allows us to build lasting relationships with our stakeholders, and entice new partners and customers.	<ul style="list-style-type: none"> Governance Structure Good governance and integrity Corporate Policies and Practices Management of Environmental and Social Risks 	Internal and external (customers and suppliers)	

[1] Topics highlighted in asterisk (*) refer to existing corporate policies and disclosures covering our list of material topics.
 [2] Internal refers to the Bank, its operations, and its people. External involves our relationships with other stakeholders.

Economic and Governance

As a leading financial institution, Metrobank plays a key role in nation-building. Beyond providing equitable and trustworthy banking services to people of all backgrounds, the bank is integral in mobilizing capital that supports economic development, and in facilitating collective action towards a more sustainable future.

In doing so, we increasingly manage capital risk to unlock funds and grant loans. We assist various groups in overcoming infrastructure and developmental challenges. We support public-private partnerships and facilitate the access of smaller businesses to financial markets. In the coming years, we aim to deepen our commitment to

sustainability by safeguarding its ideals and principles at the heart of our governance structure, operational processes, and business activities. This way, we ensure that every decision we make, from capital risk management to the development of financial products, aligns with broader sustainable growth objectives in a way that balances the bank's short and long-term interests.

Economic Value Generated and Distributed

In 2023, Metrobank, as the Parent Bank, made significant economic contributions that reflect our commitment to overall national growth and the development of various local communities. We generated a direct economic value of PHP 155.5 billion, demonstrating our robust financial performance.

Our operational expenses amounted to PHP 66.8 billion, primarily directed towards payments to local suppliers and service providers, underscoring our support for the local economy.

Employee welfare remained a priority, with PHP 21.6 billion allocated to remuneration, rewards, and benefits.

Shareholders and other capital payments were responsibly managed at PHP 16.7 billion.

Our fiscal responsibilities included PHP 21.7 billion in taxes, licenses, and other governmental fees, contributing to national development.

Furthermore, PHP 102 million in community investments highlighted our dedication in societal welfare, reinforcing our role as a socially responsible corporate citizen.

Sustainable Finance

We align our sustainable finance contributions with the UN SDGs. Through the Global Goals, we can clearly define our sustainability contributions while recognizing possible investment streams from emerging markets, such as green finance, renewable energy, and sustainable agriculture. In investing in the right companies, like those who champion sustainable and ethical business practices, we facilitate growth that leaves no one behind.

Breakdown of Economic Value Generated in PHP billion			
	2023	2022	2021
Distributed	127	84	83
Retained	29	21	5

Breakdown of Economic Value Distribution in 2023 (in millions)		
Operating costs	66,764	43%
Employee wages and benefits	21,633	14%
Payments to providers of capital	16,685	11%
Payments to government	21,686	14%
Community investments	102	.07%
Economic value retained	29	18%

Parent Bank Contributions

For this reporting year, we reviewed our commercial loan portfolio and identified those aligned with the SDGs based on the purpose of the loan and the client's nature of business. We covered accounts with an outstanding loan balance of at least PHP 500 million. As of December 2023, our contributions to the UN SDGs through our core operations in financing are as follows:

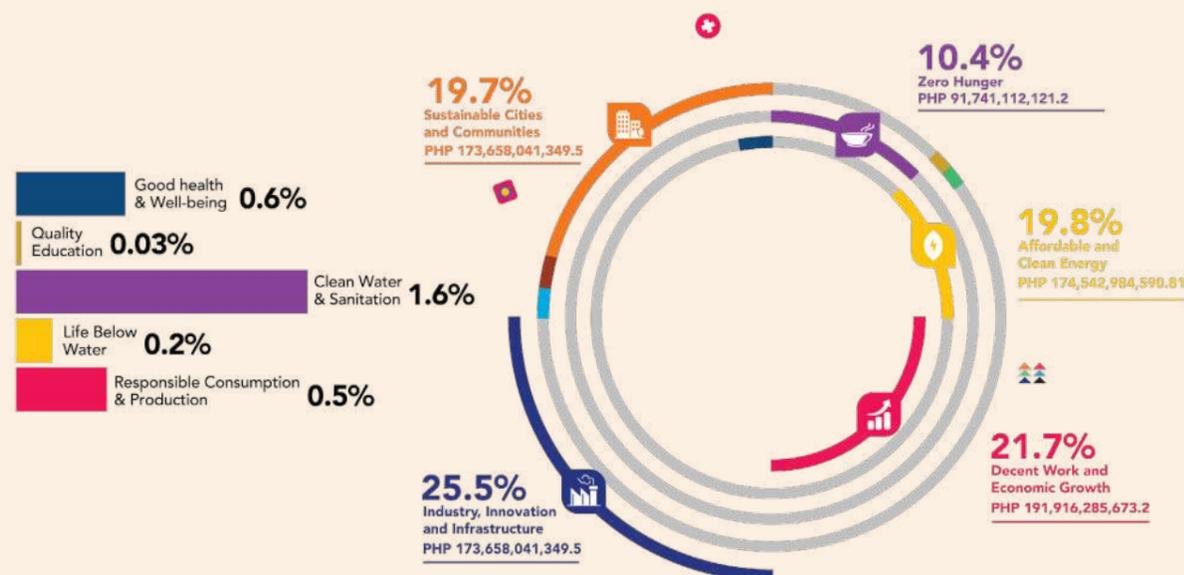
In addition to our commercial lending operations, we also contributed to attaining the UN SDGs through our Treasury and Investment Banking businesses. We participated in the Bureau of the Treasury (BTr) and BSP auctions and helped the Philippine government raise over PHP 700 billion to fund its various expenditures focused on supporting programs for economic resiliency, including those under the agriculture, infrastructure,

education, and healthcare sectors, emergency recovery, and resiliency funds.

We also distributed over PHP 500 billion in Philippine government securities to clients, deepening the domestic capital markets and creating more economic value.

Parent Bank Contributions to the UN Sustainable Development Goals

PHP 882,615,050,425.7



Metrobank Subsidiaries' Contributions

	Statements	SDGs
	ORIX METRO Leasing and Finance Corporation (ORIX METRO) extended loans amounting to over PHP9.1 billion to help micro, small, and medium enterprises, by leasing vehicles and equipment to clients in rural agriculture and the infrastructure sector.	SDGs 1, 2, 8, 9, and 10:
	First Metro Investment Corp. (First Metro) helped the National Government and various corporations raise over PHP 490 billion in capital. It was one of the joint issue managers and selling agents for a Retail Treasury Bond (RTB) and a Retail Dollar Bond (RDB) issue amounting to over PHP350 billion. First Metro also enabled various corporations to raise over PHP 110 billion in corporate bonds and preferred share issuances to fuel their growth — from expanding a client's property portfolios to financing eligible green projects, all contributing to the improvement of Filipinos' quality of life.	SDGs 1, 2, 3, 4, 7, 8, 9, 10, 11, 12, 13, and 17

transparency about the risks and rights associated with our products, including the risk of over-indebtedness, especially for clients with limited literacy. Moreover, we are dedicated to improving financial literacy for all income levels and expanding our products and services to increase banking access across all economic sectors.

Every day, we promote financial inclusion through our local and international branch networks, our mobile app, and online banking channels. We aim to bring our delivery channels, products, and services closer to underserved sectors, enabling them to meet their needs at the time and place of their choosing.

Reaching Out to the Countryside

Our countryside branches comprised 385 or 55.0% of our total domestic branch network as of 2023. Located outside Metro Manila, these branches enable us to reach Filipinos in eight out of nine provinces belonging to the two poorest clusters in the Philippines.

Reaching Out to Filipinos Abroad

We respond to the financial needs of overseas Filipinos and their families through our presence in 26 countries and territories abroad. Our international network includes:

- Five foreign branches: MB New York, MB Taipei, MB Tokyo, MB Osaka, and MB Seoul
- Six foreign remittance subsidiaries: MRUK, MR

Financial Inclusion

The role of banks in mobilizing and deploying capital for sustainable development continues to be critical, with more than 25 million Filipinos still living in poverty. In line with the efforts of the Bangko Sentral ng Pilipinas (BSP) to promote financial inclusion, Metrobank strives to bring more

Filipinos into the banking system and out of the poverty trap by offering affordable and easy access to savings accounts, loans, insurance, and other financial services.

At Metrobank, we are committed to supporting unbanked groups by extending loans and enhancing

Singapore, MR Japan (Yokohama), MR Hong Kong (six offices), MR Canada (2 offices), and MB Remittance Center Hawaii (two offices)

- 113 remittance partners

Our presence abroad enabled us to facilitate USD10.7 billion worth of remittances in 2023, representing a 29% growth from US\$8.3 billion in 2022 and a 36% jump from 2020.

Complementing our remittance business are other financial services we offer to Philippine-based beneficiaries of overseas Filipinos. We also conduct financial literacy seminars to Filipinos leaving for work abroad.

Reaching Out to Filipinos Everywhere

We reach out to more Filipinos through our online banking facilities, including the enhanced Metrobank App. In 2023, we have enabled the Pay via QR feature and credit card features, allowing our customers do more with just a few taps. These credit card features include sending money via PayNow, paying bills, getting cash installments via Cash2Go, moving balances from other credit cards with Balance Transfer, converting purchases to installments with Balance Conversion; activating new Metrobank credit cards, as well as reporting and deactivating lost credits card for security

The Metrobank App continues to encourage online use. As of Feb

2024, our combined digital user base for Metrobank online and Metrobank App has reached 1.9 Million, 1.4 Million of which are Metrobank App users.

The Cash PickUp feature in our mobile app enabled our clients to send up to PHP30,000 anywhere in the Philippines through over 10,200 remittance partner outlets, expanding our reach to more underserved markets.

Reaching Out to MSMEs

Micro-, small-, and medium-enterprises (MSMEs) comprise 99.5% of the total number of establishments and employ 63% of the labor force in the country. They also account for a quarter of our total export revenue and 40% of our gross domestic product, according to government statistics in the first half of 2023.

To enable MSMEs to access funds online, our Business Banking Center (BBC) actively onboarded small and medium enterprises to the Metrobank Business Online Solutions (MBOS) platform. MBOS is an innovative online banking system that allows corporate and commercial clients, including SMEs, to transact digitally with Metrobank.

We continue to support the extension of loans channeled to MSMEs. It improves the disclosure of client's rights and risks of products or services (including risk of over-indebtedness) offered to low-literate clients and MSMEs. We also endeavor to make the terms

and conditions available to clients in the national or local language while continuously promoting the improvement of financial literacy across the entire income spectrum.

Enabling Products and Services

Our enabling products and services promote financial inclusion by offering tailored solutions to meet the diverse needs of individuals and businesses. These products bridge the gap between economic sectors and financial opportunities, enabling access to capital, investment, and savings mechanisms.



SME Loans

In 2023, we have extended PHP 30.4 Billion loans to MSMEs representing 7.6% of our borrowing clientele. In addition, our subsidiary, Orix Metro Leasing Finance Corporation, reached out to MSMEs in the countryside with PHP 4.3 Billion in equipment financing. Our SME Loans support small business growth by offering financial solutions tailored to various needs. The SME Puhunan Loans enable small business owners to finance their capital requirements, such as purchasing inventory and financing payables, with the option to invest in property

enhancement or manufacturing goods. For entrepreneurs looking to enter franchising, SME Franchise Business Loans provide capital for acquiring franchises, renovations, or purchasing machinery, equipment, and supplies. Additionally, the SME Agri Business Loans cater to those in the agricultural sector, facilitating the acquisition of agri-related products, increasing working capital, and investing in equipment, machinery, and infrastructure improvements for production, storage, sorting, or distribution, thus empowering agripreneurs to expand their operations efficiently.

Savings Accounts

We have accessible savings accounts catering to customers at different stages of their lives,



from growth until retirement. All three are interest-bearing savings accounts, with low to zero maintaining balance, no dormancy fee, and the features of a normal savings account. With a lower barrier to entry, we instill the value of saving to the youth, with an added layer of protection through the Fun Savers Club, connect overseas Filipino workers to their loved ones through the OFW Savings Account, and support our pensioners. In 2023, we have opened close to 50,000 new accounts for all three products.



Metro Aspire Funds

Our Metro Aspire Funds offer Unit Investment Trust Funds (UITFs) designed to cater to varying risk profiles and investment objectives. They enhance accessibility and

affordability for investing by significantly lowering the minimum initial investment and subsequent contributions to Php1,000 and Php500, respectively, thus promoting social security and empowering investors with limited funds. Participants agree to a build-up period, committing to automatic monthly contributions for at least two years, facilitating easier entry into the investment world.

Metro PERA Funds

Our PERA Funds offer a trio of Unit Investment Trust Funds (UITFs), each tailored to distinct risk profiles and designed to optimize retirement savings while benefiting from tax exemptions under the PERA Law. The Metrobank PERA Money Market Fund is ideal for



	Fun Savers Club Savings Account	OFW Savings Account	SS and US Pensioner Accounts
As of 2023	exclusively offered to Young Savers who are below 18 years old, bundled with Free Accident Insurance and Educational Trust Benefit; automatically converted to Regular Savings Account once the owner turns 18 years old	created to help Filipinos working abroad to build their savings and/or send remittances to their beneficiaries in the Philippines	SSS Pensioner Account: offered to SSS pensioners for the automatic credit of their retirement, death, and disability benefits. US Pensioner Account: offered to US Government pensioners and their beneficiaries. Instead of waiting to receive pension check sent via snail mail, U.S. agencies will directly credit pension payments to pensioners' Metrobank account
Clients Served	209,1888	151,589	372,197
Volume	13.2B	9B	10.3B

conservative investors, focusing on peso-denominated deposits to generate income and returns surpassing regular time deposits. For those with moderate risk tolerance, the Metrobank PERA Bond Fund invests in PHP-



denominated fixed-income securities with a strategic aim of high income and enhanced returns, maintaining a maximum weighted average duration of five years. The Metrobank PERA Equity Fund



caters to aggressive investors, aiming for top growth through a diversified portfolio of equities listed on the Philippine Stock Exchange. These funds provide a structured pathway to secure financial stability in retirement, offering a voluntary savings mechanism adaptable to individual risk preferences and financial goals.

Financial Literacy

Financial literacy is one of the fundamental components of achieving financial inclusion. We capitalize on our expanded international network and online

platforms to grow our audience and ensure everyone can make informed decisions and achieve financial sustainability.

We have three online educational platforms that enhance financial literacy and investment understanding among our clients and the general public:

- **Money Basics:** Since its 2019 launch, Money Basics has sought to improve public financial literacy through articles covering simple money tips and complex investment strategies. Accessible at <https://www.metrobank.com.ph/learn/money-basics> and the Bank's Facebook and Instagram accounts, the platform offers stories and practical tips on personal finance.
- **Earnest:** Tailored for novice investors, Earnest provides a user-friendly platform to learn investment fundamentals through lesson cards and detailed articles. The app is available on iOS and Android platforms, with further resources on <https://earnest.ph>.
- **Moneybilty:** As a dynamic financial education e-book and platform, Moneybilty presents many money management topics, incorporating interactive features like quizzes and financial tools to make learning engaging. Explore Moneybilty at <https://moneybilty>.

Subsidiaries

Our subsidiaries, First Metro Investment Corporation (First Metro), First Metro Asset Management, Inc. (FAMI), and

First Metro Securities Brokerage Corporation (FMSBC) have been steadfast in their campaigns to educate the public on the economy and financial markets. Our face-to-face and online sessions have reached diverse audiences around the Philippines. Seminars and webinars reached thousands of participants from different corners of the country.

First Metro Investment Corporation

Financial education increases public participation in the country's growth. First Metro promotes financial inclusion by educating a wide range of customers and stakeholders with the information they need to better grow investments.

As part of our investment banking arm's investment literacy advocacy, First Metro's bi-annual Economic & Capital Markets Briefing aims to educate, raise awareness, and encourage participation in the capital markets, fostering long-term economic development for our country. Successfully expanding its primary audience of institutional investors, issuer corporations, and fund managers to include retail, smaller beginner investors, First Metro enlightened its audiences with a deeper understanding of the economy and equipped them in making informed financial decisions with topics on the global and local macro-economy, capital market issuances, fixed-income markets, and equity markets. In addition to the bi-annual briefings, more focused briefings by First Metro's

2020-2023 Audience	
	Attendance
2023	3,111
2022	1,737
2021	2,643
2020	1,583

2020-2023 Audience				
	Total Attendance	NCR	Provincial	International
Total:	3,099	2,217	793	89
Percentage:	100%	71%	26%	3%

12 attendees did not indicate city/country

Research team were introduced in 2023, with sessions held in May and October.

First Metro Securities Brokerage Corp.

First Metro Securities Brokerage Corporation (FMSBC) is the brokering subsidiary of First Metro. In 2023, it hosted over 500 financial education events, including on-site seminars, TV interviews, and speaking engagements, attracting over 79,000 participants. FMSBC expands its reach through collaborations with Metrobank, One First Metro, educational institutions, private companies, and government bodies, bringing in experts to discuss topics such as budgeting, financial security, debt management, investment for overseas Filipino workers, scam prevention, wealth creation, pension optimization, and retirement planning. FMSBC also offered in-house seminars covering financial literacy, stock trading,

bond market investing, mutual funds, unit investment trust funds, real estate, real estate investment trusts, exchange-traded funds and platform & mobile app navigation tutorials.

First Metro Asset Management Inc.

In 2023, First Metro Asset Management, Inc. (FAMI), the leading mutual fund investment company under the First Metro Group, launched several

investment literacy programs to turn Filipinos into savers. FAMI conducted 44 sessions nationwide, reaching 3,348 participants, including students, educators, government workers, healthcare professionals, and financial officers. More than half of these were in-person events. The programs focused on practical financial skills such as budgeting, debt management, risk management through savings and insurance, and investment strategies for various goals, including education and retirement.

The sessions covered a range of topics:

1. Basic money management, personal finance, and investment options for students, teachers, and government employees using interactive methods.
2. Retirement planning advice for educators.
3. An introduction to investing through managed funds like Mutual Funds, UITF, and ETF for students.

Number of First Metro Sec's Financial Education-related events for the entirety 2023		
	Events	Attendees/viewers
Luzon	101	25,216
Visayas	144	22,153
Mindanao	182	19,631
Masterclass and TV interviews	82	12,395
Total	511	79,395

4. Special series for mothers and fathers, focusing on financial preparation for new parents, managing finances for growing families, planning for children's education and parents' retirement, and raising financially independent adults.
5. Strategies for breadwinners and overseas Filipino workers (OFWs) on budgeting, saving, and investing to secure their financial future.
6. Guidance for middle-aged individuals on retirement planning, including pension sources and income-generating investments.
7. Investment policy development for treasurers, along with updates on market trends.

