

The Metrobank Card Conversion Program For Stop-Sell Credit Cards

Terms & Conditions

DEFINITION OF TERMS:

- **"The Metrobank Card Conversion Program For Stop-Sell Credit Cards"** or **"Card Conversion Program"** (the "Program") refers to the bank-initiated card conversion program of the Metropolitan Bank & Trust Company ("Metrobank" or the "Bank") that covers the Card Members of the identified stop-sell credit cards, which are subject to the card's terms and conditions.
- **"Program Run period"** is the period when the Metrobank bank-initiated card conversion program for Stop-Sell Credit Cards will run. This program will run from **October 23, 2024 to December 31, 2025**.
- **"Program Coverage period"** is the period when the eligible Stop-Sell Credit Cards will expire. This program covers all active cards of the identified stop-sell credit cards that will expire from **March 1, 2025 to December 31, 2030**.
- **"Active Card"** or **"Active Credit Card"** refers to the stop-sell credit card that has been activated in the past by the Card Member.
- **"Stop-Sell Credit Card"** or **"Old Credit Card"** refers to the following cards or accounts that Metrobank has stopped selling for acquisition and will undergo the bank-initiated Card Conversion Program, namely: Metrobank Femme Visa Classic, Metrobank Vantage Visa (formerly Metrobank Visa Classic), Metrobank Vantage Mastercard (formerly Metrobank Mastercard Classic), Metrobank M-Lite Mastercard, Metrobank NCCC Mastercard, Metrobank Puregold Green Card and Metrobank Puregold Gold Card.
- **"Go-To Credit Card"** or **"New Credit Card"** refers to the following cards where the Stop-Sell Credit Cards shall be converted to base on the evaluation of the Bank on the Stop-Sell Credit Card's usage: Metrobank Toyota Mastercard, Metrobank Titanium Mastercard, Metrobank Platinum Mastercard, Metrobank World Mastercard, Metrobank Rewards Plus Visa, Metrobank Cashback Visa, Metrobank Travel Signature Visa.
- **"Card Member"** or **"Customer"** refers to the principal or supplementary Card Member who was previously issued an active Stop-Sell Credit Card that will expire between March 1, 2025 to December 31, 2030 and will be subject for the Card Conversion Program of the Bank upon the expiry date the stop-sell credit card.

PROGRAM ELIGIBILITY:

- Card Member must be a principal (first or nth card) bearer of an active Stop-Sell Credit Card that will expire between March 1, 2025 to December 31, 2030.
- Supplementary cards (if applicable), shall be included in the card conversion.
- Stop-Sell Credit Card that has been upgraded and/or converted to other card types prior to the commencement of The Metrobank Card Conversion Program for Stop-Sell Credit Cards Program shall be excluded.

PROGRAM MECHANICS:

1. **The Metrobank Card Conversion Program For Stop-Sell Credit Cards** (the "Program") shall run from **October 23, 2024 until December 31, 2025** ("Program Run" period) for all stop-sell credit cards that will expire between **March 1, 2025 to December 31, 2030** ("Program Coverage" period).
2. The Program is eligible only to all principal and supplementary (First and Nth) Card Members of the following activated Metrobank Stop-Sell Credit Cards: Metrobank Femme Visa Classic, Metrobank Vantage Visa (formerly

Metrobank Visa Classic), Metrobank Vantage Mastercard (formerly Metrobank Mastercard Classic), Metrobank M-Lite Mastercard, Metrobank NCCC Mastercard, Metrobank Puregold Green Card and Metrobank Puregold Gold Card and which will expire between March 1 2025 to December 31, 2030.

