

2024 Annual Report  
and Sustainability Report

protected and their experience in banking with us, anywhere, anytime, will be exceptionally memorable and delightful.

and bring your business  
insights and timely  
financial advice that  
we deliver business  
success so  
Your success is  
our success, so  
ambitions to reality.

and goes the  
ambitions to  
"Metrobank  
extra mile to  
customers happy  
possible, they  
solutions to meet  
needs. Their customer  
accessibility of their  
and to us and our  
branches make it very convenient  
for us to do business with them."

effort in building you  
experiences.  
ologies

"I need a partner that can keep up with my growing business. That includes helping me with my marketing, sales, and customer service. I want to be able to reach my customers wherever they are, and I want to be able to give them the best possible experience. I want to be able to grow my business and I want to be able to do it on my own terms. I want to be able to be successful and I want to be able to do it on my own terms. I want to be able to be successful and I want to be able to do it on my own terms."

We make every effort in building you  
simple and delightful experiences.  
We invest in the right technologies  
that strike the balance between  
convenience and security.

It starts with financial education. By arming you with information and our insights, we empower you to make informed decisions in selecting the products and services that best fit your needs.

We ensure  
needs  
customers  
being  
their data and  
heard  
money  
are

Many of our relationships with various businesses have now spanned almost half a century. We started when I moved to Florida, and I've built a branch office in each of the 10 states. These relationships are and will continue to be a great fulfillment of our goal to be in good business with you through whatever we have what they need for their best interest.

in good hands. We want everyone through our doors to know that we have what it takes to deliver what they need because we have the best interest at heart.

lead a fulfilling career. And with Metrobank's strong heart for the community, you have the chance to give back and make worthwhile contributions to our nation's economic and social development.

"The reassurance that you'll grow and prosper, that you'll be able to take care of your family, that you'll be able to live a better life when you're retired."

“The reassurance that you belong to a team that values your personal growth and wellbeing and encourages you to do whatever it takes to make you prosper at what you do.”

"More than  
be sold on the  
the bigger picture  
Metrobank, I know my  
creates positive impact."

Trust goes both ways. Good Hands™ is as much a promise to Metrobank's customers as it is a promise to our personal and professional well-being. Metrobank's values of integrity, passion, teamwork and community are the foundation of our success.

...the evolving  
...of individuals  
...multiple  
...branches,  
...banking  
...and  
...service  
...ensur-  
...reliability,  
...and finan-  
...security

"There is no such thing as a rigid and monotonous career in banking when you work with a company that makes every day purposeful."

“The rigid and inflexible nature of banking has been a major barrier to the growth of the company with a purposeful.”

Here at Metrobank, we don't simply hire employees—we hire leaders. We provide opportunities that enhance your talents, and unlock your potential. We supply the pieces you need to do the best work, unleashing all the potential to help you secure your future and a n d

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being able to live up to that  
"bank" because we feel that we  
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with the  
is its dedicated  
The Bank is  
propelled by its  
to provide the  
Metrobank  
15,000-strong  
dedicated workforce  
people who have  
best customer  
experience to Bank clients.

comprehensive  
empowerment, and a  
social  
to corporate  
to armstrong  
catalysts  
another

Metrolink lives up to its commitment to be a trusted financial institution that advocates a legacy conducive to nation building. That is the shared vision that drives our partnership.

conventions, and our Purple Heart employee volunteers. Each also performance holds town hall to give direct feedback to their work experience. participate all

empowerment and development  
could, across the  
exceptional Filipinos and  
fostering cultural enrichment  
through art initiatives.

We empower  
 a n d  
 aligned with their areas of  
 focus and strength.  
 We empower  
 role models  
 to give direct feedback and  
 participate in workshops to  
 improve their work experience  
 and business units also  
 hold our Purple Hearts Club for  
 volunteerism. Each business  
 and community unit also  
 holds a town hall meetings  
 to give our employees a  
 voice in our business  
 and community. This  
 creates a sense of  
 ownership and  
 commitment to  
 the organization.  
 We have a shared vision that  
 is to be a part of the  
 solution to meet our  
 needs continuously  
 and service to  
 "You're in Good Hands,"  
 which defines who  
 we are and  
 what we  
 do.



# Vision-Mission Statement

To be the country's premiere financial conglomerate, empowering our individual and business clients to realize their goals and reach their full potential. By creating and customizing financial solutions in response to our stakeholders' needs, continuously expanding our scope of reach, and leading in community services, we live up to our "You're in Good Hands" promise that embodies who we are and what we do. We are Metrobank.

1 Approved by the Board in January 2020

## Core Values

- Passion for Results
- Integrity
- Teamwork
- Commitment to Customer Service
- Heart for Community

## Our Commitment

We commit to be:

**The Trusted Financial Partner.** Our business relies on the principles of trust, honesty, and integrity as we serve our customers and help them attain their financial goals.

**The Employer of Choice.** We strengthen the organization by continuously developing and enhancing the abilities of our people. We nurture them into professional individuals with integrity and passion for service and excellence. We ensure their future by providing them with fulfilling careers.

**A Responsible Bank.** We adhere to the highest standards of corporate governance, exercising accountability, fairness, and transparency across all our business operations. We exercise good management to provide our shareholders with sustainable returns on their investments.

**An Institution with a Heart.** We give back to the communities we serve, committed to making meaningful contributions to the economic and social development of our nation.

## About the Report

At Metrobank, we are dedicated to protecting our clients' interests and ensuring their financial well-being. We believe that working together with our clients and internal partners is crucial for mutual growth and success.

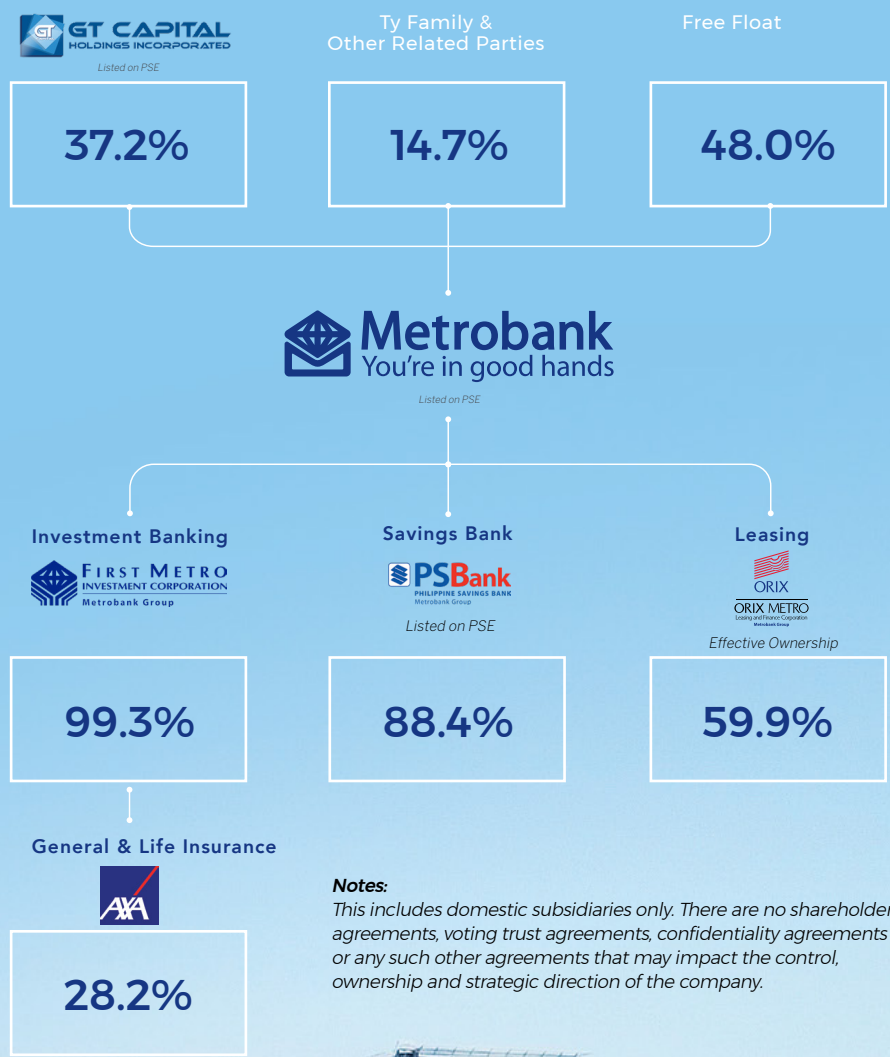
Despite the challenges in 2024, we focused on seizing opportunities and managing risks amid an uncertain global landscape. We strengthened our connections with clients and partners, expanded our solutions, and took proactive steps to adapt and stay resilient – enabling us to deliver stronger financial results.

Our goal is to be a strategic partner that helps individuals and businesses thrive, beyond just providing financial services. More than our achievements, we are excited to build on our impact and create lasting value for our employees, clients, and our communities. With a sustained focus on innovation, strategic partnerships, and sustainable growth, we remain to be a financial institution that our customers can trust. Drawing from our successes, we strive to be a leading financial institution, growing alongside our employees, societies, and the nation with every step - delivering lasting value and success for everyone involved.



# About the Bank

## Group Ownership



**Notes:**  
This includes domestic subsidiaries only. There are no shareholder agreements, voting trust agreements, confidentiality agreements or any such other agreements that may impact the control, ownership and strategic direction of the company.