- Approving the Bank's Environmental and Social Risk Management System (ESRMS);
- Ensuring that sustainability objectives and policies are clearly communicated across the institution;
- Ensuring that adequate resources are available to attain our sustainability objectives; and
- Ensuring that our sustainability agenda is integrated into our performance appraisal system.

The bank's sustainability governance is led by the Executive Committee (EXCOM) and the Risk Oversight Committee (ROC), both of which report to the Board. The Board relies on the

EXCOM and ROC to guide and oversee the implementation of the Bank's Sustainability Framework and Strategy, ensuring it meets regulatory requirements. The execution of these responsibilities is entrusted to the Sustainability Department, with support from the Risk Management Group (RSK) and technical working group.

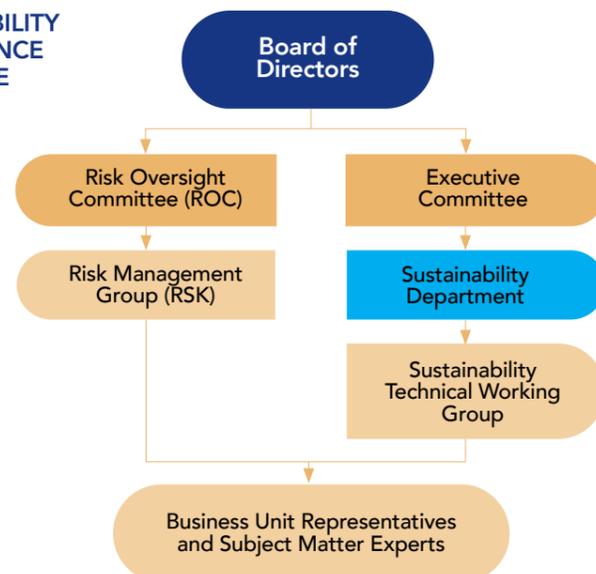
The Sustainability Department is responsible for managing and planning all sustainability-related activities, ensuring the integration of sustainability principles throughout the bank's operations. This department also coordinates the practical aspects of sustainability initiatives in close collaboration with business units and subject matter experts.

SUSTAINABILITY GOVERNANCE

Sustainability Governance represents a foundational pillar in our journey towards integrating sustainability into the core of our operations. It encapsulates a structured approach to decision-making, policy implementation, and accountability mechanisms aligned with long-term environmental, social, and governance (ESG) objectives. Our Board of Directors is crucial in steering the Bank towards our sustainability goals. The Board's essential duties under the 2023 Metrobank Corporate Governance Manual include:

- Institutionalizing the adoption of sustainability principles;
- Promoting a culture that fosters environmentally and socially responsible business decisions;

SUSTAINABILITY GOVERNANCE STRUCTURE



DO NO HARM: Rationalize exposure to identified closely monitored industries/sectors due to potential environmental and social impact by planning for the gradual wind-down of exposure to activities that are environmentally and socially harmful. Align with government goals (Philippine Development Plan 2023-2028) towards exposure targets.

DO GOOD: Support transition finance for hard-to-abate sectors by considering provision of transition finance to borrowers to support their sustainability journey. Identify high E&S risk clients that require enhanced due diligence and create a roadmap to reduce high-risk exposure.



DO MORE: Accelerate the growth of a sustainable portfolio. Identify and assess opportunities for growth of a sustainable loan book, and where applicable, strengthen sustainable products portfolio.

Execution of Sustainability Agenda

Our approach to driving sustainability across Metrobank is to Do No Harm, Do Good, and Do More.

In executing our agenda, we are guided by our E&S Risk Appetite Statement (RAS)

- We have low tolerance for E&S risks that adversely affect the business. We actively monitor current and emerging E&S risks across our lending functions, investment activities and other related bank operations, and we are committed to mitigating the negative impact of these risks

to contribute positively to social development goals.

- We accept that our lending and investment operations are exposed to E&S risks that may cut across principal material risks, including credit, operational, and strategic risks. We employ an Environment and Social Risk Management (ESRM) framework and a three-lines-of-defense mechanism to manage these risks and ensure adherence to our E&S risk appetite.
- On the operational front, we have a low-risk appetite for risk events and significant breaches. We manage our operational risk through dynamic Operational

Risk Management framework and a sound Business Continuity plan (BCP).

- We support counterparties and activities that add value to the economy:
 - a) by aiding in the national goal of job creation, and
 - b) via the production of goods and services that are needed and sustainable.
- We seek to promote sustainable business practices by supporting customers who:
 - a) earn from their businesses legitimately,
 - b) choose legitimate counterparties, and
 - c) manage their finances responsibly by practicing sound risk management.

ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT SYSTEM (ESRMS)

Our Environmental and Social Risk Management Framework (ESRMF) plays a critical role in identifying and managing our ESG risk factors which may affect the bank's operational, credit, and reputational standing. The system also serves as a guide towards ensuring the long-term viability and resiliency of our lending and investments practices. We have been steadily incorporating the management of E&S risks in our corporate governance and risk management frameworks, as well as in our strategic objectives, lending, investment, and business operations, following issued sustainability-related guidelines by the BSP via Circular 1085

(Sustainable Finance Framework), Circular 1128 (Environment and Social Risk Management Framework), and Circular 1149 (Guidelines on the Integration of Sustainability Principles in Investment Activities of Banks). By integrating climate-related risks into our financial strategies, we fortify our resilience against the multifaceted challenges that lie ahead.

We recognize the unique importance of banks in the promotion of sustainable development. Through socially and environmentally responsible business decisions guided by this framework, the bank is better equipped to support equitable economic growth in the Philippines.

Managing Environmental and Social Risks

Our lending and investment operations are exposed to E&S risks that may cut across principal material risks, including credit, operational, and strategic risks. We are strengthening our risk management through the development and use due diligence frameworks and tools in our lending, investment, and procurement practices.

We have identified certain types of business relationships that are prohibited by law and where there is the risk of life and well-being. The bank will not knowingly provide financing to businesses or operations that are directly involved in the following sectors and activities:

Exclusion List

- Atomic / nuclear power
- Red light business / adult entertainment
- Virtual currencies
- Production and/or trading of illegal drugs
- Unregulated charities
- Shell banks and other shell institutions
- Operations involving illegal deforestation, fishing, mining, and other similar illegal activities affecting the environment
- Human rights violations including child labor, forced and inhumane labor, human trafficking, and unfair labor practices
- Projects that could lead to the destruction of areas designated to be of high ecological value (critical habitat, biodiversity hotspot) or cultural value (indigenous sacred ground, UNESCO).
- Projects that are in areas that may reasonably lead to unmitigated displacement and destruction of indigenous communities

We shall abide by government roadmaps related to energy development, such as the Department of Energy's 2020 Memorandum on "Moratorium of Endorsements for Greenfield Coal-Fired Power Projects " and the Philippine Energy Plan.

Credit Risk Management

We take a precautionary approach to environmental and social risks in our lending and investment activities. In identifying and assessing risks, we classify clients and business transactions based on sustainability and climate risk exposure. A due diligence process informs the best actions for identified accounts. We established a three-lines-of-defense mechanism to manage these risks. First, the Relationship Manager conducts E&S risk assessments for new and existing loan accounts, in accordance to the bank's policy guidelines. The Risk Management Group functions as second line of defense by identifying emerging risks and ensuring adherence to control procedures

Lastly, the Internal Audit Group independently reviews the robustness of the framework.

Operational Risk Management

We ensure the continuity of our business operations by integrating E&S into our operational risk tools. We mitigate emerging E&S risks by identifying core risk areas that might impact the business, including physical risks arising from natural or man-made

disasters, transition risks, such as those arising from the adoption of new technologies or policies, and social risks related to health and wellness management, labor and civil relations, and developments in cyberspace that may impact our operations, people, property, and facilities.

As part of our commitment to advancing the environmental and social stewardship, we adopt a phased approach in integrating E&S considerations across operational risk areas starting from our own operations, the lending and investment products we offer, extending to clients, suppliers and outsourced service providers. Among the operational risks considered is nature and biodiversity risk, as threats to our ecosystem also threaten economic activities our supply chain relies upon.

We seek to progressively strengthen our policies and procedures to promote greater environmental and social responsibility and continuously explore the development and adoption of environmental and social friendly technologies and innovations.

TAX STRATEGY

The central aspect of our tax strategy is strict adherence to all tax laws and regulations to ensure compliance and protect Metrobank's reputation. We maintain high levels of transparency in our tax dealings and reporting. Aside from the mandated taxes that we remit to the government, we seek to further support government initiatives that promote economic growth and sustainable development, while exploring possible tax benefits that may come with such initiatives.

Our provision for income tax increased to PHP 12.1 billion in 2023 from PHP 9.0 billion in 2022. Disclosures related to taxes of the Bank are found in Notes 28 and 38 of the Audited Financial Statements.

PROCUREMENT PRACTICES

Our process for choosing suppliers and contractors follows the Bangko Sentral ng Pilipinas (BSP) guidelines. Our General Services Group (GSG) works closely with other departments to ensure that vendors are correctly accredited, selected, and reviewed. We strictly follow our policy for canvassing and bidding when buying products or hiring for services.

Metrobank adheres to international treaties on human rights and labor rights. The bank shall not knowingly engage vendors and suppliers who are found to have participated in any human rights abuses such as forced labor, child labor, and discrimination. The bank also has zero tolerance for all forms of corruption. We expect strict adherence from our supply chain partner on human rights and other protections under local laws. We also expect them to be mindful of their environmental impact. Metrobank's Outsourcing Policy guides our business units in outsourcing activities or functions. As part of vendor accreditation, we require an Environmental Compliance Certificate for projects potentially impacting the environment. We also secure certifications from

Provision for Income Tax	Parent		
	2023	2022	2021
Figures in PHP million			
Current:			
Final tax	8,315	4,535	3,060
Regular corporate income tax*	3,873	2,913	2,317
Minimum corporate income tax	-	-	-
	12,188	7,448	5,377
Deferred*	(128)	1,593	421
	12,060	9,041	5,798
*includes income taxes of foreign subsidiaries			

Spending on Suppliers, in PHP million			
	2023	2022	2021
Procured from international suppliers	1,481	372	787
Procured from local suppliers	7,526	5,559	3,682

relevant government agencies to ensure that vendors classified as manpower services providers are legitimate independent contractors and in good standing with the Social Security System, Pag-IBIG Fund, and PhilHealth in payments and contributions.

We conduct an annual performance evaluation of suppliers and vendors for quality assurance, regulatory compliance, risk, cost, and relationship management. To maintain healthy relationships with suppliers, we ensure payments for delivered goods and services are promptly settled.

We prioritize working with local suppliers. We prefer to deal with local resellers or local offices of multinationals. However, in 2023, we have recorded an increased spending on international suppliers driven by highly specialized requirements in the development and maintenance of major systems. While the ratio of our local procurement spending decreased, value of spending has grown by 35% year-on-year.

We continue sourcing a new Procurement and Vendor Management System in the

medium term to provide better analytics and insights into our spending, enabling us to apply third-party risk management on our procurement process.

MARKETING AND LABELING

Metrobank empowers customers through transparency in our financial products and services. By aligning with regulations from the Bangko Sentral ng Pilipinas (BSP), the Philippine Deposit Insurance Corporation (PDIC), the Securities and Exchange Commission (SEC), the Department of Trade and Industry (DTI), BancNet, and other agencies, we ensure that our clients have the necessary information to make smart decisions. Our marketing approach is straightforward and honest, avoiding misleading content and prioritizing clarity and comprehension in all promotional and branding materials.

Our commitment to marketing accuracy extends across all media, complying with standards set by the BSP, the Ad Standards Council (ASC), PDIC, SEC, Intellectual Property Office (IPO), DTI, and more. In 2023, we maintained a record free of

any incidents of non-compliance in product, service information, and marketing communications, avoiding any fines or warnings.

CONSUMER FINANCIAL PROTECTION

We are guided by the consumer protection standards of the BSP and our Consumer Protection Policy Manual (CPPM). In 2023, a total of 13,681 employees, representing 96.6% of our workforce, completed the e-learning module on our customer protection policy.

Through the Fight Fraud Program, we are able to raise awareness among Filipino consumers on ways to avoid falling prey to scams and other security issues to protect their funds. We continue to be vigilant against incidents of fraud, aligned with our goal to safeguard our reputation and build trust in our institution. To prevent the occurrence of fraud, our Fraud Management Division utilizes several tools for fraud analysis, prevention, and mitigation. We continued to ramp up our education drive to keep our customers and the public informed of the latest trends and frequent fraud schemes.

We also directly engage our clients through the following channels in addition to conducting webinars and sending our SMS and email alerts on fraud awareness and prevention: Through the efforts of the bank to spread awareness to our clients, the team was able to reduce Gross Fraud Loss by 35% in basis points at end of 2023.

Digital Channels

- Posting always-on fraud awareness content on Metrobank's Facebook and Instagram accounts
- Regular uploading of fraud articles on Metrobank's website (<https://www.metrobank.com.ph/learn/fight-fraud>)
- Partnering with industry experts like those from the media to create fraud awareness content that will reach more audiences (press releases, advertorials, video content)
- Frequent fraud advisory reminders sent to clients via SMS and email

Mainstream Media

- Frequent publishing of fraud advisory ad materials on major broadsheets
- Email Security Zone
- Utilizing the Email Security Zone feature in our electronic direct mail marketing communications

Scam Proof Platform

- To create a safer online environment for all, we, along with our subsidiary PSBank, and other banks and companies across industries, launched the Scam Proof platform to educate Filipinos about the dangers of financial fraud and how to prevent it.

We also equip our employees with the right knowledge to raise fraud awareness among our clients and their loved ones. We regularly post fraud awareness tips, advisories and webinar materials on our

Facebook Workplace page and conduct quarterly implementation of e-learning courses for all employees.

CUSTOMER COMPLAINTS MANAGEMENT

In 2023, Metrobank undertook comprehensive measures to address customer complaints, improve their experience, and enhance their understanding of financial products and services. The top complaints included issues with Instapay, cash dispensing errors at ATMs, and problems related to the bank's mobile app and credit card deliveries. Our approach to handling these complaints involved improvements in first-call resolution, fraud notification turnaround times, and client communication regarding the status of their complaints. The bank's Customer Incident Management System (CIMS) and iFRIEND system for credit card complaints played crucial roles in logging, investigating, and resolving complaints efficiently. We took specific actions to address each type of complaint, ranging from checking ATM journals for cash dispensing issues to coordinating with other banks for Instapay transfers and handling credit card disputes per Visa and Mastercard guidelines. The resolution processes were designed to be swift and effective, with most issues being resolved within two banking days, while more complex e-fraud complaints took up to 18 banking days.

For the past two years, we have maintained a complaints to total transactions ratio of 0.0003%

To improve customer experience, we introduced several initiatives, such as chatbot services for FX inquiries, waived fees for small transactions, and new Metrobank Online App features, including QR code availability and cardless withdrawal. We provided credit card customers with enhanced services, including a mobile app for account management, SMS confirmations for transactions, and dedicated customer service channels. Furthermore, the bank emphasized client education to ensure customers were well-informed about our financial products and services. This was achieved through various channels, including in-app advisories, anti-fraud campaigns, and clear communication of terms and conditions. We also carefully crafted the bank's marketing materials to avoid misleading statements.

To ensure customer satisfaction, the bank focused on improving its recourse processes and keeping customers informed about the status of their concerns, especially for cases requiring longer resolution times. This comprehensive strategy aimed to resolve complaints and prevent future issues, thereby fostering a positive banking experience for all customers.

INFORMATION SECURITY, SYSTEM AVAILABILITY AND DIGITAL SECURITY

To continue earning our customers' trust and patronage, we protect our information and information systems from unauthorized access, use, disclosure, modification, recording, disruption, and destruction across our operations.

Privacy Protection

We prioritize customer privacy as a key component of our customer protection strategy. We diligently safeguard personal information in line with the Data Privacy Act of 2012. Our Privacy Policy ensures adherence to data privacy and protection standards, focusing on the responsible management and security of customer data. As such, we ensure customers are well-informed about the handling of their personal data and their rights under the law.

Our Privacy Policy outlines the protection measures for personal data, data collection types, usage, stakeholders' rights, and data retention periods according to relevant laws. It also advises on personal data protection and contact information for privacy concerns. We have complied with the registration requirements provided in the Data Privacy Act (DPA) of 2012 and its Implementing Rules and Regulations (IRR) through the National Privacy

Commission Registration System (NPCRS). With the NPC Seal of Registration, our clients and partners are assured that Metrobank has completed the first level of DPA compliance. Our entire Privacy Policy is available on our website.

The Data Privacy Department oversees all privacy-related matters, addressing concerns from both internal and external stakeholders through various communication channels.

Customer Privacy

In our routine business operations, we collect personal data from customers to confirm, authenticate, and refresh our records, applying this information to necessary bank transactions. Our robust IT infrastructure, with strict protocols, a secure database, and regularly reviewed procedures, underpins our commitment to personal data confidentiality, security, accuracy, and integrity. This ensures the safe and private handling of customers' financial transactions and associated personal information.

Data Security

We strictly maintain the confidentiality of customer information in financial transactions and any personal data shared during these interactions. All customer-related information, including details about accounts,

transactions, and dealings with the bank, is handled with the highest level of confidentiality.

Our process encompasses identifying and collecting various information types, the purpose of collection, sourcing methods from customers, the bank's IT security infrastructure, and disclosure protocols internally and to third parties when necessary.

We continuously review and update our Information Security Program to keep pace with changes in banking and technology, ensuring compliance with information security and data privacy laws and regulations. We have had no data breaches reported to the National Privacy Commission.

Milestones in Data Privacy Awareness and Compliance

Metrobank has made significant strides in data privacy awareness and compliance, as evidenced by the following achievements:

- Performed Privacy Impact Assessments (PIA) across selected branches nationwide, identifying 45 banking activities and involving 335 processes for handling client, employee, and customer data. PIAs were also completed for two business divisions and six departments.
- Organized the 3rd Data Protection Officers (DPO) Summit on May 5, 2023,

attended by DPOs and data privacy teams from the Metrobank Group. The discussions focused on NPC Circular 22-004 regarding the renewal and registration of data processing systems and the responsibilities of Personal Information Controllers (PICs) in agreements with third-party service providers. This event, which began in 2022, aims to

unify approaches and share best practices in information dissemination, conducting PIAs, notifications and reports to the NPC, and fostering business collaborations.

- Conducted Data Privacy Orientation for Branch Operations Officers and Subject Matter Experts (SMEs) through the Officers Development Programs.



Environment

Metrobank understands the urgency of mitigating the effects of climate change. As a major financial organization with nationwide operations, Metrobank contributes to environmental protection and conservation by working to lessen our footprint year on year, and by investing and aligning ourselves with ecologically-responsible customers, suppliers, and business partners.

