



CONTACT INFORMATION UPDATE FORM

Customer Name

Date

Reminders:

1. Please fill out this form completely. Your signature below **MUST** match the one in the bank records and the valid ID presented to us.
2. No **ALTERATIONS/INSERTIONS** allowed on the **CONTACT INFORMATION** and **USERNAME** for Metrobank Mobile Application/Metrobank Online.
3. Upon successful validation of your contact information against the Bank's records, your request will be served within two (2) banking days. Otherwise, your request will be declined.
4. For e-channels, please expect SMS/Email notifications to be sent to your old and new mobile numbers/email address confirming successful completion of your request.

CUSTOMER INSTRUCTIONS

Please make the following changes to my contact information:

| | FROM <i>Mandatory field for e-Channels (Metrobank Online(MBO) / Metrobank App(MBOA))</i> | TO |
|-------------------------|---|---|
| Primary Mobile number | | |
| Primary Email address | | |
| Primary Landline number | Residence: _____ Business: _____ | Residence: _____ Business: _____ |

| | |
|---|--|
| Please apply the changes in my contact information above to my MBO/MBOA account (For retail client only) | (Indicate existing user name) |
| Please delete my other contact information <i>(Example: 02-1111-1234, 09171234567, juandelacruz@gmail.com)</i> | (Indicate contact information to be deleted) |
| Please delete my MBO/MBOA profile | (Indicate the username to be deleted) |
| Other instructions/requests | (Indicate request) |

CUSTOMER ACKNOWLEDGMENT

DATA PRIVACY CONSENT

By signing this form, I hereby consent and authorize Metrobank to process my personal data provided above for purposes of updating my account information and for the other purposes stated on the Data Privacy Consent provision of my Customer Information Form. I may revoke this consent and authorization at any time by notifying my branch of account in writing or by sending an email to dataprotectiondept@metrobank.com.ph.

_____ Customer's Name and Signature



Type of ID Presented

ID Number

FOR BANK'S USE ONLY

| | | | |
|-------------------|--|--|------|
| Customer's RM No. | Depository Branch <i>(If the customer has multiple accounts/depository branches, ask for their preferred depository branch or inquire the Responsible Branch via RMC2 screen)</i> Branch Code Branch Name | Reviewed and Verified by: Signature Over Printed Name | Date |
|-------------------|--|--|------|