

# Progress with Purpose



## About the Report

### Grow with Metrobank

For over six decades, Metrobank has stood as a beacon of financial stability, resilience, and growth in the Philippines. Our journey has been defined not just by milestones achieved, but by the meaningful impact we've made in the lives of individuals, communities, and businesses we serve. As we celebrate 62 years of progress, we remain steadfast in our mission to foster economic empowerment, environmental stewardship, and social responsibility—building a future that thrives on sustainability and shared prosperity.

In 2024, Metrobank continued to accelerate its growth trajectory, expanding its portfolio of green loan offerings while reinforcing support for projects contributing to the SDGs. As of December 31, 2024, our total outstanding loan exposure to SDG-aligned initiatives—including infrastructure, renewable energy, and

sustainable urban development—stood at PHP1.0 trillion, demonstrating our sustained investment in responsible and impact-driven financing. Separately, our commitment to inclusive growth is reflected in our continued support for micro, small, and medium enterprises (MSMEs), with outstanding loans amounting to PHP 34.4 billion, serving 3,042 clients.

### Reporting Scope, Boundaries, and Frameworks

This report marks Metrobank's sixth year of sustainability reporting, covering the annual cycle from January 1 to December 31, 2024. It reflects Metrobank's performance and management approach across economic, environmental, social, and governance (EESG) dimensions, with consistent scope and boundaries as in previous years, including Metrobank Foundation, Inc., local subsidiaries, and the Purple Hearts Club. Prepared in accordance with the Global Reporting Initiative (GRI) Standards, it includes disclosures relevant to material topics critical to our stakeholders and operations. The report also complies with regulatory mandates from the Securities and Exchange Commission (SEC) and the Bangko Sentral ng Pilipinas (BSP), ensuring continuity, comparability, and transparency. For a detailed overview of our sustainability metrics, please refer to the GRI Content Index.

For inquiries or feedback regarding this report, please reach out to our Sustainability Department:

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# Sustainability at a Glance

At Metrobank, sustainability is embedded in how we create value-driving inclusive economic growth, supporting resilient communities, and promoting environmental stewardship. Our efforts are anchored on three key dimensions: Economic and Governance, Environmental, and Social, reflecting our holistic impact on society and the environment.

## Economic and Governance

### ECONOMIC VALUE

**PHP 182.3B** generated,  
**PHP 162.3B** distributed  
to stakeholders

### BUSINESS GROWTH

**PHP 202.7B** in commercial  
loans for trade and industry.

### FINANCIAL INCLUSION

**US\$ 10.02B** in remittances  
facilitated, **960** branches,  
**2,372** ATMs, **29** foreign offices.

### INFRASTRUCTURE

**PHP 326.5B**  
in infrastructure loans.

### MSME & LOCAL SUPPORT

**PHP 7.8B** spent on local suppliers,  
**2.17%** of loans to MSMEs.

### GOVERNMENT SUPPORT

**PHP 3.3T** raised for  
government economic programs.

## Environmental

### SUSTAINABLE FINANCE

**PHP 8.5B** Green Loan Principles-aligned  
financing extended for sustainable energy  
production and management projects  
**PHP 23B** in bond issuances with FMIC  
as joint lead underwriter, supporting green  
infrastructure development and sustainable  
water management  
**PHP 31.4B** in commercial loans dedicated  
to enhancing water supply security

### REFORESTATION

**10,471** trees planted since 2019.

### SUSTAINABLE ENERGY

**PHP 158.2B** in loans for  
power and energy projects.

### GREEN INFRASTRUCTURE

**PHP 214.1B** in loans for  
sustainable urbanization and housing.

## Social

### EMPLOYEE ENGAGEMENT

**PHP 3.9M** donated by  
employees for social programs.

### FOOD SECURITY

**PHP 94B** in loans  
for food and agriculture.

### EDUCATIONAL SUPPORT

**PHP 1.4B** in loans  
for educational facilities.

### DIVERSITY & INCLUSION

**15,987** employees,  
**65%** women,  
**37%** under 30.

### POVERTY REDUCTION

**255K** individuals assisted,  
**PHP 152M** in community investments,  
**25,429** families aided during disasters.

### FINANCIAL LITERACY

**600+** events reaching  
**58,000+** participants.

Note: Inclusive of subsidiaries



## Sustainable Finance Projects in Action

We actively mobilize capital toward sustainability-driven financing initiatives, funding projects that support renewable energy, sustainable infrastructure, and water security.

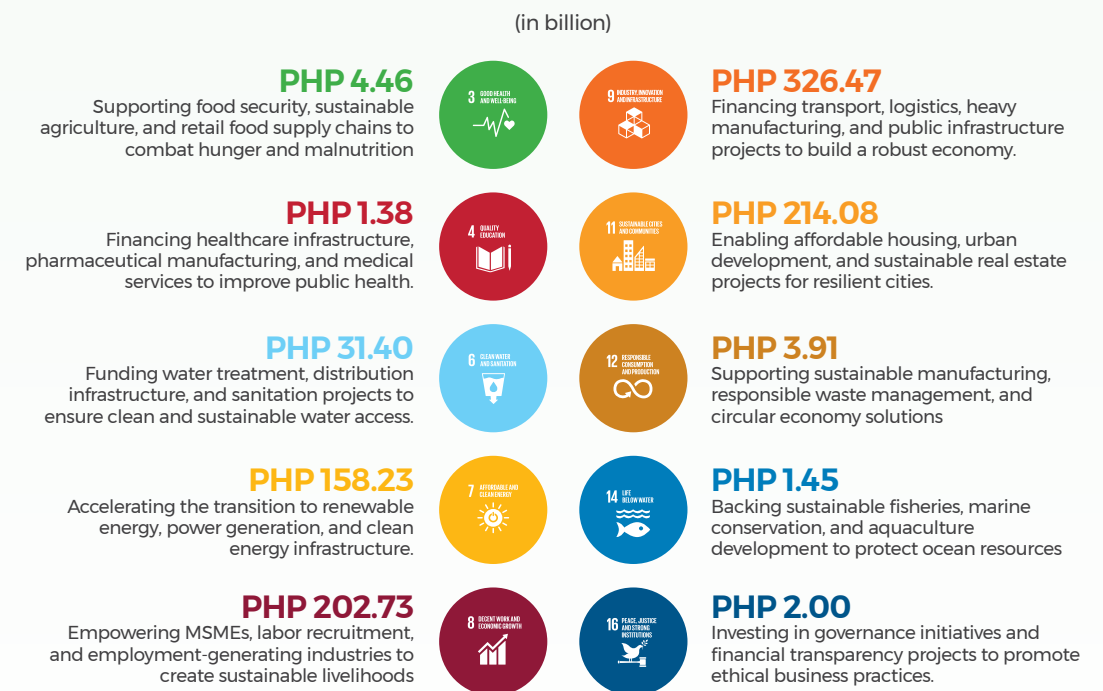
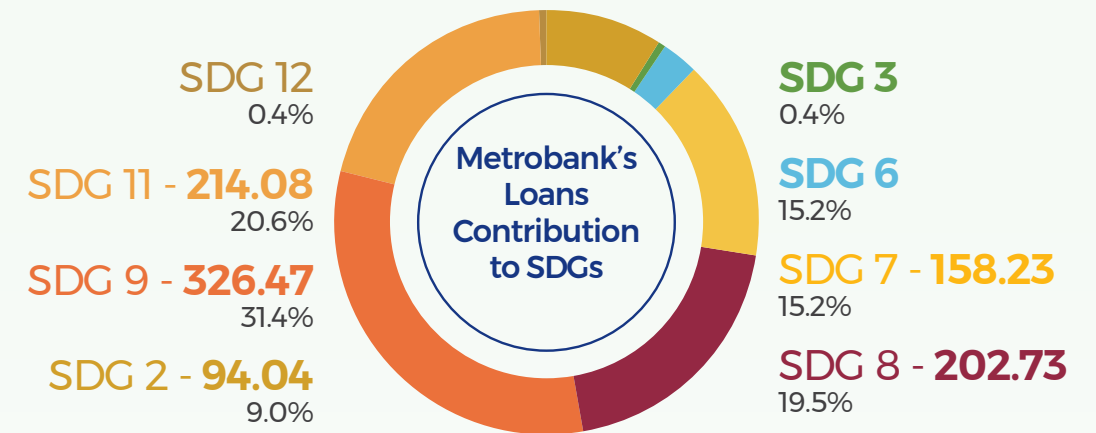
Facility	Sector	Project Description	Financing Type	Amount Mobilized (PHP)	Sustainability Impact	Alignment with SDGs
<b>ACEN Green Loan</b>	Renewable Energy	Supporting the expansion and development for the Phase 2 of the Palauig Solar Project in Zambales	Green Loan	<b>4.5 billion</b> (MBTC financed this term loan)	Reducing annual carbon emissions and supplying clean energy to households.	7 AFFORDABLE AND CLEAN ENERGY 13 CLIMATE ACTION
<b>Ayala Land Sustainability-Linked Bond</b>	Infrastructure	Supporting efforts to reduce emissions in commercial properties	Sustainability Linked Bond	<b>8.0 billion</b> (FMIC as one of the joint lead underwriters)	Commitment to reaching net-zero emissions by 2050.	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 13 CLIMATE ACTION
<b>Maynilad Blue Bond</b>	Water Resource Management	Financing water and wastewater infrastructure projects to improve sustainability	Blue Bond	<b>15 billion</b> (FMIC as one of the joint lead underwriters)	Enhanced water access and quality, supporting environmental stewardship	6 CLEAN WATER AND SANITATION 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 11 SUSTAINABLE CITIES AND COMMUNITIES

## Financing Sustainable Development Goals

At Metrobank, we recognize the role of financial institutions in driving sustainable development. By aligning our lending and investment activities with the United Nations Sustainable Development Goals (SDGs), we contribute to inclusive growth, environmental sustainability, and social progress.

As of December 27, 2024, 72% of our commercial loan portfolio is aligned with SDG-related projects, supporting industries that promote food security, clean energy, infrastructure, and financial inclusion.

Beyond Metrobank's contributions, our subsidiaries PSBank and ORIX Metro play a crucial role in extending sustainable financing to individuals, small businesses, and enterprises, supporting key SDGs.



### PSBank's Contribution to SDGs

**PHP 7.69**  
SDG-aligned loans, financing projects that promote SDG 2, 4, 6, 8, 9, 12

### ORIX Metro's Contribution to SDGs

**PHP 12.69**  
SDG-focused financing, primarily supporting SDG 2, 8, 9

# Sustainability at Metrobank

Our commitment, encapsulated by the promise “You’re in Good Hands,” ensures that while we support responsible wealth creation today, we also secure the future prosperity of coming generations.

At Metrobank, sustainability means advancing national growth by offering financial solutions that empower individuals and businesses, enabling communities to thrive. We work hand-in-hand with entrepreneurs and families, turning their aspirations into reality. However, our approach to sustainability goes beyond immediate needs—we balance them with future goals, incorporating economic, environmental, and social factors into our decision-making processes.

Our commitment, encapsulated by the promise “You’re in Good Hands,” ensures that while we support responsible wealth creation today, we also secure the future prosperity of coming generations. Acknowledging the limitations of resources, market

maturity, and the urgency of sustainability-related challenges, we focus on thoughtful solutions that yield lasting and significant benefits for our stakeholders.

## Sustainable Finance Framework

In alignment with the evolving regulatory landscape concerning Environmental, Social, and Governance (ESG) disclosures, Metrobank’s Sustainable Finance Framework (SFF) reflects our commitment to integrating sustainability principles into operations, risk management, and financial activities. The Bank aligns with BSP Circular No. 1085, which sets expectations for embedding ESG in governance, strategy, and risk management. Supporting circulars address E&S risk management, sustainable investments, disclosures, and the

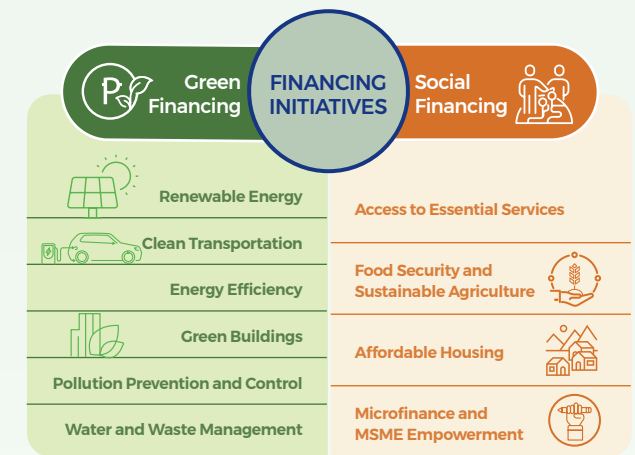
Philippine Sustainable Finance Taxonomy. The SEC Memorandum Circular no. 4 Series of 2019 complements this with sustainability reporting guidelines for publicly-listed companies, aligned with international standards, while national roadmaps reinforces climate-responsive economic growth.

Metrobank’s SFF ensures effective environmental and social (E&S) risk management and sustainable finance promotion through its key components. Our exclusion list identifies activities ineligible for financing, such as illegal business activities and operations and may cause significant harm to the environment and to communities. E&S Due Diligence uses tools to assess project impact and risk evaluations to ensure continuous monitoring.

## Driving Green and Social Impact

We allocate proceeds from our sustainable financing instruments toward projects that contribute to environmental resilience, social impact, and economic inclusion. Impact Metrics for Eligible Categories

We are committed to ensuring full transparency in how we allocate funds. To track our progress, we measure impact through key sustainability indicators, ensuring that every peso we invest creates measurable, positive change.

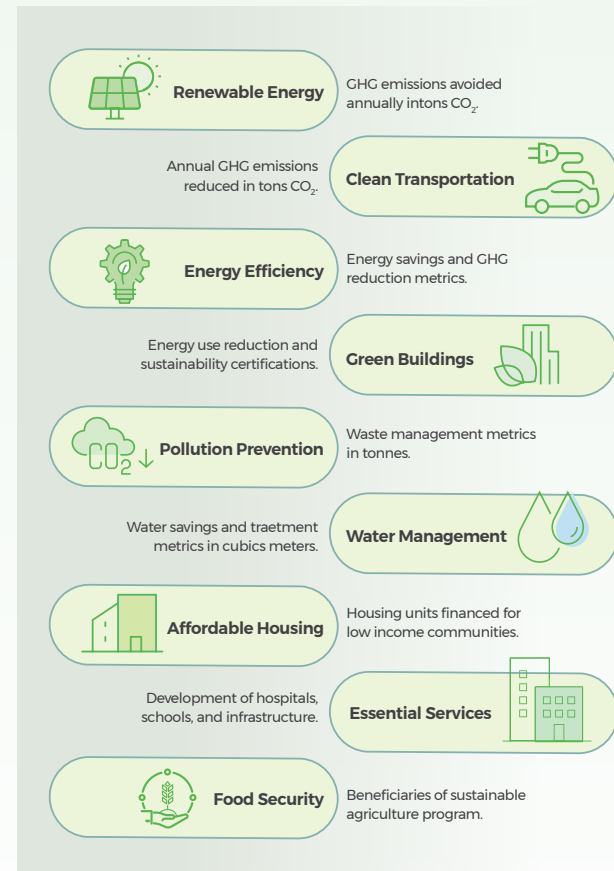


Green Financing	Social Financing
<b>Supporting Environmental Sustainability</b>	<b>Advancing Inclusive Growth</b>
We support projects that contribute to climate resilience, resource efficiency, and pollution reduction by financing initiatives such as:	We direct financing toward projects that enhance social well-being, promote financial inclusion, and improve access to essential services, including:
<ul style="list-style-type: none"> <li>• <b>Renewable Energy</b> - Supporting solar, wind, hydro, geothermal, bioenergy, and waste-to-energy projects</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Access to Essential Services</b> - Supporting public infrastructure, education, and healthcare expansion</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Clean Transportation</b> - Funding electric public transport, EV charging infrastructure, and green mobility solutions</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Food Security and Sustainable Agriculture</b> - Investing in climate-smart farming, sustainable food supply chains, and agricultural resilience</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Energy Efficiency</b> - Investing in smart-grid systems, energy-efficient solutions, and sustainable industrial processes</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Affordable Housing</b> - Providing low-income housing finance, social housing, and community development</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Green Buildings</b> - Financing sustainable real estate projects that meet BERDE, LEED, EDGE, and BREEAM certifications</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Microfinance and MSME Empowerment</b> - Enabling women entrepreneurs, social enterprises, and small businesses through inclusive financing programs</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Pollution Prevention and Control</b> - Enabling carbon capture technologies, industrial waste reduction, and air quality improvements</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Water and Waste Management</b> - Expanding wastewater treatment, water conservation, and waste recycling programs</li> </ul>	



## Impact Metrics for Eligible Categories

We are committed to ensuring full transparency in how we allocate funds. To track our progress, we measure impact through key sustainability indicators, ensuring that every Peso we invest creates measurable, positive change.



## How We Assess Risk in Lending

Metrobank applies a structured due diligence process to assess environmental and social (E&S) risks in our lending and investment decisions. Our approach ensures that we finance responsible and sustainable businesses while mitigating potential risks.

We classify borrowers into High, Medium, or Low-risk categories, factoring in their exposure to E&S risks, sectoral vulnerabilities, and alignment with Metrobank's sustainability principles.

- **Sector-Specific Monitoring** – We evaluate climate-sensitive industries (e.g., energy, agriculture) and sectors with heightened social risk exposure (e.g., supply chain-dependent businesses).
- **Integration into Credit and Investment Decisions** – Borrowers and investment counterparties undergo comprehensive risk screening to ensure compliance with applicable guidelines and standards.

Metrobank employs a due diligence scorecard to assess E&S risks, assigning weights to various factors based on the following parameters:

Parameters	Considerations
Environmental	Climate risk management (physical and transition risks), resource management, pollution control, biodiversity protection.
Social	Labor rights, workplace health and safety, community relations, data privacy, cybersecurity.
E and S Common Parameters	Corporate responsibility, sustainable procurement practices, business continuity management.

## What Sets Metrobank Apart

At Metrobank, sustainability isn't just a priority; it's the cornerstone of our long-term success. We're building a more resilient and equitable future for the Philippines through responsible banking and transformative community engagement. Our pioneering Sustainable Finance Framework, aligned with international standards, has enabled us to mobilize PHP 63 billion in green financing for projects directly supporting renewable energy, sustainable urban development, water security, and inclusive growth. This, coupled with MBFI's impactful community initiatives, demonstrates our commitment to creating meaningful value for all stakeholders. We are not just meeting regulatory requirements; we are actively shaping a more sustainable and inclusive financial system for generations to come.

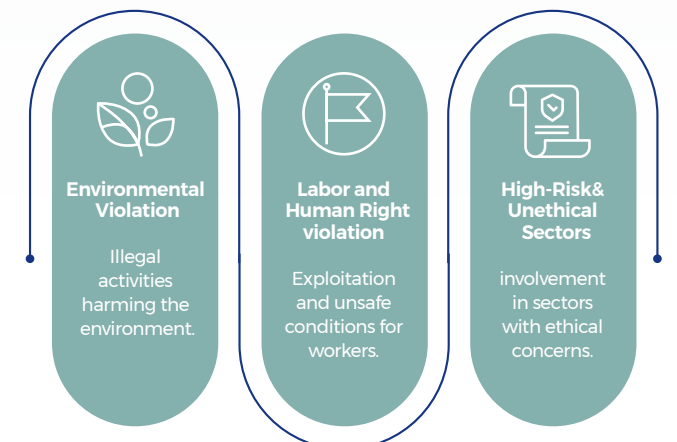


Metrobank has identified certain types of business relationships that are either directly prohibited by law or pose risks to life, the environment, and societal well-being. We take a precautionary approach to environmental and social risks in our lending and investment activities, ensuring that we will not knowingly engage entities exposed to harmful practices—including illegal business activities, human rights violations, and environmental degradation—while prioritizing responsible and sustainable financing.

- Atomic / nuclear power
- Virtual currencies
- Unregulated charities
- Shell banks and other shell institutions
- Red light business / adult entertainment
- Activities deemed illegal under host country laws or regulations related to pharmaceuticals, chemicals, or hazardous materials
- Activities deemed illegal under host country laws or regulations related to forestry products, mining activities, fishing, wildlife trade, and other similar banned activities affecting the environment and nature
- Activities involving harmful or exploitative human rights violations such as child labor, forced and inhumane labor, human trafficking, or unfair labor practices.
- Activities that could lead to the degradation or destruction of areas designated to be of high ecological value (critical habitat, biodiversity hotspot) or cultural significance (indigenous sacred sites, UNESCO).
- Activities that are in areas that may reasonably lead to unmitigated displacement or involuntary resettlement of indigenous communities.

## Responsible Business Engagement

We uphold the highest standards of ethical and responsible banking, ensuring that our financial resources do not contribute to activities that harm communities, ecosystems, or human rights. By enforcing strict exclusion criteria, we protect the integrity of our portfolio while actively promoting sustainable business practices across industries. Our commitment to responsible lending reflects our role in fostering a more inclusive and environmentally responsible economy.



## Contributions to the United Nations SDGs

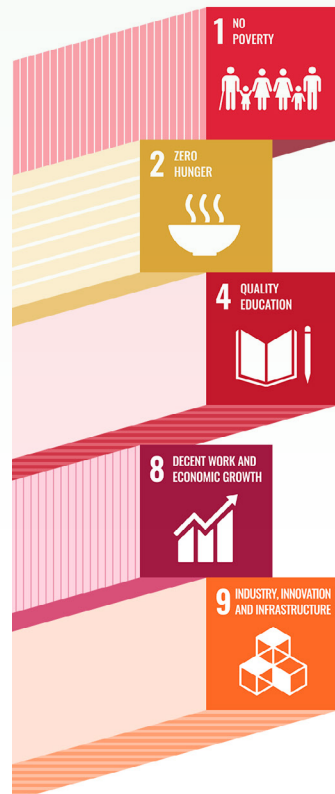
### Sustainability Focus Areas

Metrobank's approach to sustainability is rooted in five dynamic pillars that encapsulate our vision of fostering a resilient, inclusive future. These pillars highlight our commitment to societal progress and sustained business growth. By clearly defining goals and strategically directing resources, we align with global sustainability benchmarks. As one of the Philippines' leading financial institutions, we advance these pillars through strategic investments, specialized services from subsidiaries like PSBank, First Metro Investment Corporation, and Orix Metro, and transformative community projects by the Metrobank Foundation.

Our efforts significantly contribute to the 17 Sustainable Development Goals (SDGs), promoting financial inclusion, supporting resilient infrastructure, and fostering technological innovation. We also drive job creation through direct initiatives and community programs led by the Metrobank Foundation and the Purple Hearts Club, ensuring that our sustainability journey uplifts both the economy and communities nationwide.

While our activities contribute across all 17 SDGs, we prioritize five SDGs that reflect the core of our sustainability mission:

## SUSTAINABLE DEVELOPMENT GOALS



**1 NO POVERTY**  
**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.

**2 ZERO HUNGER**  
**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.

**4 QUALITY EDUCATION**  
**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.

**8 DECENT WORK AND ECONOMIC GROWTH**  
**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.

**9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**  
**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. Our commitment to sustainability reflects Metrobank's core belief in creating meaningful value—for our clients, communities, and the broader global society.