We embrace a collaborative strategy by partnering with government and industry peers.

Ultimately, our goal is to weave environmental stewardship into the fabric of our operations, aligning with national and global efforts toward a more resilient banking industry.

OPERATIONAL ECO-EFFICIENCY (ENERGY, WATER, WASTE AND GHG)

We are dedicated to reducing our carbon footprint by implementing energy conservation policies and initiatives. Our proactive approach not only minimizes our environmental impact but also aligns with government initiatives aimed at addressing global warming and bolstering disaster resilience. Furthermore, we prioritize the development and promotion of environmentally friendly products that contribute to a healthier planet. In 2023, we have revisited our existing contracts, identified opportunities within our operations to transition to renewable energy where feasible, and engaged potential providers.

Our retail arm, PSBank, has made significant progress in reducing its carbon footprint through circularity in operations, renewable energy adoption, and materials management. By implementing a screening process for asset disposal, PSBank repurposed 68

office items, saving P1.5 million in acquisitions and reducing non-hazardous waste. Additionally, employee engagement contributed to recycling efforts. The bank achieved 100% renewable energy for its Head Office since March 2022 and partially extended this to a Los Baños branch, reducing energy costs. Digitization efforts have also substantially decreased paper usage through the Green PIN initiative and electronic statements, resulting in savings in materials and physical delivery trips.

Use of Energy, Water and Materials

At the core of our sustainability strategy lies a commitment to reducing our environmental footprint, a vital step in ensuring the long-term viability of our business. This commitment involves a comprehensive approach to managing energy, water, and material usage. In 2023, we accomplished 100% replacement lighting fixtures to LED for six corporate centers, 56% progress for branches, 100% progress for branches, 100%

transition to inverter-type air conditioning units in four centers, and 100% installation of motion sensor as part of energy efficiency efforts in all corporate centers.

We aim to continuously evolve our policies, embrace new technologies, and execute more impactful sustainability projects to improve our sustainability performance.

Fuel Consumption

We closely track the fuel consumption of our service vehicles and standby power generators across corporate centers based on purchases for the year.

With the growing need to support onsite engagements of our expanding workforce, centers' reported fuel consumption increased by 7.8% in 2023. We also expanded fuel monitoring to include major centers in the provinces, increasing our generator set consumption

We are on our second year monitoring fuel use of branch network. In 2023, the fuel consumption of 95.0% of our domestic branches was at 53,545.9 liters. We plan to improve our data collection further with the emissions baselining project commencing in 2024.

Power Consumption

In 2023, we continued to track power usage across our corporate centers and domestic branches. Our total power consumption reached 55,739.7 megawatts per hour (MWh), remaining relatively flat compared to 2022's 55,601.8 MWh.

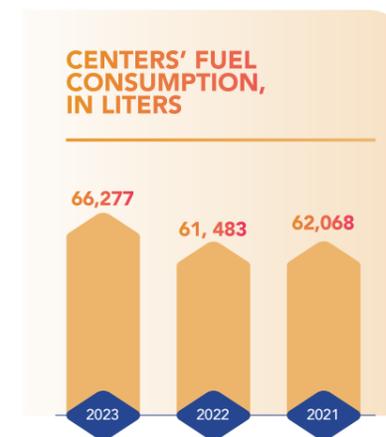
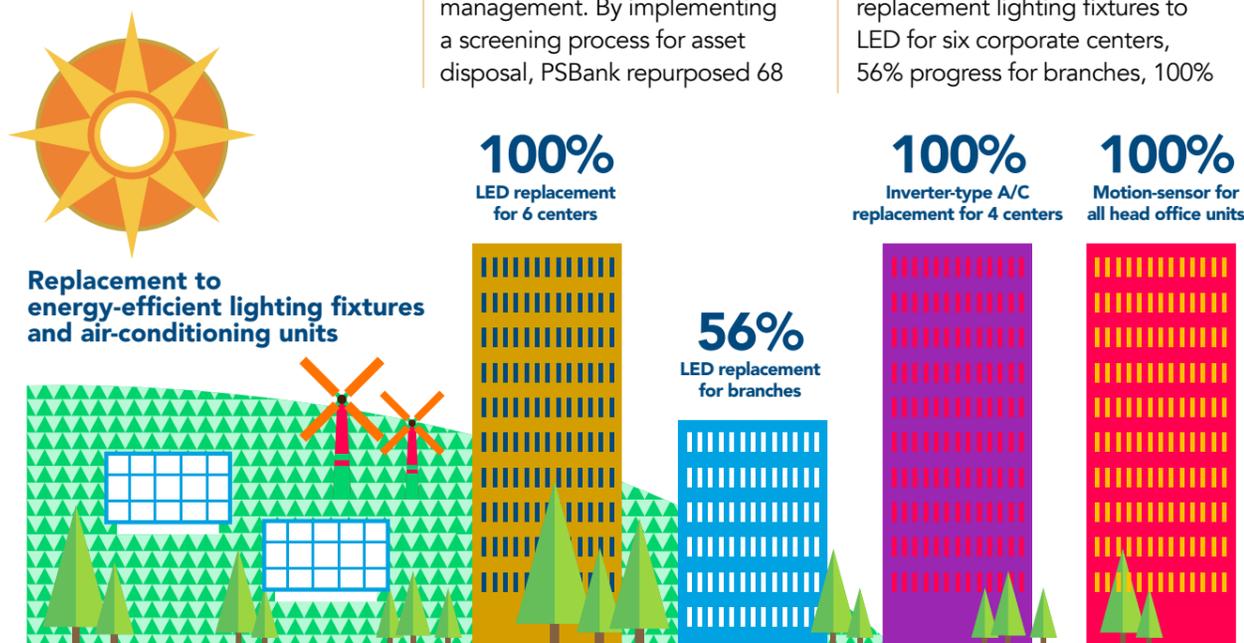
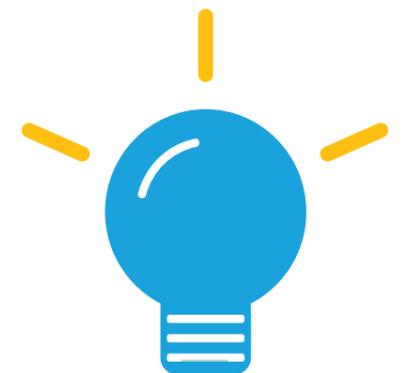
Breaking down our 2023 power usage, we determined that domestic branches were responsible for 71% of the total, with corporate centers contributing 29%. We're committed to further enhancing our data collection and management to accurately track power consumption across all locations.

Workplace Practices on Energy Efficiency

- Turn off computers after work.
- Turn off computer screens when not in use. Screens account for 10% of the total energy consumed even on standby mode.
- Switch off printers at the end of the workday. Printers consume energy even on standby mode.



- Turn off lights that are not in use (e.g., in conference rooms after meetings, after office hours).
- Take advantage of natural daylight. Turn off or dim lights when adequate sunlight is available to illuminate interior space.



Power Consumption in MWh			
	2023	2022	2021
Centers	15,962	16,240	17,473
Branches	39,777	39,361	29,027

DAANIN SA KAPLASTIKAN: TRANSFORMING PLASTIC WASTE INTO ENVIRONMENTAL ACTION



In Tagalog, the term “kaplastikan” typically connotes insincere relations or intentions. But in the offices of Metrobank, the word hums with a different vibe. Here, ‘Daanin sa Kaplastikan’ isn’t just a clever play on words; it’s a mantra for change, a testament to the transformative power of reimagining a negative situation into a chance to do good.

This campaign, initiated by Gina L. Viay, Head of Risk Management Group’s Business Continuity Department (BCD) as part of Purple Hearts Club ALAY RSK Chapter’s planned environmental project aims to reduce plastic waste and promote sustainability and environmental consciousness among Risk employees by collecting donated PET bottles and turning them into alternative concrete for building sidewalks.

The initiative yielded impressive results, accumulating 87.75 kilograms of donated plastic waste-filling a total of 31 bags, with Credit Risk Division (CRD) as the leading contributor. This

achievement underscores the power of collective action in addressing environmental challenges.

Behind the project’s success was the dedicated effort of Gina and her colleagues at Business Resilience and Risk Management Division, composed of Anton Limlengco, Alec Pocamas, Ryann Licuanan, Izza Tan, Cha Avila, Mabel Encila, headed by Mike Naval. The team, in charge of planning the Group’s Christmas party, employed various strategies, including launching the campaign through the RSK Christmas Party Contest on National Environmental Awareness Month, providing clear objectives and goals, and emphasizing the broader environmental impact of their actions. By tapping into their sense of responsibility towards the environment and future generations, they motivated the entire Risk Management Group to participate actively in the initiative.

Gina’s discovery of upcycling sprouted from the fertile grounds of her household. “We separate every waste

item, especially plastics, which can be brought to the junk shops so they can be recycled or reused for another purpose,” Gina shares. Her interest in sustainable waste management and the UN SDGs can be traced back to conversations with her husband, Willy Viay, who leads projects on alternative building materials, like crushed PET bottles, as partial substitute for sand in concrete composites. “Our daughter, Danna Viay, who is also a Metrobanker, also donates plastic to another sustainability project – The Plastic Flamingo,” Gina reveals. The Viay household exemplifies a mini-ecosystem of sustainability, proving that unified action, no matter how seemingly small, is enough to spark significant change.

Looking ahead, Gina envisions “Daanin sa Kaplastikan” as a bank-wide initiative. With dedication and concerted effort, Gina believes Metrobank can set an example for other organizations in promoting sustainable practices and environmental stewardship.

“Daanin sa Kaplastikan” exemplifies the power of individual initiative and collective action in addressing pressing environmental issues. With sincerity and care, Metrobank and its employees prove that even the smallest actions can lead to significant change.



- Reduce the operating hours of appliances and equipment (e.g., turn off air conditioning units in the lobby or teller’s area after banking hours).
- Regularly request maintenance or cleaning of appliances and equipment (e.g., A/C unit) from the General Services Group (GSG) via the IT Service Portal.

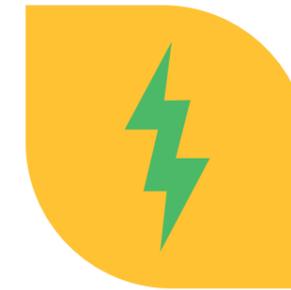


- Immediately report malfunctioning or leaking faucets, drinking fountains, etc., for repair to GSG via the IT Service Portal.
- Installation of motion sensors and energy monitoring devices across the facility



Metro Clean Energy Feeder Fund

With the Metro Clean Energy Equity Feeder Fund, Metrobank offers clients the opportunity to optimize their earning potential while supporting the shift from fossil fuel to clean energy. This unit investment trust fund invests in the BlackRock Global



METRO CLEAN ENERGY EQUITY FEEDER FUND

Funds (BGF) Sustainable Energy Fund - Class D2 (USD), which places at least 70% of its total assets in the equity securities of global sustainable companies including renewable energy technology, renewable energy developers, alternative fuels, energy efficiency, enabling energy, and infrastructure.

With the Metro Clean Energy Equity Feeder Fund, it is more affordable and accessible for Philippine clients to diversify their peso funds into these dollar-denominated assets. This approach simplifies access to a complex emerging market, allowing local investors to support environmentally responsible global energy companies while aiming for profit under the guidance of professional fund managers. It’s an investment that promises both financial gains and a positive impact on the climate crisis.

GHG Emissions

Our resource management strategy is focused on reducing greenhouse gas (GHG) emissions to mitigate environmental harm. We regularly

maintain our bank vehicles and generator sets to ensure they are in optimal condition, and conduct routine oil changes for vehicles and emission testing for generators. We are committed to developing new policies, embracing innovative technologies, and conducting research and feasibility studies on effective carbon reduction methods to enhance our performance further.

Measuring Our Carbon Footprint

We measure our carbon footprint using the GHG Protocol, the main global standard for calculating GHG emissions for both public and private sectors. Adopting the financial control approach, we accounted for 100% of emissions from our operations, using global and national emission factors related to fuel and power use. In 2023, our emissions totaled 40,290 tonnes of CO₂e, a slight increase from 40,087 tonnes in 2022. Notably, 99.6% of these emissions came from power consumption (Scope 2). We’re committed to monitoring our fuel and power usage and implementing energy conservation projects to manage our carbon footprint effectively. Additionally, we’re establishing a stable baseline for resource consumption across our corporate centers and domestic branches. Metrobank seeks to initiate establishing its Scope 3 emissions inventory aligned to international standards and local protocols to support the bank’s climate risk assessments.

METROBANK'S GREEN GUARDIAN: NIKKI ELAINE D. AMBULO



Nikki Elaine D. Ambulo, a team leader in our Commercial Banking Group, is making waves with her practical and impactful method of minimizing waste. Nikki has taken on the challenge of single-use plastics, a prevalent issue in our throwaway culture today. She collects various disposable items, including plastic bottles, utensils, and cleaning product containers, and donates them to The Plastic Flamingo, also known as The Plaf, a social enterprise that converts donated plastic waste into building materials for community projects, such as schools, housing, and household items, embodying the principles of a circular economy perfectly. Although Nikki has been conscious of single-use plastics since 2015, her interest took a turn in 2020 at the height of the pandemic lockdown when food deliveries and other necessities



were the norm. "When I noticed that we have already accumulated a lot of food containers and plastic utensils, I decided to look for organizations that accept plastics to put it to good use," Nikki shares.

Her search led her to look for companies that would not only recycle plastic waste but could also repurpose it into new, functional forms. Since August 2021, Nikki has been a regular contributor to The Plaf, dropping off over 100 kilos of plastic waste at various The Plaf locations around Metro Manila.

Her efforts did not end there. Soon, she began actively encouraging her friends and colleagues to participate, sharing information about how The Plaf promotes sustainable waste management practices. Nikki is optimistic about the future of upcycling at Metrobank.

UN SDG 12 calls for responsible consumption and production at every level of the socio-economic chain. With Metrobank, Nikki demonstrates that everyone can lead and participate in a circular economy. When asked if this initiative is something that could be adopted across Metrobank, Nikki says, "Yes, I think this can be adopted bankwide. We have already implemented this within Combank in The Shops by adding a recycling bin in the pantry, and many of our employees have willingly joined the initiative. Hopefully, we can encourage more and more people to participate."

Nikki's advocacy is a testament to the idea that we must become the change we seek in this world, a reminder that individual initiative, coupled with affirmative community relations, can genuinely make an impact.

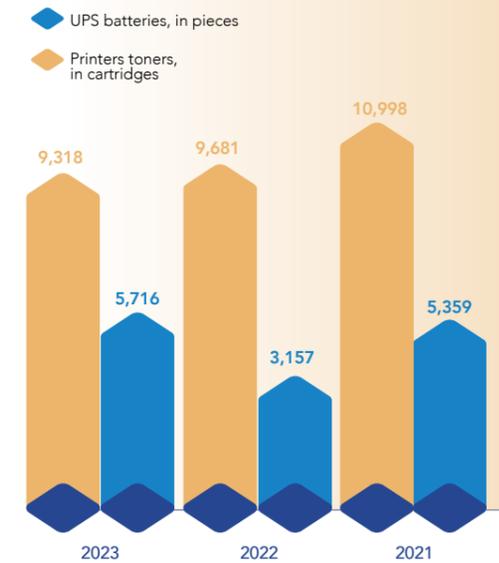
Water Consumption

We continue to track our water consumption across branches and corporate centers and plan to improve on our data collection following the 2023 emissions inventory.

Waste Disposal

Effective waste management is crucial to our environmental strategy and operational efficiency. Improper disposal poses environmental, legal, and reputational risks, we closely track waste generation, expanding our monitoring in 2023 to include nationwide branches. This year, we produced 299.4 tonnes of solid waste, with 109.5 tonnes from corporate centers. We also recorded and 14.7 tonnes

SUPPLIES USED



of hazardous waste from ink cartridges, fluorescent tubes, and generator set oil. This is the first year we have expanded the scope of our waste data collection aligned with DENR's Self Monitoring Report with the hope of improving our Solid Waste Management Program, which focuses on recycling and waste reduction. This includes designated bins for hazardous waste in compliance with DENR regulations.

We have also adopted paperless transactions and paper reuse in printing. Our waste reduction

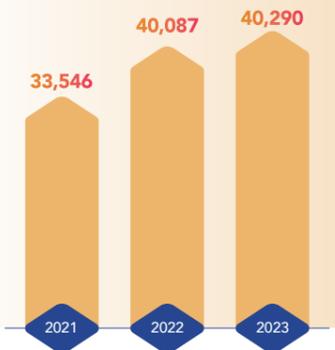
initiatives encourage employees to use email instead of printing, print only when necessary, reuse paper, store digital copies of documents, and reserve official stationery for work-related use, among other reminders.

Environmental Compliance

We have low tolerance for risks arising from environmental violations leading to regulatory fines. Thus, we ensure that we adhere to all applicable environmental laws, including appointing DENR-Pollution Control Officers to our corporate centers and branches.

In 2023, we have closely monitored and resolved 20 minor infractions through enhanced operational risk management.

TOTAL GHG EMISSION, IN TONNES CO₂E



Waste Generated Centers'			
	2023	2022	2021
Solid waste, in tonnes	110	31	26
Hazardous waste, in tonnes	38	8	5

Social

We are committed to enriching the social fabric of our communities. Through strategic partnerships, comprehensive programs on workforce empowerment, and a resolute commitment to corporate social responsibility, we aim to demonstrate how financial institutions can be powerful catalysts for social good.

The year 2023 marks another milestone in Metrobank's journey of empowering our employees and communities. The bank's dedication to diversity, inclusion, and employee well-being is exemplified through our various training and development programs for the year. In CSR and Philanthropy, the Bank has actively championed causes in health, education, arts, and livelihood through grants to organizations in partnership with government agencies and social development partnerships.

In all the work that we do, we ensure that universal human rights are protected and promoted. We enjoy our counterparties to work towards aligning with the Bank's commitment on preventing forced labor, child labor, and discrimination of any kind. The Bank also protects the freedom of assembly and collective bargaining of its employees. Furthermore, it works to protect the privacy and rights of its customers

Workforce Diversity

We value diversity in our workforce, recognizing it as a cornerstone of organizational strength. By bringing together individuals from various backgrounds, we create a rich tapestry of perspectives and skills that enhances our ability to meet the needs of an equally diverse customer base.

Our focus on diversity is not only about representation; it's about harnessing the unique contributions of each employee to foster a collaborative and inclusive environment. In doing so, we amplify productivity and reinforce Metrobank's commitment to being a progressive, forward-thinking institution in today's dynamic financial landscape.