3. The Bank will be sending communications to the eligible Customers monthly through SMS and email regarding the whole card conversion process based on the Stop-Sell Credit Card expiry date.
4. An eligible Customer shall receive a series of SMS and email communications from the Bank according to the following schedule:

Day of Message Send out	SMS & Email Message
D-0	1 st Card Conversion Notice
D + 31	2 nd Card Conversion Notice
D + 45	Card Delivery Notice
D + 50	Card Activation Push
D + 60	1 st Card Usage Push

5. Upon the expiry of the Stop-Sell Credit Card, the Bank shall recommend the new Go-To Credit Card of the Card Member based on the past spending profile of the customer vis-à-vis the new credit card's offered card features. Below are the suggested new credit cards based on the originating stop-sell credit card's usage of the customer:

Stop-Sell Credit Card	Go-to Credit Card / New Credit Card
Femme Visa Classic	Cashback Visa Rewards Plus Visa Travel Signature Visa
Vantage Visa	
Vantage Mastercard	Toyota Mastercard Titanium Mastercard Platinum Mastercard World Mastercard
M-Lite Mastercard	
NCCC Mastercard	
Puregold Green and Gold Cards	

6. The Customer may opt to request for a card type other than that offered by Metrobank provided that he/she communicates the request to the Customer Service channels of Metrobank within 30 days from the date the 1st card Conversion Notice was sent through SMS or email.

Sample scenario below for the 2024 program run:

Schedule 1st Card Conversion Notice Send-out	Allowable Timeframe Customer can request for change of new credit card
October 23, 2024	On or before November 24, 2024

Cardholders who wish to retain his Stop-Sell Credit Card may reach out to the Customer Service channels of Metrobank (through call or email) to request to opt-out of the Program within 30 days from the date the 1st Card Conversion Notice was sent out. If no request is received by the Bank within the given timeframe, the Bank shall proceed with the card conversion of the Stop-Sell Credit Card to the bank-recommended New Credit Card. Any request for change in card type will be subject to the sole review and/or approval of Metrobank.

Illustration:

Date when Cardholder received the 1st Card Conversion Notice	Allowable Period Within Which Cardholder Should Communicate Request To Opt Out of the Program
October 23, 2024	On or before November 24, 2024

7. The following details from the Stop-Sell Credit Card shall be carried over to the New Credit Card:

- a. **Reward Points** - The rewards points balance earned from your Stop-Sell Credit Card will be transferred to the new credit card upon conversion. For stop-sell credit cards that will be converted to Metrobank Visa Cashback, an equivalent cash credit shall be awarded to the Card Member upon the card conversion. Please refer to the ***Metrobank Card Conversion – Visa Cashback Cash Credit Terms & Conditions (Annex A)***.
 - b. **Statement Date** - The Statement Date will follow the stop-sell credit card’s statement date.
 - c. **Assigned Credit Limit** - The credit limit assigned to the new credit card will be the same as the credit limit of the stop-sell credit card.
 - d. **Bills2Pay Enrollment** - All merchants enrolled through Bills2Pay will be re-enrolled automatically to the new credit card.
 - e. **Outstanding Balances** - All outstanding balances and monthly installments charged to the stop-sell credit card will automatically be transferred to the new credit card.
 - f. **Supplementary Cards** - All existing Supplementary Cards will also be qualified for the card conversion and will be processed automatically together with the new principal card.
8. The following details will change upon the Card Conversion process from the stop-sell credit card to the new credit card:

- a. **Credit Card Annual Fees** – A customer who accepted the bank-recommended credit card variant, who will activate and use the new credit card within 60 days from date of card creation shall enjoy waived annual fee on the first year. In order to enjoy perpetually waived annual fees, customer must reach the required annual spend using the new credit card. Please refer to the ***Metrobank Card Conversion – Spend Based Annual Fee Waiver Promo Terms & Conditions (refer to Annex B)***.

New Credit Card Variant	New Annual Fee
Toyota Mastercard	PHP 2,500
Titanium Mastercard	
Rewards Plus Visa	
Cashback Visa	PHP 3,500
Travel Signature Visa	PHP 5,000
Mastercard Platinum	
World Mastercard	

Otherwise, the customer shall be charged the appropriate annual fee of the new credit card upon the account’s anniversary date.

