

The Metrobank Card Conversion Program Terms & Conditions

DEFINITION OF TERMS:

- **"The Metrobank Card Conversion Program** 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 following select credit card variants: 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.
- **"Program Run period"** is the period when the Metrobank bank-initiated card conversion program for select Credit Card variants will run. This program will run from **October 23, 2024 to December 31, 2025**.
- **"Program Coverage period"** is the period when the select credit card variants will expire. This program covers all active cards of the identified Metrobank credit cards that will expire from **March 1, 2025 to December 31, 2030**.
- **"Active Card"** or **"Active Credit Card"** refers to the existing credit card that has been activated in the past by the Card Member.
- **"Go-To Credit Card"** or **"New Credit Card"** refers to the following cards where the active Credit Cards shall be converted to, based on the evaluation of the Bank on the active 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 Credit Card that will expire on March 1, 2025 to December 31, 2030 and will be subject for the Card Conversion Program of the Bank.

PROGRAM ELIGIBILITY:

- The Program is eligible only to all principal and supplementary (First and Nth) Card Members of good credit standing* of the following activated Metrobank 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, of which will expire between March 1 2025 to December 31, 2030.

**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.*

- Supplementary cards (if applicable), shall be included in the card conversion.
- Credit Card that has been upgraded and/or converted to other card types prior to the commencement of The Metrobank Card Conversion Program shall be excluded.

PROGRAM MECHANICS:

1. **The Metrobank Card Conversion Program** (the "Program") shall run from **October 23, 2024 until December 31, 2025** ("Program Run" period) for select active credit cards that will expire on **March 1, 2025 to December 31, 2030** ("Program Coverage" period).

- The Bank will be sending communications to the eligible Card Members through SMS and email regarding the whole card conversion process.
- An eligible Card Member 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

- 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 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	

- The Card Member 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.

Illustration:

Schedule 1st Card Conversion Notice Send-out	Allowable Timeframe Customer can request for change of new credit card
October 30, 2024	On or before November 29, 2024

Cardholders who wish to retain his Active 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 Active Credit Card to the bank-recommended New Credit Card.

Illustration:

Schedule 1st Card Conversion Notice Send-out	Allowable Period Within Which Cardholder Should Communicate Request To Opt Out of the Program
October 30, 2024	On or before November 29, 2024

- The following details from the Active Credit Card shall be carried over to the New Credit Card:

- a. **Reward Points** - The rewards points balance earned from your Active Credit Card will be transferred to the New Credit Card upon conversion. For 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 Active 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 Active 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 Active 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.
7. The following details will change upon the Card Conversion process of the Active Credit Card to the New Credit Card:

Credit Card Annual Fees – Annual Fee is waived for the first year or on the year the Active Credit Card. In order to enjoy perpetually waived annual fee yearly, Card Member must fulfill these requirements to be qualified for the Spend-Based Annual Fee Waiver Promo. Please refer to ***Metrobank Card Conversion – Spend Based Annual Fee Waiver Promo Terms & Conditions (Annex B)***:

- *Card Member must accept the New Credit Card recommended by the bank;*
- *Card Member must activate & use the New Credit Card with a valid transaction sixty (60) days from the date of card creation ('Member Since' print in front of the New Credit Card)*

Otherwise, the Card Member shall be charged the appropriate annual fee of the New Credit Card upon the card’s anniversary date:

New Credit Card Variant	New Annual Fee
Toyota Mastercard	PHP 2,500
Titanium Mastercard	
Rewards Plus Visa	
Cashback Visa	PHP 3,500
Mastercard Platinum	PHP 5,000
Travel Signature Visa	PHP 5,500
World Mastercard	PHP 6,000

- 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. **Active Credit Card Deactivation** - The Active 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 Active Credit Card will be triggered once the New Credit Card has been activated by the Card Member through the Metrobank App, through SMS, or through request to Customer Service.
 - 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.
8. 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.
 9. 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.
 10. 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.
 11. 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.
 12. The foregoing Program Terms and Conditions are supplemented by the Terms and Conditions governing the issuance of Metrobank Credit Cards.
 13. 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 Terms and Conditions.
 14. 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.
 15. 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: Cashback Visa Cash Credit Rewards Conversion

Terms & Conditions

GENERAL POLICIES:

- **The Metrobank Card Conversion Program: Cashback Visa Cash Credit Rewards Conversion ("Cashback Visa Cash Credit Rewards Conversion")** covers the terms and conditions for the conversion of all earned rewards points in the form of cash credit of eligible cardholders from select Metrobank Credit Cards that were successfully converted to the Metrobank Cashback Visa card variant based on the Metrobank Card Conversion Program Terms and Conditions.
- The Cashback Visa 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 Card Member whose Active Credit 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 variant after the card conversion stated in the Metrobank Card Conversion Program, and prior to the crediting of Cash Credit for a specific month, the new card variant 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 Active 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:

- **"New Credit Card"** or **"Card"** refers to the Metrobank Cashback Visa credit card issued by Metropolitan Bank and Trust Company.
- **"Active Card"** or **"Active Credit Card"** refers to the existing credit card that has been activated in the past by the Card Member, and was converted successfully to Metrobank Cashback Visa through bank-recommendation.
- **"Card Member"** or **"Customer"** refers to the person who held an Active Credit Card and whose card was converted to the Metrobank Cashback Visa under the Metrobank Card Conversion Program.
- **"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 Card Member from the Active Credit Card, of which will be converted into cash-equivalent credit upon the conversion to the Metrobank Cashback Visa under the Metrobank Card Conversion Program.

ELIGIBILITY:

- Eligible customer of good credit standing* must be part of the customers from the **Metrobank Card Conversion Program** 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.*

- Active Credit Card that has been upgraded, and converted to other card types prior to the launch of The Metrobank Card Conversion Program shall be excluded.
- Rewards Points accumulated by both Principal and Supplementary Card Members of the Active 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 Active Credit Card account is past due, suspended or cancelled, in over limit 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 the Active 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 the Active Credit Card:

Date of Activation of the new Metrobank Visa Cashback	Date of crediting of the equivalent cash credit from the Active 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 Active Credit 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:
Spend Based Annual Fee Waiver Promo**

Terms & Conditions

DEFINITION OF TERMS:

- **Metrobank Card Conversion Program: 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**.
- **"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 November 30, 2025**.
- **"Annual Fee"** refers to the annual fee charged to the new credit cards where the old Active 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 card 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 qualified customers from the **Metrobank Card Conversion Program** whose old Active Credit Card was converted to the New Credit Card within the Program Run Period.
- Supplementary Card Members are excluded from this promo.
- Active Credit Card that has been upgraded and converted to other card types prior to the launch of The Metrobank Card Conversion 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 November 30, 2025 ("Promo Period") only.
- 2) The Program is open only to all principal (First and Nth) active New Credit Card Members of which the Card Member was part of the Metrobank Card Conversion (the "Program"); of which the said Card Member accepted 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
Toyota Mastercard	PHP 250,000

Titanium Mastercard	PHP 250,000
Rewards Plus Visa	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 30, 2024, transactions qualified for the annual spend are the transactions posted until October 29, 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 30, 2025 until October 29, 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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