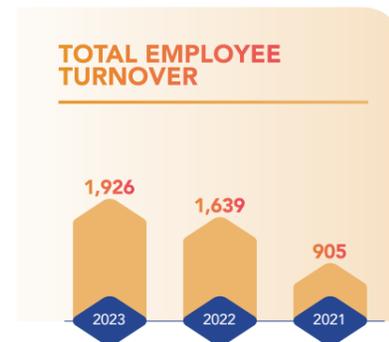


Women in the Workplace

Promoting gender diversity and professional growth is integral to our sustainability initiatives. The Metrobank EmpowHER campaign, launched during National Women's Month, establishes a platform for female leaders to share success stories, inspire colleagues, and foster a culture of equality. Emphasizing achievements, it creates a supportive women's network and provides educational resources for Metrobankers to understand and support women in their lives.

In the latest MetroVoice Employee Engagement Survey, we have learned from female Metrobankers that:

- 99% are proud to be part of the company
- 98% understand how their work contributes to the achievement of the Bank's goals and objectives,
- 94% feel that their job makes good use of their skills and abilities, and
- 95% believe that the organization's values guide them on a day to day basis.



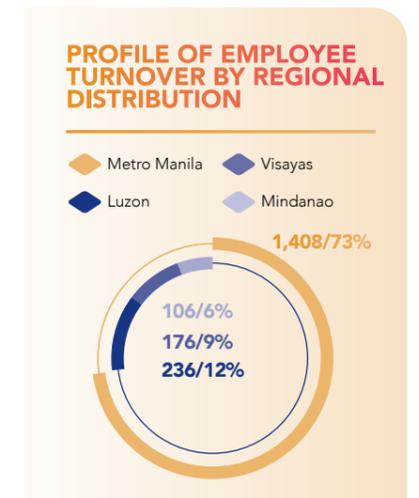
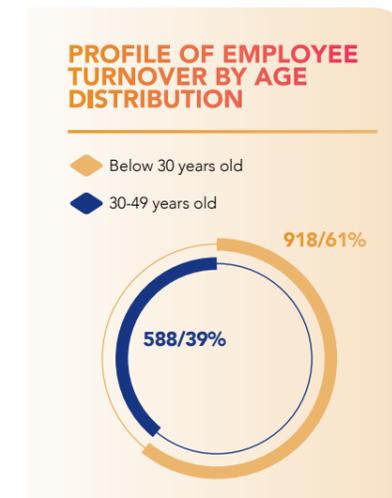
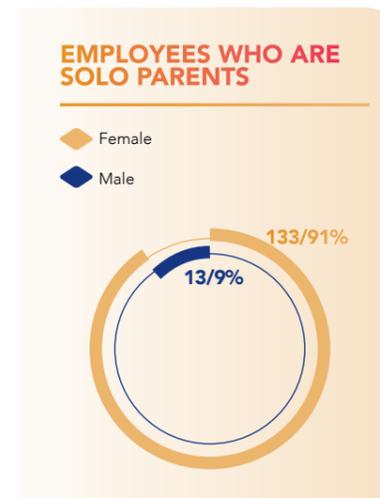
The EmpowHER campaign features impactful initiatives like the Breakthrough of Women Leaders, Purple Table Podcast, Webinar: HEroes supporting SHEroes with Maxicare, and the W.E. S.H.O.U.T. CSR program. Breakthrough highlighted 16 female leaders, fostering a network for leadership through MB Connect. The Purple Table Podcast showcased insights from three3 leaders on MB Connect. The Webinar educated Metrobankers on supporting women, and W.E. S.H.O.U.T. provided free surgeries for underprivileged indigent patients, reflecting Metrobank's holistic approach to empowering women at work.

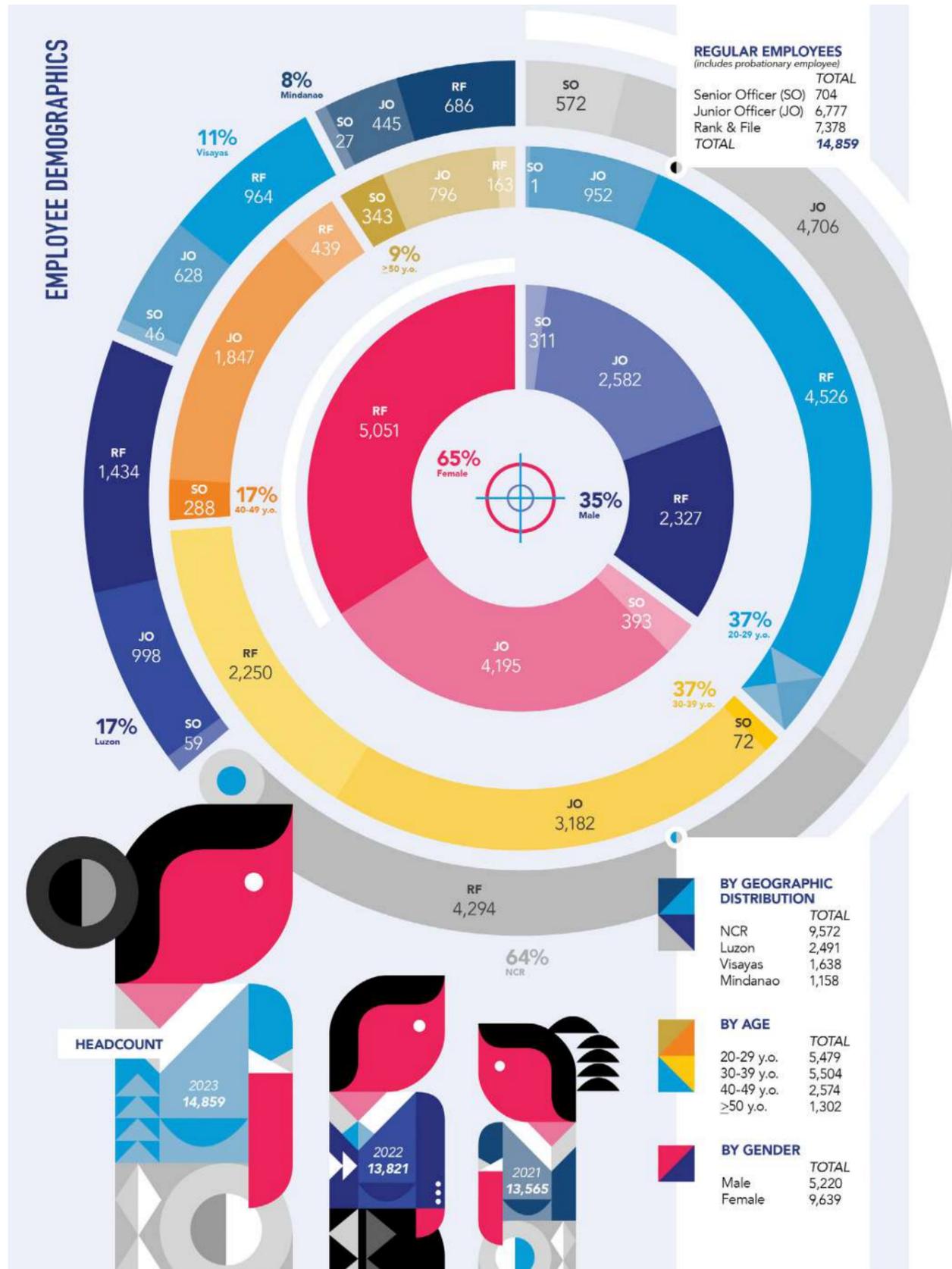
In 2023, 80% of Metrobankers were reached by campaign-related posts, and 77% actively participated in the Women's Women's Month webinar. Workplace engagement, including posts, likes, and hashtag use, was



a key indicator of success. The W.E. S.H.O.U.T. CSR initiative in 2023 raised P340,000, enabling 20 disadvantaged patients to undergo surgeries for the removal of uterine and ovarian tumors.

PROFILE OF EMPLOYEE TURNOVER IN 2023 (ATTRITION: 13.94%)





Talent Attraction and Retention

Our people are our greatest asset, and their growth and satisfaction drive our success. In 2023, our focus on attracting the right mix of talents and maintaining an inspiring work culture for our current employees remained steadfast.

Compensation and Benefits

We offer competitive salaries and benefits higher than the minimum local labor requirement. Aside from all the government-mandated benefits, Metrobank provides the following perks to all our permanent employees:

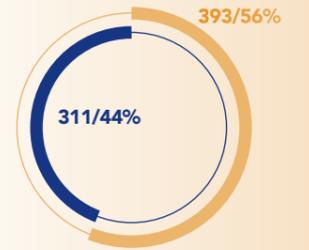
- Health benefits on top of PhilHealth
- 14th- and 15th-month pay
- Car plan or bank-assigned car service
- Financial assistance with low interest rates
- Clothing allowance
- Medical allowance
- Group Life Insurance Coverage
- Loyalty bonus
- Educational assistance to support continuing development
- Vacation leave benefits superior than Service Incentive Leave
- Maternity allowance on top of maternity leave
- Sick leave on top of SSS sickness benefit

We also have company policies for employees who wish to avail of the following benefits:

- Employee Medical and Dental Benefits
- Loan Privileges
- Allowances
- Educational Assistance Programs
- Retirement Plan
- Leave Privileges

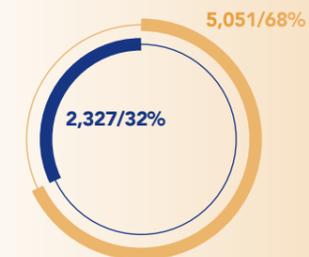
AMONG OUR SENIORS OFFICERS

- ◆ Total no. of women
- ◆ Total no. of men



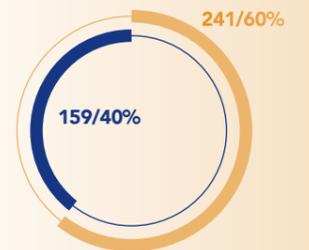
AMONG RANK-AND-FILE EMPLOYEES

- ◆ Total no. of women
- ◆ Total no. of men



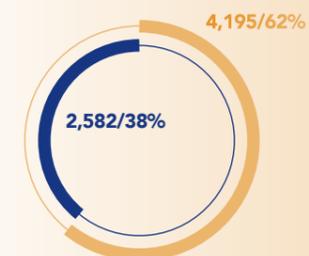
IN MANAGEMENT POSITIONS FOR REVENUE-GENERATING BUSINESS UNITS

- ◆ Total no. of women
- ◆ Total no. of men



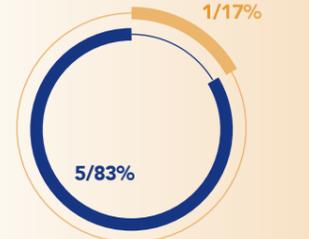
AMONG OUR JUNIOR OFFICERS

- ◆ Total no. of women
- ◆ Total no. of men



IN TOP-MANAGEMENT POSITIONS

- ◆ Total no. of women
- ◆ Total no. of men



Talent Acquisition

Metrobank promotes a vibrant, inclusive workplace by attracting and retaining top talent who inspire innovation and excellence. We invest in talent development, enhancing organizational capacity, and refining recruitment processes to facilitate employee career growth and advancement.

One of our key initiatives is the implementation of Strengthened Sourcing initiatives. This enables us to pinpoint and engage high-caliber candidates who resonate with our values and strategic objectives. We actively enrich our workforce with new perspectives and specialized

Compensation and Benefits 2023	
Ratio of entry-level wage to local minimum wage	125%
Base-entry-level salary of male and female employees	EQUAL
Male retention rate	95%
Return rate of employees who availed of maternity or paternity leave	100%
Rate of employees who availed of maternity benefits and were still employed 12 months after	94%

expertise through strategic sourcing and collaborations with educational and industry partners. Simultaneously, we focus on enhancing organizational capacity by providing customized training, mentorship, and leadership development programs. These initiatives empower our professionals to expand their skills and pursue advancement opportunities within Metrobank.

Moreover, our commitment to transparency and support manifests in streamlined internal recruitment processes, fostering seamless transitions and avenues for career advancement. organization. We empower our employees to pursue their aspirations within our organization through optimized workflows, enhanced communication channels, and clear pathways for internal mobility. Furthermore, we value employee feedback in shaping our talent strategies. We leverage platforms such as the Employee Feedback portal and dedicated engagement sessions to solicit insights, address concerns, and continuous improvement.

As evidenced by our accomplishments in 2023, with 2,966 new hires and a 20% job offer acceptance rate, our steadfast commitment to nurturing talent continues to yield tangible results, propelling Metrobank towards sustained growth and success.

Employee Engagement

We actively engage and motivate our employees by responding to their needs and providing multiple channels for open communication. These include regular check-ins with supervisors, HR Business Partner discussions, the HR Helpdesk on Facebook Workplace, annual performance reviews, town halls, sector meetings, conventions, and our Purple Hearts Club for employee volunteerism.

Each business unit also holds town hall meetings and performance discussions, allowing employees to give direct feedback and suggestions on their work experience. Additionally, all staff can access the Employee Feedback portal on our Insight Online channel, where our Business Systems Division addresses queries and concerns. Business units also participates in workshops to identify pertinent programs and projects aligned with their areas of focus and strength.

In July 2023, Metrobank conducted its bankwide employee engagement survey, Metrovoice administered by Willis Towers Watson. This comprehensive survey, conducted biennially, provides a platform for Metrobankers to anonymously express their sentiments regarding their experiences within the organization. The survey revealed a 92% sustainability engagement

score, affirming the remarkable engagement and motivation levels of 99% of participating Metrobankers.

Furthermore, six Labor-Management Committee (LMC) meetings were held between Management and the Union, serving as crucial forums for communication, strategy dissemination, and addressing work-related concerns raised by the Union. The frequency of these meetings not only fostered open dialogue but also solidified the collaborative commitment of both parties towards the welfare and prosperity of Metrobank employees. Metrobank remains dedicated to sustaining and enhancing employee engagement as we move forward, recognizing it as a cornerstone of our organizational strength and success.

Training and Development

Enhancing our organizational capability is key to meeting the needs of our stakeholders. In this area, we focus on developing our employees' skills by providing tailored learning solutions at the right time, aligned with our business goals. In 2023, we concentrated on three key areas of talent development:

Foundational Capabilities:

We offer courses on essential knowledge areas like core values and regulatory policies, including officer development programs. Topics covered include communication skills, continuous improvement, and industry compliance.

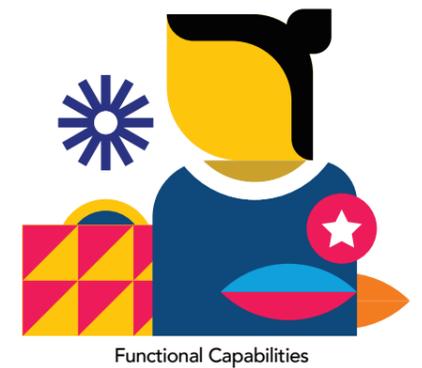
Functional Capabilities:

We specialize in training for roles like treasury and IT, with in-house programs for relationship managers and traders and external training for data analytics and information security. This also includes learning from internal experts and strengthening our cybersecurity.

Leadership Capabilities:

We focus on developing Leadership Behaviors on Intellectual Capacity, Interpersonal Skills, and Intensity in our leaders. Initiatives include LinkedIn Learning for People Managers, Executive Coaching for high potential, and localized mentoring circles to share best practices.

We partner with external e-learning providers to enhance the delivery and engagement of our training. The effectiveness of these programs is evaluated through assessments, on-the-job observations, and feedback, focusing on the training's relevance, the speaker's effectiveness, and the quality of learning facilities.



Average Training per employee			
	2023	2022	2021
In no. of hours	31.1	9.8	28.3
	Male		Female
Gender	26.5		33.6
	Senior Officers	Junior Officers	Rank and File
By employee rank	15.4	26.1	37.3

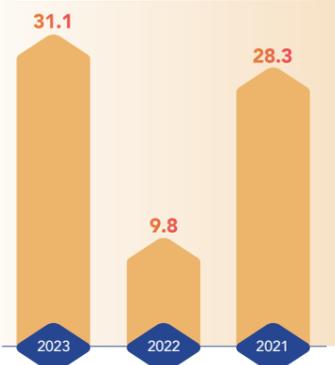
The bank has also taken active steps in hastening the development of ready now successors for key roles through cross posting assignments and immersions to prepare them for the imminent retirement of incumbent leaders.

Our Leadership Potential Assessment evaluates leadership potential, focusing on crucial metrics, irrespective of personal backgrounds. This assessment aids in hiring, promoting, and developing leaders capable of advancing our organization.

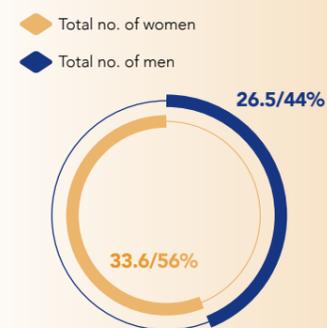
Our succession program closely monitors talent career paths, ensuring our employees' full potential is realized for our shared long-term success. Key initiatives include a 360° tool for assessing successor readiness, cross-posting assignments for key roles, and a comprehensive development program involving both asynchronous and synchronous sessions, mentoring, and grooming junior leaders for future roles. We continuously monitor critical talent management metrics, including ready-now successors for vital positions, attrition of identified successors, and attrition of high-potential individuals, ensuring talent management remains a central focus in our decision-making process.

Employees Eligible for Performance Review			
By Gender	2023	2022	2021
Male permanent	4,636	4,333	4,597
Female permanent	8,549	8,071	8,564
By Age			
< 30 years old permanent	3,659	3,886	3,778
30-50 years old permanent	8,313	1,240	7,801
> 50 years old permanent	1,213	7,278	1,582
By Rank			
Sr. Officer	701	615	573
Jr. Officer	6,405	5,883	5,990
Rank & File	6,079	5,906	6,598
TOTAL	13,185	12,404	13,161

AVERAGE TRAINING PER EMPLOYEE, IN NO. OF HOURS

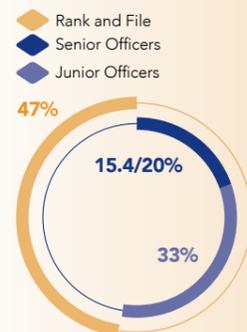


AVERAGE TRAINING PER EMPLOYEE BY GENDER IN NO. OF HOURS



In 2023, we prioritized impactful learning and development initiatives, achieving key milestones: the continuous delivery of core goals, the successful relaunch of the Ascend Leadership Program, the transition of key programs to hybrid or face-to-face formats, and increased LinkedIn Learning engagement. We reached a 100% delivery rate for committed learning programs, with an impressive average participant rating of 4 out of 5. We used questionnaires, on-the-job observations, and informal feedback to gauge learning effectiveness.