The 5 Focus Areas	UN Target	Initiatives	Performance
<b>8 DECENT WORK AND ECONOMIC GROWTH</b> 	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	Contribution of Commercial Loans to SDGs	<ul style="list-style-type: none"> <li>PHP 202.7 billion in commercial loans to stimulate trade activities, operations of holding companies and other financial intermediaries, hotels and resorts, and professional and technical services</li> </ul>
		Contribution of Parent Bank and Subsidiaries to the UN Sustainable Development Goals	<ul style="list-style-type: none"> <li>More than PHP 1.7 trillion funding by means of participation in securities auctions while the entire MBTC Group mobilized private investors to help the government generate PHP 3.3 trillion capital funding</li> </ul>
	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation	Economic Value Generated and Distributed	<ul style="list-style-type: none"> <li>PHP 182.3 billion economic value generated of which PHP 162.2 billion was distributed to key stakeholders</li> </ul>
	8.3 Support productive activities, decent job creation, entrepreneurship, creativity and innovation through access to financial services	Facilitating Access to Financial Resources	<ul style="list-style-type: none"> <li>USD10.02 billion remittance value facilitated</li> </ul>
	8.9 Promote sustainable tourism that creates jobs and promotes local culture and products	Contribution of Commercial Loans to SDGs	<ul style="list-style-type: none"> <li>PHP 6.8 billion in commercial loans to support tourism</li> </ul>
		Supporting Community Development	<ul style="list-style-type: none"> <li>960 branches and 2,372 ATMs and CAMs nationwide and 29 foreign branches, subsidiaries, and representative offices</li> </ul>
	8.10 Encourage and expand access to banking, insurance and financial services for all	Scale of Operations	<ul style="list-style-type: none"> <li>Presence in 8 out of the 9 poorest provinces in the country</li> </ul>
		Countryside Banking	<ul style="list-style-type: none"> <li>100 international remittance partners;</li> </ul>
		Remittances	<ul style="list-style-type: none"> <li>11,933 families aided during super typhoons and flash floods</li> </ul>
	8.10 Encourage and expand access to banking, insurance and financial services for all	Financial Literacy	<ul style="list-style-type: none"> <li>2 Metrobank educational online platforms - Earnest and Wealth Insights</li> </ul>
<ul style="list-style-type: none"> <li>Over 600 financial education-related events with an audience of over 58,000 through Metrobank and FMIC Group</li> </ul>			



The 5 Focus Areas	UN Target	Initiatives	Performance
<b>9</b> 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	Contribution of Commercial Loans to SDGs	<ul style="list-style-type: none"> <li>• PHP 326.5 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</li> </ul>
	9.3 Increase access of small-scale industrial and other enterprises to financial services and integrate them into value chains and markets	Contribution of Parent Bank and Subsidiaries to the UN Sustainable Development Goals	<ul style="list-style-type: none"> <li>• More than PHP 1.7 trillion funding by means of participation in securities auctions while the entire MBTC Group mobilized private investors to help the government generate PHP 3.3 trillion capital funding</li> </ul>
		Spending on Local Suppliers	<ul style="list-style-type: none"> <li>• PHP 7.8 billion spending on local suppliers and service providers</li> </ul>
<b>1</b> NO POVERTY 	1.1 Eradicate extreme poverty for all	Supporting Community Development	<ul style="list-style-type: none"> <li>• 255,166 individuals assisted through Metrobank Foundation's financial and in-kind grant assistance programs</li> <li>• PHP 3.9 million total employee donations raised for Purple Hearts Club's programs on community development, health, education, livelihood, and disaster relief</li> </ul>
	1.4 Ensure that all men and women have equal rights to economic resources as well as access to basic services	Support for Micro and Small enterprises	<ul style="list-style-type: none"> <li>• PHP 34.4 billion in loans to support micro, small, and medium enterprises</li> </ul>
		Economic Value Generated and Distributed	<ul style="list-style-type: none"> <li>• PHP 152 million in community investments</li> </ul>
1.5 Build the resilience of the poor and those in vulnerable situations and reduce their exposure to climate-related extreme events	Supporting Community Development	<ul style="list-style-type: none"> <li>• 25,429 families aided during super typhoons and flash floods</li> </ul>	
<b>2</b> 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	Contribution of Commercial Loans to SDGs	<ul style="list-style-type: none"> <li>• PHP 94.0 billion in commercial loans to enable production and trade of food and agricultural activities</li> </ul>
<b>4</b> QUALITY EDUCATION 	4.3 Ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university	Supporting Community Development	<ul style="list-style-type: none"> <li>• 184 current college school scholars under Metrobank Foundation's Scholarship Program</li> </ul>
		Supporting Community Development	<ul style="list-style-type: none"> <li>• PHP 541,181 donated under Education through Purple Hearts Club chapters</li> </ul>
		Availment of Employee Scholarship Program	<ul style="list-style-type: none"> <li>• 525 employees who availed of educational subsidies – Metrobank Educational Assistance for Dependents of Employees (MEADE) and Metrobank Employees Graduate Assistance Program (MEGA), and Masters in Business Administration (MBA)</li> </ul>
	4.a Build and upgrade education facilities that are safe, inclusive, and effective learning environments for all	Contribution of Commercial Loans to SDGs	<ul style="list-style-type: none"> <li>• PHP 1.4 billion in commercial loans to support development of educational facilities and services of academic institutions</li> </ul>
	4.c Substantially increase the supply of qualified teachers	Supporting Community Development	<ul style="list-style-type: none"> <li>• 315 teacher beneficiaries of Metrobank Foundation's Education grant for capacity building</li> <li>• 384 teachers recognized as Outstanding Filipinos by Metrobank Foundation to date</li> </ul>

### 3 Good Health and Well Being

- PHP 4.5 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

- 58% 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

- PHP 31.4 billion in commercial loans to support water supply, waste management, and remediation activities
- Construction of handwashing facilities in four select schools benefitting 2,003 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
- 0% interest rate for credit card installment for availment of solar power systems via accredited partners
- Ongoing replacement to energy-efficient fixtures and equipment for corporate centers and branches

### 10 Reduced Inequalities

- 37% of total employees are below 30 years old
- 65% of total employees are women
- PHP 34.4 billion in loans to support micro, small, and medium enterprises
- We offer clients regardless of economic status affordable investments through Metrobank Aspire Feeder Funds for as low as PHP1,000
- We offer clients affordable tax-free investments for retirement through Metrobank Personal Equity and Retirement Account (PERA) for as low as PHP5,000

### 11 Sustainable Cities and Communities

- PHP 214.1 billion in commercial loans to support funding of public infrastructure, sustainable urbanization, and safe and affordable housing

### 12 Responsible Consumption and Production

- PHP 3.9 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

- PHP 31.5 billion in sustainable financing for energy production and management, green infrastructure development, and sustainable water management, supported through Metrobank and its subsidiaries via lending and underwriting
- Implementation of Sustainable Finance Framework (SFF) and integration of E&S considerations into business operations and risk management
- Ongoing engagement with solutions providers and subject matter experts on streamlining our ESG data management system and support the completion of the emissions inventory
- Capacity building initiatives to building awareness on sustainability and climate risks and opportunities

### 14 Life Below Water

- PHP 1.5 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

- 10,471 trees planted by Metrobankers through Purple Hearts Club since 2019
- Community coastal clean-up drives led by employee volunteers through Purple Hearts Club

### 16 Peace, Justice, and Strong Institutions

- PHP 2.0 billion in commercial loans to support news, television, radio broadcasting activities
- 172 soldiers, 159 police officers recognized as Outstanding Filipinos by Metrobank Foundation to date

### 17 Partnerships for the Goals

- Continue to be a reliable partner for the government towards the realization of its national development agenda and roadmap through direct generation of funds and mobilization of private investors to help the government generate capital funding
- Metrobank Foundation's flagship grants program and social development partnerships continue to extend financial assistance to socio-civic and non-government organizations, as well as local and national government initiatives aligned with the thrusts of the Foundation on health, education, and livelihood toward the attainment of select SDGs
- PHP 7.8 billion spending on local suppliers and service providers

Note: Contributions inclusive of subsidiaries

## From Soil to Supper: Growing a Healthy Guinayangan



For over a decade, the International Institute of Rural Reconstruction (IIRR) has partnered with the local government of Guinayangan, Quezon to improve food security, nutrition, and sustainable agriculture. With support from Metrobank Foundation, Inc. (MBFI), IIRR expanded its reach and implemented key interventions for at-risk families, particularly those with pregnant and lactating women and young children.

One of the program's key initiatives is diversified home gardening, providing families with seeds and training to cultivate iron- and vitamin-rich vegetables to provide a steady source of fresh, nutritious food. As a result, 204 families established gardens, ensuring a steady supply of fresh, nutritious food. The Crop Museum in Brgy. Arbismen was also enhanced, serving as a seed bank and resource hub for climate-resilient crops.

These efforts improved dietary diversity, with 92% of households now consuming vegetables in their meals, and 84.3% of harvested crops are consumed at home. Families have also learned to adapt to challenges such as limited space by practicing container gardening, ensuring sustainable food production despite constraints.

Beyond food security, community engagement also grew, with Barangay Dancalan Central establishing a community garden and the

Sangguniang Kabataan initiating their own gardening projects. These initiatives not only promote sustainable agriculture but also strengthen local participation in improving nutrition and well-being.

As an MBFI grantee, IIRR has made remarkable strides in community development. Notable achievements include training 105 more families in sustainable agriculture, distributing 5,000 seedlings, and raising awareness about nutrition. In 2024, the partnership helped establish a new community garden, engage youth in seedling propagation, and further improve dietary diversity. Moving forward, IIRR plans to expand home gardening to coastal barangays and integrate it into local programs for lasting impact.

Through collaborative efforts, IIRR and MBFI continue to transform communities, one home garden at a time.

## Stakeholder Engagement

Metrobank nurtures strong relationships with its stakeholders, ensuring meaningful engagement that aligns with its corporate, financial, and sustainability goals. We recognize that our long-term success is built on continuous dialogue, collaboration, and responsiveness to the needs of our stakeholders—including customers, employees, suppliers, investors, regulators, communities, and assessment bodies. Through structured platforms and engagement mechanisms, we create value while driving positive societal impact.

### A Meaningful and Inclusive Engagement Approach Across Stakeholders

Metrobank's stakeholder engagement strategy is designed to be inclusive, responsive, and impact-driven. By actively listening to and collaborating with our customers, employees, suppliers, investors, regulators, and communities, we ensure that our

business remains resilient, responsible, and aligned with sustainability goals. Through MBFI, we extend our commitment beyond financial services, fostering community development and empowering future generations.

**Customers:** Enhancing Trust and Service Excellence  
 Metrobank is committed to providing customer-centric financial solutions that support the evolving needs of individuals and businesses. We maintain multiple engagement platforms, including physical branches, digital banking platforms, and customer service channels, ensuring accessibility, service reliability, and financial security. Regular customer satisfaction surveys and Net Promoter Score (NPS) studies allow us to gather insights, address concerns, and enhance our products and services. We also promote financial inclusion through expanded digital banking adoption programs, ensuring a seamless and secure banking experience for all.

**Employees:** Empowering Our Workforce  
 Our employees drive our mission of meaningful banking and community impact. We invest in career growth, well-being, and engagement through structured programs such as annual performance assessments, training initiatives, and leadership development. Employees also have access to multiple feedback platforms, including HR Helpdesk (E-Connect), Workplace by Facebook, and town halls.

*Metrobank also cultivates a culture of social responsibility and volunteerism, providing employees with opportunities to actively participate in community outreach programs. In 2024, employees took part in 80 volunteer initiatives, contributing to:*

- Feeding programs for underserved communities
- Mangrove tree planting to support environmental conservation
- Financial literacy training for farmers and MSMEs
- Teacher recognition initiatives during National Teachers' Month

*This reinforces our commitment to engaging employees beyond the workplace, allowing them to make a meaningful impact in the communities we serve.*

**Suppliers:** Ensuring Ethical and Sustainable Partnerships

Metrobank collaborates with suppliers to deliver secure, seamless, and innovative banking solutions. Our vendor accreditation and performance review processes promote ethical sourcing, transparency, and compliance with data security requirements. We prioritize local suppliers and align procurement strategies with sustainability principles, reinforcing responsible business practices across our supply chain.

**Investors:** Strengthening Value Creation and Transparency

Our investors and shareholders are essential partners in sustainable growth. We maintain open and transparent communication through earnings calls, stockholders' meetings, investor roadshows, and one-

on-one engagements. Timely material disclosures and financial reporting reflect our commitment to corporate governance, risk management, and ESG-aligned financial strategies.

**Regulators:** Upholding Compliance and Industry Standards

As a leading financial institution, Metrobank ensures full compliance with regulatory requirements while actively participating in policy discussions and industry consultations. Through regular correspondence, consultation papers, and risk assessments, we maintain a strong relationship with regulators, ensuring adherence to financial regulations, data security policies, and responsible banking standards.

**Community:** MBFI as a Catalyst for Social Impact  
 Metrobank extends its commitment to nation-building through Metrobank Foundation, Inc. (MBFI), the Bank's corporate social responsibility (CSR) arm. MBFI actively collaborates with government agencies, non-government organizations, alumni groups, and communities to implement programs focused on education, health, arts, livelihood, and disaster relief.

**Strategic Partnerships and Grants** - In 2024, MBFI awarded grants totaling PHP 72.9 million to 35 organizations, supporting projects in education, health, arts, and community development. These partnerships ensure the effective implementation of social interventions aligned with national development priorities.

**Alumni Networks and Community Leadership** - Past awardees and scholars remain engaged through alumni organizations, leading pay-it-forward initiatives. In 2024, MBFI partnered with NOTED, PROTECT, and TOPSSOLDIERS for the Pag-asa Island Outreach Mission in Palawan, benefiting local schools and communities through educational, health, and livelihood programs.

**Stakeholder Consultations and Program Refinements** - MBFI maintains continuous dialogue with stakeholders through National Teachers' Month (NTM) meetings, scholar mentoring programs (iCAN and MINDSET), and Focus Group Discussions (FGDs) with students and educators. These engagements ensure that programs remain relevant and responsive to community needs.



**Assessment Bodies:** Reinforcing ESG and Sustainability Reporting

Metrobank engages with local and global assessment bodies and ratings agencies to ensure transparent reporting on ESG performance. We actively participate in sustainability benchmarking initiatives, due diligence processes, and external assessments to measure our impact and identify areas for improvement. These engagements help us align with global best practices and maintain our leadership in responsible banking.

**STAKEHOLDER ENGAGEMENT OVERVIEW**

To ensure structured and inclusive engagement, We employ various platforms and feedback mechanisms tailored to each stakeholder group:

Stakeholder Group	Engagement Platform	Frequency of engagement	Concerns and Issues	Management Approach
<b>Customers or Clients</b>	Customer service touchpoints, satisfaction surveys, NPS studies, digital banking education, Materiality Assessment Survey	Daily, Annually, As needed	Financial fraud, service reliability, accessibility, sales practices, customer privacy, data security, ESG considerations	Fraud awareness, cybersecurity, customer assistance, ESG-aligned financial solutions
<b>Employees</b>	Engagement surveys, performance assessments, HR Helpdesk (E-Connect), Workplace by Facebook, town halls, training programs, employee volunteerism	Annually, Quarterly, As needed	Compensation, well-being, diversity and inclusion, ESG, career growth, community engagement	Periodic salary review, employee training, ESG policies, career development programs, volunteer initiatives
<b>Suppliers</b>	Vendor accreditation, procurement transparency, annual performance reviews, Materiality Assessment Survey	Annually, As needed	Ethical sourcing, transparency, business ethics, data security	Clear procurement policies, sustainability-aligned sourcing
<b>Investors</b>	Stockholders' meetings, earnings calls, investor roadshows, regulatory disclosures, Materiality Assessment Survey	Annually, Quarterly, As needed	Financial performance, risk management, ESG, business resilience	Transparent reporting, corporate governance alignment
<b>Regulators</b>	Compliance reporting, consultations, policy discussions, risk assessments, Materiality Assessment Survey	Annually, As needed	Banking regulations, corporate governance, risk management	Adherence to financial standards, data security frameworks
<b>Community (MBFI Engagement)</b>	Grants, partnerships, alumni engagement, FGDs, social investment projects	Ongoing, Quarterly, Annually, As needed	Program sustainability, education, health, livelihood, disaster relief	Structured social investment, community-driven projects
<b>Assessment Bodies</b>	Ratings agency engagements, ESG disclosures, due diligence questionnaires	Annually	Risk exposure, sustainability performance, transparency	Active engagement with ESG rating age

**Materiality Assessment**

At Metrobank, understanding the priorities and concerns of our stakeholders is at the heart of our sustainability efforts. A formal materiality assessment process guides us in aligning the Bank'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 guidelines, and a review of practices reported by our peers. The insights we gather shape our strategy, communication, and sustainability narrative. We focus on the ESG topics that have

the greatest impact on our stakeholders, their businesses, and the Bank. Our survey respondents include customers, employees, Board directors, senior management, suppliers, investors, regulators, and community program beneficiaries.

**Materiality Process**



**ASSESS Stakeholder Issues**

Engaging stakeholders to identify key ESG issues  
We engage our stakeholders through a formal materiality assessment to understand which ESG issues matter most to them.

**BENCHMARK Disclosures**

Aligning disclosures with regulations and best practices  
We align our disclosures with regulatory requirements, ESG rating agency frameworks, and industry best practices to ensure we address the most relevant material topics.

**COLLABORATE on Data**

Business units work together to verify sustainability data  
Our business units play a key role in verifying and providing sustainability data. By working closely together, we monitor ESG risks and opportunities more effectively.

**DISCLOSE Information**

Board and management review and approve disclosures  
Our Board-level Corporate Governance and Compensation Committee, along with senior management, reviews and approves all key disclosures—ensuring accuracy, transparency, and accountability.

**EVALUATE Policies**

Sustainability Department reviews and enhances policies  
Our Sustainability Department continuously reviews and enhances policies and procedures, providing recommendations to senior management. This helps us manage environmental and social impacts responsibly.



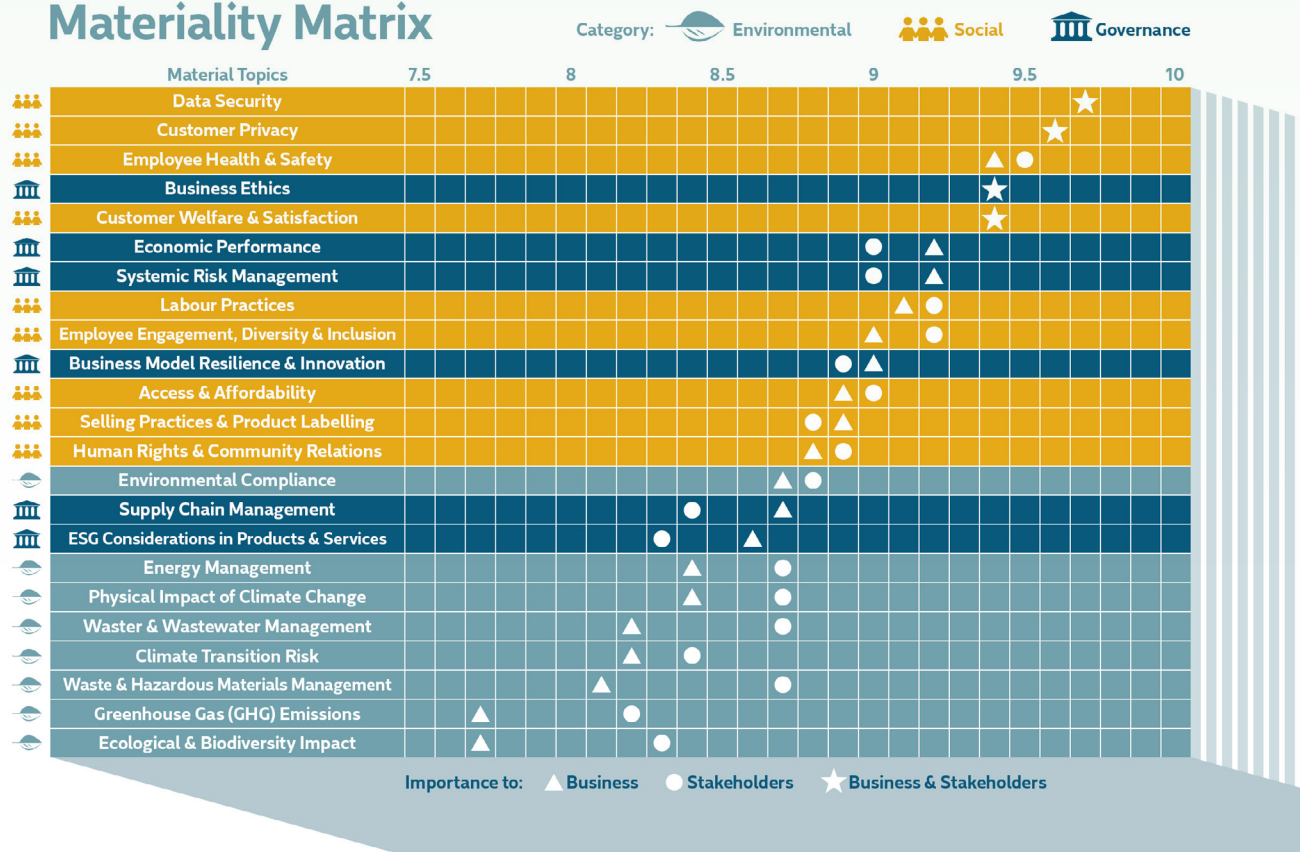
# Economic and Governance

Our impact extends beyond traditional banking through support for infrastructure development, public-private partnerships, and expanded access to financial markets for small businesses.



\* Physical Impact of Climate Change falls under Systemic Risk Management as it poses material risks to operations, infrastructure, and business continuity.

## Materiality Matrix



## Economic Performance

Metrobank remained resilient amid shifting economic tides, reaffirming our role as a key driver of the Philippine economy. As a leading financial institution, we contribute to nation-building by providing equitable banking services and mobilizing capital to fuel growth. Our impact extends beyond traditional banking through support for infrastructure development, public-private partnerships, and expanded access to financial markets for small businesses. Navigating both global market volatilities and domestic shifts in consumer behavior and policy landscapes, we employed strategic foresight and prudent risk management to address these challenges with agility and purpose.

In 2024, 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 PHP 182.3 billion in direct economic value, reflecting strong financial health and stakeholder trust. Our operational expenditures of PHP 7.8 billion supported local suppliers and service providers, stimulating economic activity and reinforcing supply chain resilience.

Our people are central to our success. In 2024, we allocated PHP 24.4 billion to employee welfare, covering fair remuneration, benefits, and professional development, fostering a culture of excellence and inclusivity.

We maintained fiscal discipline, managing PHP 27.2 billion in payments to shareholders and capital providers, ensuring sustainable growth. Contributions of PHP 27.7 billion in taxes and government fees underscored our role in national development, supporting public infrastructure and social programs.



Recognizing our broader role in society, we invested PHP 152.0 million in community development projects. These initiatives addressed critical areas such as education, health, and disaster resilience, reflecting our commitment to creating positive social impact beyond our core business

Economic Value Generated ( PHP billion)		
	2023	2024
Distributed	127	162
Retained	29	20

Economic Value Distributed (PHP million)		
	2023	2024
Operating costs	66,764	82,824
Employee wages and benefits	21,633	24,433
Payments to providers of capital	16,685	27,220
Payments to government	21,686	27,711
Community investments	102	152
Economic value retained	29	20

## Tax Strategy

At Metrobank, our tax strategy reflects our dedication to responsible corporate citizenship. We prioritize strict compliance with tax laws and regulations, ensuring transparency and integrity in all our tax-related activities. Beyond meeting regulatory requirements, we actively support government initiatives that drive economic growth and sustainable development. In 2024, our provision for income tax increased to PHP 27.1 billion, highlighting both our strong financial performance and our ongoing contributions to national development. Comprehensive tax-related disclosures are available in Notes 28 and 38 of our Audited Financial Statements, reinforcing our commitment to transparency and accountability.