## Branch presence

Consolidated	
NCR	433
LUZON	297
VISAYAS	133
MINDANAO	97
TOTAL	960

## ATM

Consolidated	
ON-SITE	1,300
OFF-SITE	973
TOTAL	2,273

## Industry Ranking

TOTAL ASSETS	2
TOTAL DEPOSITS	3

*\*Private Domestic Banks*



## AWARDS

- Strongest Bank in the Philippines**  
The Asian Banker
- Most Recommended Retail Bank in the Philippines**  
The Asian Banker
- Best Bank for Ultra High-Net Worth**  
Euromoney
- Best Bank for Corporate Social Responsibility in the Philippines**  
Euromoney
- Gold Stevie – Video for Financial Services-Banking**  
International Business Award
- Top Market Maker for 2024**  
The Bureau of the Treasury
- Best Fixed Income House**  
Fund Managers' Association of the Philippines
- Metrobank Trust Banking Group - the Best Asset Manager for the Country Specific Equity and Income Oriented Funds**  
Alpha Southeast Asia
- Best Fund with the Optimal Information Ratio**  
Alpha Southeast Asia
- Best Asset Manager for the Philippines**  
Citywire
- Top Investment House in the Philippines for Local Currency Bonds and G3 Bonds**  
The Asset Awards
- 4-Golden Arrow Award**  
Institute of Corporate Directors
- Best Local Bank Employer**  
Philippine Daily Inquirer & Statista - 2025 Best Employers Awards
- Outstanding Performance of UITFs**  
CFA Society Philippines



# Sustaining Our Promise

“As we expand every segment of our business, we aim to be a more relevant partner, supporting the growth of local businesses and communities, and to continue making a meaningful impact on the nation.”

## DEAR FELLOW SHAREHOLDERS,

At the end of 2023, we approached 2024 with a sense of hope and optimism. Despite the multiple new economic, social, environmental, and geopolitical challenges at that time, we remained confident about the future, and anchored that hope on a fast-growing economy buoyed by resilient consumption and investment spending. Metrobank, backed by a formidable balance sheet, strong liquidity and capital structure, stood ready to support the financial needs of our customers.

As we now reflect on 2024, we see that it was the year when the Philippine economy managed to pull through the pressures of prolonged global political tensions and extreme weather conditions, which resulted in food supply bottlenecks. Inflation eased from 6.0% in 2023 to 3.2% in 2024, prompting the Bangko Sentral ng Pilipinas (BSP) to trim key policy rates by 75 basis points to 5.75%. Consumption and investment became the drivers of economic activity in the second half. The Philippines' real gross domestic product (GDP) rose by 5.6% in 2024, still among the fastest in the ASEAN region.

In the midst of the challenges of 2024, Metrobank likewise stayed resilient, achieving another record net income of PHP48.1 billion, a 14.0% increase year-on-year. We saw a robust 17.0% expansion in our total loans, outpacing industry's 12.5% growth. Bolstered by our strong balance sheet, our constant engagement with our corporate clients kept us well positioned to address their requirements as they resumed their business expansion plans. With our strong market share in auto and





credit cards, we continued to leverage on robust discretionary spending trends. Despite loan growth outperformance, our asset quality notably improved as the ratio of non-performing loans (NPL) declined to 1.4%. Even as we trimmed our provisions for the year, our NPL cover remained high at 163.5%, a substantial buffer against asset quality risks.

**POISED FOR GROWTH**

As the Philippines enters the early stage of its demographic transition, with the working age population surpassing dependents, the country is facing a unique opportunity to accelerate its growth momentum. We are strategically positioning the Bank to capitalize on these demographic dividend opportunities. As investment in infrastructure is an important catalyst in realizing this potential, our high capitalization enables us to further expand our support to our commercial customers who are engaged in private and public projects to fill the infrastructure gap. We are seeing more opportunities in financing renewable energy projects in the country's bid to achieve energy sufficiency in a sustainable manner. The infrastructure build-up and improvement in the security situation could likewise benefit the tourism sector.

Meanwhile, a steady stream of remittances from Overseas Filipino Workers in diverse locations continue to support household income. There are also emerging opportunities for business process outsourcing (BPO) players to diversify into other industries and with clients in other geographies outside North America. It is thus imperative for us to expand our consumer business to leverage on prospects of accelerating per capita income growth as the demographic dividend takes root.

To achieve our growth aspiration, we are committed to delivering a banking experience that is secure, seamless, and customer-focused. In today's rapidly evolving digital landscape, we continue to transform the way we serve our customers — whether individuals, high-net-worth clients, or corporate partners — by integrating technology, artificial intelligence, and human-centered design into every aspect of the banking experience.

Our key initiatives include: (1) enhancing branch digitalization, that will allow our middle and back office to improve their efficiency levels; (2) expanding our digital self service capabilities on all our digital channels; (3) building omni-channel experiences through human-centered design such as customer journey mapping; and, (4) driving innovation with AI Solutions in fraud detection and risk management, advanced data analytics, and marketing and communications.

**BANKING WITH PURPOSE**

Beyond providing financial services to our customers, we at Metrobank recognize that our role extends to creating a more prosperous and sustainable future for our stakeholders. Every initiative we undertake reflects our commitment to ensuring that our actions today contribute to a more resilient tomorrow.

With the Philippines being one of the most climate-vulnerable countries, Metrobank's commitment to a sustainable and resilient future remains strongly guided by our aspiration to support the transition towards a low-carbon economy. We are accelerating the transition to clean energy. Through strategic partnerships with our valued partners, we support projects that foster environmental resilience and energy efficiency.

***Advancing Sustainable Finance: We strengthened engagements, guided by our Sustainable Finance Framework, which outlines how we integrate environmental and social risk assessments into our lending and investment decisions. By embedding sustainability into our financial practices, we uphold our responsibility to drive long-term economic adaptability and stability.***

***Green and ESG Finance Initiatives: Our sustainable finance initiatives reflect our belief that financial institutions must actively support the transition to a sustainable future. We facilitated green loans with industry leaders, directly funding clean energy projects that contribute to lowering carbon emissions and promoting renewable energy adoption. Furthermore, our involvement in the issuance of ESG-themed bonds, such as***

***Ayala Land's Sustainability-Linked Bond (SLB) and Maynilad's Blue Bond, underscores our commitment to driving capital toward responsible, forward-thinking projects that address the most pressing sustainability challenges.***

**INCLUSIVE GROWTH AND COMMUNITY EMPOWERMENT**

In 2024, we extended PHP34.4 billion in loans to Micro, Small and Medium Enterprises (MSMEs)—businesses that are the backbone of our economy. By providing access to capital, we help entrepreneurs expand, innovate, and generate employment opportunities that uplift entire communities.

Financial literacy is key to sustainable development, equipping individuals with the knowledge to make informed decisions. In 2024, we conducted over 600 financial education initiatives, reaching more than 58,000 individuals. From first-time investors using *Earnest* to high-net-worth clients accessing *Wealth Insights*, we continue to promote financial empowerment.

Our extensive branch network and digital channels ensure that financial services are accessible to all. In 2024, our remittance network processed over USD10.0 billion, accentuating the vital role of remittances in supporting Filipino families and businesses.

Our commitment to corporate social responsibility (CSR) is further grounded through the works of Metrobank Foundation, Inc. (MBFI) and the Purple Hearts Club (PHC). We believe that businesses thrive when communities prosper, and our CSR initiatives are designed to create lasting, meaningful change. MBFI, our corporate citizenship arm, strategically invests in education, health, community development, and disaster relief, ensuring that our contributions lead to measurable improvements in people's lives. Meanwhile, PHC, an entirely employee-led volunteer group, fosters a culture of service by mobilizing chapter-initiated community projects. In 2024, our collective efforts amounted to over PHP155.9 million in program expenditures, grants, and employee donations.

MBFI combined direct program implementation with strategic grants and partnerships, ensuring alignment with the United Nations Sustainable Development Goals (SDGs). Through targeted initiatives, we improved sanitation for over 2,000 students, enhancing health and well-being in underserved schools. Our disaster resilience programs focused on proactive prevention and mitigation, equipping vulnerable communities with the tools needed to withstand future challenges. Meanwhile, we also empowered 82 organizations to celebrate and support 339,000 teachers nationwide during the National Teachers' month, reinforcing our commitment to education as a cornerstone of the country's progress. Beyond education, we collaborated with organizations driving food security solutions and advancing livelihood programs that equip individuals with entrepreneurial skills and financial literacy, fostering self-sufficiency and economic empowerment.

Our focus is clear. As a catalyst for sustainable growth, we are creating more opportunities for Filipinos and delivering value through an inclusive financial system that benefits our clients and shareholders. As we expand every segment of our business, we aim to be a more relevant partner, supporting the growth of local businesses and communities, and continue making a meaningful impact on the nation.

On behalf of the Board of Directors, our dedicated leadership team, and hardworking employees, we express our gratitude to our stakeholders, partners, and customers for their unwavering support. We are excited about the opportunities that lie ahead and, together, we are confident in our shared success.

(Sgd.)  
ARTHUR TY  
Chairman



# Sustaining Growth Together

“As the nation’s second largest private universal bank, we drive progress by creating platforms for sustainable and inclusive growth in every market we serve.”



NET INCOME GROWTH

The year 2024 was fraught with geopolitical tension, an uncertain economic landscape and climate change, yet the Philippine economy displayed its resilience in navigating through these challenges. The economy expanded by 5.6% for the year, still among the fastest growing economies in the ASEAN region.

**DELIVERING RECORD PROFITS**

Metrobank likewise demonstrated its strength by posting another year of record profits, thanks to our robust asset expansion and continued focus on maintaining healthy asset quality. Our net income reached PHP48.1 billion in 2024, 14.0% higher than in 2023. Our Return on Equity (ROE) sustained its upward trend, attaining 13.0% compared to 12.5% recorded in 2023.