AVERAGE TRAINING PER EMPLOYEE BY EMPLOYEE RANK, IN NO. OF HOURS

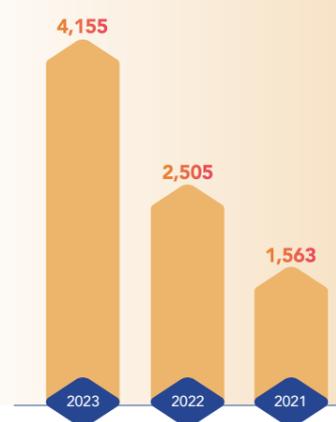


We are exploring mandatory E&S learning modules for all employees and specialized courses for specific functions.

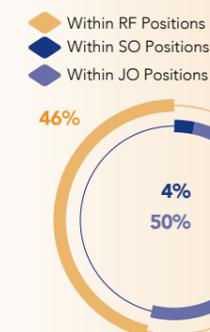
Career Development

We continue to identify and develop high-performing and high-potential talent through Talent Reviews. We also utilized our 360 tool to support readiness assessment of successors to ensure quality of next generation of leaders.

TOTAL PROMOTIONS



BREAKDOWN OF 2023 PROMOTIONS



MetrobankCARES Wellness Dimension



PHYSICAL

Health and fitness endeavors, including proper nutrition, physical activity, and behaviors that support body health

OCCUPATIONAL SAFETY & HEALTH

Ensuring a safe and healthful workplace by affording full protection against all hazards in the work environment

FINANCIAL

Having the ability to manage budgetary commitments, meet financial goals, protect against risks, save for contingencies or future needs

EMOTIONAL/MENTAL

Focuses on the ability to acknowledge and properly express feelings, including validating and managing emotions constructively.

FAMILY

Prioritizing care for the family that includes healthy mental functioning, productive activities, and fulfilling relationships with one another.

SOCIAL

Establishing beneficial connections with others and supporting harmony in these relationships

SPIRITUAL

Developing a purpose in life, having the ability to spend reflective time alone, taking time to reflect on the meaning of events in life, and acting for the welfare of others.

Occupational Health and Safety

At Metrobank, our dedication to occupational health and safety (OSH) is paramount, as we prioritize maintaining a secure and healthy environment for all stakeholders, including employees, clients, contractors, visitors, and the public. In 2023, we actively reinforced this commitment through the MetrobankCARES Program, Metrobank's health and wellness arm. This program upholds safety standards set by the Department of Labor and Employment (DOLE) and emergency and disaster preparedness protocols. Metrobank CARES takes a comprehensive approach, addressing physical, emotional/mental, social, spiritual, financial,

and occupational wellness, with three objectives: supporting employee well-being, enhancing productivity, and fostering a positive workplace experience.

Throughout the year, our efforts centered on empowering employees to take charge of their health through annual physical exams, executive check-ups, webinars, informative infographics, and health and wellness caravans across multiple Metrobank sites. Furthermore, we emphasized mental health and wellness, providing educational webinars on mental health, nutrition, and self-care, complemented by podcasts and online exercises. Programs like Mindful Moments and the MB Connect Reach Out

platform employees' emotional and psychological well-being. In 2023, our OSH programs received good participation from employees underscoring our commitment to ensuring a safe working environment. We maintained a record of 100% compliance with OSH regulatory requirements, coupled with diligent efforts to minimize reported work accidents and illnesses. Additionally, we provided comprehensive disaster and emergency management guidance, with our Workplace Safety Center vigilantly monitoring employee safety in real-time.

Meanwhile, our Health and Safety Committees remained vigilant in enforcing emergency protocols

and ensuring organizational compliance. Our holistic OSH management system encompasses compliance, emergency response, and employee wellness initiatives, fostering transparent communication among management, OSH personnel, and employees. With a steadfast commitment to achieving zero OSH incidents, we continuously strive to meet and exceed the Department of Labor and Employment's stringent requirements, emphasizing the importance of reportorial documentation, Hazard Identification, Risk Assessment and Control updates, regular training sessions, and emergency drills to address OSH matters effectively.

Responsible Labor Practices

We prioritize responsible labor practices as they enhance productivity, reduce compliance costs, lower turnover, and improve reputation. Our practices align with our long-term goals and enable us to provide a welcoming, safe and inclusive work environment to our employees.

Collective Bargaining

We support the right to freedom of association and collective bargaining. Our employee union, with 5,945 members (81% of our regular staff), is governed by a Collective Bargaining Agreement (CBA) for 2022-2024, concluded in 2021. Regular Labor-Management

Committee (LMC) meetings with the union foster harmonious relations and open communication, discussing labor standards and CBA implementation. In 2023, we held six LMC meetings.

Human Rights and Non-Discrimination

Commitment to human rights and equality is core to our values. Metrobank respects and supports international covenants such as the Universal Declaration of Human Rights, and the ILO Declaration on Fundamental Principles and Rights at Work.

In line with this, the bank shall not tolerate any form of forced or compulsory labor or child labor. We ensure equal treatment irrespective of race, gender, religion, or other protected characteristics.

Our Anti-Violence Against Women and their Children (VAWC) policy, aligning with Republic Act No. 9262, protects female employees from domestic abuse, offering up to 10 days of paid leave for related medical or legal needs.

We have also enforced an Anti-Sexual Harassment Policy since 2009, detailing unacceptable behaviors and their consequences and a process for handling complaints. Additionally, we have policies for HIV and AIDS Prevention, Mental Health, and Hepatitis B Workplace Control. In 2023, no discrimination incidents were reported.

Diseases/Principal Complaint	2021	2022	2023
Eye Diseases	61	66	110
Gastrointestinal Diseases	313	204	394
Genitourinary Illnesses	95	28	98
Head Illnesses	54	260	218
Heart And Blood Vessels **	363	373	228
Infectious Diseases	-	0	62
Mouth & Ent Diseases	537	1,050	410
Neuromuscular / Skeletal / Joints	135	0	372
Others***	60	0	695
Reproductive Illnesses	202	51	33
Respiratory Illnesses	137	35	631
Skin Diseases	196	209	244
Total	2,153	2,276	3,495

Employee Well-being

Employee well-being is a cornerstone of Metrobank's organizational culture, underpinned by robust policies and initiatives to foster a safe, inclusive, and supportive workplace environment. The Bank's Code of Conduct is central to this commitment, complemented by the HR Policy - Anti-Sexual Harassment Control Standards, which collectively ensure a zero-tolerance approach to misconduct and harassment. Additionally, our Risk Incident Reporting process provides a channel for escalating OSH-related issues, enabling prompt resolution and continuous improvement in workplace safety. Within our Business Units, certified First Aiders and Safety Officers, part of the Health & Safety Committee, address and mitigate OSH-related concerns, prioritizing the health and safety of all employees.

Moreover, Metrobank advocates transparency and accountability through its Whistleblowing Policy, empowering employees to report misconduct without fear of reprisal. This is complemented by our Collective Bargaining Agreement, incorporating a Grievance Process Procedure to ensure fair and equitable resolution mechanisms for rank-and-file and management personnel. Anchored in our Code of Conduct, clear standards of behavior and consequences for non-compliance reinforce a culture of integrity and accountability throughout the organization. Our commitment to non-

discrimination extends beyond policies to proactive measures, including implementing diversity-promoting initiatives, comprehensive training, and ensuring equitable treatment for all employees, regardless of race, gender, or other protected characteristics. Similarly, our management approach to human rights prioritizes fostering a workplace environment that respects and upholds human rights, ensuring diversity, fair treatment, and equal opportunity for all employees.

Metrobank leads various initiatives, such as Health and Wellness Caravans for employee well-being, offering essential products and on-site wellness activities. Additionally, our webinars which cover topics from drug-free workplaces to mental health resilience, equips Metrobankers with tools to prioritize their physical and well-being. Furthermore, Metrobank is committed to nurturing future talent while upholding children's rights through our Student Internship Program. Aligned with the Commission on Higher Education (CHED) Memorandum Order (CMO) No. 104, our program ensures that student interns are at least 18 years old at the start of their internship period, with equitable compensation practices aligned with prevailing minimum wage rates set by DOLE in their assigned localities. This commitment underscores our dedication to fostering a workplace environment where everyone can thrive and contribute to our success.

OUTSTANDING FILIPINO TEACHER: EDGAR R. DURANA



Recently honored with the 2023 Metrobank Outstanding Filipinos Award, Mr. Edgar R. Durana exemplifies passion beyond the call of duty as an exemplary educator for students with special needs. His innovative approaches in special education have broken down barriers, showcasing the profound impact of passionate teaching methods and enabling a more inclusive community for learning and integration.

Mr. Durana's journey as an educator started in high school when his teachers discovered his potential to become an educator. True enough, he heeded the call of teaching. Not only that, he also became a champion of a specialized field: teaching Persons with Disabilities (PWDs).

In 2004, his passion found him through a scholarship opportunity at the Philippine Normal University focused on studying how to nurture deaf kids.

This opportunity was not just a stepping stone but a gateway into a world of discovery in Special Education (SPED).

Nineteen years since receiving his scholarship, Mr. Durana is the creator of remarkable initiatives like "Project Be I.E. Ready," revolutionizing SPED by equipping teachers with the tools to embrace inclusive education through structured and research-based session guides.

The results of this program are impressive. Over 90% of participating teachers reported feeling more confident and equipped to overcome challenges. More importantly, students with disabilities experienced newfound motivation and confidence, with a notable increase in test scores and overall engagement. The school environment, too, became more inclusive, with students embracing diversity and supporting each other's learning journey.

Moreover, Mr. Durana's "SPED Income Generating Project" has been pivotal in promoting independence through entrepreneurship among learners with disabilities. Another project in collaboration with the Rizal Provincial Technical Education and Skills Development Center- Binangonan further bridges the gap between education and real-world application.

Today, Mr. Durana is recognized as a national and regional expert in SPED, serving as a consultant and resource person for various SPED programs and contributing to the nationwide implementation of inclusive education.

His life and accomplishments are just one of the ten remarkable stories of heroism that the Metrobank Foundation celebrated this year through our Outstanding Filipinos Award. His story echoes beyond the four walls of the classroom as testaments to the transformative power of dedicated educators in shaping a better world, in harmony with Metrobank's goals.

NOURISHING OUR SHARED FUTURE: FOOD FOR THE HUNGRY PHILIPPINES



Despite advancements in technology and economic growth, disparities in access to basic needs continue to persist. This reality is evident in the Philippines where daily, 95 children succumb to malnutrition and one in three is stunted. Amid these challenges, Food for the Hungry Philippines (FHP), a Christian NGO committed to eradicating poverty, stands out as a pivotal force for change. With a legacy spanning five decades and operations in over 20 countries, FHP empowers vulnerable communities through comprehensive programs in food security, health, education, livelihood, and disaster risk reduction, directly supporting 13,000 children and their families in the Philippines.

In response to the country's healthcare challenges, Food for the Hungry Philippines (FHP) has initiated programs bridging the gap in nutrition and health. One good example is the Scaling Up Health and Nutrition Project, focusing on the nutritional needs and education of children and their families.

A collaboration between FHP and the Metrobank Foundation Inc. (MBFI), Scaling Up Health and Nutrition is a school-based supplemental feeding introduced in 2023 to 50 school children ages 6 to 12 from La Paz Central School in La Paz, Leyte identified as severely wasted, wasted, and underweight for age. This program is complemented with nutrition education for their parents and caregivers on proper feeding practices and dietary intake.

Crop management education was provided to volunteer parents to ensure continuous food supply from their home gardens. While addressing affordable access to food, parents also learned

to incorporate nutritious vegetables into the daily meals they cook for their families.

Eight months into the project, the project has already achieved substantial results. Community gardens bloom with nutritious produce like radish, pechay, alugbati, and kangkong, and stories of children with remarkable health improvement underscore the changes being made at the grassroots.

This collaboration exemplifies how strategic partnerships and community engagement can create solutions. The success seen in La Paz serves as a model for how integrated approaches to health and nutrition can catalyze lasting improvements in child well-being, the kind of partnership that MBFI champions and will continue to support.

CORPORATE CITIZENSHIP AND PHILANTHROPY

The enduring legacy of our founder, the late Dr. George S.K. Ty, stands as a testament to the values of benevolence, assistance to others, and contribution to national advancement. Guided by his vision, we remain unwavering in advocating for social initiatives in critical areas such as education, peace and order, and the arts. These efforts reinforce our dedication to our nation's economic and social development. We recognize that our achievements are not solely measured financially but more so by the significant, positive impact we create in the communities we serve.

At the core of our Corporate Citizenship Strategy are the Metrobank Foundation and the Purple Hearts Club (PHC), which serve as vehicles for implementing our comprehensive community and social responsibility programs. The Metrobank Foundation, our corporate social responsibility (CSR) arm, aims to be the country's premier corporate philanthropic foundation, uplifting individuals and the sectors they represent. Guided by the values of "Excel, Engage, Empower" (3Es), we forge partnerships with various stakeholders to expand and sustain the impact of our CSR programs, providing links to communities and sectors that benefit from our social responsibility efforts.

Aligned with the UN Sustainable Development Goals, our Foundation is dedicated to transforming our aspirations into measurable outcomes within the next three years. We are focused on creating real social impact through key initiatives, including raising educational standards, fostering artistic development, and promoting thought leadership in Corporate Social Responsibility (CSR) through research and documentation. Our commitment to excellence is reflected in our core processes, which encompass recognizing and nurturing excellence, providing strategic grants, advocating CSR and social change, and building local and international partnerships.

To enhance our initiatives' effectiveness, we adopt a Results-Based Management Approach, monitoring progress monthly and performing annual analyses. Feedback through surveys, dialogues, and impact studies helps assess our programs' success and engage stakeholders, aligning with community needs and encouraging grassroots collaboration.

Community involvement is vital to our operations. We establish formal partnerships with government and non-government entities and work closely with Metrobank branches nationwide. These collaborations allow us to react quickly to disasters, open facilities, and offer volunteer opportunities.



We are focused on creating real social impact through key initiatives, including raising educational standards, fostering artistic development, and promoting thought leadership in Corporate Social Responsibility (CSR) through research and documentation.



METROBANK FOUNDATION'S KEY PROGRAM HIGHLIGHTS

Pillar	Program	Overview	Beneficiaries	
			2023	To Date
Health	Water, Sanitation, and Hygiene (WASH)	Financial assistance for the construction of handwashing facilities, toilets, and hygiene kits	4 elementary schools	
	Feeding & Nutrition	Distribution of food packs and long-term, multi-year feeding program	50 school children	
Education	Metrobank-MTAP-DepEd Match Challenge	Conducting nationwide math competition to help improve numeracy skills among the youth, participation of half a million students from public and private elementary and secondary schools all over the country	941 participants	
	Professional Chair Lectures	Strengthening key professions in the areas of law, health, public service, and governance. Distinguished officials become professional chairholders in the domains of public service and governance, law, liberty, and prosperity.	1 professional chairholder	92 professional chairholders
	National Teachers Month	Encouraging various sectors of society to pay tribute to the teaching profession in line with Presidential Proclamation No. 242 declaring September 5 to October 5 as National Teachers' Month	<ul style="list-style-type: none"> 93 partner organization 437,266 participants 	1,402 partner organizations
	Metrobank Scholarship program	Providing financial assistance to underprivileged but academically deserving students while instilling among scholars the value of 'paying it forward' for the gift of education they have received.	1,234 scholars	
	EDGE Teacher Training	An 8-week Structured Literacy Training for 100 public school educators in Metro Manila. Under this program, teachers will learn how to strengthen students' skills in phonological awareness, fluency, vocabulary, comprehension, and writing.	100 public school teachers	
Arts	Support for Art Education and Cultural Heritage Education Program	Training in cultural heritage, including people in need, and capital assistance for project implementation for artistic projects and endeavors	55 live viewers	
	Outstanding Filipinos	Recognizing exemplary teachers, soldiers, and police officers for rendering service above and beyond their call of duty, inspiring and influencing their peers in their respective professions, and leaving a lasting positive impact on people and the country	30k reached on social media	705 awardees
	Metrobank Art & Design Excellence	Recognizing young Filipino artists' talent and hard work and continuously promoting Philippine art and culture. We also conduct efforts to preserve and enrich the MADE art collection as part of MADE's contribution to local art history and cultural heritage	147 attendees onsite	428 Grand Awardees

PURPLE HEARTS CLUB

Pillar	Program	Overview	Beneficiaries	
			2023	To Date
Livelihood	Product Development and Skills Enhancement	Targeted towards agribusiness and multisectoral people in need partnership with ESFW	• 25 families	
	Helping Hands Employee Volunteerism	This program is partnered with its corporate social responsibility arm, Metrobank Foundation, Inc. (MBFI) in 2023 which includes feeding programs, financial literacy sessions for farmer-beneficiaries, and a Christmas Shoebox project for various institutions.	• 342 Metrobankers	
Special Interventions	Disaster Response	Relief assistance for survivors of natural calamities.	11,933 families	
	Financial and In-Kind Grant Assistance	Financial assistance is extended to socio-civic and non-government organizations as well as local and national government agencies whose projects/programs are aligned with the thrusts of the Foundation in health, education, arts, and livelihood toward the attainment of select Sustainable Development Goals (SDGs).	• 2,494,729 individuals • 11,933 families	
	2023 Bags of Blessing	This program is for beneficiaries chosen belonged to the poorest of the poor families who lack permanent shelter and source of income, vulnerable households earning below minimum wage, survivors of natural calamities, and members of the Indigenous Peoples tribes.	10,000 families	128,000 families



	Beneficiaries or Output	
	Description	2023
Overview	No. of PHC Chapters	85
	No. of volunteers	14,885
	Volunteers who served during CSR activities	
	Bank-wide	795
	PHC Chapters	546
	Donation Drive: Volunteers who donated	
	Bank-wide	13,251
	PHC Chapters	8,348
	Total amount of donations raised, in Php thousands	10,437,359.00
	Volunteer participation rate through service and donation efforts	
Bank-wide	13,321	
PHC Chapters	8,383	
Thrusts	Key Activities Conducted	Amount Donated
Education	Brigada Eskwela: School Clean-up and Repair	339,285.00
	Brigada E-skwela: Bag to school	
	Reading is Awesome: Book Donation Drive	
	Donation amount raised, in Php thousands	
Health	Medical Assistance for Women with Ovarian and Uterine Tumors	474,237.00
	Dental Mission	
	Dugong Metrobank Bloodletting Project	
	Total number of blood donors	
	Metro Manila 424	
	Countryside 393	
Community Assistance	Shoebox Project / Pamaskong Handog	9,600,717.00
	Sharing of Blessings / Lovebag Project	
	Donation for Children with Special Needs	
	Donation to Orphanage	
	Christmas Gift Giving for Agency Personnel	
Donation amount raised, in Php thousands		
Environmental	Tree Planting	23,120.00
	Donation amount raised, in Php thousands	