Provision for Income Tax (PHP million)	2023	2024
Final tax	8,315	9,992
Regular corporate income tax	3,873	5,567
Statutory taxes and levies	9,498	12,152
	<b>21,686</b>	<b>27,711</b>

## Business Ethics

At Metrobank, ethical business conduct is the foundation of how we operate, ensuring that integrity, transparency, and accountability remain central to our corporate culture. Our governance principles are embedded across all business activities, shaping our interactions with stakeholders and guiding responsible decision-making at every level. All policies, including the Code of Ethics, are Board-approved, with Policy Users and Accountable Units clearly defined and introduced through New Employee Orientation (NEO) Training. We maintain a zero-tolerance policy towards corruption. Bribery, fraud, extortion, collusion, conflicts of interest, money laundering, and similar practices are not tolerated in our operations. There were no legal actions during the reporting period involving the organization.

For a comprehensive overview of Metrobank's corporate governance structure, ethical standards, and integrity-driven culture, please refer to the Corporate Governance section of our Annual Report. This section outlines the governance mechanisms, policies, and industry standards that ensure ethical business practices and reinforce Metrobank's role as a trusted financial institution.

### Recognizing Excellence in Corporate Governance

Metrobank's strong commitment to ethical business conduct and governance was recognized in 2024 with the prestigious 4-Golden Arrow Award from the Institute of Corporate Directors (ICD). This

award, based on the ASEAN Corporate Governance Scorecard (ACGS), underscores our commitment to best-in-class governance, ethical business leadership, and stakeholder trust.

By continuously enhancing our governance frameworks, risk management processes, and corporate ethics programs, we strengthen our ability to navigate evolving business landscapes while fostering a culture of transparency and compliance.

### Commitment to Ethical Business and Sustainability

Metrobank upholds the highest standards of ethical business conduct in all aspects of its operations. Our commitment to integrity, fairness, and compliance aligns with both global frameworks and national regulations, ensuring that our governance initiatives reflect responsible business leadership.

This commitment extends to our lending, investment, and business partnerships, where we ensure that engagements reflect our values. Suppliers, contractors, and business partners are expected to uphold the same ethical, good governance, and environmental standards that guide Metrobank's own operations. We do not engage with businesses or activities that contradict our corporate integrity, sustainability, and human rights principles.

In alignment with global and national sustainability priorities, we remain steadfast in promoting:

- Energy transition and environmental protection – Supporting investments in clean energy, sustainable finance, and climate resilience.
- Human rights and labor standards – Ensuring fair labor practices, workplace safety, and diversity and inclusion across all engagements.
- Anti-bribery, corruption, and ethical business practices – Strengthening governance through whistleblowing mechanisms, compliance programs, and corporate integrity policies.
- Biodiversity preservation and sustainable development – Advocating for nature-positive

financing and responsible environmental stewardship.

- Technology, innovation, and responsible digital transformation – Enhancing cybersecurity, data privacy, and ethical innovative solutions.
- Corporate governance and accountability – Upholding transparency, board independence, and ethical risk management.

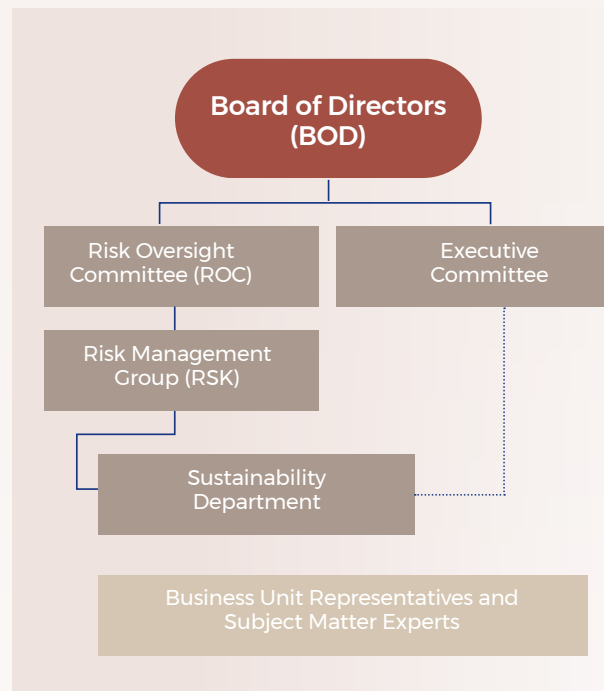
## Systemic Risk Management

At Metrobank, we recognize that environmental degradation and climate change pose significant systemic risks that can impact financial stability, disrupt businesses, and create long-term economic vulnerabilities. The increasing frequency of extreme weather events, resource depletion, and shifting regulatory landscapes demands a proactive and structured approach to risk mitigation. To manage these risks, we have established an Environmental and Social Risk Management (ESRM) framework that ensures a structured, bank-wide approach to assessing and mitigating E&S risks.

Our ESRM framework is aligned with BSP Circular no. 1128, reinforcing Metrobank's ability to integrate E&S risk management within our risk governance structure and develop policies, processes, and assessment tools that ensure sustainability-related risks are identified, evaluated, and mitigated.

Through our ESRM Framework, we assess and manage E&S risks in lending, investment, and operational activities, matching our financing consideration align with sustainability standards. It also ensures compliance with BSP Circular nos. 1085 and 1128; incorporating E&S elements in risk management for Metrobank's credit, investment, and operational policies. Lastly, it allows for monitoring of emerging climate transition risks and contributes to the safeguarding of the Bank's resiliency to the evolving discourse on these matters.

At Metrobank, governance is at the center of how we manage risk and drive sustainability forward.



We ensure that environmental, climate, and social risks are integrated into enterprise risk management considering both regulatory compliance and long-term business objectives.

#### Our Board's Role in Driving Sustainability

Our Board of Directors, through the Executive Committee (EXCOM) and Risk Oversight Committee (ROC), provides oversight and direction in:

- Setting sustainability objectives covering short-, medium-, and long-term horizons
- Alignment of E&S risks with enterprise-wide risk management strategies
- Integration of E&S risk mitigation into credit, investment, and operational policies
- Strengthened governance on sustainability agenda and compliance to E&S regulations

#### How We Put Strategy Into Action

Our senior management, supported by the Sustainability Department, executes our sustainability agenda by:

- Implementing sustainability objectives covering short-, medium-, and long-term horizons

- Executing the sustainability agenda and Environmental and Social Risk Management (ESRM) framework
- Embedding sustainability principles into credit operations, investment practices, and business processes
- Conducting periodic assessments of the Bank's sustainability policies and integrating outcomes to strategy

### Identifying and Monitoring Existing and Emerging Risks

We actively identify, measure, and monitor sustainability-related risks across our lending, investment, and operational activities. This ensures that we remain resilient against evolving environmental, social, and climate challenges while strengthening our financial stability.

Metrobank acknowledges that environmental and social (E&S) risks have the potential to evolve into significant financial and non-financial risks if not effectively managed. These risks can exacerbate traditional financial risks, including credit, market, operational, and reputational risks. For instance, borrowers exposed to climate-related disruptions may experience financial strain, increasing the likelihood of loan defaults (credit risk), while regulatory shifts towards sustainability compliance may impact asset valuations (market risk). Similarly, disruptions to operations due to extreme weather events (operational risk) or involvement in unsustainable projects (reputational risk) can undermine financial performance and stakeholder trust.

### Key Risk Mitigation Strategies

To address these risks, Metrobank employs a structured approach to integrate E&S risk considerations into enterprise-wide risk management, ensuring a proactive stance against emerging sustainability-related challenges.

- Risk Identification and Measurement – We use risk assessment tools to evaluate exposures from climate change, biodiversity loss, and social risks.

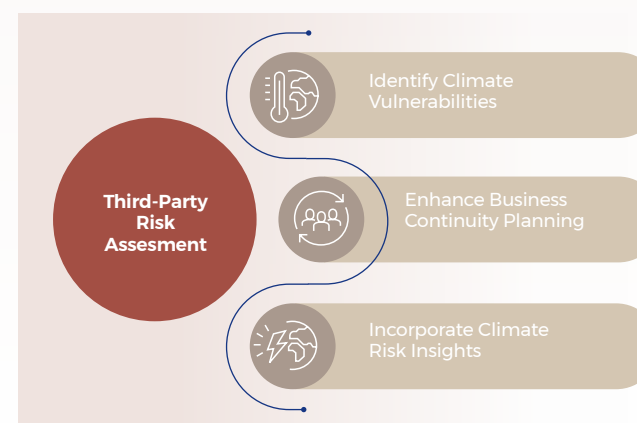
- Regulatory Compliance – Our ESRM policies are continuously updated to meet evolving local and global regulations.
- Enterprise-Wide Risk Monitoring – Sustainability risks are integrated into strategic planning, credit assessments, and operational risk monitoring.
- Business Continuity Planning and Disaster Risk Assessment – Strategies reflecting climate change-intensified hazards are embedded into our crisis response and resilience planning.

### Climate Risk Assessment

To further strengthen our risk oversight, we have engaged a third-party consultant to pilot an assessment of potential risks of climate change on the business, including our centers and branches, as well as the loan portfolio.

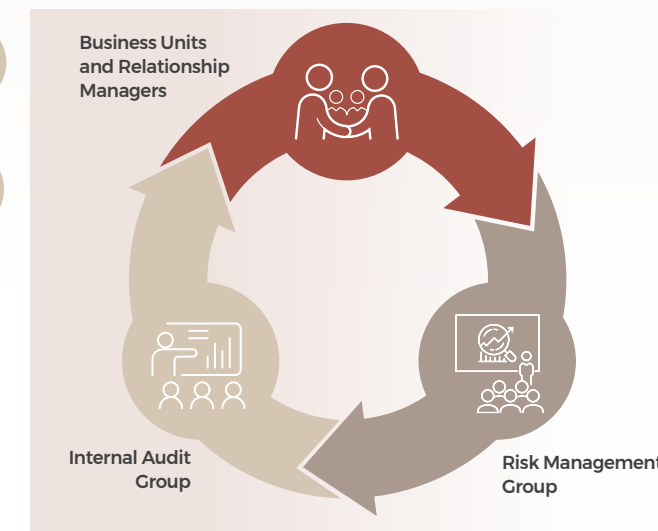
This assessment allowed us to:

- Identify climate vulnerabilities across our physical and financial assets
- Enhance business continuity planning to address extreme weather events
- Gain insights in further improving the embedding of climate considerations into credit underwriting and investment evaluations



### Three-Lines-of-Defense in E&S Risk Management

- 1. Business Units and Relationship Managers**
  - Conduct initial E&S risk assessments for borrowers, ensuring compliance with Metrobank's sustainability policies.
  - Apply due diligence frameworks to screen borrowers based on climate impact, sectoral vulnerabilities, and sustainability alignment.
- 2. Risk Management Group**
  - Provides independent oversight by identifying emerging risks, monitoring regulatory compliance, and ensuring adherence to risk control measures across all financial activities.
  - Integrates climate-related financial risks into Metrobank's enterprise risk management strategies.
- 3. Internal Audit Group**
  - Independently reviews the robustness of Metrobank's sustainability risk governance, verifying compliance with both internal policies and external regulatory requirements.
  - Ensures that risk management frameworks evolve in response to emerging climate risks, regulatory shifts, and industry best practices.





## Climate Risk Integration

Metrobank recognizes climate change as a material financial risk that requires structured mitigation strategies. We employ physical and transition risk assessments to measure potential impacts across our lending, investment, and operational activities.

- **Physical Risks** – Refers to the potential loss or damage to tangible assets arising from climate change and/or other weather-related conditions such as floods, typhoons, droughts, earthquakes, extreme weather variability, and rising sea levels.
- **Transition Risks** – Refers to the potential economic adjustment cost resulting from policy, legal, technology, and market changes to meet climate change mitigation and adaptation requirements.

## Staying Ahead of Emerging Environmental and Social Risks

As sustainability risks evolve, we continuously refine our Environmental and Social Risk Management (ESRM) framework to assess and mitigate climate, environmental, and social risks that impact our business operations, investments, and lending portfolio.

## Managing Climate Risk and Opportunities for Long-Term Resilience

Metrobank recognizes that climate risk is not just an environmental issue—it is a financial and economic risk that requires urgent and strategic action. As the global economy shifts towards decarbonization

### Sustainability-Driven Risk Management

*We apply a structured approach to managing E&S risks, ensuring that sustainability considerations are embedded into our credit, operational, and investment decision-making processes.*

- **Regulatory Alignment – Compliance with BSP Circular nos. 1085, 1128, 1149, and 1187, reinforcing sustainability in risk management and financing activities**
- **Continuous E&S Risk Monitoring – Sustainability risks are integrated into our enterprise-wide risk management processes.**
- **Internal Capital Adequacy Assessment – Identifying emerging systemic risks that might impact capital adequacy affecting long-term resilience.**

and sustainability, we are taking proactive steps to reduce climate-related financial risks while ensuring that our investments and lending activities support a just and orderly transition to a low-carbon economy. We remain committed to aligning with relevant climate policies, strengthening our risk management frameworks, and scaling up financing for sustainable energy, climate resilience, and green infrastructure. By embedding climate risk mitigation and adaptation strategies into our financial operations, we are reinforcing our role as a key partner in driving the Philippines toward a net-zero future while safeguarding our financial stability.

Our approach to climate risk management is centered on supporting a just and responsible shift from fossil fuel dependence while scaling up sustainable investments that promote long-term economic and environmental resilience.

Risk Category	Description	Impact on Lending and Investment Activities	Impact on Operations	Management Approach
<b>Climate Physical Risks</b>	The risk of damage to assets, infrastructure, and operations due to climate-related events such as extreme weather (e.g., storms, floods, heatwaves) and gradual changes like rising sea levels, temperature shifts, and prolonged droughts.	<b>Credit Risk:</b> Higher credit losses due to extreme weather damage to mortgaged properties; Collateral depreciation from rising sea levels and flooding  <b>Market Risk:</b> Volatility in equities, fixed income, and commodities due to climate risks	<b>Operational Risk:</b> Damage/disruption to branches or operations from extreme weather events; Cybersecurity breaches or service outages due to climate-related disruptions	<ul style="list-style-type: none"> <li>• Environmental, climate, and social factors in lending and investment activities</li> <li>• ESRM framework manages risks to operations, credit, market, and reputation</li> <li>• Credit evaluations align with regulations and recognized standards</li> </ul>
<b>Climate Transition Risks</b>	The financial and operational risks associated with the transition to a low-carbon economy. These include regulatory risks (e.g., carbon pricing, emissions regulations), technological risks (e.g., cost of developing and scaling low-carbon technologies), and market shifts away from carbon-intensive industries (e.g., fossil fuels) toward more sustainable practices.	<b>Market Risk:</b> Stranded assets in carbon-heavy sectors as climate policies evolve; infrastructure projects relying on carbon-intensive processes may rapidly lose value  <b>Reputational Risk:</b> Stakeholder backlash for not meeting climate expectations or ESG goals	<b>Operational Risk:</b> Risk of regulatory fines for non-compliance with evolving sustainability and climate regulations  <b>Reputational Risk:</b> Reputational damage due to climate-related impacts on communities or employees	<ul style="list-style-type: none"> <li>• Third-party physical climate risk assessment on operational footprint and loan portfolio</li> <li>• Coal exposure capped to support the government's energy transition roadmap</li> <li>• Renewable and transition energy projects prioritized for adaptation</li> </ul>
<b>Biodiversity and Nature Risks</b>	The risk of negative impacts on ecosystems, species, and natural resources resulting from human activities such as deforestation, pollution, land-use change, and over-exploitation. This leads to biodiversity loss, disrupts ecosystem services (e.g., water, food, air quality), and exacerbates climate change. These risks undermine the capacity.	<b>Credit Risk:</b> Risk of higher credit losses due to borrowers affected by the rising resource stress (e.g., agriculture, manufacturing, mining sectors)	<b>Operational Risk:</b> Risk of regulatory fines for non-compliance with emerging biodiversity-related regulations; Supply chain/service disruptions affecting counterparties that rely on natural resources	<ul style="list-style-type: none"> <li>• Focus on energy efficiency, resource conservation, and optimization</li> <li>• Preparedness to climate change-influenced hazards via business continuity planning and disaster risk assessments</li> </ul>
<b>Social Risks</b>	The risk of disruption to business operations and societal stability due to social factors, including labor unrest (e.g., strikes, worker dissatisfaction), civil disturbances (e.g., protests, terrorism), and cyber threats (e.g., data breaches, supply chain disruptions). These risks can arise from societal tensions, inequality, or geopolitical instability.	<b>Credit Risk:</b> Risk of higher credit losses due to operational disruptions in labor intensive sectors  <b>Reputational Risk:</b> Adverse media coverage from exposure to borrowers involved in human rights violations or unethical practices; Stakeholder dissatisfaction resulting from failure to meet evolving social responsibility expectations	<b>Operational Risk:</b> Business disruptions (e.g., branch operations) caused by social unrest, labor strikes, or protests; Regulatory fines for non-compliance with regulations such as those relating to fair labor practices and anti-discrimination laws	<ul style="list-style-type: none"> <li>• Environmental and social risks integrated into operational risk management tools</li> <li>• Full compliance with relevant laws and regulations related to environmental, climate, social, and governance issues is maintained, minimizing the risk of penalties.</li> </ul>

## Business Model Resilience and Innovation

Adapting to an evolving landscape requires continuous innovation, agility, and a strong commitment to clients. At Metrobank, we embrace sustainable growth, digital transformation, and financial inclusion to stay ahead of economic shifts and climate challenges. A proactive approach allows us to anticipate risks, seize opportunities, and strengthen stakeholder trust.

Enhancing the banking experience remains a priority. Through streamlined digital processes, strategic partnerships, and strengthened risk frameworks, we create value where it matters most. Our focus on operational excellence, sustainable finance, and inclusive growth reflects our commitment to supporting communities, empowering businesses, and driving long-term success.

- **We support the Department of Energy's 2020 moratorium on new coal-fired power plants**
  - We align our policies with the national government's energy transition strategies related to financing greenfield coal-fired power projects.
- **We're capping our term loan exposure to the coal industry to no more than 3% of our total loan portfolio by 2033 and reducing it further to 2% by 2037**
  - We have established a structured energy transition position, ensuring that our loan portfolio aligns with national roadmaps, while allowing an orderly transition for affected industries.
- **We're expanding our transition and renewable energy initiatives and sustainable financing**
  - To accelerate the shift to clean energy, we are scaling up financing for transition and renewable energy projects, directing capital toward climate-responsive solutions. Beyond renewables, we support energy efficiency initiatives, sustainable use of water, green infrastructure and transportation, and a circular economy that help businesses and communities respond to challenges brought by climate change and enhance their economic resilience and viability.
  - Our adaptive strategy evolves with regulatory changes from future government measures, market shifts, and technological advancements, ensuring that business decisions align with Metrobank's sustainability goals and the Philippines' macroeconomic and social landscape

### Digital Transformation

Innovation powers our commitment to seamless, secure, and technology-driven financial services. By leveraging strategic partnerships and advanced solutions, we continuously reshape banking to meet the demands of an evolving digital landscape.

### Modernizing Wealth Management

To enhance wealth management capabilities, we partnered with Collaboration Better The World (CBTW) to implement Temenos Wealth, an advanced platform that improves efficiency, elevates client experiences, and accelerates business growth. AI-powered analytics, digital onboarding, and self-service tools such as robo-advisory and goal-based financial planning enable a more personalized approach to managing assets. With an API-driven architecture, the platform seamlessly integrates with third-party applications, reducing costs, mitigating risks, and increasing agility.

This transformation strengthens our position as the preferred financial partner for High Net Worth (HNW) and Ultra High Net Worth (UHNW) clients. More than managing wealth, we remain dedicated to helping clients preserve and grow their assets for long-term financial security.

## Supply Chain Management

Choosing the right suppliers follows BSP guidelines, ensuring fair accreditation and strict compliance. Our General Services Group (GSG) works with different teams to assess, approve, and review vendors regularly. Procurement follows a strict canvassing and bidding process.

Commitment to ethical business practices remains firm. All suppliers are screened based on these criteria to align with our internal standards. We only work with vendors who uphold human rights and labor standards, with zero tolerance for forced labor, child exploitation, discrimination, and corruption. Our suppliers must also comply with environmental regulations and minimize their ecological impact. As part of our accreditation process, we require an

Environmental Compliance Certificate for projects with potential environmental risks. For manpower service providers, certifications from government agencies confirm legitimacy and compliance with social security and employee benefit contributions.

Regular supplier performance evaluations ensure quality, cost efficiency, and regulatory adherence. We also maintain strong partnerships by ensuring timely payments for goods and services. Whenever possible, we prioritize local suppliers, strengthening relationships with local resellers and the Philippine offices of multinational companies.

Spending on Suppliers, in PHP million		
	2023	2024
Percentage of procurement budget spent on local suppliers	84%	91%
Procured from international suppliers	1,481	801
Procured from local suppliers	7,526	7,780

Local procurement spending saw an upward trend in 2024, reaching 91% of the total procurement budget, compared to 84% in 2023, reinforcing our commitment to supporting domestic businesses.

Supplies used	2023	2024
Pieces of UPS batteries	5,359	3,296
Cartridges of printer toner	10,998	9,789

## ESG Considerations in Products and Services

At Metrobank, we integrate sustainability principles into our products and services to promote sustainability and responsible business practices. Our initiatives are designed to minimize environmental impact, foster inclusive growth, and support ethical governance across all sectors of our operations.

Through these initiatives, Metrobank demonstrates a strong commitment to ESG principles, ensuring that our products and services contribute to sustainable development and long-term value creation for all stakeholders.

### SUSTAINABLE PRODUCTS AND SERVICES

Sustainable Products and Services	
<b>Supplies</b>	<ul style="list-style-type: none"> <li>• <b>IT Supplies:</b> Our commitment to sustainable IT practices is reflected in our use of TCO-certified laptops. This certification ensures that our IT equipment meets high environmental and social responsibility standards throughout its lifecycle, from production to recycling.</li> <li>• <b>Non-IT Supplies:</b> We source bathroom tissues from a Green Choice Philippines certified supplier, highlighting our dedication to environmentally friendly procurement practices. This certification guarantees that our suppliers adhere to sustainable resource management and eco-friendly production processes.</li> </ul>
<b>Retail</b>	<ul style="list-style-type: none"> <li>• <b>Cards:</b> To encourage renewable energy adoption, we offer promotions on solar panel installations for both our employees and cardholders. This initiative supports the transition to clean energy and reduces carbon footprints. <ul style="list-style-type: none"> <li>• For Employees: Metrobank employees can benefit from exclusive solar panel installation offers through our partnership with Solviva Energy. Learn more.</li> <li>• For Cardholders: Cardholders are also eligible for special deals on solar panel installations, fostering broader community participation in sustainable energy solutions. Discover more.</li> </ul> </li> <li>• <b>Fairtech Solar Partnership:</b> We have collaborated with Fairtech Solar to offer cardholders up to six free solar panels. This promotion not only reduces reliance on traditional energy sources but also helps customers lower their power bills significantly. "Ditch the power bills! Check out Metrobank's deal for solar panels."</li> </ul>
<b>Commercial</b>	<ul style="list-style-type: none"> <li>• <b>Sustainable Financing:</b> Metrobank provides Green Loans to finance projects that have clear environmental benefits. These loans support renewable energy developments, energy efficiency improvements, sustainable agriculture, and eco-friendly infrastructure projects, aligning financial growth with environmental stewardship.</li> <li>• <b>Metrobank Exclusion List:</b> To maintain ethical investment standards, we adhere to a strict exclusion list that prevents financing activities harmful to the environment, society, or governance integrity.</li> </ul>



# Environmental

As we scale our operations, we remain committed to balancing growth with efficiency, ensuring sustainable resource management while supporting our expanding business momentum.