- a. **Third-Party Enrollments/Subscriptions** - For payment arrangements enrolled directly through third-party merchants (e.g. non-Bill2Pay billers, Insurance, Gym Subscriptions, etc.) and online platforms (e.g. Spotify, Netflix, Amazon, etc.), it is the Card Member’s responsibility to re-enroll using the new credit card number to avoid service interruption.
- b. **Finance Charges** - All finance fees and charges will remain the same across all Metrobank credit card variants, except for the Retail Monthly Interest Rate/Finance Charge for M-Lite Mastercard:

Retail Monthly Interest Rate/Finance Charge	From M-Lite Mastercard:	To the new credit card:
	2.49% Monthly Interest Rate or 29.88% Annually	3% Monthly Interest Rate or 36% Annually

- c. **Stop-Sell Credit Card Deactivation** - The Stop-Sell Credit Card can still be used until the new

credit card has been delivered and has been activated by the Card Member. Deactivation of the stop-sell credit card will be triggered once the new card has been activated by the Card Member through the Metrobank App or through SMS.

- d. **Enrollment on Metrobank Application (MBOA)** - The Card Member must re-enroll the new card number of the new credit card to the Metrobank Online App.
9. Metrobank reserves the right to disqualify any Card Member from further participation in this Program if the Card Member is delinquent, defaults in his payment or, if in Metrobank's judgment, the said Card Member has violated these Terms and Conditions and/or the Terms and Conditions governing the issuance and use of his Metrobank credit card.
10. In case of dispute on Card Member's eligibility, Metrobank's decision shall prevail. All questions or disputes regarding the Card Member's eligibility for the Program shall be resolved by Metrobank at its discretion.
11. All credit cards that will undergo this Card Conversion Program shall be subject to Metrobank's final approval and subject to applicable terms and conditions.
12. The terms and conditions governing the issuance of Metrobank credit cards, reminders and other provisions contained in the card carrier, statement of account, charge slips and other documents or instruments, which are made an integral part hereof by reference, shall likewise be resorted to in instances where they are applicable in this Program.
13. The foregoing Programs Terms and Conditions are supplemented by the Terms and Conditions governing the issuance of Metrobank Credit Cards.
14. The use of the Metrobank Card in connection with the Program is subject to the Terms and Conditions governing the issuance of Metrobank Credit Cards and The Metrobank Card Conversion Program for Stop-Sell Credit Cards Terms and Conditions.
15. By participating in the Program, the Card Member confirms that he/she has read, understood and agreed to the Program mechanics and its terms and conditions.
16. For any questions or clarifications, please contact Metrobank at (02) 88-700-700 or email at customerservice@metrobankcard.com.

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ANNEX A:

Metrobank Card Conversion Program for Stop-Sell Credit Cards: Visa Cashback Cash Credit Rewards Conversion

Terms & Conditions

GENERAL POLICIES:

- **The Metrobank Card Conversion Program for Stop-Sell Credit Cards: Visa Cashback Cash Credit Rewards Conversion (the "Visa Cashback Cash Credit Rewards Conversion")** covers the terms and conditions for the conversion of all earned rewards points from all eligible Stop-Sell Cards successfully converted to the Metrobank Visa Cashback card variant based on the Metrobank Card Conversion Program Terms and Conditions.
- The Visa Cashback Cash Credit Rewards Conversion shall be supplemented by the terms and conditions of the [Metrobank Credit Card Rewards Terms & Conditions](#) and the [Metrobank Cashback Visa Rebate Program](#) with regard to the earning, accumulation and redemption of the cash credit awarded to the Cardholder whose Stop-Sell Card was successfully converted to the Metrobank Cashback Visa.
- In cases that the Card Member subsequently upgrades, downgrades or converts the Metrobank Cashback Visa card to another card type after the card conversion stated in the Metrobank Card Conversion Program for Stop-Sell Credit Cards, and prior to the crediting of Cash Rebates for a specific month, the new card type will not be able to earn cash rebates from transactions made in the previous statement cycle, prior to the upgrade, downgrade, or conversion.
- Subject to prior notice, Metrobank reserves the right to amend the rules on the cash credit equivalent and adjust the required Rewards Points to convert from the old stop-sell credit card. Changes will be announced through any of the following channels; Statement of Account, email, SMS blast, website posting or through other modes determined sufficient by Metrobank.