The Bank's net interest income rose 8.7% to PHP114.1 billion, driven by gross loan expansion of 17.0%, outpacing industry's 12.5% growth in 2024. Commercial loans surged by 17.7% year-on-year, as corporates resumed capital spending and replenished inventories. On the consumer front, loans increased by 14.4% on the back of an 18.6% rise in net credit card receivables while auto loan growth continues to be robust, increasing 18.2% year-on-year.

Total deposits rose by 8.0% to PHP2.6 trillion, of which low-cost Current and Savings Accounts (CASA) accounted for 57.8% of the total deposits.

Our fee and trust income edged up to PHP 18.1 billion supported by growth in the consumer business. We also generated significant gains in combined trading and foreign exchange, amounting to PHP5.6 billion—a 39% year-on-year improvement driven by strong customer flows.

We remained prudent despite the robust expansion of our loan portfolio as non-performing loans (NPLs) ratio further eased to 1.43% from 1.69% in 2023. This has allowed us to reduce our provisions by 29.2% year-on-year. Nonetheless, our NPL cover of 163.5% is among highest in the industry, providing a substantial cushion against asset quality risks.

Our total consolidated assets stood at PHP3.5 trillion, the second largest private universal bank in the country in terms of asset size. Total equity reached PHP385.5 billion.



**TOTAL ASSETS**



**15.9%**  
**CETI RATIO**

We kept our balance sheet strong with Capital Adequacy Ratio (CAR) at 16.7% and Common Equity Tier 1 (CET1) ratio at 15.9%, all well above the BSP's minimum regulatory requirements. Meanwhile, our Liquidity Coverage Ratio (LCR) was also healthy at 256.1%.

As we sustained our growth trajectory and high capital ratios, our Board of Directors approved again a total cash dividend of PHP5.0 per share for the year, equivalent to PHP22.5 billion, giving back to our shareholders close to half of our earnings in 2024.

Our fortress balance sheet continues to be acknowledged by top financial publications. The Asian Banker named us as the country's Strongest Bank for the fourth consecutive year. The same publication also cited Metrobank as the Most Recommended Retail Bank in the Philippines based on feedback from over 12,000 customers across Asia. We were also honored as the Best Bank for Ultra High-Net-Worth Filipinos at the Euromoney Global Private Banking Awards 2024. Euromoney also recognized our philanthropic efforts through the Metrobank Foundation and named Metrobank the Best Bank for Corporate Social Responsibility (CSR).

The solid performance and strategic initiatives undertaken by our major subsidiaries and affiliates contributed to Metrobank's record income in 2024.

Our thrift-banking arm, Philippine Savings Bank (PSBank), posted an all-time high net income of PHP5.2 billion, a 15.0% increase from PHP4.5 billion in 2023, with ROE improving to 12.4%. The double-digit loan growth, disciplined expense management and improvement in asset quality fueled PSBank's strong performance.

Solidifying its leadership in investment banking, First Metro Investments Corporation (FMIC) completed 14 successful transactions, including leading Maynilad Water Services' PHP15.0 billion Blue Bond—the country's first SEC-registered Blue Bond—and Ayala Land's PHP14.0 billion Sustainability-Linked Bonds.

AXA Philippines, which celebrated its 25 years in the Philippines, introduced innovative products such as AXA Health Max Elite, which covers 150+ critical illnesses, and AXA Secure Future, a 7-pay plan with guaranteed benefits, further enhancing the financial security of our customers.

Meanwhile, ORIX METRO Leasing and Finance Corporation (OMLF) posted a net income of PHP1.1 billion, through effective cost management, lower NPL ratio and initiatives to offer a broad range of business solutions to its client base. OMLF through its subsidiary, ORIX Rental Corporation (ORC), expanded its Electric Vehicle Full Service operating lease program, making it a front-runner in providing eco-friendly solutions. Our regional expansion efforts, particularly in underserved areas in Mindanao, have unlocked new growth opportunities.

## CREATING A SUSTAINABLE PARTNERSHIP WITH OUR CUSTOMERS

Our hard work in 2024 has kept us on track with our medium-term growth and profitability targets. As global and domestic uncertainties continue to persist, the path will again be challenging this year. Our strong capitalization and healthy portfolio continue to give us confidence in our ability to navigate the evolving economic landscape. At the same time, we have built our capacity with higher headcount, and a well-trained workforce, equipped with the right products and support that will allow them to be an effective partner to our clients. On the retail front, we are continuing to invest in our digital channels to make it easy for our customers to transact with us, wherever they may be, and offering select products that are most useful to them. True to our brand promise: "You're in Good Hands with Metrobank," we intend to pursue our expansion strategies in a deliberate and safe manner.

As the nation's second largest private universal bank, we drive progress by creating platforms for sustainable and inclusive growth in every market we serve. To be able to do so, we continue to be empowered by the trust and confidence of our clients and partners, the talent and commitment of every Metrobanker and the guidance and support of our Board of Directors. We sincerely thank you for inspiring us in our pursuit to make banking more meaningful.

(Sgd.)  
FABIAN S. DEE  
President





# Our Strategic Pillars

Together with our subsidiaries, we aim to be the trusted partner of our customers by delivering tailored products and services through innovative approaches.

**M**etrobank is committed to empowering corporate and individual clients to reach their business goals and unlock their full potential. The Bank customizes financial solutions to meet stakeholders' evolving needs, continuously broadening our reach while creating a lasting impact on communities.

Together with our subsidiaries, we aim to be the trusted partner of our customers by delivering tailored products and services through innovative approaches. Our core strategies focus on enhancing customer experience, expanding digital banking solutions, improving operational efficiency, strengthening corporate governance and risk management, and investing in people development.

The Group's overarching strategy is guided by our leadership, aligning near-term and long-term goals across subsidiaries. This ensures unified progress toward our common objectives.

## GROWTH

We aim to further solidify our position as the preferred bank for our target customers, expanding market share while making our Group more agile and innovative. Key strategic initiatives in the medium-term include maintaining dominance in the corporate and commercial segments and doubling the retail customer base. To achieve this, we aim to:

- Expand our reach through new distribution channels, marketing campaigns, strategic partnerships, and branch expansion, both in key metropolitan areas and underserved rural regions.
- Elevate customer experience by offering relevant, high-value products with distinct features. New products will cater to both existing and emerging markets, with periodic reviews of existing offerings to ensure continued relevance. A dynamic pricing strategy will ensure competitive yet affordable rates for our

- customers, with updated credit policies that maintain high standards of credit quality.
- Deepen relationships with existing customers. We will leverage data mining, aligned with the risk assessment framework, to identify potential cross-selling opportunities and personalize offerings. The **"Good Repeat Client Program"** will focus on nurturing existing relationships with targeted offers, aimed at creating a delightful experience for customers.
- Strengthen our **"Lifebanking"** initiative and position ourselves as a trusted financial advisor across customers' life stages with personalized financial solutions that foster long-term relationships.

## CUSTOMER EXPERIENCE

Metrobank recognizes that exceptional customer experience is pivotal to retaining and expanding market share. Over the years, we launched numerous campaigns to reinforce our brand promise, focusing on building trust, delivering meaningful experiences, and fostering sustainable relationships with customers. We are taking further strategic actions:



- We will launch the brand campaign **"Let's grow together at every step,"** underscoring our commitment to helping customers achieve their ambitions. This campaign highlights our unique service, *malasakit*, which demonstrates a deep understanding of customer needs and our goal of empowering them at every stage of their personal and business journeys.
- We are also enhancing our approach to customer feedback through the deployment of a Customer Feedback Management platform, which will provide valuable insights into customer needs, enabling better service delivery and more meaningful interactions.
- We will streamline complaint management to improve customer service and ensure quicker resolutions through the creation of dedicated teams to handle cases.

Metrobank emphasizes that customer experience is a collective responsibility. The Customer Governance Committee ensures consistent adherence to customer protection standards across the organization, and all employees undergo training on the Bank's Customer Protection Policy to maintain a culture of excellence.

## OPERATIONAL EFFICIENCY

In pursuit of improved client experience, we are continuously optimizing our internal processes.

- We continue to streamline process re-engineering, robotics, and automation to eliminate redundancies, reduce turnaround times, and enhance productivity. Our recent initiatives include centralizing the back-end processing of consumer loan functions and offloading non-customer-facing tasks from the branches. This allows front-liners to focus on more impactful customer interactions.
- Our subsidiaries across our customer and business segments are equally committed to operational efficiency. FMIC is streamlining backroom operations, OMLF is consolidating small branches into larger hubs, and PSBank is investing in automation and outsourcing to improve productivity.



- We are also shifting our retail and corporate clients toward digital banking to provide convenient, self-service options. This complements our investments in robust IT infrastructure to support the Group's ongoing digital transformation.

#### DIGITAL INITIATIVES

Metrobank recognizes the importance of evolving the way we engage with customers. We are committed to digitalizing customer engagement, bringing customers from multi-channel interactions to a seamless, mobile-enabled, omnichannel experience. We continue to upgrade our digital platforms by migrating relevant services to online and mobile channels.

Notable initiatives include:

- **Digitalizing the onboarding and servicing process for credit cards and personal loans**
- **Enhancing the Metrobank Online App (MBOA) to accommodate growing user needs such as activating a credit card, availing of an installment loan, sending money, or reporting a lost card.**
- **Launching an e-savings Account to engage Gen Z customers and clients to open an online account without the need for branch visits.**



- **For corporate clients, we are enhancing our Metrobank Business Online Solutions (MBOS) to provide secure, end-to-end cash management services.**
- **We continue to prioritize customer financial education through digital platforms like Metrobank Wealth Insights, and Earnest.**
- **Our investment banking arm, First Metro Investments Corporation (FMIC), continues to provide economic and market updates through our Economic and Capital Markets Briefing webinars and monthly online publication, The Market Call.**
- **Aside from financial education, we maintain an active focus on fraud prevention through awareness campaigns.**

With the widespread adoption of digitalization among our client base, we will continue to embed digital technologies to ensure efficient, safe, and meaningful engagement with our clients.