## Energy Management

Efficiency and sustainability drive our approach to energy conservation. LED lighting, inverter-type air conditioners, and motion sensors help minimize consumption, while tracking systems monitor power and water usage across our centers. These efforts ensure continuous improvement and cost savings. However, fuel consumption increased by 8%, primarily due to the expanded use of our car fleet for business operations. While this rise reflects operational growth, optimizing resources remains a priority, reinforcing our commitment to sustainability. In 2024, energy consumption decreased by 2%, primarily due to a decommissioning of the Metrobank Plaza in Makati City. Despite continued expansion—strengthening financial and operational performance, growing its branch network, and increasing its workforce—this reduction also reflects our ongoing efforts to optimize energy use. As we scale our operations, we remain committed to balancing growth with efficiency, ensuring sustainable resource management while supporting

our expanding business momentum. Part of these efforts include periodic energy audits at key centers. Our 52-week preventive maintenance program keeps equipment running at peak efficiency, preventing unnecessary energy waste. Energy conservation projects continue to expand, strengthening our commitment to sustainability. We are also exploring new solutions, such as participating in government programs like the Retail Competition and Open Access (RCOA) and the Green Energy Option Program (GEOP), ensuring we stay aligned with the advancements in energy policies.

We continue to enhance energy efficiency, with energy-saving lighting and equipment installations nearing completion across all offices. At the same time, we are studying to pilot possible renewable energy projects at select sites to reduce our carbon footprint while improving operational efficiency.

Beyond our internal initiatives, we actively support the country's transition to a climate-responsive

Energy consumption (MWh)	2023	2024
Centers	13,063.5*	14,480.4
Branches	26,918.5*	27,899.9
Other assets	3,822.3*	570.4
Fuel consumption (L)	2023	2024
Centers**	73,395*	80,780
Branches	63,008*	67,345

\*Restated 2023 data  
\*\*Includes Vehicle Fleet Fuel Consumption

economy. Limiting exposure to the coal industry and prioritizing sustainable investments align with national and global climate goals. This commitment extends to our customers, offering accessible solutions for adopting alternative energy arrangements.

Through our partnership with Fairtech Solar, we make switching to solar power easier for homeowners. Credit cardholders who purchase solar panel packages can enjoy exclusive benefits, including free additional panels, making renewable energy more practical and affordable. Integrating sustainable financing with innovative energy solutions reinforces Metrobank's role as a responsible financial institution, committed to shaping a more sustainable future for the Philippines.

## Greenhouse Gas (GHG) Emissions

Our General Services Group ensures regular preventive maintenance for service vehicles and standby generator sets, extending their lifespan, optimizing fuel efficiency, and reducing emissions. Strong vendor relationships keep us updated on innovations, allowing us to adopt new technologies that enhance operational efficiency and meet the growing needs of our customers.

Fuel efficiency remains a key focus of our sustainability efforts. We secure the right amount of fuel based on engine displacement, ensuring optimal consumption and reduced expenses. At the same time, we've streamlined our international mailing processes, significantly cutting carbon emissions

GHG Emissions (tCO2e)	2023	2024
Gross direct (Scope 1)	345	375
Gross location-based energy indirect (Scope 2)	31,454	30,852
Intensity ratio, tCO2e per full time employee (FTE)	2.14	1.95
Intensity ratio, tCO2e per Php million in revenue	0.20	0.17

\*Current intensity ratios reflect only Scope 1 and Scope 2

Metro Clean Energy Equity Feeder Fund	
Clients served	214
Transaction count	514
Volume	PHP 15.6 M

The Metro Clean Energy Equity Feeder Fund makes green investments more accessible to clients with an aggressive risk profile seeking long-term capital growth. This Unit Investment Trust Fund (UITF) focuses on alternative energy and energy technologies, including renewable energy, alternative fuels, energy efficiency, and sustainable infrastructure. The fund invests in the BlackRock Global Funds (BGF) Sustainable Energy Fund - Class D2 (USD), which allocates at least 70% of its total assets to global companies driving the transition to clean energy. These include renewable energy technology providers, alternative fuel developers, and energy-efficient infrastructure.

With this professionally managed fund, clients can diversify their peso funds into dollar-denominated assets, even without investment expertise. It's an opportunity to support the shift to a low-carbon future while pursuing financial growth.

through a strategic shift via DHL's Go Green Plus (GGP) Program. This transition aligns with sustainable energy practices while keeping our pricing structure intact. GGP is DHL's green alternative solution that helps reduce supply chain emissions through investments in Sustainable Aviation Fuel (SAF). This fuel significantly cuts lifecycle emissions, while significantly reducing harmful particulates and sulfur emissions. GGP offers a long-term, sustainable approach to carbon reduction. As one of the first local banks to adopt DHL's GGP Program, we're setting a precedent for environmental responsibility. It not only strengthens our sustainability commitments but also enhances our brand recognition, reinforcing our connection with conscientious customers who value a greener future.

In line with the Energy Efficiency and Conservation Act (RA 11285), we also ensure third-party verification of our energy consumption data for facilities consuming at least 500,000 kWh annually. Every three years, certified auditors or accredited ESCOs conduct energy audits, verifying our compliance with energy efficiency standards and supporting the continuous improvement of our sustainability practices.

We're growing efficiently while lowering our carbon footprint. In 2024, emissions per FTE and per revenue decreased, showing that we are operating with greater energy efficiency even as we expand our workforce. At the same time, we are generating more value with less environmental impact. We're doing more with less emissions, proving that sustainability and growth can go hand in hand.

These improvements aren't just numbers—they reflect real progress in our push for cleaner operations. Our shift to renewable energy in key Metrobank centers and branches is a major step toward reducing reliance on traditional power sources. At present, our

GHG emissions reporting covers direct emissions (Scope 1) and indirect emissions from purchased energy (Scope 2). Recognizing the broader impact of our financed activities, we are working toward expanding our reporting framework to include Scope 3 emissions, ensuring sustainability reaches beyond our own operations.

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Our commitment to sustainability goes beyond our operations. As we expand our sustainable finance portfolio, we extended financing to ACEN's development for the Phase 2 of the Palauig 2 Solar Project in Zambales. Once operational, this project will contribute to reducing carbon emissions each year, while generating clean energy to power homes and creating green jobs in the community. It also drives ACEN's corporate vision of reaching 20 GW of renewable energy capacity by 2030. As a financial institution, we recognize our role in enabling businesses to integrate sustainability into their operations by exploring green financing and sustainable investments.

At the heart of our efforts is a strong commitment to creating positive change—not just for our business, but for the environment and the communities we serve.

## ACEN Powers Up: Drive for Clean Energy

**A**CEN is accelerating the Philippines' clean energy transition with the expansion of its Palauig Solar Project in Zambales. Backed by a PHP 4.5 billion term loan from Metrobank, the company is advancing the construction of the project's additional 300 MW in its second phase, which is expected to generate over 450 GWh of clean energy annually. The second phase will power approximately 110,000 homes and avoid 320,000 tonnes of carbon emissions annually.

This expansion reinforces ACEN's commitment to sustainability and strengthens its role in green finance. By deepening its partnership with

Metrobank, particularly in financing renewable projects, ACEN continues to support the country's transition to clean energy.

Phase 2 of the Palauig Solar project is a key milestone in ACEN's goal of reaching 20 GW of renewable capacity by 2030, aligning with the Philippine Energy Plan and international climate commitments. Since the launch of Palauig Solar's phase 1 in 2020, ACEN has generated around 2,200 green jobs, contributing to local

economic growth and national recovery efforts. With the project's phase 2 under construction, the company remains dedicated to renewable energy while implementing ESG policies, including social impact monitoring and community support programs.

Palauig Solar's Phase 2 is more than just a project expansion; it is a testament to ACEN's leadership in advancing a sustainable and energy-secure future for the Philippines.

### Key Information on the Green Loan

Name of Eligible Project	<b>Palauig Solar Project - Phase 2 (Giga Ace 8, Inc.)</b>
Description	<b>Under construction, 300 MW installed capacity located in Palauig, Zambales</b>
Allocation of Proceeds	<b>PHP 3.2 B drawn from the PHP 4.5 B facility as of December 2024</b>
Projected Impact	<b>Avoided emissions: 320,000 tCO<sub>2</sub>e Homes powered: 110,000 homes</b>

Note:

1. Based on ~450 GWh of output per year
2. Reference for emission factor: DOE's National Grid Emission Factors (2019-2021). Combined Margin
3. Reference for electricity consumption per household: DOE's electricity use per capita (2022) and PSA's average household size (2020)

## Water and Wastewater Management

Integrating responsible water management into our workplace guidelines ensures water conservation and consumption reduction across our daily operations. This helps us maintain efficiency as a priority. Our tracking system monitors power and water consumption in our centers, allowing us to assess usage patterns and identify areas for improvement. Our goal is simple—achieve annual savings by reducing consumption compared to previous years.

To make this happen, we take proactive steps. We immediately repair any water leaks and have piloted

a rainwater harvesting system at one of our centers to optimize water use. Beyond internal measures, we continuously explore sustainable solutions by evaluating new products, equipment, and projects from trusted service providers. By staying connected with our vendors, we ensure we remain proactive in adopting water-saving innovations. While the slight increase in usage reflects the growth of our operations, our focus on conservation hasn't changed.

Water consumption (Cu.M)	2023	2024
Centers	89,920	84,973
Branches	177,886	186,268



These efforts drive year-on-year efficiencies and ensure that, even as we grow, sustainability stays embedded in our operations.

Our commitment to sustainability also extends to enabling industry leaders in responsible resource management. We partnered with Maynilad Water Services, Inc., providing a PHP 10-billion loan to support its capital expenditures. This investment helps Maynilad expand water service coverage, secure additional water sources, reduce non-revenue water, and improve sewerage and treatment facilities. By financing initiatives like these, we contribute to long-term water security and sustainability for millions of Filipinos.

## Wastewater management and discharge

We ensure compliance with environmental regulations to promote responsible water use by regularly renewing and applying for discharge permits for our centers, assisting branches with their own permit requirements, and maintaining our Sewage Treatment Plant (STP) to ensure proper wastewater processing. Beyond internal initiatives, we remain committed to meeting all environmental regulations. By staying in close communication with government agencies, we keep up with new policies and ensure full compliance. This approach not only minimizes our environmental impact but also strengthens our role as a responsible corporate citizen.

## Waste and Hazardous Materials Management

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Waste generated (tonnes)	2023	2024
Recyclable	237.2*	178.8
Biodegradable	66.6	80.5
Hazardous	14.7	15.3

## Ecological and Biodiversity Impact

Through the Purple Hearts Club, our employee chapters are committed to making a positive environmental impact through simple, yet meaningful initiatives. These include regular activities like tree planting, mangrove restoration, and coastal clean-ups. Our teams are active in local areas, including the Marikina River clean-up and tree planting at Mount Purro Reserve. We also support community farming and conservation efforts, such as the Pawikan Conservation Donation. These initiatives drive impactful actions for the planet, building a stronger, more resilient environment for future generations and reinforcing our commitment to doing well by doing good.

## Environmental Compliance

At Metrobank, environmental compliance is a top priority. We adhere to all applicable laws and regulations, continuously minimizing its

environmental impact by renewing and applying for necessary permits. Close collaboration with government agencies ensures alignment with the latest requirements, helping Metrobank stay ahead of upcoming changes.

To strengthen compliance, Metrobank engages with government agencies for updates on new

regulations. Branches are supported through the mandatory 40-hour Basic Training Course for Pollution Control Officers (PCOs), essential for DENR accreditation. In October and November 2024, 553 PCOs completed the training in two batches. The goal is to secure DENR accreditation for all PCOs, equipping every branch to effectively manage and meet environmental obligations.

## Blue Bonds and Green Cities

Water is more than just a resource—it's a lifeline for communities. To strengthen its infrastructure and ensure long-term water sustainability, Maynilad secured a PHP10-billion loan from Metrobank. This funding supports its broader PHP163-billion, five-year capital expenditure plan, which focuses on expanding service coverage, upgrading water treatment facilities, increasing water sources, reducing non-revenue water, and enhancing wastewater treatment.

Maynilad's commitment to sustainability is further reinforced by its landmark blue bond issuance, backed by First Metro Investment Corporation. As the first blue bond in the country to align

with the SEC's 2023 guidelines, this PHP 15-billion issuance reflects the company's long-term vision. With a trusted partner as joint lead underwriter, Maynilad will use the proceeds to fund 12 key projects that promote sustainable water and wastewater management, directly benefiting 10 million customers.

Ayala Land Inc. (ALI), the country's leader in master-planned communities that promote sustainable development, is pushing boundaries with its groundbreaking Sustainability-Linked Bonds (SLB). With First Metro Investment Corporation (FMIC) as a joint lead underwriter, ALI raised PHP 8 billion in the second tranche of its SLB, demonstrating its strong commitment to reduce by 2030 greenhouse gas emissions in its commercial properties by 42%, paving the way to achieving net-zero by 2050. ALI's dedication to sustainability is embedded in every stage of its developments, from design, construction, operations and even in the decommissioning of property assets. It manages economic, environmental and social issues and topics that are material to its stakeholders and core businesses through its four focus areas: site resilience, pedestrian mobility and transit connectivity, resource efficiency, and local economic development.

The SLB, which is the first in the Philippines to be granted by the Securities and Exchange Commission (SEC) the ASEAN Sustainability-Linked Bond label, is another milestone in the sustainability journey of ALI that started in 2007.

As shared by Mr. Ricardo Ulysses C. Tabije IV, Lead for Sustainability Financing:

***"We find that the sustainability-linked format will become a staple financing option for ALI, it being the natural progression in our sustainable growth initiatives. With these SLB issuances, we hope to encourage other issuers to follow suit and for other participants in the domestic capital markets - underwriters, financial institutions and the investing public - to support sustainability-linked financing which we believe will be instrumental to the Philippines contributing more meaningfully to the global sustainability agenda."***

As Maynilad and Ayala Land lead the charge towards a sustainable future, Metrobank remains committed to supporting investments that drive progress and empower communities for generations to come.

# Social



Metrobank remains a trusted partner in helping individuals save, manage finances, and achieve their goals.

Metrobank promotes inclusive access to financial services and ethical customer relations, focusing on safeguarding data security and privacy. This section outlines Metrobank's approach to community engagement, human rights, and sustainable initiatives that contribute to positive social outcomes. Employee well-being, diversity, and inclusion are highlighted separately in the "Growing Together" section.

## Access and Affordability

Metrobank is committed to making financial literacy accessible and affordable for all Filipinos. Through a variety of educational initiatives, we aim to empower individuals with the knowledge and tools they need to make informed financial decisions. Our programs are designed to reach both our employees and the broader community, ensuring that everyone has the opportunity to develop their financial capabilities and achieve financial resilience.

### Financial Inclusion

Metrobank remains a trusted partner in helping individuals save, manage finances, and achieve their

goals. Beyond offering financial products, we provide exclusive opportunities that support personal and financial growth. Managing money effectively means finding the right avenues to save, invest, and build wealth. Financial education plays a key role in this commitment. By equipping clients with the right knowledge and tools, we empower them to make informed decisions and navigate their financial journey with confidence.

To strengthen this mission, Metrobank fosters collaboration and continuous learning within its teams. The Branch Banking and Consumer Banking annual conventions brought together branch and area leaders, sales officers, and key head office teams, reinforcing synergy, teamwork, and a shared commitment to excellence. With the right financial solutions, education, and a dedicated team, Metrobank continues to guide Filipinos toward long-term financial success.

Keeping financial services accessible to employees and the broader community reflects our dedication to placing people in good hands—ensuring they have the right support, knowledge, and opportunities to build a secure future.

### Reaching Out to the Countryside

More than half of our branch network extends beyond Metro Manila, ensuring financial services reach communities in underserved areas. As of 2024, 390 branches, or 54.9% of our total domestic network, serve Filipinos in key provincial hubs, helping bridge economic gaps through accessible banking.

### Reaching Out to Filipinos Abroad

Filipinos working overseas rely on seamless and secure financial services to support their families back home. Our international network of branches, subsidiaries, and representative offices across Asia-Pacific, the Americas, and Europe bridges distances and ensures remittances reach loved ones efficiently.

- 5 foreign branches in New York, Taipei, Tokyo, Osaka, and Seoul
- 22 subsidiaries and 2 representative offices in key global hubs
- 100 international remittance partners

Financial support remains within reach for overseas Filipinos, facilitating USD 10.02 billion in remittances in 2024 and strengthening economic ties with their families in the Philippines. Beyond remittances, financial services help beneficiaries manage funds and build long-term security. Financial literacy seminars equip departing workers with money management skills, ensuring informed financial decisions from the start of their journey abroad.

### Reaching Out to Filipinos Everywhere

More Filipinos now have easier access to banking services through the Metrobank App, which continues to expand its reach and capabilities. The Cash Pick-Up feature allows users to send up to PHP 30,000 anywhere in the Philippines, with over 14,000 domestic remittance partner outlets ensuring funds reach even underserved communities.

Growing trust in digital banking has led to a rising number of users. In 2024, Metrobank Online and the Metrobank App facilitated 92.3 million financial transactions, reflecting the growing trust in our digital banking services. This reflects the growing adoption of secure, seamless, and convenient online banking solutions for everyday financial needs.

### Reaching Out to MSMEs

Micro-, small-, and medium-enterprises (MSMEs) drive our economy, making up 99.5% of businesses and employing 63% of the workforce. They contribute a quarter of export revenue and 40% of GDP. Supporting MSMEs remains a priority, with loans for small businesses and community development making up 2.55% of our consolidated commercial loans portfolio. In 2024, 3,042 MSME borrowers held a total outstanding balance of PHP 34.4 billion.

Expanding access to funds is essential, which is why our Commercial Banking Center actively onboards small and medium enterprises onto the Metrobank Business Online Solutions (MBOS) platform. This digital banking system streamlines transactions, making financial management more efficient. Responsible financial practices guide our efforts, ensuring transparency on loan terms, disclosing risks such as over-indebtedness, and making key information available in both national and local languages. Strengthening financial literacy remains a core focus, empowering MSMEs to make informed financial decisions.

Our commitment to MSMEs reflects our mission to drive inclusive economic growth. Refining our financial services helps businesses navigate challenges, seize opportunities, and contribute to national development.

Firm Size	Borrower Count	Outstanding Balance (in PHP millions)
Micro	241	266.8
Small	906	3,583.1
Medium	1,895	30,578.9
<b>Total MSME</b>	<b>3,042</b>	<b>34,428.8</b>



## Enabling Products and Services

Our products and services are designed to foster financial inclusion by offering tailored solutions that address the unique needs of individuals and businesses. By bridging economic sectors with financial opportunities, we help facilitate access to capital, investment, and savings mechanisms.

### SME Loans

SME *Puhunan* Loans provide financial support for working capital, helping businesses cover receivables, payables, and inventory gaps. These loans also offer funding for fixed capital investments, such as purchasing property, upgrading facilities, or financing the manufacturing of goods. Franchisees looking to establish or expand can access the SME Franchise Business Loan, which provides capital to secure a franchise, construct or renovate establishments, and purchase essential equipment and machinery. Funds can also be used for additional inventory and supplies to keep operations running smoothly. Agripreneurs can boost their businesses with the SME Agri Business Loan, designed to support the acquisition of seeds, fertilizers, poultry, livestock, and feed. This loan also funds the purchase of equipment for processing, manufacturing, and distribution. It helps build and upgrade agri-related facilities, including warehouses, solar and mechanical dryers, and processing plants.

### Savings Accounts

Young Filipinos can start early with the Fun Savers Club (FSC) Account, designed for those below 18, or

the Spark Savings Account, made for ages 7 to 21. Spark Savings comes with a debit card and requires no initial deposit, making it easier to develop smart money habits. Filipinos working abroad can grow their savings and send remittances with the OFW Savings Account, ensuring a safe and efficient way to manage their hard-earned money. Meanwhile, retirees can enjoy hassle-free banking with the SSS Pensioner Account, which automatically credits their SSS retirement, disability, or death benefits. The US Pensioner Account offers a similar advantage for U.S. government pensioners, allowing them to receive their payments directly without waiting for mailed checks.

All these accounts offer low to zero maintaining balance, no dormancy fees, and seamless banking access. Deposits and withdrawals can be made over the counter, while debit cards allow ATM, point-of-sale (POS), and online transactions. Accounts are enabled for electronic fund transfers via Instapay and Pesonet, and can be enrolled in auto-debit arrangements for hassle-free bill payments.

### Metro Aspire Funds

Designed to provide greater accessibility and lower barriers to entry, Unit Investment Trust Funds (UITFs) allow individuals to build their wealth with minimal upfront capital. By offering a structured build-up period and automatic monthly contributions, Metro Aspire Funds make investing more manageable and sustainable for those with limited investable funds. For those seeking steady income with moderate risk, the Metro Aspire Bond Feeder Fund

provides a more stable alternative to traditional time deposits by investing in the Metro Max-5 Bond Fund. This fund offers potential returns higher than regular savings and deposit products, making it ideal for investors looking for consistent growth with reduced volatility. Investors willing to take on higher risk for greater growth potential can explore the Metro Aspire Balanced Feeder Fund, which allocates assets between bonds and equities through the Metro Balanced Fund. This strategy aims to provide a balance of income generation and capital appreciation, making it suitable for those looking for a mix of stability and growth. For those with a long-term investment horizon and an aggressive risk appetite, the Metro Aspire Equity Feeder Fund offers market-driven returns by tracking the Metro Philippine Equity Index Fund. This fund provides exposure to the top publicly listed companies in the country, giving investors a way to capitalize on stock market growth while benefiting from professional fund management.

With lower investment requirements, Metro Aspire Funds make UITFs more inclusive. Investors commit to a two-year build-up period, where their chosen participation amount is automatically debited every month from their settlement account. This disciplined approach ensures consistent investment growth, making it an ideal option for those looking to start or expand their investment journey.

### Metro PERA Funds

The Metrobank PERA UITFs provide a tax-exempt way to grow wealth while aligning with different risk profiles. These funds, offered under the Personal Equity and Retirement Account (PERA) Law, help individuals start a voluntary retirement savings program designed to maximize long-term financial security.

Those seeking capital preservation with minimal risk can benefit from the Metrobank PERA Money Market Fund, which invests in a diversified mix of PHP-denominated deposits. This fund offers returns higher than traditional time deposits while ensuring stability—ideal for individuals who prioritize safety in their investments. For a balance between stability and income growth, the Metrobank PERA Bond Fund provides a more moderate approach. It invests in PHP-denominated fixed-income securities and instruments with a maximum weighted average duration of five years. This structure allows for potential income growth while keeping interest rate risks manageable. Investors with a higher risk appetite and a long-term growth mindset can take advantage of the Metrobank PERA Equity Fund. This fund is designed to maximize returns by investing in a diversified portfolio of equities listed on the Philippine Stock Exchange (PSE), making it ideal for those aiming for significant capital appreciation over time.