DEFINITION OF TERMS:

- **"Card"** refers to the Metrobank Cashback Visa credit card issued by Metropolitan Bank and Trust Company.
- **"Card Member"** or **"Customer"** refers to the person who held an active stop-sell credit card and whose card was converted to the Metrobank Cashback Visa under the Metrobank Card Conversion Program for Stop-Sell Credit Cards.
- **"Principal Card Member"** refers to the Card Member in whose name the credit card account is maintained.
- **"Supplementary Card Member"** refers to the Card Member to whom a Card was issued as an extension of the Principal Card Member.
- **"Cash Credit"** refers to the rewards points earned by the stop-sell Card Member of which will be converted into cash-equivalent credit upon his conversion to the Metrobank Cashback Visa under the Metrobank Card Conversion Program for Stop-Sell Credit Cards.

ELIGIBILITY:

- Eligible customer of good credit standing* must be part of the customers from the **Metrobank Card Conversion Program for Stop-Sell Credit Cards** whose principal credit card (first or nth card) was converted to the Metrobank Visa Cashback during the program period.

**Good credit standing refers to Card Members whose accounts are not delinquent, suspended or over limit, not under investigation due to suspected fraudulent activities; those whose Metrobank credit cards are not*

reported lost or stolen; and those who have not, otherwise, violated any of the Terms and Conditions Governing the Issuance and Use of Metrobank Credit Cards.

- Stop-Sell Credit Card that has been upgraded, and converted to other card types prior to the launch of The Metrobank Card Conversion Program for Stop-Sell Credit Cards Program shall be excluded from the program.
- Rewards Points accumulated by both Principal and Supplementary Card Members of the Stop-Sell Credit Cards shall be credited to the Principal Card Member's account.
- Metrobank reserves the right to disqualify any Card Member from further participation in this the Program and forfeit all Rewards Points earned by the Card Member if the old credit card account is past due, suspended or cancelled, overlimit or, if in Metrobank's judgment, the said Card Member has violated these terms and conditions.

MECHANICS: Rewards Points subject for Cash Credit Conversion

1. All rewards points earned by the Card Member from his Stop-Sell Credit Card shall be converted to an equivalent cash credit amount subject to eligibility requirements under the terms and conditions of the Card Conversion Program.
2. All rewards points earned until the day of deactivation of the old credit card shall be converted into an equivalent cash credit 30 days from the date of activation of the new credit card.

Below is a sample schedule of crediting of the equivalent cash credit from the Card Member's earned rewards points from his stop-sell credit card for cards that will expire in 2025:

Date of Activation of the new Metrobank Visa Cashback	Date of crediting of the equivalent cash credit from the Stop-Sell credit card's rewards points
January 1 to 31, 2025	February 1 to 29, 2025
February 1 to 29, 2025	March 1 to 31, 2025
March 1 to 31, 2025	April 1 to 30, 2025
April 1 to 30, 2025	May 1 to 31, 2025
May 1 to 31, 2025	June 1 to 30, 2025
June 1 to 30, 2025	July 1 to 31, 2025
August 1 to 30, 2025	September 1 to 30, 2025
September 1 to 30, 2025	October 1 to 31, 2025
October 1 to 31, 2025	November 1 to 30, 2025
November 1 to 30, 2025	December 1 to 31, 2025
December 1 to 31, 2025	January 1 to 31, 2026

3. Converted earned rewards points for cash credit awarding shall be rounded down to the nearest whole number. Conversion computation shall be based on the formula found in the Metrobank Credit Card Rewards Terms & Conditions.