CHAPTER HIGHLIGHT: GSG CHANNEL OF BLESSINGS

Program/Activity	Brief Descriptions	Count Beneficiaries Reached/ Trees Planted
Turn Over of Donations to CRIBS FOUNDATION, INC., Antipolo, Rizal	GSG-Channel of Blessings Chapter volunteers extended help for a safe and loving home and environment for each child free from any form of violence or abuse. Volunteers also extended time to give care and development, healing and recovery to children needing special protection.	A total of 79 children (23 abandoned children, 26 sexually abused, and 30 independent orphans)
Sharing of Blessings 2023	GSG-Channel of Blessings Chapter volunteers chose well-deserving strangers for a bag of blessings containing grocery pack items and rice. This activity shows the life reflections of those needy and how Metrobankers realized how blessed we are through some piece of talks and interviews.	100 Deserving Less Fortunate Strangers along the Streets
Turn-over of Donations to Bahay Pagibig (House of Prayer - Pampanga)	GSG-Channel of Blessings Chapter volunteers helped the sick, homeless, and abandoned senior citizens by donating of their basic needs such as diapers, grocery items, toiletries, tumblers, clothes, and assorted medicines/vitamins.	49 residents, elderly men and women
Mangroves Tree Planting at Calatagan, Batangas	A simple activity for Metrobankers to help recharge ecological and environmental preservations. Coordinated with Metrobank Foundation and Toyota Philippines Inc.	Planted 3,000 Mangrove Propagules at 1 Barangay (Entire population of Brgy. Talisay, Calatagan, Batangas)
Dugong Metrobank	Blood Donation Activity GSG-Channel of Blessings Chapter volunteers will help assist the blood donors at 22F HRMG and other COB members who donated blood to save lives.	
Brigada Eskwela 2023 at Wawang Pulo National High School, Valenzuela	Donated school uniforms to deserving students of the adopted/chosen public school (Wawang Pulo National High School, Valenzuela City). GSG-Channel of Blessing believes that poverty does not hinder success in life. GSG-Channel of Blessings Chapter volunteers will help the students by providing them with free school uniforms as they are using during their school days.	33 High School Students (well-deserving chosen Special Awardees)
National Teachers Day Celebration	Celebrated National Teachers Day Month with Metrobank Foundation initiated booth at MOA Exhibit for 2023 Manila International Book Fair (MIBF) Booth) with distributed appreciation tokens to some of the teachers.	Public & Private Teachers celebrated at MIBF, MOA, Pasay

Program/Activity	Brief Descriptions	Count Beneficiaries Reached/ Trees Planted
Turn Over of Donations to Concordia Children's Services, Inc., Sta. Mesa Manila	Coordination has been done with their wishlist items that could be purchased with our collected resources. This organization is dedicated to building and nurturing abandoned children and assisting underprivileged youth. Concordia Children's Services Inc. has been tirelessly working towards improving the lives of less fortunate children in our community. Their mission aligns perfectly with our company's commitment to social responsibility and positively impacting the lives of those in need.	26 Orphaned Children *Eldest- 9 y/o *Youngest- 2 y/o
Brigada Eskwela at Basud Elementary School, Sorsogon	Assistance program and turnover of donations to in need students of a public school- Basud Elementary School. This school is located in a rural area in the province of Sorsogon. GSG Channel of Blessings Chapter was very happy to extend help to dedicated students, faculty, and staffs of the said school. GSG-Channel of Blessings Chapter volunteers will help the well-deserving students, faculty and staff, and teachers of Basud Elementary School by providing them with facility tools and equipment.	350 grade school students
Shoebox Project 2023	GSG-Channel of Blessings Chapter volunteers extended the support and continued participation in celebrating Christmas with love for the less fortunate IP students of the chosen school in the Rizal area. Puray Elementary School has been home and light of Indigenous People (IP) Dumagat-Remontado Tribe since 1950s. It is located in the heart of Brgy. Puray, Montalban (Rodriguez, Rizal) School at the province of Rodriguez (Montalban), Rizal.	535 Indigenous People (IP) Students of Puray Elementary School
Recognition and Gift Giving for Metrobank Center Janitors and Maintenance Team	GSG-Channel of Blessings Chapter initiated yearly appreciation and recognition for the industrious and cheerful Metrobank Center's Housekeepers through giving of simple Christmas grocery packages and cash gifts for them to take home for their families and enjoy celebration of Christmas season.	27 Personnel of Metrobank's Housekeepers (DIARS Team)

YOU'RE IN GOOD HANDS: MOVING FORWARD TO 2024 AND BEYOND



By enhancing our risk management frameworks, advancing climate preparedness, and fostering strong community and stakeholder relationships, we assure investors and clients that their trust in us is well-placed.”

As we advance into 2024, Metrobank positions itself at the forefront of the local banking industry's shift toward sustainability and improved resilience, reinforced by our deepening commitment to Environmental, Social, and Governance (ESG) principles.

Metrobank's Environmental and Social Risk Management (ESRM) framework sets a robust foundation for our journey. We are working on upgrading our greenhouse gas (GHG) emissions inventory, a crucial step in refining our assessment, management, and disclosure of climate-related impacts, aligning our efforts with global standards and future regulatory expectations.

ESRM FRAMEWORK INTEGRATION

A cornerstone of the bank's agenda is continuing our efforts to integrate our ESRM framework into existing control standards and operational procedures. We've achieved significant milestones in mapping critical sites and enhancing our business units' engagement strategies in lending, investing, and procurement practices. Through collaborations to consolidate data in line with reporting standards—such as the Philippine Sustainability Reporting Guidelines, Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), and the International Financial Reporting Standards (IFRS) S1 and S2 Standards—we are enhancing our sustainability and climate disclosures.

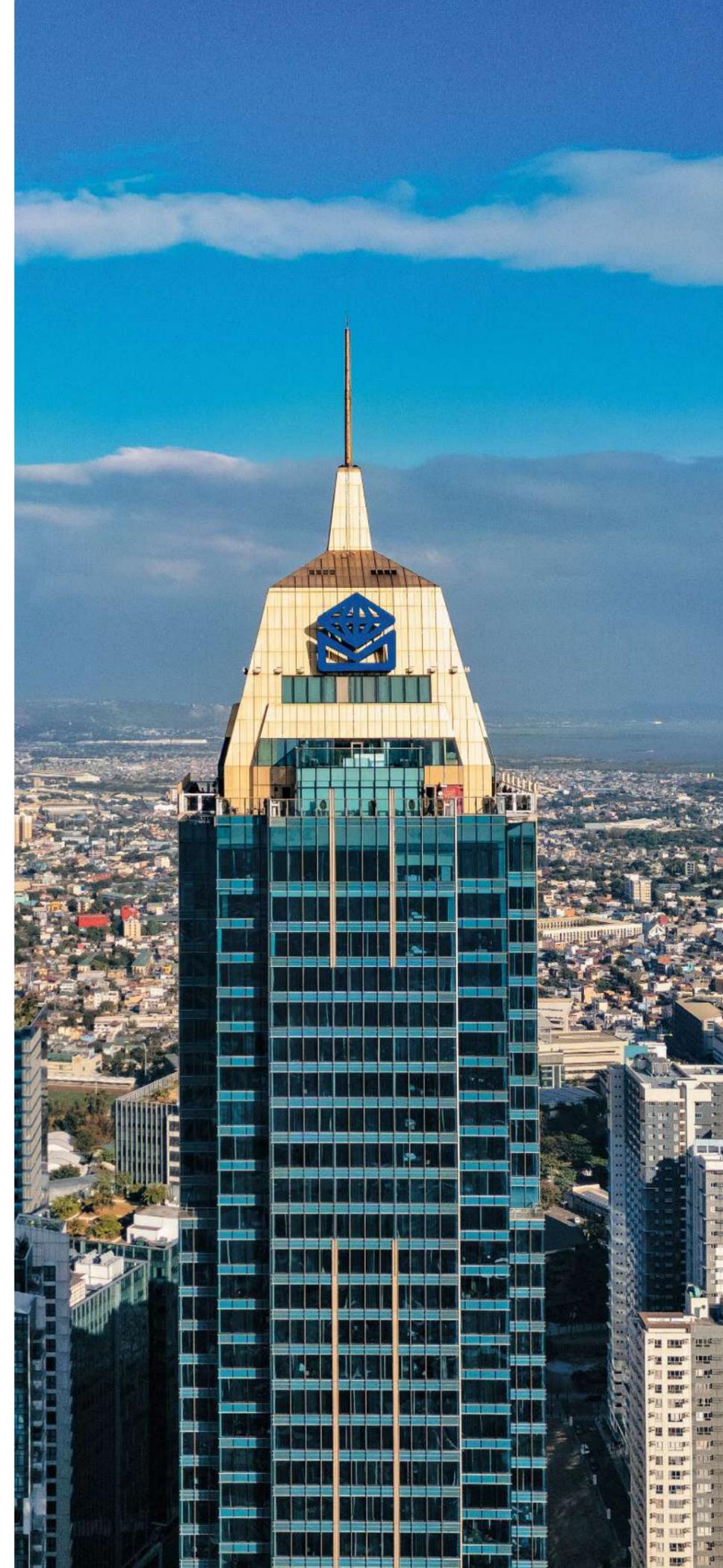
Moreover, our active participation in ESG ratings assessments and engagement with stakeholders, including investors and clients,

other counterparties, and civil society groups, enriches our risk management framework, ensuring comprehensive sustainability reporting and diligent oversight of high-risk sectors.

ADVANCING CLIMATE RISK PREPAREDNESS

Our commitment to climate resilience extends to refining our risk mapping and stress testing frameworks. These initiatives align with international best practices for financial institutions, evaluating our exposure to physical and transition-related climate risks. By improving our GHG emissions inventory across Scopes 1, 2, and 3, we are laying the groundwork for decisive action toward decarbonization and enhanced climate resilience. Through the Metrobank Foundation, we aim to strengthen community ties and assess project-related risks, focusing on SDG-aligned proposals and impact measurement.

Metrobank's strategic ESG initiatives for 2024 and beyond demonstrate our emerging leadership role in the local banking industry's shift towards sustainability. By enhancing our risk management frameworks, advancing climate preparedness, and fostering strong community and stakeholder relationships, we assure investors and clients that their trust in us is well-placed.



**BOARD OF
DIRECTORS**



Arthur Ty
Chairman



Francisco C. Sebastian
Vice Chairman



Fabian S. Dee
President



Angelica H. Lavares
Independent Director



Juan Miguel L. Escaler
Independent Director



Philip G. Soliven
Independent Director



Alfred V. Ty
Director



Solomon S. Cua
Director



Vicente R. Cuna, Jr.
Director



Edgar O. Chua
Independent Director



Jose Vicente L. Alde
Director



Marcelo C. Fernando, Jr.
Independent Director

SENIOR ADVISERS



Hon. Artemio V. Panganiban
Senior Adviser
Retired Chief Justice, Supreme Court
of the Philippines
Chairman, Board of Advisers,
Metrobank Foundation



Dr. David K.P. Li
Senior Adviser
Chairman/CEO, Bank of East Asia, Ltd.
Hong Kong



Gabriel Chua
Senior Adviser
President, Solid State Multi
Products Corp.



Carlos S. Chan
Senior Adviser
Chairman, Liwayway Marketing Corp.
Chairman, Chan C. Bros, Inc.
Chairman, Liwayway (China) Co., Ltd.
Special Envoy of the President
for the People's Republic of China

ADVISERS



Mary V. Ty
Adviser
Adviser, GT Capital Holdings, Inc.
Adviser, Federal Land, Inc.
Adviser, Manila Medical Services, Inc.
Trustee, Metrobank Foundation, Inc.



David O. Chua
Adviser
Director, First Philippine Holdings Corp.
President, Cathay Pacific Steel Corp.
Vice Chairman, University of the East
Trustee, University of the East –
Ramon Magsaysay Memorial Medical
Center, Inc.
Vice President, Federation of Filipino-
Chinese Chambers of Commerce
and Industry, Inc.
Former Director, Philippine Stock
Exchange

SENIOR OFFICERS

as of December 31, 2023



Left to right
Joshua E. Naing, Senior Executive Vice President; Aniceto S. Sobrepeña, Executive Vice President;
Mary Mylene A. Caparas, Executive Vice President; Fernand Antonio A. Tansingco, Senior Executive Vice President



Senior Vice Presidents - Left to right
Jose Antonio O. Vasco, Charlotte T. Bilongilot, Ramon Jaime L. Vivencio Del Rosario,
Anna Therese Rita D. Cuenco, Homer Gerrard L. Ortega, Emmeline D. Go



Senior Vice Presidents - Left to right
Marthyn S. Cuan, Melizza Doris L. Guiao, Digs A. Dimagiba, Hiroko M. Castro,
Frances Gail E. Male, Bernardino D. Ramos



Senior Vice Presidents - Left to right
Angelica S. Reyes, Rommel Enrico C. Dionisio, David S. Ong, Christine Y. Castillo,
Jocelyn L. Bata, Antonio R. Ocampo Jr., Harrison C. Gue

SENIOR OFFICERS



Senior Vice Presidents - Left to right

Leandro Antonio G. Santillan, Maria Lizette B. Perez, Nelson G. See, Lita S. Tan, Renato K. De Borja Jr., Cesar P. Nicolasora Jr.



Senior Vice Presidents - Left to right

Christian D. San Juan, Ricardo Leon N. Pedrosa, Christian Paul Philippe D. Orlino, Mary Rose S. Tiamson, Anthony Paul C. Yap, Aline A. Novilla

Not in photo:

David Peter B. Holmes, Senior Vice President

BOARD OF DIRECTORS PROFILE

Arthur Ty

Chairman
Director since April 2002
57 years old
Director, GT Capital Holdings, Inc.*
Vice Chairman, Philippine Savings Bank*
Chairman, Metropolitan Bank (China) Ltd.
Advisor, AXA Philippines
Advisor, First Metro Investment Corp.
MBA, Columbia University, New York

Francisco C. Sebastian

Vice Chairman
Director since April 2002
69 years old
Chairman, GT Capital Holdings, Inc.*
Director, Metro Pacific Investments Corporation
Director, Federal Land, Inc.
AB Economics, Ateneo de Manila

Fabian S. Dee

President/Director
President/Director since April 2012
(also served as Director from September 2007 to March 2011)
61 years old
President, Bancnet, Inc.
Trustee, Metrobank Foundation, Inc.
Former Director, Bankers' Association of the Philippines
Former Chairman and Director, Metrobank Card Corporation
Former Chairman, LGU Guarantee Corporation
Former Chairman, Metro Remittance Singapore PTE Ltd.
Former Chairman, SMBC Metro Investment Corporation
BS Management Engineering, Ateneo de Manila

Alfred V. Ty

Director
Director since September 2015
56 years old
Vice Chairman, GT Capital Holdings, Inc.*
Vice Chairman, Metro Pacific Investments Corporation
Chairman, Toyota Motor Philippines Corporation
Chairman, Lexus Manila, Inc.
Chairman, Federal Land, Inc.
BS Business Administration, University of Southern California

Vicente R. Cuna, Jr.

Director
Director since April 2014
61 years old
Head, Enterprise Services Sector, Metrobank
Vice Chairman, Philippine Savings Bank*
Former Chairman, Orix Metro Leasing and Finance Corp.
Former President, Philippine Savings Bank*
Former Director, First Metro Investment Corporation
AB Economics, De la Salle University

Solomon S. Cua

Director
Director since April 2018
68 years old
Chairman, AXA Philippines
Vice Chairman/Director, Philippine Racing Club, Inc.*
Advisor, Metropolitan Bank (China) Ltd.
Director, Grand Titan Capital Holdings, Inc.
President/Director, SC & SSC Holdings, Inc.
Director/Treasurer, Palm Integrated Commodities, Inc.
Former Chairman, Charter Ping An Insurance Corporation
Former Undersecretary of The Department of Finance
Masters of Laws, London School of Economics & Political Science

Jose Vicente L. Alde

Director
Director since April 2022
57 years old
President/Director, Philippine Savings Bank*
Chairman, Sumisho Motor Finance Corporation
Trustee, Chamber of Thrift Banks
Former Director, Metrobank Card Corporation
MBA, Asian Institute of Management

Edgar O. Chua

Independent Director
Director since April 2017
67 years old
Independent Director, Integrated Micro-electronics, Inc. *
Independent Director, First Gen Corporation*
Independent Director, JG Summit Petrochemical Corporation
President and CEO, Cavite Holdings Inc.
Chairman, Makati Business Club
Chairman, De La Salle Philippines
Advisor, Coca Cola Bottlers Philippines
BS Chemical Engineering, De La Salle University

Angelica H. Lavares

Independent Director
Director since April 2019
70 years old
Teaching Fellow, Institute of Corporate Directors
Independent Director, Prulife UK
Independent Director, Rural Bank of Silay
Former Executive Vice President, Bank Of Commerce
Former Chief Legal Counsel and Compliance Officer, Metrobank
Bachelor of Laws, University of the Philippines

Philip G. Soliven

Independent Director
Director since May 2020
62 years old
Vice Chairman, Multico Prime Power Inc
Treasurer/Director, American Chamber of Commerce Philippines
Director, Rotary Club of Makati
Former Vice President, Bank of Boston, Singapore
Former Director, First Metro Investment Corp.
Former President, Cargill Philippines Inc.
Business Management, Ateneo De Manila University

Marcelo C. Fernando, Jr.