	Fun Savers Club Savings Account	Spark Savings Account	OFW Savings Account (with debit card/passbook)	SSS and US Pensioner Accounts
Clients served	172,734	41,845	29,765	365,355
New accounts	13,205	7,221	31,723	24,844
Volume	PHP 13.2 B	PHP 0.4 B	PHP 5.0 B	PHP 10.6 B

	Metro Aspire Bond Feeder Fund	Metro Aspire Balanced Feeder Fund	Metro Aspire Equity Feeder Fund
Clients served	856	569	2,130
Transaction Count	1,013	484	2,521
Volume	PHP 33.5 M	PHP 24.3 M	PHP 243.2 M

	Metrobank PERA Money Market Fund	Metrobank PERA Bond Fund	Metrobank PERA Equity Fund
Clients served	124	125	365
Transaction Count	24	31	32
Volume	PHP 3.8 M	PHP 4.3 M	PHP 18.5 M

### Metrobank Cards

We offer a variety of credit cards, each designed with different rewards to match every lifestyle, need, and interest. Femme Signature Visa is a premium credit card created especially for women to offer convenience, security, and exclusive rewards. It features contactless payment technology, allowing for quick and secure transactions, along with an embedded chip for enhanced protection against fraud and unauthorized cloning.

Cardholders earn reward points for every purchase, with triple rewards on hotel stays, hospital bills, salons, spas, and foreign currency transactions. These points can be redeemed for various rewards or donated to charitable causes. Exclusive lifestyle

offers from participating merchants nationwide add even more value.

To ensure easy account management, the Mobile SOA (Statement of Account) facility provides secure access to digital statements. Cardholders receive a monthly SMS with a personalized, secured link, allowing them to view their statements in just a few clicks. For immediate assistance, the Metrobank Interactive Assistant (MIA) is available via Facebook Messenger, providing instant support for credit card applications, balance and transaction inquiries, rewards redemption, and other services. A 24/7 VIP customer service hotline offers direct access to a representative for any concerns.

### Money Matter to Consider

Planning ahead leads to better financial outcomes. Here are four smart money moves to help manage and grow your funds.

- 1. Move transactions online for convenience.**  
*Online tools provide a convenient way to monitor accounts, transfer funds, and make payments anytime, anywhere.*
- 2. Use a credit card strategically.**  
*A credit card offers flexibility for large purchases through zero-interest installment plans. It also provides rewards, exclusive discounts, and rebates. To fully benefit, ensure timely payments to avoid unnecessary fees.*
- 3. Grow savings with a time deposit.**  
*Time deposits and other low-risk financial products provide stable returns while keeping funds protected.*
- 4. Explore investment options for higher returns.**  
*Bonds, stocks, and other funds provide opportunities for greater growth. Metrobank offers investment solutions suited to different financial goals, risk levels, and time horizons.*

Taking these steps today builds a stronger financial future. Metrobank provides a range of financial solutions tailored to different goals, risk levels, and investment strategies.

### Financial Literacy

Metrobank is dedicated to enhancing financial literacy for Filipinos, ensuring they have the knowledge to navigate every stage of their financial

journey. With decades of banking expertise, we serve as a trusted resource, providing educational programs that help individuals and businesses make informed financial decisions.

As the bank that educates, we offer financial literacy initiatives that provide individuals and businesses with practical tools to navigate their financial journeys confidently. Our commitment extends to employees through the FinEd for Metrobankers Workplace Group, ensuring personal finance knowledge is readily accessible. By applying these insights daily, Metrobankers not only enhance their financial well-being but also become trusted financial coaches for clients, reinforcing our commitment to service excellence.

Beyond education, Metrobank provides expert financial insights to help individuals and businesses stay ahead in a changing economic landscape. Our Research and Market Strategy team closely monitors trends such as inflation and monetary policies, offering valuable analysis to guide financial decisions. Inflation is expected to stabilize within the target range, supported by easing price pressures and government measures to improve supply conditions. In response to economic shifts, the Bangko Sentral ng Pilipinas (BSP) is anticipated to adjust its policies, including potential interest rate cuts and modifications to the reserve requirement ratio (RRR) for banks. These measures aim to stimulate lending, investment, and economic activity, providing businesses with better access to funding and helping households manage their expenses more effectively.

As the economic landscape shifts, Metrobank remains committed to empowering Filipinos—not just through financial literacy, but also through reliable economic insights that help them make sound financial decisions. Whether through personal finance education or expert market analysis, we continue to support individuals, businesses, and communities in building a stronger financial future.

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- **Earnest Learning**

Since mid-2024, our financial education program has transitioned from Moneybility to Earnest Learning, unifying all efforts under a single platform. This rebrand strengthens our advocacy for personal finance education, keeping Earnest Learning as an initiative dedicated to financial literacy, while Earnest Investing serves as a product platform. Earnest Learning equips individuals with the knowledge and tools needed for long-term financial stability.

Earnest Learning reflects our commitment to keeping Filipinos in good hands by providing them the right knowledge and habits to manage money wisely. We aim to be the go-to bank for financial education—one that empowers Filipinos with credible, comprehensive, and accessible learning resources as part of our broader mission for financial empowerment.

Making a Difference	
Credibility	With so much financial content online, misinformation can easily spread. As a trusted financial institution, we provide expert, reliable guidance to help Filipinos make informed decisions for long-term financial security.
Comprehensiveness	Managing money goes beyond saving—it's about understanding every stage of a financial journey. Our resources cover everything from budgeting to investing, ensuring clarity and depth.
Relevance and Recency	Financial needs evolve, and so does our content. We provide quick, easy-to-read blogs and real-time insights that make financial literacy practical and actionable.

We expand financial awareness through digital campaigns, media coverage, and event sponsorships. Our 12-chapter e-Book, newsletters, and blog posts serve as valuable learning tools, while Earnest Investing integration ensures a seamless learning experience.

But awareness alone isn't enough—we engage our audience with hands-on learning. We offer interactive tools like a downloadable budget tracker and financial modules inside the e-Book. We also take financial education beyond digital platforms by joining community events, reaching employees, students, and overseas workers alike. More Filipinos are becoming aware of the need for financial security. Our goal is to provide clear, reliable financial education that empowers you to take control of your financial future.

### Money Matter to Consider

Earnest launched the GIFT campaign to encourage smarter money habits by shifting financial resolutions from post-holiday regrets to pre-holiday planning.

Get Ahead with Your Holiday Goals	Planning early helps you budget your Christmas bonus wisely, whether for gifts, travel, or long-term goals like saving for a home or education.
Invest Your Bonus Wisely	Set aside a portion for investments like UITFs, mutual funds, stocks, or even a small business to grow your money.
Follow a Budget Plan	Avoid overspending by setting a clear budget and tracking expenses.
Take Advantage of Savings Opportunities	Look for discounts and meaningful bargains, especially for big-ticket purchases.

Through GIFT, Metrobank hopes to inspire Filipinos to manage their money wisely—not just for the holidays, but for a financially secure future

- **Life Banking**

LifeBanking serves as a guide, offering support as you navigate different life stages, each filled with milestones that bring new opportunities and challenges. From shaping your future as a young adult to reaching the prime of life, it helps you not only enjoy what you've built but also secure it for long-term stability, ensuring your hard work becomes a lasting legacy.

- **Wealth Insights**

Wealth Insights gives our high-net-worth clients exclusive access to market research, investment ideas, and expert financial strategies. Through our online portal, we provide in-depth data, economic updates, and both global and national reports—helping investors stay informed in a fast-changing financial landscape. Beyond market insights, we offer timely advice through curated financial news, expert commentary, and simplified explainers on key economic and investment concepts. Clients gain access to actionable ideas across various asset classes, allowing them to make informed portfolio decisions with confidence. We also connect clients to Wealth Manager, a tool that enables them to actively manage their portfolio anytime, anywhere—offering greater control and flexibility in their investment journey. Be informed.

## Subsidiaries

First Metro Investment Corporation, First Metro Asset Management, Inc. (FAMI), and First Metro Securities Brokerage Corporation (FMSBC) continue to educate the public on the economy and financial markets. Through face-to-face and online sessions, these initiatives have reached thousands across the country, making financial knowledge more accessible to Filipinos nationwide.

Financial Education Initiatives Across Subsidiaries		
Subsidiary	Events	Participants
First Metro Investment Corporation	1	797
First Metro Securities Brokerage Corp.	628	55,061
First Metro Asset Management Inc.	41	2,325
<b>Total</b>	<b>670</b>	<b>58,183</b>

- **First Metro Investment Corporation**

We lead efforts to deepen capital market awareness and provide innovative financial solutions through our investment banking arm, First Metro Investment Corporation (FMIC). As a dominant force in the Philippine fixed-income market, FMIC facilitates bond issuances that help industries meet funding needs while making investment opportunities more accessible. We pioneered financial instruments like Retail Treasury Bonds (RTBs) and Retail Dollar Bonds (RDBs), supporting the government's fiscal position while encouraging savings and investment among Filipinos. FMIC also plays a key role in infrastructure financing, raising capital for projects in power, transportation, and airports through public-private partnerships and sustainability-linked bonds such as the Maynilad blue bond and Ayala Land sustainability-linked bond.

To help investors make informed decisions, we provide economic briefings throughout the year. These sessions bring together our top economists and market strategists with experts from CreditSights, offering insights into macroeconomic trends, investment strategies, and portfolio positioning. From navigating market volatility to identifying trade opportunities, these discussions help clients align their financial plans with current economic realities.

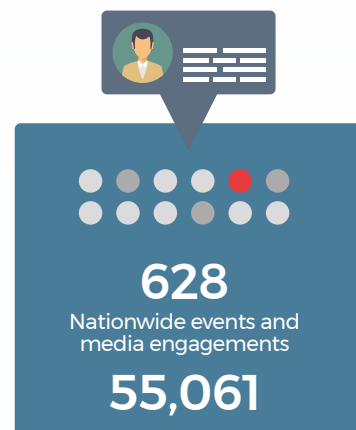
We also extend financial education to educational and religious institutions through teach-in sessions, equipping them with essential investment skills. By introducing available financial instruments and sharing expert market perspectives, we help institutions become sophisticated investors capable of making sound financial decisions.

Through these initiatives, we strengthen our position as the go-to partner for financial expertise, ensuring our clients and partners remain well-equipped to achieve long-term financial success.

- First Metro Securities Brokerage Corp.**  
 First Metro Securities Brokerage Corporation (FMSBC), the brokering subsidiary of First Metro, is committed to making investing more accessible through financial education. Seminars and webinars cover a broad spectrum—from basic financial literacy to investing in stocks and mutual funds—providing a strong foundation for those looking to enter the stock market. Participants learn to analyze company fundamentals, identify potential stocks, gauge market sentiment through technical analysis, and develop effective trading strategies.

Efforts to expand retail investor education continue, with more seminars and an enhanced digital presence reaching a wider audience. While mobile, online, and social technologies have transformed how people interact, spend, and do business, the way many Filipinos save and invest has not kept pace. Bridging this gap requires equipping both young and experienced investors with the knowledge to navigate emerging digital opportunities.

With over 600 financial education initiatives conducted—including on-site seminars, media interviews, and speaking engagements—more than 55,000 individuals across the country have gained valuable insights into investing. Empowering Filipinos with investment knowledge ensures better financial decisions and greater control over their financial future.



- First Metro Asset Management Inc.**  
 First Metro Asset Management, Inc. (FAMI), a leading mutual fund investment company under the First Metro Group, remains steadfast in its mission to transform Filipinos from savers to investors. Through comprehensive financial literacy programs, FAMI equips individuals with the knowledge and skills needed to make informed financial decisions. In 2024, 41 financial literacy sessions engaged 2,325 participants from diverse sectors, including students, educators, government employees, medical professionals, cooperative leaders, and underprivileged women. Delivered both onsite and online, these programs ensure financial education remains widely accessible.

FAMI's approach to financial literacy covers key aspects of financial well-being, from assessing personal financial health to understanding the role of budgeting, debt management, savings, and insurance in mitigating financial risks. Sessions also introduce participants to various asset classes—including stocks, bonds, mutual funds, UITFs, and real estate—providing guidance on wealth growth and long-term financial planning for education, retirement, and other life goals. Programs are tailored to each audience: students and young professionals learn the foundations of financial independence, educators and cooperative leaders explore investment strategies and governance principles, and employees and professionals receive insights into portfolio management and financial planning. Specialized sessions empower underprivileged women with practical financial tools, while public webinars focus on retirement planning, mutual funds, and overall financial empowerment.

Even as FAMI strengthens its role in financial literacy, FMIC continues to refine its strategic focus. As part of its long-term vision, FMIC has exited certain business activities that no longer align with its core investment banking strategy. This includes the sale of its majority stake in FAMI, a move designed to allow FMIC

to concentrate on its core strength—investment banking. With a sharper emphasis on capital markets, infrastructure, and economic expansion, FMIC continues to play a pivotal role in nation-building, supporting key sectors, and raising capital for businesses. Despite this transition, FAMI's financial literacy initiatives remain integral to its commitment to guiding Filipinos toward long-term financial security and investment success. The company's dedication to empowering individuals through education reinforces its role in promoting a financially literate and investment-ready nation.

FAMI Financial Literacy Program 2024		
Level	Events	Participants
Basic	26	1,567
Intermediate	12	545
Advance	3	213
<b>Total</b>	<b>41</b>	<b>2,325</b>

## Selling Practices and Product Labelling

Transparency defines how we present our financial products and services, ensuring customers have the right information to make informed decisions. 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 uphold the highest standards of clarity and fairness. Our marketing materials are straightforward and honest, avoiding misleading claims and ensuring that promotional materials are easy to understand. Across all media, we uphold accuracy in compliance with regulatory standards, and in 2024, we maintained a record free of any non-compliance incidents related to product and service information or marketing communications.

To ensure transparency, all marketing promotions undergo a thorough review by the Analytics, Brand, Communication, and Marketing Technology Group (ABCMTG). Terms and conditions are structured for clarity, making them easily accessible to participants and the general public. Compliance remains a priority, with all promotional mechanics aligned with BSP's Financial Consumer Protection standards and Metrobank's Customer Protection Policy. The Compliance Division oversees adherence to these guidelines, securing necessary approvals from the DTI. Every promotional material includes a DTI permit number, reinforcing our commitment to responsible marketing.

Beyond compliance, we continue to create financial solutions that help our customers achieve their goals. Our Goals Made Real promo makes home and car ownership more accessible with lower rates, waived fees, free insurance, and pre-qualification for credit cards. At the same time, our exclusive travel deals offer special discounts and perks for credit and debit cardholders, making vacations more rewarding.

Through these initiatives, we go beyond providing financial products—we create opportunities for our customers to turn their aspirations into reality, with a trusted and transparent banking partner by their side.

## Customer Welfare and Satisfaction

Metrobank ensures customer welfare and satisfaction through a proactive approach to incident management and continuous improvements in customer experience. Addressing top complaints and implementing effective policies and programs create a seamless and positive banking experience for all clients. This commitment shines through in comprehensive customer engagement strategies, digital transformation initiatives, and recognition for service excellence.



### Customer Incident Management

Enhancing customer experience means providing timely information, seamless services, and proactive support at every stage of a client's financial journey. Whether they are starting their careers, managing family finances, or building their wealth, we ensure they have access to relevant financial insights through our official Facebook page.

We regularly share updates on new products and ongoing promotions to help clients explore financial solutions that meet their needs. For those looking to grow their investments, we provide insights and opportunities to support informed decision-making. Digital banking enhancements are also promptly posted to encourage adoption and improve convenience.

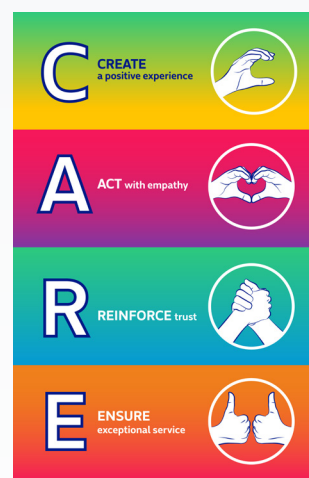
Beyond products and services, we keep clients informed about branch operations, especially during holidays or inclement weather, so they always know where and when to access banking services. Our commitment to fraud awareness extends across social media, SMS, email, and Viber, equipping customers with the knowledge to protect their accounts.

To ensure a seamless service experience, we prioritize First Call Resolution (FCR) across all customer touchpoints. Our phone bankers, email officers, and community managers handling social media and customer care inboxes work toward resolving concerns immediately, minimizing the need for

multiple follow-ups. Through clear communication, streamlined processes, and a strong commitment to security, we make banking more accessible, efficient, and customer-centric.

### Customer Engagement

Keeping our clients informed and engaged is a priority. Whether exploring financial solutions, seeking investment opportunities, or staying updated on banking advisories, having access to clear and timely information makes all the difference. We ensure guidance is always within reach—through our website, social media, SMS, email, and direct communication. Our digital channels continue to evolve, making banking more convenient, while social media serves as a hub for financial education, fraud awareness, and real-time service updates.



We build relationships on trust, attentiveness, and care—values that define Customer C.A.R.E., our service philosophy. Every interaction matters, whether we're assisting with inquiries, resolving concerns, or guiding clients through financial decisions. To strengthen this trust, we closely monitor feedback using media tracking and social listening tools, allowing us to identify emerging issues and address concerns proactively. A crisis communication plan is also in place to ensure swift and effective responses when broader action is needed.

#### Investing in innovation helps us serve clients better. Our digital options provide seamless and convenient banking experiences:

- Metrobank App – Manage finances effortlessly, from deposits to credit cards, with in-app advisories and educational content to enhance the user experience.
- Metrobank Chatbot – Available 24/7, this tool complements our website by responding to frequently asked questions and connecting prospective clients to branches for discussions on peso accounts, home loans, and car loans.
- MIA (Metrobank Interactive Assistant) – Guides users through the credit card application process and offers tailored recommendations based on spending habits.
- Interactive Voice Response System (IVRS) – Ensures essential services, like credit card activation, remain accessible anytime through self-service options.

We also invest in equipping our employees with the right knowledge to support fraud awareness efforts. Internal platforms regularly share fraud prevention tips, advisories, and webinar materials, while quarterly e-learning programs keep employees informed on emerging threats. These initiatives reinforce our commitment to fostering a secure banking environment for everyone.

Through strategic partnerships and technological advancements, we continue to enhance our services. The adoption of Temenos Wealth strengthens our wealth management services, providing high-net-worth clients with advanced analytics and digital advisory tools for seamless portfolio management. Our collaboration with AXA Philippines expands access to financial wellness products, reinforcing our commitment to long-term financial security. At the same time, our extensive branch network ensures in-person access to expert guidance whenever needed.

Customer engagement extends beyond transactions. It is about fostering meaningful connections. Annual Customer Service Week reinforces this commitment, reminding us to bring care, attentiveness, and responsiveness to every interaction. Whether supporting first-time investors, guiding entrepreneurs, or helping individuals manage their wealth, our goal remains the same: keeping every Filipino in good hands at every stage of their financial journey.

Our digital platforms are not just for transactions—they also empower clients with financial knowledge. Earnest, our digital deposit product, goes beyond savings by helping users understand investment opportunities, fostering financial literacy in a practical way.

To help clients protect their finances, we developed Scamproof.ph, an online resource that educates consumers on identifying fraudulent schemes and recognizing financial traps. Continuously updated by industry experts, Scam Proof serves as a go-to reference for staying vigilant against evolving security threats.

## Data Security and Customer Privacy

Safeguarding customer data is essential to maintaining trust, ensuring compliance, and upholding accountability. As financial services evolve, so do the risks associated with data privacy and security. Addressing these challenges requires a proactive approach—one that strengthens security measures, enhances awareness, and continuously improves data governance. Our commitment to these principles has earned us recognition, with consumers voting us first in the BankQuality survey, awarding us a 65% BankQuality Score for our reliable service, competitive loan products, and responsive support.

Top Customer Complaints	Approach to Resolution
<p><b>Cash Dispensing Issues as Issuer</b> Instances where no cash or less than the requested amount was dispensed during transactions.</p> <p><b>InstaPay Transactions</b> Issues related to fund transfers, including delays or unsuccessful transactions.</p> <p><b>Cash Dispensing Issues (On-Us Transactions)</b> Cases where customers experienced incomplete or failed withdrawals at Metrobank ATMs.</p>	<p>We take a structured approach to managing customer concerns, ensuring every case is acknowledged, investigated, communicated, and resolved efficiently. Regular reviews help us address issues effectively and improve the overall customer experience.</p> <p>Each month, we conduct a Root Cause Analysis on the most common complaints. Support teams, product owners, and investigation units meet to recommend action plans and track their progress. Recent steps have led to key improvements.</p> <ul style="list-style-type: none"> <li>• In August, our EBD partners started sending proactive notifications when credit adjustments are made, reducing uncertainty for customers experiencing cash dispensing issues.</li> <li>• Enhancements in digital banking channels lowered the percentage of complaints relative to transaction volume.</li> <li>• Improved case closure notifications, making them clearer and more informative to reduce follow-up inquiries.</li> </ul>

### Information Security

Securing data starts with identifying and classifying it based on sensitivity—whether confidential, internal, or public—and determining if it falls under any regulatory requirements. When specific regulations apply, they are explicitly included in the Bank's Information Security Standards and processes. However, when regulations do not specify exact controls, we take a risk-based approach, implementing measures that prevent or mitigate threats, as well as detect and monitor potential security breaches.

Protecting the privacy rights of individuals—whether employees or clients—is just as critical. Any concerns or potential violations related to data privacy are managed by the Data Privacy Department, under the leadership of the designated Data Protection Officer (DPO). This ensures compliance with privacy regulations while maintaining the integrity and security of our information systems. A key regulatory framework we adhere to is the Data Privacy Act (RA 10173), which sets the minimum security requirements included in our Information Security Standards. The Information Security Division takes the lead in ensuring that all security measures align with these regulatory obligations, safeguarding the Bank's data assets.

### Governance and Oversight

Our information and cyber security framework ensures that strategies, policies, and risk management practices align with business objectives and regulatory requirements. A well-defined governance structure outlines the roles and responsibilities of the Board and Senior Management, enabling effective oversight and decision-making.

- **Board Level:** The IT Steering Committee oversees IT and cybersecurity governance, ensuring that strategies support the Bank's overall goals. Supporting this, the IT Governance Committee reviews and approves IT security plans, risk management programs, and policies. Key security programs, risk assessments, and performance metrics are reported to both

committees. Risk-related matters are further reviewed by the Risk Oversight Committee to ensure proper evaluation and management.

- **Executive Management Level:** The Chief Information Security Officer (CISO) leads the Information Security Division, driving security governance, strategy, and programs. Reporting to the Finance and Control Sector Head, the CISO ensures compliance with regulations and oversees security initiatives. Regular updates on cybersecurity, emerging threats, and key issues are presented to the Senior Management Committee to support proactive risk management.

Our IT governance framework is designed to uphold compliance with BSP regulations and industry standards such as the Control Objectives for Information and Related Technology (COBIT). Maintaining a structured and integrated approach ensures that our cybersecurity strategies remain robust, adaptive, and resilient against evolving threats.

**Fortifying Cybersecurity Defenses**  
Our Information Security Division (ISD) leads the implementation of security policies, standards, and procedures to safeguard information assets against potential threats such as data loss, unauthorized access, and cyberattacks. To ensure alignment with security best practices, documented policies, standards, and procedures are implemented and published in the Policies and Procedures portal by the Systems Division. These provide clear guidelines for employees, ensuring consistency in security measures across the Bank. An annual information security awareness program is delivered through the Bank's Learning Management System. This program leverages content from KnowBe4, a globally recognized platform for security awareness training, helping employees stay informed about cyber threats like phishing, malware, and social engineering attacks.

Our risk management framework helps us identify, assess, and mitigate IT security risks across infrastructure, applications, information assets, and

third-party engagements. To ensure compliance, we implement strong security controls like vulnerability assessments, penetration testing, process reviews, and contract evaluations. Independent annual penetration tests further validate our defenses as required by regulations.

### Incident Reporting and Escalation

A clear reporting and escalation process is in place for swift responses to security incidents. Employees must report any suspicious activities or breaches to the ISD Incident Response Team at [isd-irt@metrobank.com.ph](mailto:isd-irt@metrobank.com.ph). Monthly reminders are sent via email and workplace postings to reinforce awareness.