Sample computation:

Earned Rewards Points from Old Card= 22,536
 Converted Cash Credit = P1,115

MECHANICS: Cash Credit Redemption

1. Cash Credit can be redeemed via the Metrobank Customer Service Hotline 88-700-700 or through MIA (Metrobank Interactive Assistant) at m.me/MiaOfMetrobankCard.Cash. Cash Credit awarded in the account cannot be used to redeem rewards items from the Metrobank Rewards Catalogue.

2. Processing of redemption may take within 3 to 5 banking days from the date the redemption request is received by Metrobank.
3. Metrobank reserves the right to disqualify any Card Member from further participation in the Program and forfeit all Cash Credit earned by the Card Member in the Metrobank Cashback Visa if the card account is delinquent, Card Member defaults in the payment or, if in Metrobank's judgment, the said Card Member has violated these Terms and Conditions and/or the Terms and Conditions Governing the Issuance and Use of Metrobank Credit Cards.
4. Transferring of cash credit to another Metrobank card product is not allowed.
5. The Metrobank Cashback Visa is not entitled to earn rewards points nor miles.
6. The Cash Credit credited to the Card Member's account shall not be used to offset the Minimum Amount Due/Total Amount Due. The Card Member is required to settle at least the Minimum Amount Due to avoid late charges from being billed to his account.

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ANNEX B:

The Metrobank Card Conversion Program for Stop-Sell Credit Cards: Spend Based Annual Fee Waiver Promo

Terms & Conditions

DEFINITION OF TERMS:

- **Metrobank Card Conversion Program for Stop-Sell Credit Cards: Spend-Based Fee Waiver Promo** (the "Promo") refers to the Annual Fee Waiver Program of Metropolitan Bank & Trust Company that may be participated in by qualified principal Card Members of the **Metrobank Card Conversion Program for Stop-Sell Credit Cards**.
- **"Spend Period"** refers to the period wherein valid purchases shall be counted to be included in the annual spend requirement of the Metrobank Card Conversion Program: Spend-Based Fee Waiver Promo. Spend Period for this program is from December 1, 2024 to December 31, 2025.
- **"Annual Fee"** refers to the annual fee charged to the new credit cards where the old credit card was converted to within the promo period.
- **"Annual Fee Waiver"** refers to the benefit of waived Annual Fee based on required spend of the new credit cards within the promo.
- **"Annual Spend"** refers to qualified and valid purchases made by the principal Card Member within 12 months from the card conversion of his old credit card to the new credit card.

ELIGIBILITY:

- Card Member must be part of the eligible customers from the **Metrobank Card Conversion Program for Stop-Sell Credit Cards** whose old credit card was converted to the new credit card within the Program Run Period.
- Customer must have activated and used the New Credit Card with valid transaction/s within 60 days from the date of card creation of the New Credit Card.
- Supplementary Card Members are excluded from this promo.
- Stop-Sell Credit Card that has been upgraded and converted to other card types prior to the launch of The Metrobank Card Conversion Program For Stop-Sell Credit Cards Program shall be excluded from this promo.
- Any subsequent card conversions shall disqualify the New Credit Card from this promo.