#### CORPORATE GOVERNANCE AND COMPLIANCE & RISK MANAGEMENT

At Metrobank, we uphold strong corporate governance and compliance standards, ensuring a culture of integrity while adapting to the rapidly evolving business environment. We are proactive in aligning processes to meet regulatory requirements and best practices:

- We align with national roadmaps such as the Philippine Development Plan and the Philippine Energy Plan, and international objectives such as the UN Sustainable Development Goals and the United Nations Global Compact.
- We commit to sustainability goals by driving sustainable finance anchored on our principle: Do No Harm, Do Good, and Do More. We focus on mitigating harmful industry exposure, supporting transition finance, and accelerating the growth of a sustainable loan portfolio.



- We continuously refine our risk management framework, integrating best practices to enhance resilience. We maintain rigorous risk mitigation practices across all areas - credit, market and liquidity, and operational risks, and other emerging risks especially in the digital space.

#### PEOPLE DEVELOPMENT

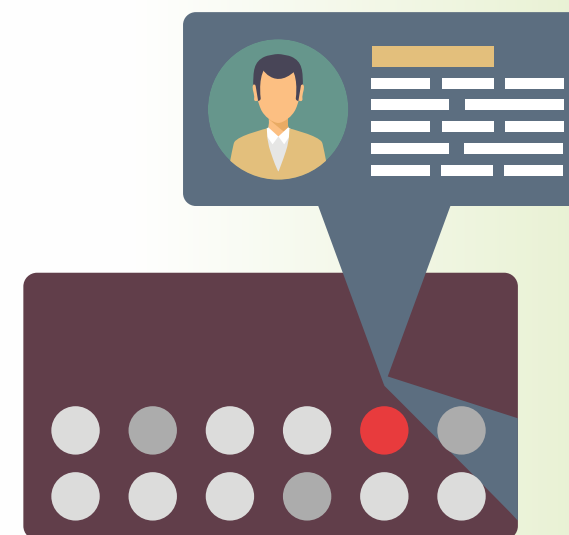
Metrobank believes that an engaged workforce is key to customer satisfaction. The Bank invests in ongoing employee development through:

- Training programs aimed at enhancing skills such as communication, critical and analytical thinking, product and project management, and leadership.
- Employees are guided by Key Result Areas (KRAs) that align with organizational goals, and those who exceed performance expectations are recognized through a fair promotion and rewards system.

- Our subsidiaries are also advocates for people development, with initiatives like HR business partnerships for FMIC, cultural transformation journey for performance review for OMLF, and customized learning programs for PSBank, designed to build future leaders and ensure business continuity.

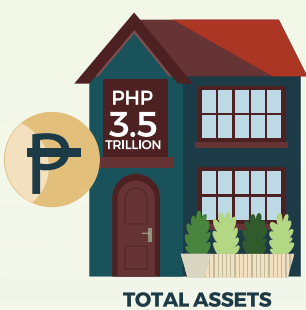
#### MEANINGFUL BANKING

Our strategic focus is on the growth of our core businesses, operational efficiency, and customer-centric relationship rooted in our commitment to "Meaningful Banking". We remain steadfast in delivering relevant financial solutions, exceptional customer experience, and secure, efficient operations. Through these initiatives, we reinforce our mission to benefit employees, customers, and stakeholders, proving that "You're in Good Hands with Metrobank".





# Financial Highlights



TOTAL ASSETS



NET LOANS AND RECEIVABLES



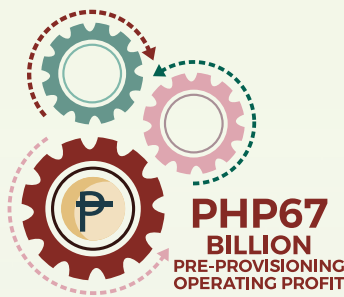
TOTAL DEPOSITS



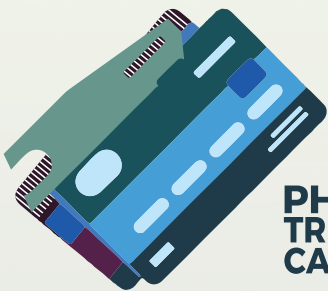
NET INTEREST INCOME



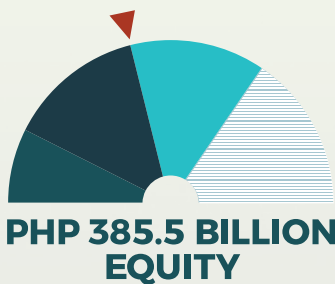
NON-INTEREST INCOME



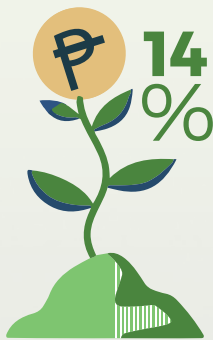
PRE-PROVISIONING  
OPERATING PROFIT



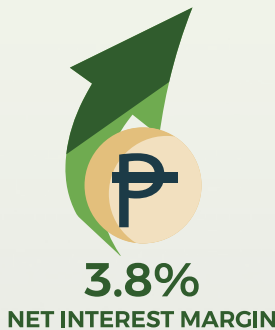
CASA



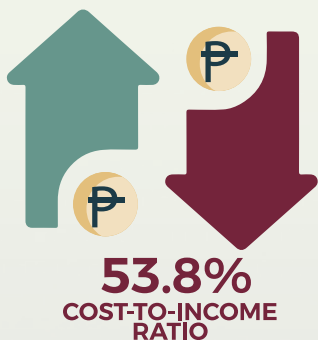
EQUITY



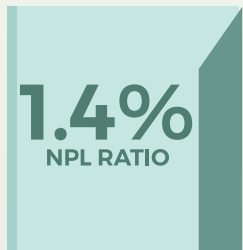
NET INCOME GROWTH



NET INTEREST MARGIN



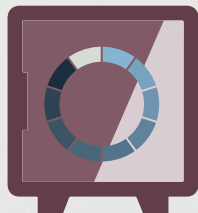
COST-TO-INCOME  
RATIO



NPL RATIO



NPL COVER



CAR



CET1 RATIO





Summary of  
Financial Statements

In PHP millions, Except Per Share Amounts

At Year End	Consolidated			Parent		
	2024	2023	2022	2024	2023	2022
<b>Total Assets</b>	<b>3,520,355</b>	<b>3,104,902</b>	<b>2,843,090</b>	<b>3,194,138</b>	<b>2,766,366</b>	<b>2,489,749</b>
Loans and Receivables – Net	1,816,010	1,537,166	1,418,382	1,577,619	1,335,336	1,239,560
Investment Securities	1,274,327	1,082,117	911,839	1,182,793	947,612	758,811
Others	430,018	485,619	512,869	433,726	483,418	491,378
<b>Total Liabilities</b>	<b>3,123,950</b>	<b>2,738,164</b>	<b>2,515,000</b>	<b>2,807,951</b>	<b>2,409,016</b>	<b>2,170,556</b>
Deposit Liabilities	2,573,878	2,382,772	2,221,124	2,321,464	2,113,559	1,938,370
Demand	608,370	586,345	581,473	559,133	536,772	536,516
Savings	879,568	853,028	898,078	832,157	807,153	851,860
Time	1,085,940	925,885	715,415	930,174	757,204	528,914
Long-Term Negotiable Certificates of Deposit	-	17,514	26,158	-	12,430	21,080
Others	550,072	355,392	293,876	486,487	295,457	232,186
<b>Total Equity</b>	<b>396,405</b>	<b>366,738</b>	<b>328,090</b>	<b>386,187</b>	<b>357,350</b>	<b>319,193</b>
Attributable to:						
<b>Equity Holders of the Parent Company</b>	<b>385,502</b>	<b>356,665</b>	<b>318,508</b>	<b>386,187</b>	<b>357,350</b>	<b>319,193</b>
Non-Controlling Interest	10,903	10,073	9,582			
<b>Book Value Per Share (BVPS)</b>	<b>85.7</b>	<b>79.3</b>	<b>70.8</b>	<b>85.9</b>	<b>79.5</b>	<b>71.0</b>

For the Year	Consolidated			Parent		
	2024	2023	2022	2024	2023	2022
<b>Net Interest Income</b>	<b>114,115</b>	<b>104,970</b>	<b>85,529</b>	<b>97,776</b>	<b>88,785</b>	<b>70,328</b>
Interest Income	177,664	153,612	102,370	153,975	129,251	81,843
Interest Expense	63,549	48,642	16,841	56,199	40,466	11,515
<b>Non-interest Income</b>	<b>29,984</b>	<b>29,379</b>	<b>27,497</b>	<b>28,315</b>	<b>26,237</b>	<b>22,942</b>
Service Charges, Fees and Commissions	16,932	16,390	15,035	13,733	13,079	11,773
Trading and Securities Gain / (Loss) - Net	8,904	(94)	6,401	8,582	(128)	6,534
Leasing	2,033	2,019	1,990	153	159	162
Income from Trust Operations	1,195	1,220	1,541	1,145	1,173	1,494
Foreign Exchange Gain / (Loss) - Net	(3,328)	4,096	(2,427)	(3,610)	3,805	(2,697)
Other Non-interest Income¹	4,248	5,748	4,957	8,312	8,149	5,676
<b>Total Operating Income</b>	<b>144,099</b>	<b>134,349</b>	<b>113,026</b>	<b>126,091</b>	<b>115,022</b>	<b>93,270</b>
<b>Total Operating Expenses</b>	<b>83,521</b>	<b>78,500</b>	<b>69,108</b>	<b>68,095</b>	<b>60,724</b>	<b>51,453</b>
Provision for Credit and Impairment Losses	6,360	8,978	8,112	6,379	6,661	5,740
Other Operating Expenses	77,161	69,522	60,996	61,716	54,063	45,713
<b>Provision for Income Tax</b>	<b>11,345</b>	<b>12,890</b>	<b>10,620</b>	<b>9,859</b>	<b>12,060</b>	<b>9,041</b>
<b>Net Income</b>	<b>49,233</b>	<b>42,959</b>	<b>33,298</b>	<b>48,137</b>	<b>42,238</b>	<b>32,776</b>
Attributable to:						
<b>Equity Holders of the Parent Company</b>	<b>48,137</b>	<b>42,238</b>	<b>32,776</b>			
Non-controlling Interest	1,096	721	522			
<b>Basic/Diluted Earnings Per Share (EPS)</b>	<b>10.71</b>	<b>9.39</b>	<b>7.29</b>			
Attributable to Equity Holders of the Parent Company 1 - Includes share in net income of subsidiaries, associates and a joint venture						