Independent Director
Director since April 2021
63 years old
Director, AIC Group of Companies Holding Corp.
Member, AIM Board of Trustees
Former Treasurer, SM Investments Corporation (SMIC)*
Former Managing Director, Citibank N.A., Philippines, Citibank N.A. Thailand
MBA, Asian Institute of Management

Juan Miguel I. Escalar

Independent Director
Director since April 2022
57 years old
Country CEO/Director, Trusting Social AI Philippines
Director, ESE Realty Corp.
Director, URBANHOME Corp.
Former Co-Head-Investment Banking, Credit Suisse Philippines
Former Executive Director, Goldman Sachs Singapore
Former Director, Merrill Lynch, Singapore
Former Vice President, ING Bank Manila
MBA, Columbia University

* Publicly listed

SENIOR OFFICERS

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Abes, Kathryn Francis B.
 Abueg, Alona A.
 Ajos, Jay Nazarene Christene A.
 Alcantara, Jose Miguel Paolo F.
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 Antonio, Leilani Anacleta F.
 Arjonillo, Carolina K.
 Asuncion, Ma. Agnes Celestina A.
 Barlis, Armand B.
 Beltran, Ma. Jizzelle Lee M.
 Bulatao, Ralph Paul R.
 Cabral, Emmanuel R.
 Capili, Judy Grace D.
 Centena, Mia S.
 Chan, Marie Chorie Candice R.
 Chua, Cristina C.
 Chua, Claudine U.
 Cocabo, Jinnah E.
 De Los Reyes, Jonas R.
 De Paz, Ma. Cecilia B.
 De Vera, Rosanna F.
 Dela Cruz, Jon Sherbert G.
 Domingo, Jean Pauline P.
 Esguerra, Nicanor Jr. P.
 Fang, Kurt Ellyson C.
 Faustino, Joseph S.
 Gabaldon, Ma. Cristina B.
 Gan, Grace P.
 Garcia, Jose Ramon C.
 Gatuslao, GERALYN Q.
 Gloriani, Emelita A.
 Go, Maria Elena R.
 Jimenez, Pamela I.
 Koa, Alicia K.
 Lamzon, Ken Brian P.
 Legaspi, Elizabeth B.
 Leh, Paul Terence T.
 Lim, William C.
 Lindo, Ely Roy B.
 Lo, Christy T.
 Lomigo, Happy Mar S.
 Lu, John Christopher C.
 Malagar, Kathryn Kay T.
 Mangaban, Neliza B.
 Mapa, Juan Placido, III T.
 Maraingan, Rey T.
 Marcelo, Kim S.
 Medalla, Maria Nelia S.
 Mendez, Diana Lou N.
 Mercado, Elmer K.
 Millonado, Maida Lourdes E.
 Mozo, Michelle Anne G.
 Navarro, Mary Grace L.
 Ng, Natalie T.
 Ochoa, Marie Antoinette M.
 Olonan, Minda Claver A.
 Ong, Maria Rita Purificacion V.
 Padilla, John L.
 Palao, Katherine G.
 Panlilio, Janella Marie R.
 Pascioles Jr, Arnulfo B.
 Pasimio, Mikael Angelo S.
 Peña, Jideo V.
 Pilares, Karina R.
 Plofino, Jose Caesar B.
 Portugal, Jocelyn Joy Y.
 Que, Winny S.
 Reyes, Maria Cristine D.
 Reyes, Christopher Hector L.
 Rivera, Teddy D.
 Salazar, Robert Manuel B.
 Sia, Cherie S.
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 Simbulan, Mylene S.
 Sio, Midel A.
 Sirban, Cynthia P.
 Tan, Jennifer G.
 Tan, Helen L.
 Tan, Tiffany L.
 Tan, John Paul V.
 Tatel, Jay S.
 Tobias, Benigno G.
 Tolentino, Lorna Y.
 Trinidad, Maria Elena Z.

Ty, Zandra M.
 Uybocho, Mercedes Desiree P.
 Velez, Ma Christina A.
 Victoriano, Randall D.
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 Wong, Jay S.
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 Zamora, Ruben L.

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 Antonio, Rodolfo E.
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 Aquino, Christopher Ryan P.
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 Bautista, Ildemarc C.
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 Bernas, Ruby Rosa O.
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 Bilbao, Thomas Wilfrido R.
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 Castro, Miriniza C.
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 Cheng, Elsinore Camille Y.
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 Chua, Cybin A.
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 Concepcion, Crisanto M.
 Concepcion, Paul John T.
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 Corpuz, Cristopher D.
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 Cruz, Darius M.
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 Delos Santos, Ma. Victoria D.
 Delos Santos, Ma. Victoria D.
 Dimatatac, Wivina R.
 Dy, Dennis U.
 Enriquez, Albert T.
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 Estacio, David Ignacio C.
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 Ferrer, Joanne O.
 Florendo, Eugenia A.
 Gaffud, Geraldine G.
 Gamier, Laurence Cloyd G.
 Geronimo, Alizzabeth O.

Gloria, Arthur Robert C.
 Go, Nathaniel D.
 Golangco, Margaret C.
 Gonzales, Iris B.
 Gregorio, Arleen Gay L.
 Grey, Bianca Denise J.
 Guino, Frances Lea C.
 Hernandez, Maria Zarah C.
 Herradura, Renalita L.
 Icban, Ma. Theresa V.
 Imperial, Ryan O.
 Javier, Shahlena G.
 Jayme, Johann Therese L.
 Jose, Dino R.
 Kaamiño, Francis Joseph P.
 Lagman, Andro Jose M.
 Lao, Karen D.
 Lasala, Maria Celeste F.
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 Legaspi, Elizabeth D.
 Leonardo, Carlilla S.
 Leung, Ramir M.
 Lim, Walter C.
 Limpin, Irmimo Noel R.
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 Ngo, Ma. Victoria G.
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 Pecaña, Genevieve C.
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 Rabot, Joel U.
 Rabuya, Nick Laverne V.
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 Ramos, Anna Victoria B.
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 Reyes, Maria Sharon C.
 Rodriguez, David Lloyd D.
 Romaraog, Janylou M.
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 Rosario, Bernadette S.
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 Roxas, Eriberto Pedro Antonio C.
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 Samson, Melissa Marie L.
 Sanchez, Alfredo Jr. C.
 Santos, Vanessa Grace Y.
 Serrano, Alvin T.
 Sierra, Diana O.
 Singanon, Sophia Monica G.
 Siuchi, Reynaldo C.
 Sioson, Michelle Odette D.
 Siy, Vida Jordana C.
 Soway, Maria Theresa Z.
 Suarez, Maria Victoria A.
 Sy, Sheryll Jane G.
 Tan, Catherine C.
 Tan, Vivien V.
 Tan, Edgar Rey S.
 Tan, Edward Eli B.
 Tan, Mary Janet S.
 Tan, Andrew S.
 Terobias, Carlsten A.
 Tom, Albert Arnold A.

Tuason, Maria Angelica D.
 Tuazon, Raymund R.
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 Uy, Archie L.
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 Valerio, Tricia H.
 Varquez, Esther T.
 Verceles, Josefina Janet F.
 Villegas, Karina B.
 Wong, Charlene U.
 Yabut, Mark Dexter D.
 Yap, Francisco P.
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 Yee, Mary Ruth Frances M.
 Yee, Michael B.

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 Cardona, Laura Twinkle T.
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 Castro, Jr. Rexallen B.
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 Dee, Dino G.
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 Dy, Liza M.
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 Emralino, Geraldine V.
 Era, Marie Charisse Camille C.
 Escalona, Ferdinand C.
 Espera, Eloisa P.
 Espineda, Marylou V.
 Eustaquio, Christopher John H.
 Fabroa, Ferdinand Franklin E.
 Famoso, Wilma Flor R.
 Fantilaga, Elmo F.
 Fedelino, John Erwynne B.
 Fermin, Antonia Maribel M.
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 Filipino, Cristina T.
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 Fortin, Mariel T.
 Francisco, Charito D.
 Fresnido, Gregorio III B.
 Fuentes, Amiel G.
 Fulgencio, Nea M.

Gabot, Norman R.
 Gabriel, Eloisa A.
 Galicia, Olivia S.
 Galura, Eva Marie M.
 Garchitorea, Andrei Aino J.
 Garcia Jr., Romeo M.
 Garrido, Czarina E.
 Gayeta, Verlina N.
 Gaza, Kristine V.
 Geronimo, Isidro A.
 Go, Michael
 Go, Andrew Michael G.
 Goguanco, Ronald P.
 Gomez, James Vincent D.
 Gregorio, Ann Rozainne R.
 Guanzo, Jr. Eduardo Miguel H.
 Guevara, Ma. Joy P.
 Guntayon, Florencio B.
 Guzman, John Rommel M.
 Haveria, Melchor F.
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 Henson, Juan Marco S.
 Herrera, Jose Emmanuel K.
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 Hiteroza, Alyssa Nichole S.
 Hugo, Ann Soledad A.
 Ico, Ronaldo D.
 Ignacio, Roy B.
 Ilao, Niña Preciosa Y.
 Inocencio, Dietrich A.
 Isip, Jose Mari V.
 Jacinto, Myruh U.
 Jardeleza, Roderick T.
 Katigbak, Cristy D.
 Koa, Emily Joy S.
 Kua, Sharon B.
 Kua, Francis W.
 Kua Chun Ming, Kimberly T.
 Lampong, Annsille Gwendina D.
 Landrito, Michael Marion D.
 Lao, Nathaniel A.
 Lariosa, John Benecer III R.
 Larlar, Francis Rene B.
 Laude, Ronald V.
 Laudico, Laurence John D.
 Lawan, Marivic M.
 Ledesma, Rosalie H.
 Lei, Analisa B.
 Leocadio, Khristine Joy S.
 Leyson, Amelyn O.
 Liam, Cherrie Belle Y.
 Lim, Steve Robertson L.
 Lim, Anna Lissa S.
 Lim, Vernette C.
 Lim, Jennifer H.
 Lim, Arthur D.
 Lim, Christine Y.
 Lim Ang, Jennifer K.
 Lim, Jr. Joseph C.
 Lipana, Jene Michelle G.
 Lipat, Irene Ann Y.
 Lo, Jesus A.
 Lobendino, Michelle G.
 Lopez, Leonard L.
 Lozada, Nadja C.
 Lukban, Lilibeth N.
 Luna, Hansel R.
 Luzarraga, Myra O.
 Mabagos, Zerubena S.
 Mabunay, Ma. Clarissa S.
 Macabidang, Eloisa S.
 Madriñan, Daisy M.
 Magbual, Eugenio R.
 Malan, Joel Julio M.
 Malco, Aileen B.
 Maliwat, John Erwynne B.
 Mamangun, Joseph Lawrence A.
 Manatad, Sonia Grace A.
 Manio, Maria Cristina M.
 Manzano, Ivy Din A.
 Marcelo, Renan P.
 Marcos, Maureen Mafe D.
 Mariano, Evelyn D.
 Mariano, Jeffrey C.
 Mariano, Marian Louise F.

Mariano, Jr. Ernest Michael L.
 Marica, Alice R.
 Marquez, Pamela Jane M.
 Martin, Rachelle S.
 Martin, Strawberry Anne Aubrey B.
 Mateo, Maricar R.
 Medrano, Myra Liza P.
 Mendoza, Alexander P.
 Mendoza, Juan Carlo N.
 Mendoza, Manolo Manolet T.
 Mercado, Maureen S.
 Mercado, Jeanette P.
 Mercado Jr., Nilo Felix G.
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 Mir, Marjorie N.
 Miranda, Jay L.
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 Montaña, Farah Mae A.
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 Moraleja, Pia Corazon M.
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 Nicdao, Ramon P.
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 Nono, Anna G.
 Nucom, Amabelle D.
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 Papatia, Portia V.
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 Pelaez, Joseph Eric D.
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 Perez, Jeanifer D.
 Pios, Erickson D.
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 Poblete, Jeanette J.
 Ponce, Anna Katrina Y.
 Pongco, Jever Lynn A.
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 Prado, Camille C.
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 Quintero, Bernadette V.
 Ramos, Meneleo E.
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 Roque, Maria Emily R.
 Rosillo, Maria Rowena M.
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 Roxas, Shiela Marie P.
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 Santos, Krislyn H.
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 Sy, Henry Steven T.
 Pador, Flossie Mae G.
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 Triviño, Maria Rofelia P.
 Tuason, Geoffrey V.
 Tuazon, Diego Louis D.
 Tuazon, Anne Katherine A.
 Turtal, Larry S.
 Urot, Ma. Carminda G.
 Uy, Mar-Lou P.
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 Valeriano, Ma. Michelle S.
 Vargas Jr, Vito T.
 Vasquez, Paul Nelson R.
 Viay, Gina L.
 Villafuerte, Alfredo C.
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 Villaluz, Paolo Enrique S.
 Villanueva, Marlon L.
 Villanueva, Cristina M.
 Villanueva, Imelda R.
 Villones, Nancy B.
 Wong, Grace L.
 Yap, Jose Conrado Ildelfonso R.
 Yap, Glynn Hazel C.
 Reyes, Ricardo V.
 Yatco, Krisselle Monina V.
 Ysmael Jr., Ricardo Carlos Eugenio M.
 Yu, Emerson O.
 Yuiocco, Gaysel M.
 Yuson, Jr. Inocencio Y.

*Note: All directors are Filipinos
 * Listed on PSE*

PRODUCTS AND SERVICES

DEPOSIT SERVICES

Regular Debit Account
Regular Passbook Account
Regular Checking Account
Account One
Fun Savers Club Savings Account
USD & 3rd Currency Savings Accounts
Short & Long-Term Time Deposit
Spark Savings Account
OFW Savings Account (with debit card/passbook)
SSS and US Pensioner Accounts
Treasury Time Deposit

DEPOSIT SERVICES - DIGITAL SERVICES

Online Customer Updating

CONSUMER LENDING

Metrobank Car Loan
Metrobank Home Loan

PERSONAL LOANS

Metrobank Personal Loan

CARD PRODUCTS

Credit Cards
Metrobank Rewards Plus Visa
Metrobank Titanium Mastercard
Metrobank M Free Mastercard
Metrobank ON Virtual Mastercard
Metrobank World Mastercard
Metrobank Cashback Visa
Metrobank Dollar Mastercard
Metrobank Platinum Mastercard
Metrobank Travel Platinum Visa
Metrobank Femme Signature Visa
Toyota Mastercard
PSBank Credit Mastercard
NCCC Mastercard

Debit / Prepaid Cards

Metrobank Prime Debit Mastercard
Metrobank Paycard
Metrobank Prepaid Mastercard
YAZZ Prepaid Visa
Victory Liner Premiere
Jac Liner Prepaid Visa
AXA Prepaid Visa
Uniprint Elite Prepaid Visa
Ardeur Bonus Prepaid Visa
PisoPay Prepaid Visa
IAM Worldwide Prepaid Visa
Sta. Ana Multipurpose Cooperative Prepaid Mastercard
STI Alumni Association Prepaid Mastercard

CREDIT CARD PROGRAMS AND FACILITIES

M Here
0% Installment
National Usage Program
Cash2Go
Balance Transfer
Balance Conversion
Bills2Pay
M Online
Mobile SOA
Metrobank Interactive Assistant (MIA)
PayNow

MERCHANT ACQUIRING PAYMENT SOLUTIONS

Point-of-Sale (POS) Terminals
Metrobank Internet Payment Gateway
Metrobank Simplify Commerce
Metrobank Online Installment
Recurring Payment Solution facility
Mail Order Telephone Order (MOTO)
POS CashNow
QR Pay Acquiring of P2M QRPH and E-Wallets

POINT-OF-SALE (POS) TERMINAL FEATURES AND SERVICES

EMV Certified and Contactless capable
Card Acceptance - Visa, Mastercard, JCB, UnionPay, AMEX and BancNet
Metrobank Installment Acceptance
QR Acceptance - P2M QRPH, GCash, GrabPay, UPI QR, Alipay and WeChat Pay
Mobile Point-Of-Sale Solution
Android POS Terminal
ECR (Electronic Cash Register) Integration
Dynamic Currency Conversion (DCC)

ELECTRONIC BANKING FACILITIES

Automated Teller Machine
Affiliated with MasterCard/Cirrus/Maestro/Visa/BancNet/China UnionPay
Carded and Cardless Withdrawal
Credit Card Cash Advance
Balance Inquiry
Bills Payment
Inter-bank Funds Transfer
Intra-bank Funds Transfer
Purchase of Prepaid Load
Checkbook Request
Statement Print/Request
Payslip Viewing/Printing
PIN Change
Payroll Cash Advance

Wealth Manager
UITF Online
Metrobank Operations Support Engine (MOSE)

Cash Accept Machine

Balance Inquiry
Carded and Cardless Cash Deposit
Prepaid Card Loading

Cash Recycling Machine (CRM)

Affiliated with MasterCard/Cirrus/Maestro/Visa/BancNet/China UnionPay
Carded and Cardless Withdrawal
Credit Card Cash Advance
Balance Inquiry
Bills Payment
Inter-bank Funds Transfer
Intra-bank Funds Transfer
Purchase of Prepaid Load
Checkbook Request
Statement Print/Request
Payslip Viewing/Printing
PIN Change
Payroll Cash Advance

Carded and Cardless Cash Deposit
Prepaid Card Loading

Corporate Cash Accept Machine (CCAM)

Cash Deposit / Cash In

Metrobank Online

Dashboard overview
Balance Inquiry/Transaction History
Interbank - Transfer to other bank via Instapay & Pesonet
Intrabank - Transfer to any Metrobank Account
Generate/ Share/ Scan/ Upload QR Code
Cash Pick-Up
Bills Payment using CASA
Send Load/Load Prepaid
Order Checkbook
Cardless Withdrawal
Online Time Deposit opening/viewing
Banks, Billers, Contact and Account Enrollment
UITF
Wealth Manager link out
Schedule Transaction (Send Money & Pay Bills)
Consumer Loans Link Out (Metrobank Car and Home Loans)
Forex Rate link out
ATMs, CAMs, Branch Locator link out
Tax Payment

Metrobank App

Biometrics / FaceID login
Dashboard overview
My Accounts view
Balance Inquiry/Transaction History
Interbank - Transfer to other bank via Instapay & Pesonet
Intrabank - Transfer to any Metrobank Account
Generate/ Share/ Scan/ Upload QR Code
Paynow (send money using credit card as source)
Bills Payment using CASA
Bills Payment using Credit Card
Cardless Withdrawal
Online Time Deposit viewing
Credit Card Activation
Report Lost Credit Card
Cash2Go
Balance Transfer
Balance Conversion
Banks, Billers, Contact and Account Enrollment
Schedule Transaction (Send Money & Pay Bills)
AXA insurance link out (Travel, Motor and Health Protection)
Consumer Loans Link Out (Metrobank Car and Home Loans)
Forex Rate link out
ATMs, CAMs, Branch Locator link out
Promos link out
Apply for Credit Card link out
Apply for Personal Loans link out
Help & Support

MISCELLANEOUS OVER-THE-COUNTER SERVICES

Manager's Check

CUSTODIAL SERVICES

Safety Deposit Boxes

DOMESTIC REMITTANCE

Remittance-To-Account
Cash Pick-up via Metrobank Mobile

ELECTRONIC FUND TRANSFER

InstaPay
PESONet

CASH MANAGEMENT SERVICES

Metrobank Business Online Solutions
Basic Banking Solutions
Account Inquiry and Statement

Transaction History
Own Account Funds Transfer
Check Status Inquiry
Checkbook Stock Request
Stop Payment Order
Loan Inquiry
Interest Rate Inquiry

Liquidity Solutions

Account Sweep
Reverse Sweep

Payment Solutions

To Another Metrobank Account Funds Transfer (TAMA)
Manager's check
Corporate Check
Domestic or Foreign Funds Transfer (PESONet, RTGS, PDDTS, GSRT & SWIFT)
Metrobank EasyLink