MECHANICS:

- 1) The Metrobank Card Conversion Program - Spend-Based Fee Waiver Promo (the "Promo") shall run from December 1, 2024 to December 31, 2025 ("Promo Period") only.
- 2) The Program is open only to all principal (First and Nth) active New Credit Card Card Members of which the Card Member was part of the Metrobank Card Conversion Program for Stop-Sell Credit Cards (the "Program"); of which the said cardholder took the bank-recommended credit card variant and of which the new credit card has been activated and used on a valid spend within 60 days from date of card creation.
- 3) The following principal Card Member's annual fee based on the credit card variant shall be waived if Card Member reaches the required Annual Spend. Accumulation of valid Annual Spend shall be twelve (12) months from the date of card conversion ("Spend Period"). Below is the annual spend requirement

per credit card variant:

Credit Card Variant	Annual Spend Requirement
Rewards Plus Visa	PHP 200,000
Toyota Mastercard	PHP 250,000
Titanium Mastercard	PHP 250,000
Cashback Visa	PHP 300,000
Mastercard Platinum	PHP 400,000
Travel Signature Visa	PHP 500,000
World Mastercard	PHP 600,000

- 4) The posting date of the transactions will be the basis of qualification on the period allocated for the annual spend requirement. To illustrate, if the card anniversary date is October 23, 2024, transactions qualified for the annual spend are the transactions posted until October 22, 2025.
- 5) For succeeding years, the 1st day of annual spend computation will start on the day after anniversary date. To illustrate for the 2nd year annual spend computation, transactions qualified for the annual spend are the transactions posted from October 23, 2025 until October 23, 2026.
- 6) If principal Card Member does not meet the required Annual Spend based on the credit card variant, Principal Card Member will be charged an annual fee accordingly, and the fee shall be reflected on Principal Card Member's statement of account after anniversary date.
- 7) At any time, subject to prior notice, Metrobank shall have the authority to increase the required amount and type of Annual Spend to be considered.
- 8) All Principal Card Members approved within the promo period, will be monitored annually to see if they meet the required Annual Spend per credit card variant to qualify for the Annual Fee Waiver.
- 9) Valid Annual Spend shall only include straight retail transactions, online transactions, Bills2Pay and Cash Advance transactions. For retail installments and special Installments such as Balance Transfer and Cash2Go, only the amortized principal amount posted within 12 months from card issuance, will be considered as valid Annual Spend. Add-on interest is not included.
- 10) Fees and charges, Balance Conversion installments, PayNow, credit adjustments resulting from merchant initiated credit adjustment and transaction disputes are not included in the computation of valid annual spend.
- 11) Only the Principal Card Member can qualify for the Annual Fee Waiver. Annual fee of supplementary Card Member will not be waived even if Principal Card Member meets Annual Spend. Transactions made by supplementary Card Member will be included in the computation of principal Card Member's annual spend.
- 12) The Annual Fee Waiver is non-transferable, and cannot be converted or exchanged for cash, credit, benefit, advantage, or any property.
- 13) All questions and issues of the Card Member arising from the promo will be accepted within thirty (30) calendar days from the card anniversary date or 30 days from receipt of the Statement of Account reflecting the charged annual fee. After which, the computation of the Annual Spend and awarding of the Annual Fee Waiver to the principal Card Member by Metrobank is considered final.
- 14) In the event that principal Card Member requests for a subsequent upgrade or conversion of the qualified card/s in the future, Annual Fee Waiver will no longer apply. The Annual Fee Waiver cannot be transferred to the newly upgraded or converted card.
- 15) Metrobank reserves the right to disqualify a previously approved transaction that was cancelled or charged back within the Promo Period. Should a Card Member receive the Annual Fee Waiver but was later on deemed unqualified for not meeting the requirements of the Promo due to disputes arising from, but not limited to, erroneous, invalid, fraudulent or unauthorized transactions, the cost of the annual fee shall be

charged by Metrobank to the Card Member's credit card account upon the anniversary date of the card.

- 16) In the event that the principal Card Member cancels his/her Metrobank credit card within twelve (12) months from the card creation date, Metrobank reserves the right to charge the equivalent pro-rated amount of the annual fee.
- 17) Any dispute concerning the products or services availed to meet the spend requirement shall be settled directly between the Card Member and the appropriate merchant, with the concurrence of the DTI.

DTI Fair Trade Permit No. FTEB- XXXXX Series of 2024.

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