For the Year	Consolidated			Parent		
	2024	2023	2022	2024	2023	2022
Net Interest Margin	3.8%	3.9%	3.6%	3.7%	3.8%	3.5%
Return on Average Equity	13.0%	12.5%	10.3%	13.0%	12.5%	10.3%
Return on Average Assets	1.5%	1.4%	1.2%	1.6%	1.6%	1.4%
Non-performing Loans Ratio	1.4%	1.7%	1.9%	1.3%	1.4%	1.6%
Capital Adequacy Ratio	16.7%	18.3%	17.7%	15.2%	16.7%	15.7%
Tier 1 Capital	15.9%	17.4%	16.8%	14.5%	15.9%	14.9%
Common Equity Tier 1	15.9%	17.4%	16.8%	14.5%	15.9%	14.9%

Operational Highlights

Empowering  
Business Growth,  
Fueling Progress

“Growing with you  
is our commitment.”

At Metrobank, we measure our success through the growth of the businesses we serve. Since our founding in 1962, we’ve stood behind Filipino entrepreneurs – helping small ventures become established enterprises and fueling their journey toward long-term success. Over the decades, as we’ve grown into one of the country’s leading financial institutions, our mission remains unchanged: to be the financial partner that businesses can rely on for every stage of their growth.

From day one, we understood that our growth would be rooted in the success of our clients. This symbiotic relationship has allowed us to evolve alongside them – from neighborhood shops to large-scale companies that now help drive the Philippine economy forward. We are proud to have played a part in these transformations and are deeply committed to continuing this journey with our clients.

In today’s dynamic environment, businesses need more than just financing – they need a partner that understands their unique goals, challenges, and potential. At Metrobank, we place our clients at the heart of everything we do. Our customer-first mindset is embedded across the organization, empowering us to design custom solutions that meet evolving needs and drive sustainable growth.

**In 2024, our business-focused approach delivered strong results.** Our Corporate and Commercial segment grew its loan portfolio by 17.7%, more than triple the growth recorded in the previous year. More importantly, we enabled businesses to expand operations, invest in new capabilities, and contribute to national development. We partnered with key players across industries to finance critical projects in infrastructure, utilities, and urban development – turning ambition into action.

Our **Financial Markets Sector (FMS)** also played a key role in helping entrepreneurs and corporate leaders make informed financial decisions. By providing High Net Worth and Ultra High Net Worth clients with tailored investment strategies and expert fund management, we helped them protect and grow their wealth – reinforcing our role as trusted financial advisors.

The **Investment Distribution (ID)** team supported this effort with solid results across client acquisition, portfolio expansion, and income generation – all while maintaining strong compliance and ensuring that our clients’ interests come first.

The **Branch Banking Sector (BBS)** contributed to business growth by strengthening our physical presence across the country. In 2024, we opened 13 new branches, relocated 10, and consolidated two, bringing our nationwide total to 960 branches. This expansion allows us to reach more entrepreneurs where they are and provide them with convenient access to banking solutions that support their growth.

Even in a complex environment, our **Consumer Business Sector** remained committed to helping individuals and entrepreneurs alike make sound financial choices that enable them to build strong foundations – whether for their families or their businesses.

Metrobank’s story has always been intertwined with the stories of the businesses we serve. From small family enterprises to industry leaders, we remain a trusted partner in their journey. We stay committed to providing superior banking experience and to making greater contributions for our clients’ and the country’s progress.

"By enabling businesses  
to scale, we help build a future  
where industries flourish,  
communities prosper, and the  
nation moves forward."

The **Commercial Banking Group (CBG)** worked hand-in-hand with middle-market clients to create end-to-end financial solutions that improved efficiency and freed up resources for growth. Even amid market challenges, CBG captured new opportunities and onboarded new businesses, helping grow both our client base and business volume.

Our **Transaction Banking** business continued its upward trajectory, with a 7% increase in transaction throughput driven by robust demand for digital payments and cash management tools. These solutions helped clients manage liquidity and streamline operations, enabling them to scale confidently. As businesses grow, so does our ability to generate value through CASA and transaction flows – a virtuous cycle we aim to accelerate further in the coming year.

As global trade activity picked up, our **trade finance** solutions allowed clients to navigate cross-border transactions smoothly, helping them capitalize on new markets and partnerships. By enabling these flows, we continue to serve as a catalyst for growth, both locally and globally.



Corporate Loans

At Metrobank, we continue to drive business growth by providing strategic financial solutions that empower companies to expand, innovate, and invest in long-term success. In 2024, our Corporate and commercial segment grew its loan portfolio by 17.7%, tripling the 5.5% growth recorded in the previous year.

Beyond financial growth, we recognize the importance of enabling communities and the nation to thrive. Throughout the year, we were tapped by key industry players to fund projects that strengthen infrastructure, expand essential services, and enhance urban development.

- Advancing safe and sustainable water solutions**  
Metrobank's PHP10 billion term loan to Maynilad Water Services, Inc. strengthened the company's capacity to deliver clean, reliable water services to more than 10 Million customers. This loan supports Maynilad's commitment to advancing water management practices, elevating service quality, and championing a more sustainable and resilient water utility sector.
- Similarly, the Bank extended a PHP 15 billion bilateral term loan facility to Manila Water Company, Inc., the concession holder for the East Zone of Metro Manila. The loan will fund improvement in network reliability, water supply projects and expanding coverage of wastewater services.
- Helping ACEN power up clean energy expansion**  
ACEN Corporation is accelerating the Philippines' clean energy transition with the expansion of its Palauig Solar project in

Zambales. Backed by a PHP5 billion 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.

- Boosting data center expansion**  
The Bank granted a bilateral term loan facility to Globe STT GDC, Inc. the data center joint venture of Globe Telecom and ST Telemedia Global Data Centres and Ayala Corporation.



Throughout the year, we were tapped by key industry players to fund projects that strengthen infrastructure, expand essential services, and enhance urban development.

The loan facility will finance the development of the company's data center portfolio that it targets to increase to 33MW in 2025.

- First local bank to undertake "Green" financing in Telco space**  
Metrobank's landmark PHP4 billion Green Loan to PLDT Inc. marks the telco's first green financing with a local bank. The loan supports the nationwide expansion of PLDT's fiber footprint, reinforcing its commitment to bridge the digital divide optimizing the use of energy-efficient and environmentally sustainable resources. This shows Metrobank's commitment to funding projects that fuel sustainable growth and innovation in the Philippines.
- Strengthening connectivity and digital inclusion**  
Metrobank's PHP8.5 billion term loan to Smart Communications, Inc. supports the company's mission of delivering meaningful connections and experiences for customers to live a fuller life. This financing underpins Smart's commitment to provide nationwide wireless connectivity and coverage, which today reaches 97% of the Philippines' cities and municipalities through its robust 4G/LTE and 5G networks. This highlights Metrobank's role in funding infrastructure initiatives critical for advancing digital inclusion and sustainable growth in the country.

At Metrobank, we believe in growing together with our clients by turning their vision into reality. Our corporate lending initiatives are more than just financial transactions – these are investments in progress, sustainability, and shared success. By enabling businesses to scale, we help build a future where industries flourish, communities prosper, and the nation moves forward.

Commercial Loans

Our Commercial Banking Group (CBG) continued to excel in client partnerships, primarily with the middle market businesses.

Despite the initially challenging market environment due to elevated inflation in the early part of 2024, CBG worked with their clients to craft end-to-end solutions that would improve their efficiency and enable them focus on their core business. With the easing inflation, CBG leveraged on growth opportunities to capture valuable business prospects.

We deepened relationships with existing clients and on-boarded new businesses, which expanded business volume and customer base. We focused on continued innovation of loan products and offered creative client solutions. Our national footprint and workforce have expanded, allowing us to widen business coverage and improve customer service. Our targeted initiatives resulted in improved customer satisfaction, increased revenue generation, and stronger community support.

The Group will continue to develop forward-looking initiatives and strategies to capture opportunities in key market segments, focusing on growth sectors such as services, manufacturing, and infrastructure.



# Driving Value Through Transaction Banking



We aim to expand our transaction banking business and deliver greater value to clients by providing tailored products and services in innovative ways.

Our Transaction Banking business for commercial clients grew steadily with a 7% increase in transaction throughput, driven by strong demand for payment products and online banking. Our clients utilize our cash management and trade solutions, which support their operational needs while helping them manage liquidity efficiently. Aside from generating fee-income, transaction banking helps generate CASA from our commercial clients.