Payroll Solutions

Payroll Service
Online Payroll Plus

Collection Solutions

Direct Debit
Bills Payment (BPCA)
Present and Pay
Business Payment Gateway
Check Warehousing
Deposit Pick-Up (DPU)
Cash Delivery
Metro Check Collect (MCC)
CollectAnywhere - Domestic / International

GOVERNMENT COLLECTION AND OTHER PAYMENT SERVICES

(Available to Corporates & Retail)
BIR Tax Payments
Philhealth Premiums
Pag-ibig Payments
SSS Contributions, Sickness, Maternity and Employees Compensation (SMEC)
Bureau of Customs (BOC) Duties

TRADE SERVICES (EXPORT)

Export Letters of Credit (LC)
Advising, Confirmation, Transfer LC

Export Letters of Credit (LC) and Non-LC
Negotiation, Settlement

TRADE SERVICES (IMPORT)

Commercial Letters of Credit (LC)
LC Negotiation and Settlement

Guarantees

Standby LC, Bank Guarantee, CLCU
Shipping Guarantee/AWB/BL Endorsement

Certificate of Assigned Cash Deposit

Non-LC Trade Transactions

Documents Against Payment
Documents Against Acceptance
Open Account
Direct Remittance
Advance Payment
Collection of Import Advance, Final Duties and Export Fee
Confirmation of SBLC/BG/CLCU

TRADE FINANCE

Supplier Financing Program
Dealer Financing Program
Receivables Factoring
Trust Receipt Financing
Floor Stock Financing Trust Receipt
Export Packing Credit Line
Export Bills Purchase and Collection

COMMERCIAL LENDING

SME Puhunan Loans
SME Franchising Financing
SME Agribusiness Loans
Agricultural Loan
Real Estate Loan
FCDU Loans
Project Financing programs
Syndicated Loans

OVERSEAS FILIPINO SERVICES

OFW PHP Savings Account (Passbook)
OFW PHP Savings Account (ATM)
OFW USD Savings Account (Passbook)
Credit to Metrobank Account
Credit to Account with Other Philippine Banks
Cash Pick-up at Metrobank Branches
Cash Pick-up Anywhere
Bills Payment (Includes payment services for SSS and PAG-IBIG Contributions)
Shipping Payroll Services

TREASURY PRODUCTS

Metrobank Issued Products
Long Term Negotiable Certificates of Deposits
Peso Fixed-Rate Bonds
Medium Term Notes

Fixed Income Securities

Government Securities
Peso Treasury Bills (T-bills)
Peso Fixed Rate Treasury Notes (FXTNs)
Peso Retail Treasury Bonds (RTBs)
BSP Securities
Corporate Bonds
Sovereign Bonds

Derivatives

Cross Currency Swaps (CCS)
Interest Rate Swaps (IRS)
Foreign Exchange Options (FXO)
Foreign Exchange Forwards
Foreign Exchange Swaps
Non-deliverable Forwards (NDF)

Foreign Exchange

Spot Foreign Exchange

Structured Products

Asset Swaps
Deposit Plus
Third Party Structured Products Brokering

UNIT INVESTMENT TRUST FUNDS (UITFS)

Peso Feeder Funds

Metro Aspire Bond Feeder Fund
Metro Aspire Balanced Feeder Fund
Metro Aspire Equity Feeder Fund

Peso PERA Funds

Metrobank PERA Money Market Fund
Metrobank PERA Bond Fund
Metrobank PERA Equity Fund

Peso and Dollar Fixed Income Funds

Metro Money Market Fund
Metro Short Term Fund
Metro Max-3 Bond Fund
Metro Max-5 Bond Fund
Metro Corporate Bond Fund
Metro Unit Paying Fund
Metro\$ Money Market Fund
Metro\$ Short Term Fund
Metro\$ Max-3 Bond Fund
Metro\$ Max-5 Bond Fund
Metro\$ Asian Investment Grade Bond Fund

Peso Balanced & Equity Funds

Metro Balanced Fund
Metro Equity Fund
Metro Philippine Equity Index Tracker Fund
Metro High Dividend Yield Unit Paying Fund
Metro Multi-Themed Equity Fund of Funds

Peso Feeder Fund with Offshore

Metro Clean Energy Equity Feeder Fund

Dollar Feeder Funds

Metro\$ World Equity Feeder Fund
Metro\$ US Equity Feeder Fund
Metro\$ Eurozone Equity Feeder Fund
Metro\$ Japan Equity Feeder Fund
Metro\$ US Investment Grade Corporate Bond Feeder Fund
Metro\$ China Equity Feeder Fund

PERSONAL WEALTH MANAGEMENT SERVICES

Personal Management Trust
Personal Investment Management Arrangement

INSTITUTIONAL FUND MANAGEMENT

Management of Corporate and Institutional Funds

Employee Benefit Trusts
Pre-Need Trusts
Corporate Investment Management Arrangements

Other Fiduciary Services

Escrow Services
Other Agency Arrangements

PRIVATE BANKING SERVICES

Portfolio Advisory
Discretionary Mandates
Investment and Hedging Recommendation
Wealth & Estate Planning

MEMBERSHIP IN INDUSTRY ASSOCIATIONS

ACAMS (Certified Anti-Money Laundering Specialist)
ACI Financial Markets Association Philippines
Association of Bank Compliance Officers
Association of Bank Remittance Officers
Association of Certified Fraud Examiners
Association of Philippine Correspondent Bank Officers
Bank Marketing Association of the Philippines
Bank Security Management Association
Bankers Council for Personnel Management
Bankers Institute of the Philippines
Clearing Officers Club, Inc. (COCI)
Credit Card Association of the Philippines
Credit Management Association of the Philippines
Employers' Confederation of the Philippines
European Chamber of Commerce of the Philippines
Federation of Indian Chambers of Commerce Philippines
Financial Executives Institute of the Philippines
Fund Managers Association of the Philippines
Information Technology and Business Process Association of the Philippines
Integrated Bar of the Philippines
Internet and Mobile Marketing Association of the Philippines
Information Security Officers Group
Management Association of the Philippines
Money Market Association of the Philippines
National Association of Securities Broker Salesmen
People Management Association of the Philippines
Philippine Association of National Advertisers
Philippine Association of Stock Transfer and Registry Agencies
Philippine Chamber of Commerce and Industry
The American Chamber of Commerce of the Philippines
The Japanese Chamber of Commerce and Industry of the Philippines
Trust Officers Association of the Philippines
Philippines-Japan Economic Cooperation Committee
Philippine Society for Training and Development

GRI CONTENT INDEX

GRI Standard/ Other Source	DISCLOSURE	LOCATION
General Disclosures		
GRI 2: General Disclosures 2021	2-1 Organizational details	SEC Form 17-C Notes to the FS pp. 1-2; Metrobank website (www.metrobank.com.ph/about-us)
	2-2 Entities included in the organization's sustainability reporting	p.69; SEC Form 17-C Notes to the FS p.2
	2-3 Reporting period, frequency and contact point	p.69; SEC Form 17-C Cover Sheet This report was originally published in April 2024.
	2-4 Restatements of information	No restatements.
	2-5 External assurance	We did not seek external assurance for any of our reported disclosures. Select environmental and social data are being subjected to an external assurance audit through its holding company, GT Capital.
	2-6 Activities, value chain and other business relationships	pp. 93-94, 17-C Notes to FS pp. 1, 72, 81
	2-7 Employees	pp. 104-105 Temporary employees include employees who have been extended beyond normal retirement. Their count is included in the employee profile on pp. pp. 104-105 Temporary employees include project hires, i.e., directly sourced/engaged manpower whose employment terms are fixed. There are currently less than 50 project hires. Numbers are reported at end of reporting period. There are no non-guaranteed hours employees nor part-time employees.
	2-8 Workers who are not employees	In addition to regular employees, the Bank employs 2,128 contractual employees (total headcount as of end-2023 14,859; 13,821 in 2022; 13,565 in 2021). They perform janitorial/ housekeeping, messengers, and IT-related functions.
	2-9 Governance structure and composition	pp. 38-47, 90; Metrobank Corporate Governance Manual (CGM) - Feb 2022 (www.metrobank.com.ph/articles/about-us/corporate-governance-manual) pp. 2-41
	2-10 Nomination and selection of the highest governance body	p. 39-40; CGM pp. 17-23
	2-11 Chair of the highest governance body	pp. 39-40, 44
	2-12 Role of the highest governance body in overseeing the management of impacts	Page 90
	2-13 Delegation of responsibility for managing impacts	pp. 90
	2-14 Role of the highest governance body in sustainability reporting	p.80
	2-15 Conflicts of interest	CGM pp. 11-12, 17-18, 44, 47-48, 54-55, 121-135
	2-16 Communication of critical concerns	p. 51, CGM p. 54
	2-17 Collective knowledge of the highest governance body	pp.42-43
	2-18 Evaluation of the performance of the highest governance body	p.43, CGM pp. 54
	2-19 Remuneration policies	CGM pp. 53-54
	2-20 Process to determine remuneration	CGM pp. 53-54, 75-79
	2-22 Statement on sustainable development strategy	Annual Report pp. 4-9
	2-23 Policy commitments	pp. 92-93, 104, 113-114, ; Metrobank website (https://www.metrobank.com.ph/articles/meaningful-sustainability/corporate-policies-practices, https://www.metrobank.com.ph/articles/about-us/corporate-governance-code-of-conduct-and-ethics-bank-directors, https://www.metrobank.com.ph/articles/about-us/corporate-governance-code-of-ethics-employees)
	2-24 Embedding policy commitments	All policies are Board-approved. Policy Users and Accountable Units are defined in each document. Policy commitments, including Code of Ethics, are part of the New Employee Orientation (NEO) Training. Critical topics are available via e-learning.
	2-26 Mechanisms for seeking advice and raising concerns	AR Page 31 Customer Concerns, CGM pp. 54, 117-120 Whistleblowing Policy
	2-27 Compliance with laws and regulations	Page 103 Environmental Compliance
	2-28 Membership associations	Page 139 Membership in Associations
	2-29 Approach to stakeholder engagement	pp.78-79 Stakeholder Engagement
	2-30 Collective bargaining agreements	Page 113 Collective Bargaining. We have uniform policies covering working conditions and terms of employment – whether covered by CBA or not. There are certain policies, though, specifically benefits, that are given to non-CBA employees (e.g., officers).

Material Topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Page 80 Materiality Process
	3-2 List of material topics	pp. 78-79, 81-82 Material Topics and Topic Boundary, Stakeholder Engagement
Economic performance		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 82 Sustainability Framework
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Page 83 Economic Value Generated and Distributed
	201-3 Defined benefit plan obligations and other retirement plans	SEC 17-C Notes to the Financial Statements Note 27- Retirement Plan and Other Employee Benefit, Pages 109-113
Market presence		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 78-79 Stakeholder Engagement
	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	p. 108
	202-2 Proportion of senior management hired from the local community	Data not available
Indirect economic impacts		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 82 Sustainability Framework
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Page 84 Contribution to the UN Sustainable Development Goals
	203-2 Significant indirect economic impacts	pp.74-77 SDG Highlights No negative impacts discussed
Procurement practices		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 78 Stakeholder Engagement
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	pp.93-94 Procurement Practices
Anti-corruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 82 Sustainability Framework
	205-2 Communication and training about anti-corruption policies and procedures	Anti-corruption policies are communicated via email and are accessible through Insight Online.
	205-3 Confirmed incidents of corruption and actions taken	Page 47 Fair Business Dealings
Energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 82 Sustainability Framework
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Page 99 Power Consumption
Water and effluents		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 82 Sustainability Framework
	303-5 Water consumption	Page 103 Operational Eco-Efficiency
Emissions		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 82 Sustainability Framework
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	pp.101,103 GHG Emissions
	305-2 Energy indirect (Scope 2) GHG emissions	pp.101,103 GHG Emissions
Waste		
RI 3: Material Topics 2021	3-3 Management of material topics	Page 82 Sustainability Framework
	306-3 Waste generated	Page 103 Waste Disposal
Employment		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 78 Stakeholder Engagement
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	PP. 104-105
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 107 Compensation and Benefits
	401-3 Parental leave	Page 107 Compensation and Benefits

CORPORATE INFORMATION

Material Topics		
Occupational health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 78 Stakeholder Engagement
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	pp.112-113 Occupational Health and Safety
	403-2 Hazard identification, risk assessment, and incident investigation	pp.112-113 Occupational Health and Safety
	403-3 Occupational health services	pp.112-113 Occupational Health and Safety, Page 113 Human Rights and Non-Discrimination
	403-4 Worker participation, consultation, and communication on occupational health and safety	Page 112 Occupational Health and Safety, Page 113 Human Rights and Non-Discrimination
	403-6 Promotion of worker health	pp.112-113 Occupational Health and Safety
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	pp.112-113 Occupational Health and Safety
	403-8 Workers covered by an occupational health and safety management system	pp.112-113 Occupational Health and Safety
	403-9 Work-related injuries	pp.112-113 Occupational Health and Safety
	403-10 Work-related ill health	pp.112-113 Occupational Health and Safety
	Training and education	
GRI 404: Training and Education 2016	3-3 Management of material topics	Page 78 Stakeholder Engagement
	404-1 Average hours of training per year per employee	Page 110 Training and Development
	404-2 Programs for upgrading employee skills and transition assistance programs	pp.109-110 Training and Development
	404-3 Percentage of employees receiving regular performance and career development reviews	pp.110-111 Career Development
Diversity and equal opportunity		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 78 Stakeholder Engagement
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	pp.104-107 Workforce Diversity; 1 out of the 12 Board of Directors is female; https://www.metrobank.com.ph/articles/about-us/our-people
	405-2 Ratio of basic salary and remuneration of women to men	Page 108 Compensation and Benefits
Non-discrimination		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 78 Stakeholder Engagement
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	pp. 92-93, 104, 113-114 Human Rights and Non-Discrimination
Local communities		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 79 Stakeholder Engagement
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	pp. 116-123 Corporate Citizenship and Philanthropy
	413-2 Operations with significant actual and potential negative impacts on local communities	pp.116-123 Corporate Citizenship and Philanthropy
Marketing and labeling		
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 78 Stakeholder Engagement
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Page 94 Marketing and Labelling
	417-2 Incidents of non-compliance concerning product and service information and labeling	
	417-3 Incidents of non-compliance concerning marketing communications	
Customer privacy		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 78-79 Stakeholder Engagement
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 96 Data Security

For inquiries on dividends, stock certificates, and related matters:

STOCK TRANSFER

16th floor, Metrobank Center
35th Street corner 7th Avenue
Bonifacio Global City, Taguig 1634
Tel Nos. +632 8857 5694; +632 8857 5697;
+632 8857 5695
Email: stocktransfer@metrobank.com.ph

To know more about the Bank's business, recent performance and significant developments:

INVESTOR RELATIONS

31st floor, Metrobank Center
35th Street corner 7th Avenue
Bonifacio Global City, Taguig 1634
Tel Nos. +632 8857 5326
Email: investor.relations@metrobank.com.ph

CORPORATE AFFAIRS

GT Tower International, 6813 Ayala Avenue cor.
H.V. Dela Costa St., Brgy. Bel-Air 1227
Makati City
Telephone: +632 8857 5526; +632 8859 6555
E-mail: corpcom@metrobank.com.ph

For general inquiries, action on requests and customer comments:

24/7 CONTACT CENTER

Metro Manila: +632 88700 700
Domestic Toll Free: 1 800 1888 5775
E-mail: customercare@metrobank.com.ph

For Head Office Center units and directory assistance:

HEAD OFFICE

Trunkline: +632 8898 8000
Address: GT Tower International, 6813 Ayala Avenue cor. H.V. Dela Costa St., Brgy, Bel-Air 1227 Makati City

OFFICIAL WEBSITE

<https://metrobank.com.ph/>

To find a Metrobank branch or ATM near you: <https://metrobank.com.ph/locator>

Metrobank is the country's premier universal bank, with an extensive consolidated network that spans over 2,300 ATMs nationwide, more than 940 domestic branches, and above 30 foreign branches, subsidiaries, and representative offices.

Member of the Philippine Deposit Insurance Corporation (PDIC)
Regulated by Bangko Sentral ng Pilipinas
Tel. No: (02) 8-708-7087
Email Address: consumeraffairs@bsp.gov.ph

A proud member of Bancnet

METROBANK CBS

Customer Service: (632) 88-700-700
Domestic Toll Free: 1-800-1888-5775
International Toll Free: +800-8-700-0707
Email: customerservice@metrobankcard.com

PREMIUM CARDS

(Metrobank Peso Platinum Mastercard, Metrobank World Mastercard, Metrobank Femme Signature Visa and Metrobank Travel Platinum Visa)
VIP Customer Service (632) 88-700-707
Domestic Toll Free 1-800-10-8700-707
Email: customerservice@metrobankcard.com

PSBANK CREDIT MASTERCARD

Customer Service (632) 88-700-772
Domestic Toll Free 1-800-10-8700-772
Email: psbank@metrobankcard.com

CARD ACTIVATION HOTLINE

Customer Service (632) 88-603-030
Web: mbcpc.co/ActivateNow

UPDATING OF CARDHOLDER INFORMATION

Customer Service (632) 88-700-766
Domestic Toll Free 1-800-10-8700-766

METROBANK COLLECTIONS HOTLINE

(632) 88-700-711 or (632) 88-700-970
Fax (632) 88-987-244
Domestic Toll Free 1-800-1888-5775
Email: collections@metrobankcard.com

CBS HUMAN RESOURCES

Recruitment Helpdesk: (632) 88-989-607
Email: recruitment@metrobankcard.com

YAZZ PREPAID VISA

Customer Service (632) 87-373-333
0918-909-3333 or 0917-800-5751

For faster assistance on select credit card concerns, you may also message MIA of Metrobank on Facebook messenger or via m.me/MiaofMetrobankCard.

BSP CONSUMER PROTECTION AND MARKET CONDUCT OFFICE (CPMCO):

- Email consumeraffairs@bsp.gov.ph
- Message BSP Online Buddy (BOB) through BSP Webchat by visiting BSP's official website, <https://www.bsp.gov.ph/>, and click the webchat feature
- Talk-to-BSP SMS by sending details of the concern to 21582277 (data and SMS fees apply)
- BSP Facebook by sending a message to <https://www.facebook.com/BangkoSentralngPilipinas>
- BSP Telephone Number (02) 8811-1BSP (8811-1277)

INSTITUTIONAL TRANSACTION BANKING GROUP

Metro Manila Landline (02) 88-988-000

- for E-gov press 2, then press 1, then press 1
- for MBOS press 2, then press 1, then press 2

Domestic Toll Free: 1-800-10-8579727
Email: transactionbankingservices@metrobank.com.ph

Social Media Sites



Scan the QR Code to view Metrobank's 2023 Financial Statements.



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