Critical or High-impact security events require immediate activation of the Cyber Security Incident Emergency Response Team (CSIERT) and escalation to EMCOM. Major cyber incidents must be reported to the Bangko Sentral ng Pilipinas (BSP) within two hours of discovery, with a follow-up report within 24 hours.

Non-compliance with security standards results in a Risk Incident Report (RIR) submitted to Operational Risk (OpsRisk). If the issue involves an employee, the Special Action Committee, led by the HR Employee Relations Head, conducts an investigation. Violations of Remote Access Standards must be reported immediately to the Unit Head and Information

Security Division (ISD) via the fastest available channel—phone, fax, SMS, or email at [infosec@metrobank.com.ph](mailto:infosec@metrobank.com.ph).

### Business Continuity and System Security

All critical systems undergo Business Continuity Plan (BCP) testing as part of the Operational Risk program, ensuring resilience in case of disruptions. This process strengthens our ability to maintain seamless banking services under various scenarios. The Bangko Sentral ng Pilipinas (BSP) requires an annual independent third-party penetration test to assess the security of bank systems. To comply, the Information Security Division (ISD) conducts annual penetration tests on all critical systems, while other bank systems follow a two-year testing cycle to ensure continuous protection against potential threats.

With strong security measures in place, there have been no breaches of information security in the past years, demonstrating the effectiveness of our controls and monitoring efforts.

### Data Privacy Awareness

Ensuring a strong data privacy culture starts with education. Throughout 2024, Metrobank conducted extensive training and awareness programs to reinforce the importance of data protection among employees, partners, and stakeholders.

### Critical Cyber-Related Incidents

- Unauthorized access or infiltration of the Bank's internal network, including malware presence
- System-level compromise, especially involving core banking systems
- Simultaneous compromise of a significant number of customer accounts
- Large-scale data breaches or significant data loss
- Spear phishing attacks targeting high-level executives and privileged users
- Service disruptions caused by Distributed Denial of Service (DDoS) attacks
- Incidents resulting in material financial loss to the Bank, customers, or stakeholders
- Attacks suspected to be carried out by advanced threat actors



Information Security Training	Objective
<b>Regular Officers' Development Training</b> for Branch Heads and Branch Operations Officers (BOOs)	In collaboration with the HR Learning and Development team, the Data Privacy Department (DPD) facilitated annual training sessions across Metrobank's 800+ branches to reinforce data privacy awareness, regulatory compliance, and breach management protocols.
<b>Data Privacy Orientation</b> for Credit Card Business Direct Sales Agencies	Understanding the critical role of third-party processors in managing personal data, DPD launched an initiative to align external partners with data privacy and security policies, strengthening compliance and accountability in handling sensitive information.
<b>Data Privacy Seminar</b> for Metrobank Foundation, Inc. (MBFI) and GT Foundation, Inc. (GTFI) Officers	In collaboration with MBFI's Data Privacy team to reinforce employees' responsibility for data privacy, emphasizing that protecting information is a shared commitment.
<b>Data Privacy Awareness</b> for Collection Agencies under the Credit Card Association of the Philippines (CCAP) Group	Equip Collection Agency owners and administrators with a deeper understanding of data privacy regulations while providing a platform to address concerns and clarify compliance issues.
<b>Enhancing Learning through Data Privacy e-Learning Modules</b>	DPD collaborated with the Human Resources Management Group (HRMG) to update training modules, strengthening employees' understanding of fundamental data privacy principles. The revisions incorporated practical insights and real-world scenarios, reinforcing compliance with internal policies.

### Ensuring Data Privacy

Strong security protocols play a crucial role in preventing and mitigating data breaches. In 2024, we recorded 102 data privacy breach incidents that were reportable under the Annual Security Incident Report (ASIR) and 62 were substantiated complaints that required corrective action. Each case was promptly addressed, with all incidents resolved within a three-day turnaround time (TAT) to ensure swift risk management and minimal disruption.

Beyond incident resolution, contract compliance safeguards customer data. By the end of 2024, we reviewed 347 contracts to ensure alignment with data privacy standards. 98% of these contracts met the four-day TAT, reinforcing our commitment to effective risk management and regulatory compliance.

Customer trust drives our efforts. Throughout the year, we addressed all substantiated customer privacy complaints, ensuring transparency and accountability. Our data privacy policies extend across all operations, including suppliers, ensuring a consistent approach to security. To enforce compliance, we embedded privacy policies within its group-wide risk and compliance management framework.

- Privacy Impact Assessments for all new processes, products, and services involving personal data
- Strict adherence to data privacy rules and breach management protocols by all employees and personnel
- A zero-tolerance policy for privacy breaches, with clear disciplinary actions
- Regular internal and third-party audits to evaluate privacy policy compliance

To further strengthen security, we introduced AppKey, which enhances data protection through biometric authentication and device ID verification. Instead of traditional one-time passwords (OTPs), transactions require approval from an enrolled primary device, reducing risk of unauthorized access. This integration of biometrics and device-based security reinforces account safety while ensuring seamless transactions.

As digital transformation continues to reshape financial services, we remain focused on delivering an efficient, secure, and personalized banking experience.

### Privacy Matter to Consider

As part of our #FightFraud initiative, we regularly share fraud awareness tips to help the public recognize and report scams. Our latest reminders on vishing scams were featured in press releases published by online sites and blogs.

- 1. Hang up when in doubt**  
*Be cautious of unknown callers claiming to be from your bank or other institutions. If something feels off, hang up immediately and call the company using the official hotline listed on their website.*
- 2. Keep personal information private**  
*Never share sensitive details like your account information, credit card number, or One-Time Pin (OTP). Banks will never ask for these. If someone does, it's a red flag. Metrobank customers can enable AppKey on the Metrobank App for added security, replacing OTPs with fingerprint or facial recognition verification.*
- 3. Beware of too-good-to-be-true offers**  
*Scammers often lure victims with fake promos or prizes. If a caller pressures you to provide personal or bank details in exchange for a reward, stay cautious.*
- 4. Block and report suspicious numbers**  
*If you receive a fraudulent call, block the number and report it. Metrobank clients should immediately call our Hotline at (02) 88-700-700 to report incidents and take necessary precautions.*

### Community Relations

Metrobank's Corporate Citizenship Strategy is anchored by two pivotal entities: the Metrobank Foundation, Inc. (MBFI) and the Purple Hearts Club (PHC). While MBFI drives our broad array of community programs aligned with the United Nations Sustainable Development Goals (SDGs), PHC exemplifies the spirit of volunteerism among our employees. Below, we detail each organization's contributions, performance data, and background.

#### Crafting Impactful Programs

MBFI has a longstanding legacy of social responsibility deeply rooted in the vision of its founder, the late Dr. George SK Ty. Established on January 8, 1979, MBFI embodies Dr. Ty's conviction that "leadership in business implies leadership in community service"—the more successful the corporation is, the greater are its responsibilities to nation-building. In 2024, as MBFI celebrates its 45th anniversary with the theme "A Heart that Serves," we reaffirm our pledge to create tangible, sustainable social impact across the nation.

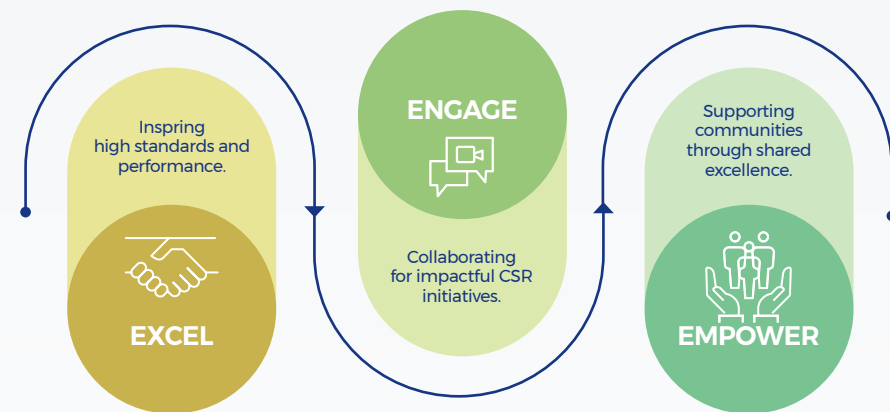
Since its inception, our approach to Corporate Social Responsibility (CSR) has been about more than financial success—it's about making a tangible difference. Our community programs, including financial literacy and disaster relief, are designed to have a positive, lasting impact. We've seen no negative impacts from these initiatives, reinforcing our commitment to responsible and sustainable community engagement.

Our approach in implementing CSR programs and beneficiaries is both thoughtful and data-driven. We target sectors where our impact can be most profound—ranging from excellence recognition and arts and culture to education, health, social development, poverty alleviation, and disaster risk reduction. By creating a culture of excellence under our "Excel. Engage. Empower." roadmap, we inspire Filipinos to perform at their best, forge strategic partnerships, and empower change agents to pay it forward.



# Impact Unleashed: MBFI's Spectrum of Community Action

- **EXCEL.** We inspire people to be the best they can be and adhere to the highest standards of performance and conduct. Through our programs that recognize excellence in service and craftsmanship, we inspire the best in the Filipino.
- **ENGAGE.** We work with various stakeholders and forge partnerships to achieve strategic, sustainable, and impactful CSR initiatives.
- **EMPOWER.** We capacitate those who excel in their field empowering them to pay-it-forward to underserved and vulnerable communities. We support like-minded institutions through various aids to address challenges on human and economic development.



MBFI community development thrusts are organized into six major categories:



Category	Action	2024 Results	UN SDG
<b>Engaging Communities/ Stakeholder Engagement</b>	<p>MBFI employs a multifaceted approach to engage community stakeholders. We combine formal agreements and partnerships with regular meetings, focus group discussions (FGDs), and the active participation of alumni organizations (such as NOTED, PROTECT, and TOPSSOLDIERS).</p> <ol style="list-style-type: none"> <li>Forging partnerships through signing of Memorandum of Agreement</li> <li>Conduct of focus group discussions (FGDs) among beneficiary communities during Monitoring and Evaluation (M&amp;E)</li> <li>Regular meetings with institutional partners for the flagship programs</li> <li>Supporting pay-it-forward initiatives of alumni organization</li> </ol>	<p>150+ engagements 45 formal partnerships</p>	<b>SDG 17:</b> Partnerships for the Goals (Strengthening collaborations with institutions)
<b>Recognition of Excellence</b>	<p>Our flagship recognition initiative honors public servants—teachers, soldiers, and police officers—for their exemplary contributions.</p>	<p>PHP 22.4 million disbursed 10 awardees in 2024</p> <ul style="list-style-type: none"> <li>• 4 teachers</li> <li>• 3 soldiers</li> <li>• 3 police officers</li> </ul> <p>715 awardees to-date</p>	<p><b>SDG 4:</b> Quality Education (Recognizing educators) <b>SDG 16:</b> Peace, Justice, and Strong Institutions (Honoring law enforcement and military service)</p>
<b>Visual Arts and Culture</b>	<p>Our Grants Program channels strategic financial support to socio-civic and charitable organizations working in health, education, arts, livelihood, and disaster response. Additionally, volunteerism is a cornerstone of our CSR efforts, with initiatives implemented at our Metrobank branches and community outreach programs.</p>	<p>PHP 10 million disbursed 428 awardees 300 volunteer hours</p> <p><i>Competition paused for 40th anniversary</i></p>	<b>SDG 11:</b> Sustainable Cities and Communities (Cultural preservation and artistic excellence)
<b>Social Development</b>	<p>Our Grants Program channels strategic financial support to socio-civic and charitable organizations working in health, education, arts, livelihood, and disaster response. Additionally, volunteerism is a cornerstone of our CSR efforts, with initiatives implemented at our Metrobank branches and community outreach programs.</p>	<p>PHP 72.9 million disbursed 120 projects 1.2M beneficiaries 50,000 hours of volunteer work 80 events 70% employee participation</p>	<p><b>SDG 1:</b> No Poverty (Economic and social support) <b>SDG 3:</b> Good Health and Well-being (Health-related grants) <b>SDG 4:</b> Quality Education (Educational initiatives) <b>SDG 8:</b> Decent Work and Economic Growth (Livelihood grants) <b>SDG 11:</b> Sustainable Cities and Communities (Engaged and empowered communities) <b>SDG 17:</b> Partnerships for the Goals (Collaboration with local communities)</p>

## Impact Unleashed: MBFI's Spectrum of Community Action

Category	Action	2024 Results	UN SDG
<b>Education</b>	Dedicated to empowering the next generation, our Scholarship Program provides financial and academic support to deserving students. Additionally, in collaboration with academic and government institutions, our Professorial Chair Lectures promote excellence in fields such as law, health, public service, and governance.	PHP 4.1 million disbursed 300 scholars 1,377 scholars to-date	<b>SDG 4:</b> Quality Education (Scholarships for students, Academic excellence and knowledge-sharing) <b>SDG 10:</b> Reduced Inequalities (Educational access for underserved groups) <b>SDG 16:</b> Peace, Justice, and Strong Institutions (Public service governance and education)
<b>Professional Chair Lectures</b>	In collaboration with academic and government institutions, our Professional Chair Lectures promote excellence in fields such as law, health, public service, and governance.	PHP 120,000 disbursed 2 lectures under Dona Victoria Ty Tan Professorial Chair in Medical Education and the Foundation for Liberty and Prosperity 138 lectures to-date	<b>SDG 4:</b> Quality Education (Academic excellence and knowledge-sharing) <b>SDG 16:</b> Peace, Justice, and Strong Institutions (Public service governance and education)

### Outstanding Filipino: A Beacon of Hope for the Sama-Bajau

**M**a. Ella F. Fabella, a recipient of the 2024 Metrobank Outstanding Filipinos Award, has become a guiding light for the Sama-Bajau community in Zamboanga City. Her dedication and compassion have transformed lives, proving that education is a powerful tool for change and hope.

Fabella's journey as an educator is deeply rooted in her unwavering passion to teach and inspire. Eleven years ago, she faced a daunting challenge—working with the Sama-Bajau, a community struggling against social marginalization. Determined to make a difference, she founded Project BEAR (Bajau Educational Activities and Recreation), a program designed to improve educational access while celebrating the Sama-Bajau's rich culture.

Through her leadership, classrooms became vibrant spaces of learning, filled with music, dance, and sports that resonated with the students. Enrollment grew from 27 to 102 in just seven years, while maintaining a remarkable zero-dropout rate for five consecutive years. Fabella went beyond academics, creating culturally relevant lesson plans and launching the Pantawid Tutorial Reading Program, which improved literacy and strengthened community ties.

Fabella's work extended to empowering families, addressing critical issues like early marriage and healthcare. Her efforts have not only lifted a marginalized community but also inspired countless others, showcasing the transformative power of education rooted in love and dedication.

## Purple Hearts Club (PHC) Key Activities

Area	Activity	Amount (PHP)
<b>Disaster and Relief Efforts</b> PHP 416,241.18	Typhoon Kristine Relief (PHC Daet Chapter)	11,720.00
	One MB Relief	356,103.25
	Rescue Kitchen and Food Drive	48,417.93
<b>Education</b> PHP 541,180.73	Bag to School (school supplies donation)	26,600.00
	Brigada Eskwela	167,950.17
	Christmas Gift Giving	131,000.00
	MathSaya Outreach Program	39,500.00
<b>Health</b> PHP 237,974.76	Carols for a Cause	70,440.25
	Dugong Metrobank (blood donation drive)	132,869.36
	Feeding Program	11,205.00
<b>Community Assistance</b> PHP 2,578,614.97	Autism Celebration Day	7,850.00
	Fun Run for a Cause	1,660,000.00
	Santa for Seniors	40,000.00
<b>Environmental Initiatives</b> PHP 135,497.01	Coastal Clean-up	2,000.00
	Mangrove Planting	38,288.55
	Tree Planting	31,610.96
<b>Grand Total</b>		<b>3,919,508.65</b>

### Purple Hearts Club (PHC): The Volunteer Heartbeat

PHC is the vibrant volunteer arm of Metrobank, dedicated to instilling a culture of volunteerism and community service among our employees. Rooted in our shared values of "Doing Well by Doing Good," PHC mobilizes Metrobank's workforce to extend our corporate values to every community touchpoint.

#### Background and Impact

PHC has become the heartbeat of our community initiatives. Since its inception, PHC has evolved into the core driver of Metrobank's employee-led community engagement, mobilizing thousands of volunteers to support critical social programs. In 2024, PHC played a vital role in executing nationwide outreach projects, including:

- Disaster relief operations in response to typhoons and emergencies.
- Feeding programs for underserved communities.
- Environmental initiatives, such as tree planting and coastal cleanups.
- Financial literacy sessions to empower individuals with essential banking and money management skills.

#### Key Metrics:

Active Metrobank Employees: **15,987**  
Total PHC Volunteers: **10,760**  
Non-PHC Volunteers: **5,227**  
PHC Chapters: **85**

#### Volunteer and Donation Data:

Total Volunteer Instances: **1,301 (combined PHC and non-PHC)**  
PHC Member Volunteer Count: **1,104 (across 57 active chapters)**  
Total Donations Raised: **PHP 3,909,508.65**

#### Sustaining the Spirit of Volunteerism

Through PHC, Metrobank continues to strengthen its role as a responsible corporate citizen, providing employees with an avenue to engage in community work that is both impactful and fulfilling. By fostering deeper connections between our workforce and the communities we serve, PHC exemplifies our mission of creating shared prosperity and social value.

As we move forward, we remain committed to expanding volunteer opportunities, deepening community partnerships, and amplifying the positive impact of employee-driven initiatives—ensuring that the Purple Hearts Club remains at the heart of Metrobank's community legacy.

## Igniting and Inspiring Change

Through the strategic efforts of MBFI and the dedicated volunteerism of PHC, Metrobank continues to drive meaningful social change. Our comprehensive approach ensures that programs in education, health, arts, and disaster response deliver lasting impact. Meanwhile, PHC's dynamic

engagement at the grassroots level brings our corporate values directly to the communities we serve.

Together, MBFI and PHC honor our rich heritage while paving the way for a more inclusive, resilient, and empowered society.

# Growing Together



Investing in education fuels both personal and organizational growth, reinforcing our belief that continuous learning drives success.

## Employee Engagement

Keeping employees engaged starts with making sure they feel heard. That's why we offer multiple ways to connect—regular check-ins with supervisors, HR discussions, Facebook Workplace's HR Helpdesk, performance reviews, town halls, sector meetings, conventions, and the Purple Hearts Club for volunteerism.

Each business unit also holds town halls and performance discussions, giving employees a space to share insights and suggestions. Our Employee Feedback Portal on Insight Online provides another channel, where the Business Systems Division responds to concerns. Workshops help teams identify key programs and projects that align with their strengths.

Employees can also post questions and feedback in Workplace helpdesks managed by different business units. These teams handle inquiries or direct them to

the right group. BU-specific town halls, focus group discussions, and performance meetings further encourage open conversations about workplace experiences and improvements.

Every two years, we run a bank-wide engagement survey to measure employee experience. Metrovoice, our official survey, allows Metrobankers to share feedback anonymously. In October–November 2024, we conducted a Metrovoice Pulse Survey, gathering insights from 7,466 employees—56% of those who responded in 2023. This helped track progress and identify areas for action before the 2025 Metrovoice Survey in April.

The survey focused on sustainable engagement—how employees feel engaged, enabled, and energized at work. Results showed a 93% engagement score, up from 92% in 2023, reflecting our ongoing commitment to a positive workplace.



Institutional Initiatives Supporting Metrovoice		
Focus	Initiative	Purpose
<b>COMMUNICATION</b> <i>Leaders as Communicators</i>	<b>People Manager Guide and Learning Sessions</b>	Equip managers to influence every employee touchpoint.
	<b>Group-Wide Engagement</b>	Open platforms for company-wide communication.
	<b>Small Group Interactions</b>	Spaces for discussions and team bonding.
	<b>Individual Conversations</b>	Direct dialogues for feedback and growth.
<b>EXECUTION EXCELLENCE</b>	<b>Group-Wide Engagement</b>	Ensuring a seamless Day 1 experience for new hires.
<b>EMPOWERMENT AND ACCOUNTABILITY</b> <i>Manager-Led Onboarding</i>	<b>Metrobank GO (Guided Onboarding)</b>	Online toolkit to help managers facilitate onboarding and integration.
<b>REWARDS AND RECOGNITION</b> <i>Recognition Rich</i>	<b>Metrobanker Central Recognition Badges</b>	Digital commendation system for employee achievements.
	<b>Total Rewards Roadshows</b>	Employee benefits orientation sessions.

Educational Subsidies						
Focus	Female	% of Female Recipients vs. HC	Male	% of Male Recipients vs. HC	Total Recipients	% of Total Recipients vs. HC
MEADE College	208	3.14%	62	1.78%	270	2.67%
MEADE HS	134	3.22%	62	3.02%	196	3.15%
MEGA	9	0.14%	3	0.09%	12	0.12%
MBA	43	0.45%	4	0.08%	47	0.32%
<b>Total Recipients*</b>	394	4.14%	131	2.57%	525	3.59%

*Note: One body - One Count and refers only to regular employees who are eligible to apply for the benefit.*

Key competencies	Categories
<p><b>Communication</b> Strengthening the ability to convey ideas clearly, both verbally and in writing.</p> <p><b>Technical Skills</b> Enhancing proficiency in tools, software, and techniques relevant to specific roles.</p> <p><b>Customer Service</b> Cultivating skills to deliver exceptional customer experiences.</p> <p><b>Leadership</b> Empowering individuals to guide and motivate, even without formal leadership roles.</p> <p><b>Project Management</b> Equipping employees with essential skills for successful project execution.</p>	<p><b>Foundational Training</b> Core programs to equip employees with essential skills and knowledge for their roles.</p> <p><b>Functional Training</b> Specialized learning focused on job-specific expertise to enhance performance.</p> <p><b>Leadership Training</b> Development programs that prepare individuals to lead, inspire, and manage teams effectively.</p>

## Employee Training, Education, and Development

### Learning

Learning happens at the right time, with the right solutions, for the right people. Our approach ensures that every employee gains knowledge and skills aligned with the bank's direction. In 2024, the Learning and Development Division (LDD) continues to expand the learning portfolio, focusing on three key areas: Foundational, Functional, and Leadership capabilities.

The Foundational Learning Portfolio covers the essentials—core values, regulatory policies, and other must-know topics that shape our work. The Functional Learning Portfolio strengthens expertise in specific roles, offering programs like Treasury certifications and Java programming. Meanwhile, the Leadership Learning Portfolio builds future-ready leaders by reinforcing Metrobank's Leadership Behaviors—Intellectual Capacity, Interpersonal Skills, and Intensity.

A comprehensive Learning Portfolio supports career growth, offering a curated menu of courses designed to develop critical competencies across different roles. These courses help employees and their managers craft Individual Development Plans (IDPs), selecting learning paths that align with personal and professional goals.

Beyond training programs, our commitment to learning extends to educational support. As quality education remains a key pillar of our sustainability philosophy, 525 employees availed of our educational subsidies in 2024, bringing the cumulative total to 14,609 recipients. Investing in education fuels both personal and organizational growth, reinforcing our belief that continuous learning drives success.

### Talent Management and Leadership Development

Identifying and developing high-performing and high-potential talent remains a priority. Through Talent Reviews, we assess and nurture individuals with the potential to take on greater responsibilities. Our 360-degree assessment tool plays a key role in evaluating successors, ensuring they are prepared to lead with confidence.