The consistent growth in transactions, particularly in payments, presents an opportunity to improve

our ability to increase commercial CASA. In the coming year, we aim to build on this momentum by generating new transaction flows from both existing and newly on-boarded clients. This strategy will expand our client base while increasing overall transaction volume and value.

Growth opportunities in trade emerge through rising import and export activities. Our trade solutions enable clients to manage cross-border transactions effectively. By leveraging these opportunities, we aim to expand our transaction banking business and deliver greater value to clients.



## FMIC - Pillar in Nation Building

Our subsidiary and investment banking arm, First Metro Investment Corporation (FMIC), continues to deliver exceptional value and innovative solutions to clients, reinforcing its position as a pillar of investment banking in the Philippines.

In 2024, FMIC sharpened its focus on its core investment banking business, laying the groundwork for a more relevant and sustainable business model to drive future growth. The company carried out initiatives to improve its business operations, enhance core competencies and pursue growth opportunities to adapt to changing market conditions while addressing clients' growing and evolving needs. As part of its strategy, First Metro exited certain business activities that were not consistent and aligned with its business strategies going forward. The company continued to play its role in nation-building and helped fuel economic expansion, supported key sectors, and raised much-needed capital for businesses.

In 2024, First Metro successfully completed 14 transactions, reinforcing its leadership in investment banking. Notable achievements include:

- **Pioneering sustainable finance initiatives**
  - Lead arranger for Maynilad Water Services' PHP15 billion Blue Bonds issuance – the country's first SEC-registered Blue Bond
  - Key player in Ayala Land's PHP14 billion Sustainability-Linked Bond offerings, advancing the company's ESG goals
- **Strengthening access to international capital markets**
  - Served as a joint bookrunner for Metrobank's USD1.0 billion Senior Unsecured Fixed-Rate Notes issuance, marking the bank's successful return to the international debt market

Overall, FMIC's strategic initiatives will further solidify its dominance in the domestic fixed income and debt markets, contributing to the Metrobank Group's broader growth objectives. The company will continue to strengthen synergies with Metrobank to enhance service offerings and widen market reach while exploring new opportunities.

For 2025, FMIC is banking on opportunities in the project finance space, driven by renewed demand for power and infrastructure opportunities. An important ongoing initiative is to help SMEs gain access to the capital markets to support their growth aspirations.



## AWARDS

- **Best DCM (Debt Capital Markets) House – Finance Asia**
- **Best Research in the Philippines – 2024 Euromoney Securities House Awards**
- **Best Blue Bonds in Southeast Asia – Alpha Southeast Asia Best Deal & Solution Awards for Maynilad Bonds**
- **Most Innovative Deal of the Year 2024 – Alpha Southeast Asia Best Deal & Solution Awards for Maynilad Bonds**
- **Best Sustainability-Linked Transaction in Southeast Asia – Alpha Southeast Asia Best Deal & Solution Awards for Ayala Land**
- **Best Local Currency Bond Deal of the Year in Southeast Asia – Alpha Southeast Asia Best Deal & Solution Awards for Ayala Land**





## Empowering Businesses with ORIX

In 2024, our subsidiary, ORIX METRO Leasing and Finance Corporation (OMLF), continued to grow and evolve, delivering solid financial results while strengthening its portfolio and expanding its reach. With a net income of PHP1.09 billion, OMLF demonstrated resilience and agility, adapting to market changes through smart cost management, operational efficiency, and a diverse offering tailored to the needs of businesses.

By focusing on proactive risk management, strengthening credit controls, and fostering strong client relationships, the company significantly reduced its Non-Performing Loan (NPL) ratio.

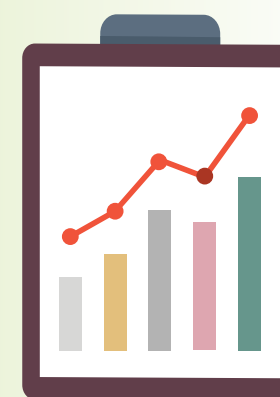
Innovation remained at the heart of OMLF's strategy, particularly in the vehicle leasing space. Its subsidiary, ORIX Rental Corporation (ORC), expanded its Electric Vehicle Full-Service Operating Lease program, introducing more hybrid and fully electric options. As businesses increasingly shift toward greener operations, ORC is providing accessible and sustainable mobility solutions, further supporting Metrobank's broader commitment to sustainability.

OMLF also made meaningful strides in underserved regions, particularly in Mindanao. By tailoring financing solutions to local businesses, the company played an active role in supporting regional economies and unlocking new opportunities in industries such as logistics, manufacturing, and agribusiness.

At the core of OMLF's success is in delivering a seamless and accessible customer experience. These efforts have translated into a notable increase in transaction volumes, demonstrating the trust and confidence that clients place in its services. Whether through digital enhancements or personalized client engagement, OMLF continues to make financing easier, more efficient, and more responsive to business needs.

Looking ahead, the Group remains focused on innovation, sustainability, and inclusive growth—values that align with Metrobank's mission of helping businesses and communities thrive.

# Diversifying Metrobank's funding sources



Our Financial Markets Sector (FMS) remained adaptable and forward-looking, turning challenges into opportunities.

In 2024, the global business landscape was characterized by volatility shaped by the ever-shifting economic and financial policies of governments and central banks. Our Financial Markets Sector (FMS) remained adaptable and forward-looking, turning challenges into opportunities.

A key highlight was the successful offering of a dual tranche, 5-year and 10-year U.S. dollar denominated notes amidst overwhelming demand. The offering, which raised USD1 billion, is the largest non-sovereign note issuance, establishing a benchmark

for Philippine bank credit in international capital markets. Metrobank is also the first private bank to issue a long-dated 10-year bond. Moody's gave the 5-and 10-year bonds an investment grade rating of Baa2, at par with the Republic of the Philippines sovereign dollar debt. The bond issuance helped in diversifying our funding sources to support our growing pipeline of customer transactions.



# Delivering Value through Strategic Financial Solutions



We are well-positioned to help clients navigate risks and capture upside potential.

Our trading and foreign exchange income surged by 39.3% to PHP5.6 billion in 2024, boosting the Bank's non-interest income base. This is attributed to effective liquidity management strategies, proactive positioning of the investment securities portfolio and dynamic hedging strategies and resilient customer flows.

As margins came under pressure due to competition as foreign exchange volumes faced temporary headwinds, our sales team focused on higher-value transactions in the structured solutions space.

We introduced a variety of risk management products to deliver new and customized hedging and funding tools to better serve our diverse client base. These efforts were complemented by continued development of new products, offering bespoke solutions for corporate clients.

Our strong client flows once again drove our robust growth in 2024 as we continued to focus on client acquisition and development, sustaining our leading position in the foreign exchange and fixed income space.

As we move forward, we see opportunities ahead. Market volatility is expected to drive increased foreign exchange activity and more active trading in fixed income securities. We are well-positioned to help clients navigate risks and capture upside potential. We will continue to provide timely insights and dynamic trading support, helping businesses make informed decisions on their investments. Key focus areas include client acquisition from improved synergy with key internal partners, upselling of other treasury products to drive retention and growth, and the adoption of innovative structured solutions.

# Growing our Clients' Wealth

We continue to empower the High Net Worth Individual (HNWI) and Ultra High Net Worth (UHWNI) customers by being their trusted financial adviser, providing access to a wide range of investment opportunities. Through a combination of professional fund management, and strategic partnerships, we deliver tailored financial solutions that align with our clients' objectives.

Our customer-first approach and service efficiency drove the strong performance of our **Investment Distribution (ID)** team. We saw robust progress in key areas: client acquisition and retention, portfolio expansion and income growth. At the same time, we kept the business highly compliant, ensuring customer protection and adherence to regulatory standards.

The AUM of our ID business expanded by 27.0% in 2024 on the back of a 24.0% surge in transaction value. As such, we maintained our dominance in primary securities markets – both in government and corporate issuances.

We continued to enhance and expand our digital channels to improve client experience. The Metrobank Operations Support Engine (MOSE) platform was utilized nearly 100% for document approvals. Likewise, the Wealth Manager (WM) platform gained significant traction and positive feedback for its seamless functionalities, such as 24/7 portfolio monitoring, self-

service enrollment, bond computation simulations, and an Order Management System.

As we look into 2025 and beyond, we will remain to be a customer-driven financial institution hinged on three core customer promises:

- We are knowledgeable
- We are accessible
- We will provide appropriate and timely solutions

Our team of skilled Investment Specialists takes a central role in our customer-centric strategy for our HNWIs. They are a group of certified investment professionals with licenses spanning a broad range of financial services, including Fixed Income, FX, Derivatives, Variable Life and Traditional Life Insurance, and Unit Investment Trust Funds, all highly capable of providing bespoke solutions to help meet our client's financial goals.

In addition, Metrobank Wealth Insights, our pioneering website for HNWIs and UNHWIs, continues to be the leading wealth management platform that empowers clients in making informed investment decisions. It provides access to curated economic and financial research and comprehensive investment strategies through our partner CreditSights, and tools to execute their investment decisions through the Wealth Manager portal.



The high interest rate environment and fluctuations in asset prices in 2024 led investors to favor short-term placements, such as bank time deposits, over other investment options such as Unit Investment Trust Funds (UITFs) and fund management mandates.

Our **Trust Banking Group**, successfully navigated market headwinds by leveraging Metrobank's strong client relationships and clear value propositions.

Our Trust assets under management (AUM) at the parent level, expanded by 16.6%, reaching PHP565.9 billion as of December 2024. This growth was primarily driven by enhanced product offerings and proactive customer engagement to ensure trust products are suitable to the client's financial goals. Notably, new accounts for traditional trust products surged by 537%. To further improve client experience, we introduced innovative digital solutions. We launched the UITF Online platform, which made our UITF products more accessible and streamlined onboarding for new clients. We gave authority to our Account Servicing Managers to handle customer transactions within given parameters to facilitate execution. The team actively forged partnerships with other bank relationship managers, branch and sales specialists of the Bank to expand client base and deepen engagements.



## AWARDS

- **Citywire Awards for Best Asset Manager and Top 25 ASEAN Selectors**
- **CFA Philippines Best Managed Funds for Metro Max-3 Bond Fund and Metro\$ Max-3 Bond Fund**
- **Alpha Southeast Asia's Best Asset Manager (Country-Specific Equity & Income-Oriented Funds) and Best Fund with the Optimal Information Ratio.**
- **Euromoney Best Domestic Private Bank for Ultra High Net Worth Clients**

Building on the successes of 2024, we are poised for long-term sustainable AUM growth focusing more on portfolio solutions than individual products. We aim to capitalize on opportunities in digital expansion, AI, and robotics to enhance operational efficiency, while responding to the rising demand for wealth transfer services. We also plan to strengthen our presence in the institutional market, particularly in retirement and fiduciary services, to establish a steady and diversified revenue stream.

Our **Private Wealth Division (PWD)**, which caters to the ultra-high net worth clients (UHNW), achieved double-digit growth in AUM, which hit PHP568.6 billion in 2024.

The robust AUM growth was aided by strong collaboration between our Private Wealth Relationship Managers (RMs) and our portfolio advisory team of Investment Counselors (ICs) from the Institutional Investment Coverage Division (IICD). The ICs offer bespoke service to our UHNWI clients, including portfolio construction and rebalancing recommendations, which are aligned with the Bank's macro-economic and financial market views. We are expanding coverage for this value-added service to our PW clients in Luzon, Visayas and Mindanao regions.

With continuous support from our data analytics team and branch partners, we successfully harvested a robust leads pipeline, which raised the number of customer relationships managed by our Private Wealth team by 25.0% to 1,677 by year-end.

Meanwhile, as Private Wealth RMs deepened their relationships with clients, we saw a growing focus on legacy planning and the transfer of wealth across generations. In response, we invested in financial literacy programs for Millennials and Gen Z, laying the foundation for effective wealth management and succession planning in the years ahead.

The team's commitment to continuous improvement and high standards of service quality has been aptly recognized, earning *Euromoney's Best Domestic Private Bank for Ultra High Net-worth Clients Award from 2022 to 2024.*

# Expanding Consumer Footprint

We streamlined our processes and strengthened our value proposition to meet rising customer expectations.



Our consumer business sector navigated a more challenging business environment marked by heightened competition, increasing delinquency across the industry, and shifting customer preferences. We nonetheless, managed to grow our consumer loans at a healthy pace of 14.4% in 2024. More importantly, our non-performing loans (NPL) ratio improved to 2.4% from 2.6% in 2023, well below industry's 5.7%, as of September 2024.

Our credit cards segment continued to outperform, with net receivables up 18.6% year-on-year, capturing an 18.0% rise in billings, driven by stronger customer retention and usage. We expanded our customer base by 11.0%, reflecting heightened market appeal and customer trust. We maintained our strong market position through enhanced credit card offerings related to travel, and running year-round campaigns to encourage card usage. We further achieved consistent improvement in our overall brand health as



seen in our higher net promoter score (NPS), increased digital penetration to 43.0% from 37.0% last year, and maintained best-in-class levels for seamless customer transactions for our cards, personal loans and digital channel operations.

Auto loan growth continued to be robust, printing at 18.2% year-on-year, retaining our market leadership in auto lending among the banks. Home mortgages also gradually expanded by 4.7% year-on-year.

We streamlined our processes and strengthened our value proposition to meet rising customer expectations and provide greater flexibility in our offerings. The following initiatives were key to this effort:

- **Faster Loan Processing:** We reduced turnaround time in both home and car loans through the Branch Off-Loading Program (BOP), noting higher approval rate.
- **Flexible Loan Terms.** We offered more competitive terms and flexibility in loan availments across our consumer market segments.
- **Improving Portfolio Health:** Auto NPL ratio improved to 2.3% from 3.0% in 2023, significantly lower than the motor vehicle industry's 6.3% ratio. Mortgage NPL ratio fell to 1.7% from 2.1% in 2023 compared to industry's 5.2% ratio, as of September 2024.

Our Bancassurance Unit experienced a remarkable rebound in 2024. Through a close partnership with AXA, we enhanced our sales force and launched the AXA Secure Future product, resulting in the following achievements:

- **PHP1.6 billion** in group bank fee income, an 8.8% improvement over 2023.
- Total insurance coverage increased to **39,000 bank customers**, totaling nearly **PHP68 billion** across life, health, and general insurance products

Overall, our diverse consumer banking segments delivered strong performance, driving growth while addressing consumer demand through tailored promotions, competitive offerings, and unique products. Moving forward, we are committed to accelerating our key growth drivers, which include:

- **Product Innovation:** The launch of the Travel Signature Visa and enhancements to existing Card Value Proposition (CVP).
- **Digital Acceleration:** Expanding our online platforms for seamless onboarding and servicing.
- **Cross-Selling and Ecosystem Partnerships:** Leveraging Metrobank's network to deepen customer relationships through bundled offerings.
- **Operational Efficiencies:** Ongoing process improvements to sustain faster turnaround times and superior customer experience.



## PSBank: Making Lives Better

Philippines Savings Bank (PSBank), our mass retail consumer banking subsidiary, remains to be a trusted partner in financial growth and inclusion. As it navigated through 2024, PSBank embraced agility, delivered significant milestones in profitability and volume growth, customer satisfaction, community welfare, and earned prestigious recognitions.

PSBank posted a record net income of PHP5.2 billion, a 15% increase year-on-year. This growth was driven by robust loan demand, particularly double-digit growth in loans, lower funding costs, reduced credit costs, and disciplined operating expense management. To sustain customer satisfaction and retention, it continued to innovate with customer-centric solutions. One of its key initiatives in the first half of the year was the launch of the revamped PSBank Mobile App, showcasing its commitment to "effortless PSBanking" by offering a more intuitive, personalized, and user-friendly banking experience.

Beyond financial success, PSBank remained committed to corporate social responsibility. It supported several foundations, including the Metrobank Foundation's Outstanding Filipinos Award, Resources for the Blind, World Vision, and Chosen Children Village Foundation. Meanwhile, through its employee-driven initiative #PSBayanihan, PSBank's employees are empowered to support environmental conservation, education, and community development programs.

PSBank is well-positioned to sustain this growth momentum by expanding its retail footprint, leveraging data-driven insights for smarter and broader lending, driving digital transformation, and intensifying people development initiatives – while continuously adapting to evolving customer needs and market conditions.



## AWARDS

- **Double Golden Arrow for exceptional commitment to corporate governance by The Institute of Corporate Directors (ICD), through the ASEAN Corporate Governance Scorecard (ACGS)**
- **"2024 Balikat ng Bayan Best Disbursement Partner – Thrift Bank Category" by the Social Security System (SSS)**
- **Philippines' Best Employers, ranking 8th among employers under Banking and Financial Services and earning the highest rating among thrift banks by Philippine Daily Inquirer and Statista.**



## AWARDS

- **The Platinum and Gold Seals at the Reader's Digest Trusted Brands Awards - Travel, Health, and Life Insurance categories.**
- **AXA Smart Traveller as Best Travel Insurance (Single Trip) at the TripZilla Excellence Awards**
- **Great Place to Work® certification for the fourth consecutive year**
- **Cited as one of Best Employers by the Philippine Daily Inquirer**

## Protecting What Matters to Filipinos

In 2024, AXA Philippines proudly celebrated its 25th anniversary. As a subsidiary of Metrobank, the company plays a key role in the Bank's financial success. Metrobank benefits from a share of AXA's income. It also generates income by selling AXA's products. This collaboration strengthens the offerings of both companies and expands their customer base. This year, new products such as AXA Health Max Elite were introduced. AXA Health Max Elite is a health insurance plan that covers over 150 critical illnesses, including mental health conditions. The plan offers medical expense coverage of up to 400%, providing much-needed financial support during health crises.

AXA Secure Future, a seven-pay endowment plan was also launched, offering guaranteed cash benefits and substantial life insurance coverage among limited-pay plans, giving customers the power to achieve their dreams. Meanwhile, MyLifeChoice continues to be a key product offering that provides protection and peace of mind for Filipinos with its combined life, accident, and critical illness coverage.

These products contribute to the broader financial ecosystem of GT Capital, Metrobank's holding company, with AXA's strong position in the insurance sector strengthened by the expanded solutions offered, meeting the ever-changing needs of the Filipino market. These solutions seamlessly combine insurance and banking services, enhancing customer experience. At the same time, this contributes to the fulfillment of Metrobank's mission to provide reliable, high-quality financial solutions to its customers. AXA's commitment to excellence was recognized with several prestigious awards this year, citing its best-in-class products in the travel insurance market, where it maintains a leadership position. Several accolades were also received for AXA's positive workplace culture, underscoring its commitment to fostering an inclusive and supportive work environment.

The company's dedication to corporate social responsibility is reflected through initiatives like AXA Week for Good, where its employees actively participate in community work, aligning with Metrobank's shared mission to support and empower local communities.

Looking ahead, AXA remains focused on fulfilling its purpose of protecting what matters to Filipinos. Through its formidable partnership with Metrobank and GT Capital, the company continues to drive innovation and offer customer-centric solutions, working together to shape a better future for its customers and the communities it serves.