To accelerate the readiness of future leaders, we provide cross-posting assignments and immersive experiences. These initiatives equip ready-now successors with the skills and exposure needed to step into key roles, especially as incumbent leaders approach retirement.

In 2024, we dedicated an average of 32.4 training hours per employee to upskilling our workforce, reinforcing our commitment to continuous learning and professional growth. Through targeted training programs, hands-on leadership experiences, and structured career development, we empower our people to lead with expertise, adaptability, and purpose.

### Performance Management

The Bank maintained a strong performance management framework to track and evaluate employee productivity. This system not only ensures accountability but also serves as a foundation for career growth, giving qualified internal employees priority consideration for promotion.



**PERFORMANCE REVIEW**

	2023	2024	Percentage for 2024
<b>By Gender</b>	<b>13,185</b>	<b>15,481</b>	<b>98.2</b>
Male Permanent	4,636	5,444	97.7
Female Permanent	8,549	10,037	98.5
<b>By Age</b>	<b>13,185</b>	<b>15,481</b>	<b>98.2</b>
< 30 years old permanent	3,659	5,563	97.8
30-50 years old permanent	8,313	8,606	98.8
> 50 years old permanent	1,213	1,312	95.8
<b>By Rank</b>	<b>13,185</b>	<b>15,481</b>	<b>98.2</b>
Rank and File	6,079	7,595	98.2
Junior Officer	6,405	7,104	98.2
Senior Officer	701	782	99.0

## Diversity and Inclusion

Diversity strengthens our workforce, bringing together different perspectives and skills that help us serve an equally diverse customer base. More than representation, it's about creating an inclusive environment where every employee's unique contributions drive collaboration and innovation. This approach not only boosts productivity but also

reinforces our commitment to being a progressive, forward-thinking institution in today's evolving financial landscape.

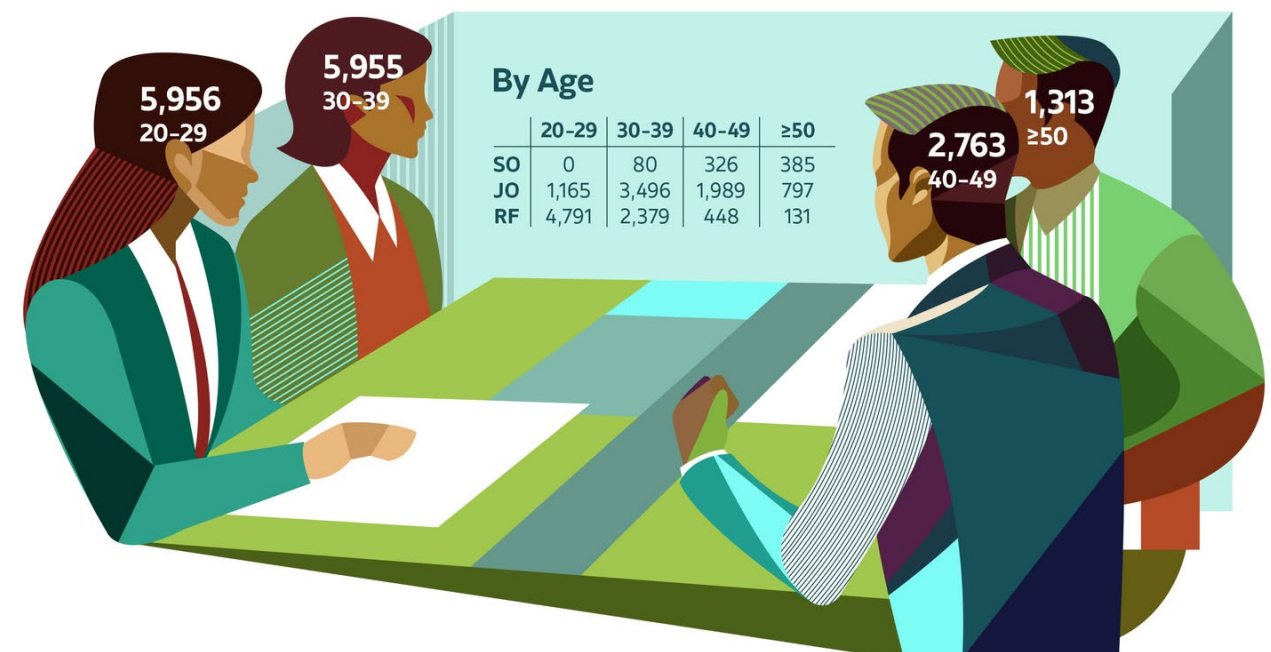
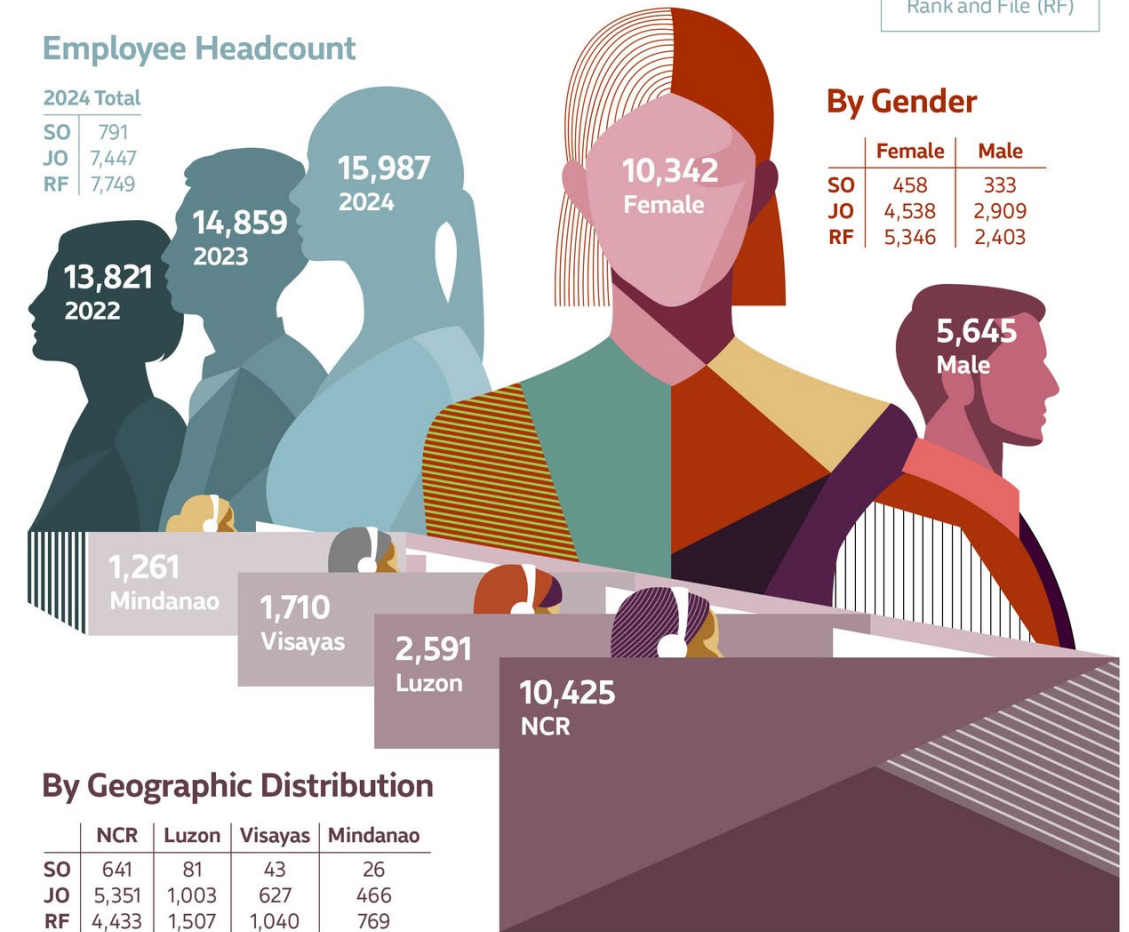
Metrobank has experienced a steady increase in its total employee headcount. This growth reflects the bank's expansion and its commitment to scaling operations to meet increasing demands.

## Employee Demographics

Senior Officer (SO)  
Junior Officer (JO)  
Rank and File (RF)

### Employee Headcount

2024 Total	
SO	791
JO	7,447
RF	7,749



New Employee Hires Profile by Gender Distribution						
Year	Gender	Rank				Percentage
2024		SO	JO	RF	Total	
	Male	14	413	578	1,005	38%
	Female	23	362	1,247	1,632	62%
	Total	37	775	1,825	2,637	100%
2023	Male	19	316	689	1,024	35%
	Female	19	319	1,604	1,942	65%
	Total	38	635	2,293	2,966	100%

New Employee Hires Profile by Age Distribution							
Year	Rank	Age					Total
2024		<20	20-29	30-39	40-49	≥ 50	
	SO	0	0	9	21	7	37
	JO	0	294	396	83	2	775
	RF	0	1,688	134	3	0	1,825
	Total	0	1,982	539	107	9	2,637
2023	SO	0	0	10	18	10	38
	JO	0	237	320	67	11	635
	RF	0	2,075	215	3	0	2,293
	Total	0	2,312	545	88	21	2,966

New Employee Hires Profile by Geographic Distribution						
Year	Region	Rank				Percentage
2024		SO	JO	RF	Total	
	Manila	34	746	1,079	1,859	70%
	Luzon	3	10	250	263	10%
	Visayas	0	9	305	314	12%
	Mindanao	0	10	191	201	8%
	Total	37	775	1,825	2,637	100%
2023	Manila	37	609	1,427	2,073	70%
	Luzon	0	5	390	395	13%
	Visayas	1	16	291	308	10%
	Mindanao	0	5	185	190	7%
	Total	38	635	2,293	2,966	100%



**HIRING RATE**

	2023	2024
Formula: Total new hires over total number of employees	20%	16%

Contractual Employees	2023	2024
<b>By Gender</b>		
Male	1,710	2,015
Female	418	572
<b>Total</b>	<b>2,128</b>	<b>2,587</b>
<b>By Age</b>		
≤25	393	We no longer maintain records of contractors' dates of birth
26-30	576	
31-35	321	
36-40	252	
41-45	242	
46-50	187	
≥ 51	157	
<b>Total</b>	<b>2,128</b>	
<b>By Region</b>		
Metro Manila	1,406	1,786
Luzon	350	388
Visayas	231	251
Mindanao	141	162
<b>Total</b>	<b>2,128</b>	<b>2,587</b>

## Women in the Workplace






Women bring a unique edge to finance, offering diverse perspectives and a strong sense of risk awareness—both essential for smart investments and sustainable growth. In our workplace, they help create a more inclusive, balanced environment, strengthening the foundation that keeps us moving forward

We also honored working mothers through #MetrobankerMOMents in May 2024. Ten Metrobanker moms shared their inspiring journeys, proving that dedication to both career and family can go hand in hand.

Women in the Workplace	2023	2024
<b>Percentage of women in rank-and-file positions</b>	68%	69%
Total no. of positions	7,378	7,749
Total no. of women	5,051	5,346
<b>Percentage of women in junior officer positions</b>	62%	61%
Total no. of positions	7,378	7,749
Total no. of women	5,051	5,346
<b>Percentage of women in junior officer positions</b>	62%	61%
Total no. of positions	704	791
Total no. of women	393	458

Employees who are solo parents	2023	2024
<b>Solo Parents</b>	151	154
<b>Male</b>	13	11
<b>Female</b>	138	143



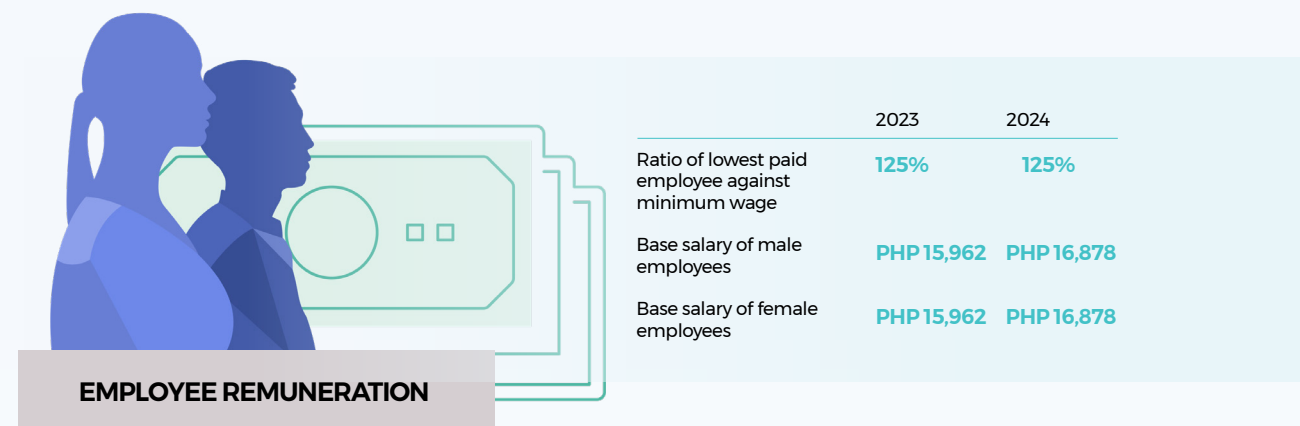
Employee benefits	
 <p><b>Healthcare and Well-being</b></p>	<ul style="list-style-type: none"> <li>• Health benefits on top of PhilHealth</li> <li>• Group Life Insurance Coverage</li> <li>• Employee Medical and Dental Benefits</li> <li>• Maternity allowance on top of maternity leave</li> <li>• Sick leave on top of SSS sickness benefit</li> </ul>
 <p><b>Competitive Compensation</b></p>	<ul style="list-style-type: none"> <li>• 14th- and 15th-month pay</li> <li>• Financial assistance with low interest rates</li> <li>• Loan Privileges</li> <li>• Retirement Plan</li> <li>• Loyalty bonus</li> </ul>
 <p><b>Allowances and Perks</b></p>	<ul style="list-style-type: none"> <li>• Clothing allowance</li> <li>• Medical allowance</li> <li>• Car plan or bank-assigned car service</li> <li>• Allowances</li> </ul>
 <p><b>Leave and Work-Life Balance</b></p>	<ul style="list-style-type: none"> <li>• Vacation leave benefits superior to Service Incentive Leave</li> <li>• Leave Privileges</li> </ul>
 <p><b>Professional Growth and Development</b></p>	<ul style="list-style-type: none"> <li>• Educational assistance to support continuing development</li> <li>• Educational Assistance Programs</li> </ul>

We also support employees through key life stages. In 2024, all employees who took maternity or paternity leave returned to work, while 6% of those who availed of maternity benefits remained employed after 12 months, highlighting our commitment to a supportive workplace.

We go beyond the minimum labor requirements, offering competitive salaries and comprehensive benefits to support our employees' well-being and growth. Permanent employees receive additional benefits beyond those required by the government.

These benefits reflect our commitment to ensuring a rewarding and supportive workplace for all employees.

Attrition	2023	2024	Turnover
<b>By Gender</b>	<b>1,926</b>	<b>1,506</b>	<b>100%</b>
Male		577	38%
Female	1,926	929	62%
<b>By Age</b>			
≤25	0	0	0%
26-30	918	686	46%
31-35	588	464	38%
36-40	132	111	
41-45	288	245	16%
<b>By Rank</b>			
Senior Officer	63	53	4%
Junior Officer	645	591	39%
Rank and File	1,218	862	57%
<b>By Region</b>			
Metro Manila	1,408	1,005	67%
Luzon	236	201	13%
Visayas	176	175	12%
Mindanao	106	125	8%
<b>Type</b>			
Voluntary Separations	1,642	1,242	82%
Involuntary Separations	284	264	18%
<b>Voluntary Attrition Rate</b>	<b>12%</b>	<b>8%</b>	
<b>Attrition Rate</b>	<b>14%</b>	<b>10%</b>	



Employee Benefits						
List of Benefits	Details	Female	% of Female Recipients	Male	% of Male Recipients	Total Recipients
SSS		2,223	21%	989	18%	3,212
PhilHealth		809	8%	174	3%	983
Pag-ibig		1,190	12%	596	11%	1,786
Parental leaves						
Vacation leaves						
Sick leaves						
Medical benefits (aside from PhilHealth)	Health Maintenance Organization	7,952	76.89%	3,789	67.12%	11,741
Housing assistance (aside from Pag-ibig)	Provident Fund Housing Loan	7	0.07%	6	0.11%	13
	Officers Housing Assistance Program	4	0.04%	7	0.12%	11
Retirement fund (aside from SSS)		219	2.12%	127	2.25%	Total who received retirement:  Total separated employees: 1604
Continuing education support	Metrobank Employees Graduate Assistance Program	376	3.64%	128	2.27%	504

## Talent Attraction and Retention

Our success starts with our people—their growth, satisfaction, and commitment elevate everything we do. We stay focused on bringing in the right talent while creating a workplace that inspires and empowers our team to thrive. Ensuring equal opportunities is a key part of this commitment, including maintaining gender pay equity, with base entry-level salaries remaining equal for male and female employees.

Employee Leave Availment						
	2023			2024		
	Maternity	Paternity	Solo Parent	Maternity	Paternity	Solo Parent
Number of employees eligible to avail the leave	9,656	2,373	151	10,342	2,425	No records since availment depends on employees who have filed via e-attendance platform
Number of employees with leave availment	559	204	151	580	184	148
Number of employees who returned after leave availment	559	204	151	580	184	148
Number of employees who returned after availment still employed 12 months after	524	193	144	569	177	140
Utilization Rate	6%	9%	100%	6%	8%	-
Return Rate	100%	100%	100%	100%	100%	100%
Retention Rate	94%	95%	95%	98%	96%	95%

## Human Rights and Labor Practices

We uphold responsible labor practices because they foster productivity, reduce compliance costs, lower turnover, and strengthen our reputation. These principles align with our long-term goals, allowing us to create a safe, inclusive, and supportive workplace for our employees.

### Collective Bargaining

We uphold the right to freedom of association and collective bargaining, ensuring open communication and strong labor relations. Our employee union, representing 6,577 members (85% of regular staff), operates under the 2025-2027 Collective Bargaining Agreement (CBA), finalized in December 2024. We have consistent policies in place for working conditions and employment terms, applicable to all employees, regardless of CBA coverage. However, certain benefits, such as those for officers, are exclusive to non-CBA employees.

Regular Labor-Management Committee (LMC) meetings provide a platform to discuss labor standards and CBA implementation. In the first quarter of 2024, an LMC meeting was held to prepare both Management and the Union for the CBA negotiations. The trust and collaboration built through ongoing discussions played a key role in fostering a smooth and successful negotiation process.

Collective Bargaining	2023	2024
Total Union Members	5,945	6,577
Total Probationary Employees	1,099	811
Total Non-union Members	334	361
Total Rank and File Employees	7,378	7,749
<b>Percentage of total permanent employees covered by CBA</b>	<b>81%</b>	<b>85%</b>

## Our commitments are guided by the following global covenants:

- The UN Universal Declaration of Human Rights
- The UN Global Compact Principles on Human Rights and Labor



### Commitment to Human Rights and Ethical Business Practices

Respect for human rights and ethical business conduct is fundamental to how we operate and support our people. Metrobank adheres to international human rights standards and promotes integrity in all business dealings, ensuring that human dignity, fairness, and accountability remain at the core of our corporate culture.

### Zero Tolerance for Discrimination, Harassment, and Human Rights Violations

Metrobank upholds a zero-tolerance policy for all forms of discrimination, harassment, and human rights abuses. This applies within our organization and across our business relationships, ensuring that employees, customers, and stakeholders are treated with dignity and respect.

We strongly enforce corporate discipline among our employees and make our Code of Conduct known to all employees from Day One. Code of Conduct training is required annually to reinforce ethical

behavior, workplace inclusivity, and professional responsibility. These policies ensure that Metrobank employees uphold the highest standards of integrity and workplace conduct.

### Our core commitments include:

- Zero tolerance for workplace discrimination based on race, gender, religion, or any protected characteristics.
- Strict policies against workplace harassment, including the Anti-Sexual Harassment Policy, implemented since 2009, outlining clear behavioral standards and grievance mechanisms.
- Support for employees affected by violence through the Anti-Violence Against Women and Their Children (VAWC) policy, in compliance with Republic Act No. 9262, providing up to 10 days of paid leave for medical or legal assistance.
- Proactive mental health, HIV and AIDS prevention, and Hepatitis B control policies, ensuring employee well-being and inclusion.

### Training and Awareness

We recognize that awareness and education are essential to maintaining a workplace free from discrimination and harassment. To this end, all employees undergo mandatory training on anti-discrimination, anti-harassment, and corporate ethics as part of their annual training requirements. These training sessions reinforce our commitment to workplace respect and integrity, equipping employees with knowledge on their rights, responsibilities, and the mechanisms available for reporting grievances.

Ethical Business and Responsible Labor Practices Metrobank extends its commitment to human rights and labor standards beyond internal policies to include its business operations, supply chain, and investment activities. We ensure that our engagements align with ethical labor practices, social responsibility, and sustainability principles.

#### Key Commitments:

- Zero tolerance for forced and child labor within our operations and supply chain.
- Ensuring ethical sourcing by partnering only with suppliers who uphold fair labor standards.
- A precautionary approach to environmental and social risks in lending and investment activities, progressively strengthening corporate responsibility.
- Active monitoring and continuous improvement of policies and procedures to align with best practices in human rights and social governance.

Through these measures, we reaffirm our commitment to promoting a diverse, inclusive, and ethical workplace while ensuring that its business operations contribute to responsible corporate citizenship. In 2024, there were no reported incidents of discrimination or grievances.

## Employee Health and Safety

Creating a safe and healthy workplace is more than just meeting regulations—it’s about taking care of our people. We ensure 100% adherence to health and safety regulations and have had no fatalities related to work activities during the reporting period. Strengthening preventive measures and empowering employees to prioritize their well-being allows us to foster a workplace that values safety, wellness, and preparedness. This commitment also ensures we stay compliant with DOLE regulations while reinforcing emergency and disaster preparedness.

At the heart of this effort is Metrobank CARES, our health and wellness program that supports employees across six key areas—physical, emotional/mental, social, spiritual, financial, and occupational well-being. Through this initiative, we provide resources that help our people stay healthy, boost productivity, and create a positive work experience.

Our Health and Safety Committees operate across the Head Office and branch sites, made up of key representatives, meet regularly to implement and oversee action plans, prevent accidents, and ensure compliance with safety regulations. The Occupational Health and Safety (OHS) management system guides our efforts, with a clear goal of achieving zero workplace incidents. Regular health assessments, including clinic consultations and annual physical exams (APE), guide targeted programs such as seasonal flu vaccinations. Increasing employee participation in these assessments helps mitigate health risks.



Emergency preparedness is integrated into daily operations, with structured processes to respond swiftly to critical situations. Regular safety inspections, including Hazard Identification, Risk Assessment & Control (HIRAC) in key sites, ensure compliance with OHS standards. Employees are encouraged to report work-related injuries, incidents, or illnesses through established channels, with every report promptly investigated and addressed.

Training programs raise awareness and equip employees with the knowledge to prevent health and safety risks. Progress is tracked through compliance with regulations, participation in OHS programs, and continuous efforts to reduce workplace hazards. These initiatives reinforce a culture where safety remains a shared responsibility.

In 2024, we surpassed our 20% participation target for APE and Executive Check-Ups (ECU), increasing uptake from 7% in 2023 (881 employees) to 22% in 2024 (2,745 employees). This success comes from engaging employees in proactive health management. From annual health assessments to wellness webinars and caravans across different sites, we continue to build a workplace where well-being is a priority. A healthy workforce is the foundation of our success, and we remain committed to supporting our people every step of the way.

### SAFETY DATA FOR WORKERS

Work-related ill health	2023	2024
Eye Diseases	110	267
Gastrointestinal Diseases	394	906
Genitourinary Illnesses	98	129
Head Illnesses	218	784
Heart and Blood Vessels	228	594
Infectious Diseases	62	167
Mouth and Ent Diseases	410	1,124
Neuromuscular / Skeletal / Joints	372	697
Others	695	783
Reproductive Illnesses	33	306
Respiratory Illnesses	631	883
Skin Diseases	244	611
<b>Total</b>	<b>3,495</b>	<b>7,251</b>



# Way Forward

## Advancing Sustainability for Impact and Growth

As we look ahead to 2025, we are strengthening our commitment to sustainability—not as a separate initiative, but as a fundamental driver of our long-term strategy. Sustainability is at the core of how we do business, how we engage with stakeholders, and how we create lasting impact for our customers, communities, and the environment.

## Strengthening Our Sustainable Finance Framework

We are on-track towards applying for a Second Party Opinion (SPO) to validate our Sustainable Finance Framework, reinforcing investor confidence, improving risk transparency, and enhancing access to responsible capital. This ensures our framework aligns with global standards, supporting our role in financing projects with positive environmental and social impact.

## Managing the Energy Transition

### Reducing Coal Exposure and Expanding Renewables

We are taking measured steps in rationalizing our coal exposure while expanding financing for renewable and transition energy projects. Over the past years, we have reduced our coal portfolio exposure, reflecting our commitment to responsible lending and risk management. Our approach remains balanced and forward-looking, ensuring that we continue to support the country's energy security and sustainability goals.

### Transitioning Our Own Operations to Renewable Energy

We are moving forward with the transition of our operations towards renewable energy. Discussions are ongoing to shift key Metrobank facilities to cleaner energy sources, marking a significant milestone in our journey to lower our environmental footprint. A total of 266 Metrobank centers and branches have been identified as eligible for the shift to renewable energy supply. Once fully implemented, this transition will lead to a substantial reduction in our Scope 2 greenhouse gas (GHG) emissions of approximately 15,000 tonnes of CO<sub>2</sub> equivalent annually—nearly 50% of our total electricity-related emissions.



## Enhancing ESG Performance Through Data Innovation

To further strengthen our sustainability strategy, we are launching an ESG Data Management System to enhance reporting accuracy, efficiency, and transparency. This platform will streamline data collection, improve risk detection, and support Scope 3 emissions tracking, enabling more informed decision-making and regulatory compliance.

Building on this, we will continue enhancing our ESRM framework, expanding sustainable finance product offerings, and scaling up ESG capacity-building initiatives to integrate sustainability and climate awareness more deeply into our operations and risk frameworks.

Key Facilities	# of sites	Consumption, in MWh	GHG Emissions, in tCO <sub>2</sub> e
Identified sites in Metro Manila and Rizal	189	17,102	12,180
Identified sites in North and South Luzon	63	2,574	1,833
Identified sites within the Visayas Area	14	1,932	1,376
<b>TOTAL</b>	<b>266</b>	<b>21,608</b>	<b>15,389</b>

## Commitment to Responsible Banking

Sustainability is not just a commitment—it is an integral part of how we operate and create value. By reinforcing our sustainable finance credibility, transitioning to cleaner energy, and leveraging technology for ESG performance, we are ensuring that Metrobank remains relevant in sustainable banking and a trusted partner in driving inclusive, long-term growth.

As we navigate this next phase, our focus remains clear: to empower communities, enable businesses, and create a future that is both financially sound and environmentally responsible.



# Board of Directors



Arthur Ty  
Chairman



Francisco C. Sebastian  
Vice Chairman



Fabian S. Dee  
President



Jose Vicente L. Alde  
Director



Angelica H. Lavares  
Independent Director



Juan Miguel L. Escaler  
Independent Director



Alfred V. Ty  
Director



Solomon S. Cua  
Director



Vicente R. Cuna, Jr.  
Director



Philip G. Soliven  
Independent Director



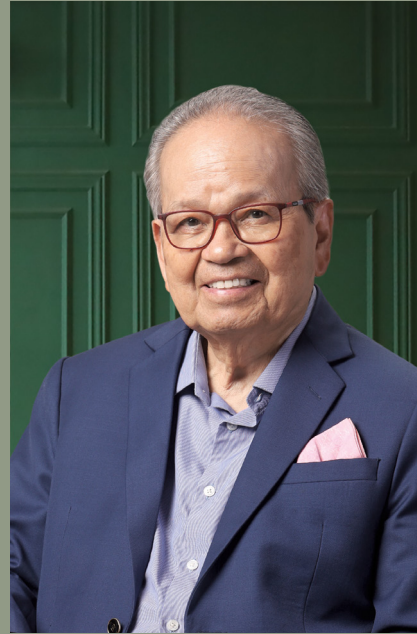
Edgar O. Chua  
Independent Director



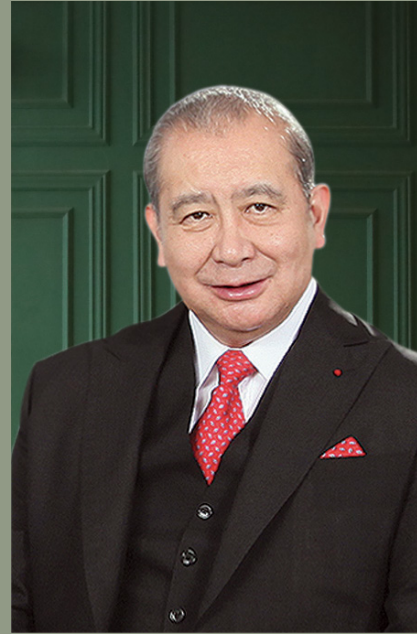
Marcelo C. Fernando, Jr.  
Independent Director



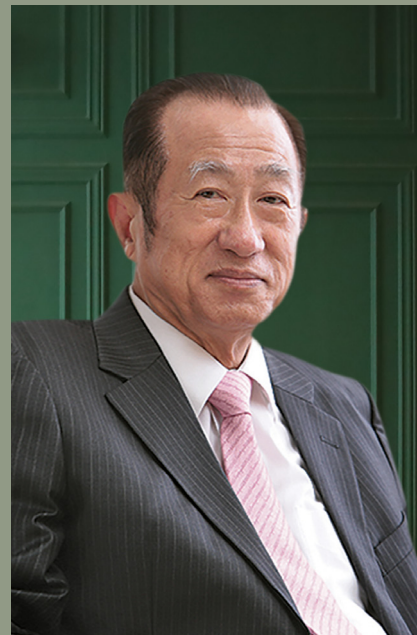
## Senior Advisers



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  
Director, Manila House  
Private Club, Inc.



# Senior Officers



Center: Senior Executive Vice President. **Joshua E. Naing**  
 Left to right: Senior Vice Presidents. **Cesar P. Nicolasora Jr., Christine Y. Castillo, Renato K. De Borja Jr., David S. Ong**



Center: Executive Vice President. **Aniceto M. Sobrepeña**  
 Left to right: Senior Vice Presidents. **Aline A. Novilla, Christian D. San Juan, Charlotte T. Bilongilot, Antonio R. Ocampo Jr.**



Center: Executive Vice President. **Mary Mylene A. Caparas**  
 Left to right: Senior Vice Presidents. **Christopher Hector L. Reyes, Mary Rose S. Tiamson, Anthony Paul C. Yap, Christian Paul Philippe D. Orlino**



Center: Senior Executive Vice President. **Fernand Antonio A. Tansingo**  
 Left to right: Senior Vice Presidents. **Emmeline D. Go, Nelson G. See, Randell D. Victoriano, Maria Nelia S. Medalla, Angelica S. Reyes, Ricardo Leon N. Pedrosa, Maria Lizette B. Perez, Rommel Enrico C. Dionisio**



## Senior Officers



Left to right: Senior Vice Presidents. **Frances Gail E. Male, Jocelyn L. Bata, Ramon Jaime L. Vivencio Del Rosario, Hiroko M. Castro, Anna Therese Rita D. Cuenco, Harrison C. Gue**



Left to right: Senior Vice Presidents. **Bernardino D. Ramos, Karen Salve L. Angeles, Digs A. Dimagiba, Melizza Doris L. Guiao, Jose Antonio O. Vasco, Marthyn S. Cuan**

Not in photo: **Homer Gerrard L. Ortega**

## Board of Directors Profile

### Arthur Ty

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

### Francisco C. Sebastian

Vice Chairman  
Director since April 2002  
70 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  
Director since April 2012  
(Director from September 2007 to March 2011)  
62 years old  
President/Director, Bancnet, Inc.  
Trustee, Metrobank Foundation, Inc.  
Director, Bankers' Association of the Philippines  
Director, First Metro Investment Corp. (FMIC)  
BS Management Engineering, Ateneo de Manila

### Alfred V. Ty

Director  
Director since September 2015  
57 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  
62 years old  
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  
69 years old  
Chairman, AXA Philippines  
Vice Chairman/Director, Philippine Racing Club, Inc.\*  
Director, Grand Titan Capital Holdings, Inc.  
President/Director, SC & SSC Holdings, Inc.  
Director/Treasurer, Palm Integrated Commodities, Inc.  
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  
58 years old  
President/Director, Philippine Savings Bank\*  
Chairman, Sumisho Motor Finance Corporation  
Trustee, Chamber of Thrift Banks  
MBA, Asian Institute of Management

### Edgar O. Chua

Independent Director  
Director since April 2017  
68 years old  
Independent Director, First Gen Corporation\*  
Independent Director, JG Summit Petrochemical Corporation  
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  
71 years old  
Teaching Fellow, Institute of Corporate Directors  
Independent Director, Prulife UK  
Independent Director, Rural Bank of Silay  
Consultant, Bank Of Commerce  
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  
Independent Director, Century Pacific Food, Inc.  
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  
64 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 L. Escaler

Independent Director  
Director since April 2022  
58 years old  
Country CEO/Director, Trusting Social AI Philippines  
Chairman, ESE Realty Corp.  
Chairman, 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





# 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)  
eSavings Account  
Online Time Deposit  
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 Travel Signature Visa  
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

### Debit / Prepaid Cards

Metrobank Prime Debit Mastercard  
Metrobank Paycard  
Metrobank Prepaid Mastercard  
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)  
Cash Advance  
Pay Bills  
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  
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

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/SOA  
Interbank - Transfer to other bank via Instapay & Pesonet  
Intrabank - Transfer to own or any Metrobank Account  
Generate/ Save/ 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, Buy Load & Order Checkbook)  
Consumer Loans Link Out (Metrobank Car and Home Loans)  
Forex Rate link out  
ATMs, CAMs, Branch Locator link out  
e-Auto Debit Arrangement (e-ADA)  
Tax Payment redirect from EFPS

### Metrobank App

Biometrics / FaceID login and Authentication (via AppKey)  
Dashboard overview  
My Accounts view  
Balance Inquiry/Transaction History/ SOA  
Interbank - Transfer to other bank via Instapay & Pesonet  
Intrabank - Transfer to own or any Metrobank Account  
Generate/ Save/ 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 opening/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 & Order Checkbook)  
AXA insurance link out (Travel, Motor and Health Protection)  
Consumer Loans Link Out (Personal Loans, 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  
Cash Pick Up  
Send Load/Load Prepaid  
Order Checkbook  
Auto Debit Arrangement  
Electronic auto debit  
Checkbook reorder  
Real-time Time Deposit account application, creating and viewing  
Apply for Auto or Home Loan link out  
Help & Support (Video Tutorials, FAQ, Metrobank App Survey, Deposit Concerns link out, Credit Card concerns link out)

## 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

TTo Another Metrobank Account Funds Transfer (TAMA)  
Manager's check  
Corporate Check  
Domestic or Foreign Funds Transfer (PESONet, RTGS, PDDTS, CSRT & 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  
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)  
OFW EURO Savings Account (Passbook)  
Shipping Payroll Services

#### **TREASURY PRODUCTS**

##### **Metrobank Issued Products**

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  
Retail Dollar Bonds (RDB)  
Corporate Bonds  
Sovereign/Quasi-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 Bond 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 Bond 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
<b>General Disclosures</b>		
<b>GRI 2: General Disclosures 2021</b>	<b>The organization and its reporting practices</b>	
	2-1 Organizational details	SEC Form 17-C Notes to the FS pp. 1-2; <a href="https://www.metrobank.com.ph/about-us">https://www.metrobank.com.ph/about-us</a>
	2-2 Entities included in the organization's sustainability reporting	SEC Form 17-C Notes to the FS p. 2
	2-3 Reporting period, frequency and contact point	p. 73; SEC Form 17-C Cover Sheet This report was originally published in April 2025.
	2-4 Restatements of information	p. 101
	2-5 External assurance	We have not engaged external assurance for our reported disclosures. GT Capital conducts internal audits of the disclosures made by its Component Companies.
	<b>Activities and workers</b>	
	2-6 Activities, value chain and other business relationships	SEC Form 17-C Notes to the FS pp. 1, 72, 81; <a href="https://www.metrobank.com.ph/articles/about-us/org-chart">https://www.metrobank.com.ph/articles/about-us/org-chart</a>
	2-7 Employees	p. 131
	2-8 Workers who are not employees	p. 133
	<b>Governance</b>	
	2-9 Governance structure and composition	p. 94; Metrobank Manual on Corporate Governance (CGM) - Feb 2025, pp. 2-43; <a href="https://www.metrobank.com.ph/articles/about-us/corporate-governance-manual">https://www.metrobank.com.ph/articles/about-us/corporate-governance-manual</a> ; <a href="https://www.metrobank.com.ph/articles/about-us/org-chart">https://www.metrobank.com.ph/articles/about-us/org-chart</a> ; <a href="https://www.metrobank.com.ph/articles/about-us/corporate-governance-board-committees">https://www.metrobank.com.ph/articles/about-us/corporate-governance-board-committees</a> ; <a href="https://www.metrobank.com.ph/articles/about-us/corporate-governance-board-committees">https://www.metrobank.com.ph/articles/about-us/corporate-governance-board-committees</a>
	2-10 Nomination and selection of the highest governance body	CGM, pp. 19-25
	2-11 Chair of the highest governance body	CGM pp. 41, 63-64
	2-12 Role of the highest governance body in overseeing the management of impacts	p. 94
	2-13 Delegation of responsibility for managing impacts	pp. 94-95
	2-14 Role of the highest governance body in sustainability reporting	p. 89
	2-15 Conflicts of interest	CGM pp. 11, 20, 21-22, 50, 53-54, 60-61
	2-16 Communication of critical concerns	CGM pp. 58-62
	2-17 Collective knowledge of the highest governance body	CGM pp. 34-35
	2-18 Evaluation of the performance of the highest governance body	CGM pp. 12, 21-22, 63-64, 82
	2-19 Remuneration policies	CGM, 4-5, 7; <a href="https://www.metrobank.com.ph/articles/about-us/corporate-governance-company-policies">https://www.metrobank.com.ph/articles/about-us/corporate-governance-company-policies</a>
	2-20 Process to determine remuneration	CGM pp. 45, 82, 97
	2-21 Annual total compensation ratio	- This information is confidential.
	<b>Strategy, policies and practices</b>	
	2-22 Statement on sustainable development strategy	pp. 4-7
	2-23 Policy commitments	pp. 76-77, 137; <a href="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-conduct-and-ethics-bank-directors</a> ; <a href="https://www.metrobank.com.ph/articles/about-us/corporate-governance-code-of-ethics-employees">https://www.metrobank.com.ph/articles/about-us/corporate-governance-code-of-ethics-employees</a>
	2-24 Embedding policy commitments	pp. 92-93, 137
2-25 Processes to remediate negative impacts	pp. 96-98	
2-26 Mechanisms for seeking advice and raising concerns	CGM p. 61	
2-27 Compliance with laws and regulations	pp. 104-105	
2-28 Membership associations	p. 155	
<b>Stakeholder engagement</b>		
2-29 Approach to stakeholder engagement	pp. 86-89	
2-30 Collective bargaining agreements	pp. 136-137	

<b>Material Topics</b>		
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	p. 89
	3-2 List of material topics	p. 90
<b>Economic performance</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	pp. 90-92
<b>GRI 201: Economic Performance 2016</b>	201-1: Direct economic value generated and distributed	p. 92
	201-2: Financial implications and other risks and opportunities due to climate change	pp. 97-98
	201-3: Defined benefit plan obligations and other retirement plans	p. 134, 17-C Notes to the FS 27, Retirement Plan and Other Employee Benefits
	201-4: Financial assistance received from government	Metrobank has not received any financial assistance from the government.
<b>GRI 202: Market Presence 2016</b>	202-1: Ratios of standard entry level wage by gender compared to local minimum wage	p. 135
	202-2: Proportion of senior management hired from the local community	-
<b>GRI 207: Tax 2019</b>	207-1: Approach to tax	p. 92
	207-2: Tax governance, control, and risk management	
	207-3: Stakeholder engagement and management of concerns related to tax	pp. 88, 92
	207-4: Country-by-country reporting	-
<b>Business Ethics</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	pp. 92-93
<b>GRI 205: Anti-corruption 2016</b>	205-1: Operations assessed for risks related to corruption	pp. 92-93
	205-2: Communication and training about anti-corruption policies and procedures	
	205-3: Confirmed incidents of corruption and actions taken	
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	
<b>Systemic Risk Management</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	pp. 93-97
<b>GRI 201: Economic Performance 2016</b>	201-2: Financial implications and other risks and opportunities due to climate change	pp. 93-97
<b>Business Model Resilience and Innovation</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	p. 98
<b>Supply Chain Management</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	pp. 98-99
<b>GRI 204: Procurement Practices 2016</b>	204-1: Proportion of spending on local suppliers	pp. 98-99
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1: New suppliers screened using environmental criteria	pp. 98-99
	308-2: Negative environmental impacts in the supply chain and actions taken	
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1: New suppliers screened using social criteria	
	414-2: Negative social impacts in the supply chain and actions taken	
<b>ESG Considerations in Products and Services</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	p. 99
<b>GRI 417: Marketing and Labeling 2016</b>	417-1: Requirements for product and service information and labeling	p. 115
	417-2: Incidents of non-compliance concerning product and service information and labeling	No incidents of non-compliance have been reported.
	417-3: Incidents of non-compliance concerning marketing communications	
<b>Energy Management</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	pp. 100-103
<b>GRI 302: Energy 2016</b>	302-1: Energy consumption within the organization	pp. 100-103
	302-2: Energy consumption outside the organization	pp. 100-103
	302-3: Energy intensity	- We have not yet collected the necessary data but are working to include this information in future reports.
	302-4: Reduction of energy consumption	pp. 100-103



# GRI Content Index

Greenhouse Gas (GHG) Emissions			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 101-103	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 101	
	305-2 Energy indirect (Scope 2) GHG emissions	p. 101	
	305-3 Other indirect (Scope 3) GHG emissions	-	We have not yet collected the necessary data on Scope 3 emissions but are working towards including this information in future reports.
	305-4 GHG emissions intensity	p. 101	
	305-5 Reduction of GHG emissions	-	We have not yet collected the necessary data on emission reductions but are working towards including this information in future reports.
Water and Wastewater Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 103-104	
GRI 303: Water and Effluents	303-1: Interactions with water as a shared resource	pp. 103-104	
	303-2: Management of water discharge-related impacts	pp. 103-104	
	303-3: Water withdrawal	-	Not applicable. Metrobank does not withdraw water in our operations.
	303-4: Water discharge	-	We have not yet collected the necessary data on water discharge but are working towards including this information in future reports.
	303-5: Water consumption	pp. 103-104	
Waste and Hazardous Materials Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 104	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	p. 104	
	306-2 Management of significant waste-related impacts	p. 104	
	306-3 Waste Generated	p. 104	
	306-4 Waste diverted from disposal	-	We have not yet collected the necessary data but are working to include this information in future reports.
	306-5 Waste directed to disposal	-	We have not yet collected the necessary data but are working to include this information in future reports.
Ecological and Biodiversity Impact			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.104	
Physical Impact of Climate Change			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 95-98	
GRI 201: Economic Performance 2016	201-2: Financial implications and other risks and opportunities due to climate change	p. 97	
Climate Transition Risk			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 96-97	
GRI 201: Economic Performance 2016	201-2: Financial implications and other risks and opportunities due to climate change	p. 97	
Environmental Compliance			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 104-105	
Access and Affordability			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 106-114	
GRI 203: Indirect Economic Impacts	203-1: Infrastructure investments and services supported	pp. 106-114	
	203-2: Significant indirect economic impacts	pp. 106-114	
GRI 413: Local Communities 2016	413-1: Operations with local community engagement, impact assessments, and development programs	pp. 106-114	
	413-2: Operations with significant actual and potential negative impacts on local communities	pp. 106-114	

Selling Practices and Product Labelling			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 115	
GRI 417: Marketing and Labeling 2016	417-1: Requirements for product and service information and labeling.	p. 115	
	417-2: Incidents of non-compliance concerning product and service information and labeling.		
	417-3: Incidents of non-compliance concerning marketing communications.		
Customer Welfare and Satisfaction			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 115-117	
Data Security and Customer Privacy			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 117-121	
GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	pp. 117-121	
Community Relations			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 121-126	
GRI 413: Local Communities 2016	413-1: Operations with local community engagement, impact assessments, and development programs	pp. 121-126	
	413-2: Operations with significant actual and potential negative impacts on local communities		
Employee Engagement			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 127-130	
GRI 404: Training and Education 2016	404-1: Average hours of training per year per employee	p. 130	
	404-2: Programs for upgrading employee skills and transition assistance programs.	p. 128	
	404-3: Percentage of employees receiving regular performance and career development reviews.	p. 130	
Diversity and Inclusion			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 130-135	
GRI 405: Diversity and Equal Opportunity 2016	405-1: Diversity of governance bodies and employees.	pp. 130-135	
	405-2: Ratio of basic salary and remuneration of women to men.	p. 135, 1:1	
GRI 401: Employment 2016	401-1: New employee hires and employee turnover.	pp. 132, 134	
	401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees.	p. 134	
	401-3: Parental leave.	p. 136	
Human Rights and Labor Practices			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 136-138	
GRI 406: Non-discrimination 2016	406-1: Incidents of discrimination and corrective actions taken	pp. 136-138	
GRI 408: Child Labor 2016	408-1: Operations and suppliers at significant risk for incidents of child labor.	pp. 81, 136-138	
GRI 409: Forced or Compulsory Labor 2016	409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labor.	pp. 81, 136-138	
Employee Health and Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 138-139	
GRI 403: Occupational Health and Safety	403-1: Occupational health and safety management system	pp. 138-139	
	403-2: Hazard identification, risk assessment, and incident investigation	pp. 138-139	
	403-3: Occupational health services	pp. 138-139	
	403-4: Worker participation, consultation, and communication on occupational health and safety	pp. 138-139	
	403-5: Worker training on occupational health and safety	pp. 138-139	
	403-6: Promotion of worker health	pp. 138-139	
	403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	pp. 138-139	
	403-8: Workers covered by an occupational health and safety management system	pp. 138-139	We ensure 100% adherence to regulatory standards for employee health and safety.
	403-9: Work-related injuries	pp. 138-139	
	403-10: Work-related ill health	pp. 138-139	No fatalities related to work activities during the reporting period.

# Corporate Information

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

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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 2,200 ATMs nationwide, 960 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](http://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

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

## BSP CONSUMER PROTECTION AND MARKET CONDUCT OFFICE (CPMCO):

- Email [consumeraffairs@bsp.gov.ph](mailto: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](mailto:transactionbankingservices@metrobank.com.ph)

## Social Media Sites



Scan the QR Code to view Metrobank's 2024 Financial Statements.



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