# Making Banking Easy and Safe



Understanding our customers' evolving needs remains at the core of our strategy.

## Customer Experience

Understanding our customers' evolving needs remains at the core of our strategy. In 2024, we enhanced our customer feedback program to gain deeper insights, which led to transformational service initiatives across our branches. These efforts reinforced Metrobank's promise that "You're in Good Hands", ensuring every customer interaction is meaningful and value driven. We align our services with client expectations, and not only improve customer satisfaction but also strengthen long-term relationships, further solidifying our role as a trusted financial partner.

## Operational Efficiency

We continued to streamline branch operations to enhance service delivery and improve transaction efficiency. The successful rollout of our new account-opening modules across all branches simplified onboarding, reduced processing time and enhanced the overall customer experience. We also implemented new tellering module that provided faster, more accurate transactions, ensuring seamless and secure branch interactions.

## Investing in people and stronger Network

The Branch Banking Sector (BBS) remains focused on expanding our footprint while deepening customer relationships. In 2024, we strategically grew our network, opening 13 new branches, relocating 10 branches, and consolidating two branches, bringing our total count to 960 branches nationwide.

Our commitment to growth translated into stronger deposit performance, with total CASA Outstanding Balance reaching PHP1.5 trillion, a 3.4% increase from 2023. This was driven by enhanced data analytics, allowing our branch and sales teams to identify high-potential customers and deliver tailored banking solutions to our customer base.



Risk & Control

We introduced initiatives to streamline processes without compromising our risk posture, ensuring a balance between security and operational effectiveness.

Enhancements included faster transaction reconciliation, centralized processes, and improved data management, enabling better fraud detection and regulatory compliance. These measures have fortified our ability to safeguard client assets while delivering efficient, customer-friendly banking services.

People

Our branch personnel are integral to our success, and we continue to invest in our employees’ professional development to equip them with the skills needed in an evolving financial landscape. Through continuous training programs and competency-building initiatives, our employees are more equipped to offer more personalized banking solutions.

Improving customer experience through digital innovation

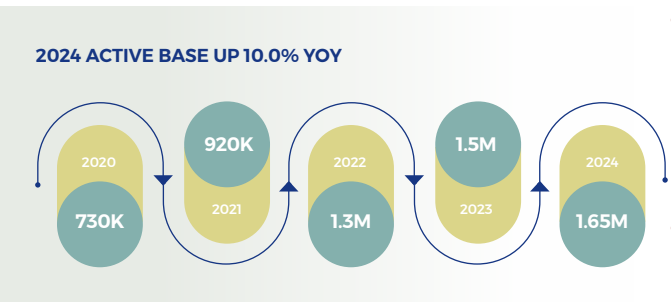
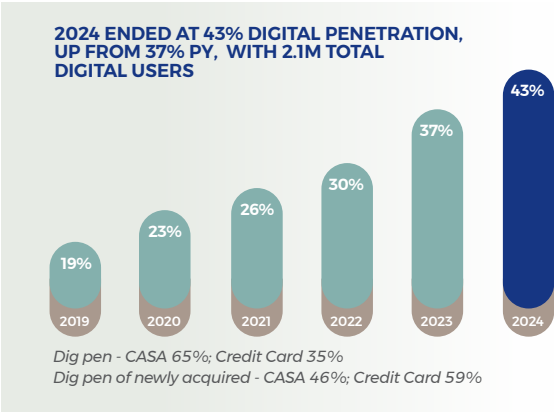
At Metrobank, we continue to strengthen our digital platforms and processes to provide a banking experience that is easy, secure, reliable and responsive to the evolving needs of our clients. As more customers turn to digital channels for their financial transactions, we are investing in technology that improves accessibility, strengthens security, and enhances efficiency across all areas of our operations. Our goal is to ensure that every client—whether an individual or a business—has the right tools and support to manage their finances with confidence.

Our digital initiatives are built on four core priorities:

- **Customer Experience** – Developing user-friendly digital channels that make banking more intuitive and efficient
- **Operational Efficiencies** – Improving processes from front-end transactions to back-end systems to enhance service delivery
- **Data and Analytics** – Strengthening our ability to gather insights that help us offer more relevant products and services
- **Data Security and Fraud Prevention** – Implementing advanced measures to protect customers from cyber threats and unauthorized transactions

Retail clients benefit from ongoing upgrades to our mobile and online banking services, allowing them to perform transactions with greater ease. At the same time, we are expanding our fintech partnerships to introduce new solutions that add value to their banking experience.

In 2024, we invested around PHP1.5 billion to strengthen our digital banking capabilities and empower our customers with digital banking excellence. As a result, our digital penetration rate among our retail consumer base surged by 43% by the end of 2024. Our active user base also saw a significant increase of 10%, reaching 1.65 million active digital users (180 days basis). As of end 2024, our digital platforms now have 2.1 million users.

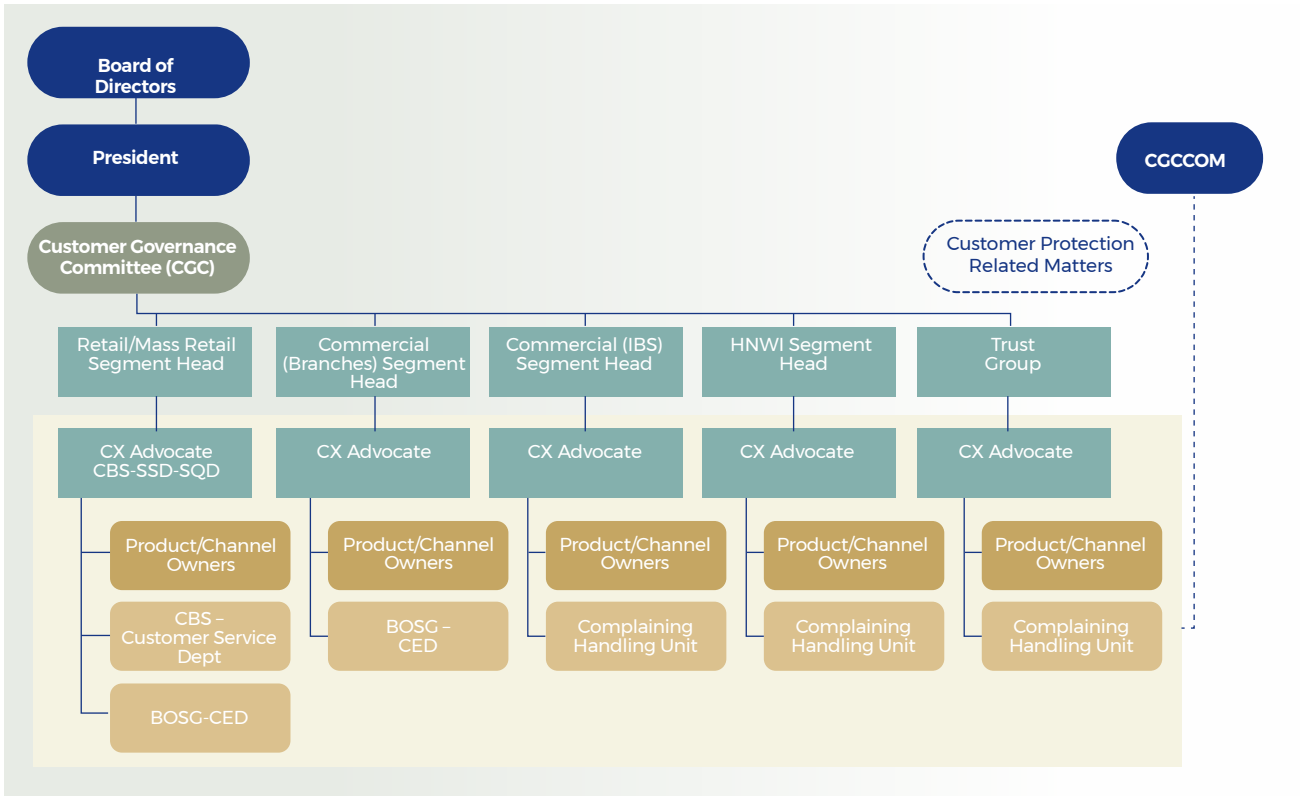


Making Customer Protection a Way of Life

Customer protection is a cornerstone of the banking industry, especially in the dynamic financial landscape. Our commitment to secure banking remains and we have consistently upheld our brand promise to our clients: “You’re in good hands” even as customer engagement channels evolve. We continuously invest in digital transformation to protect customer data and privacy.

To prioritize consumer protection and deliver exceptional customer experience (CX), we maintain a structured approach to effectively execute our CX strategy.

- Our Board of Directors, through the Executive Committee actively oversees the Financial Consumer Protection program. The Board ensures its implementation complies with BSP Circulars 857 and 1160 amendments on Financial Consumer Protection.
- Our Senior Management, through the Customer Governance Committee (CGC) ensures strict adherence to the Consumer Protection Policy Manual (CPPM) and in the full integration within the overall framework of our product and service lifecycle.
- Our Branch Operations Support Group - Customer Engagement Division (BOSG-CED, and Service Quality Department (SQD) focus on customer experience, continuous improvement, efficiency, and data-driven policies. The Group ensures the effective implementation of the CPPM in collaboration with responsible units, oversee complaints management system, monitor service recovery, and works with various business units on preventive and corrective measures, including reporting regularly of complaints management performance to Senior Management.



## Meeting Standards

We follow our Consumer Protection Standards, which are based on five key principles, in the best interest of our clients.

- **Full Disclosure and Transparency**  
We provide customers with clear and accurate information including the terms and conditions, benefits, and risks of our product or service which helps them make an informed choice.
- **Strong IT Security & Data Protection**  
With a secure database, strict protocols and up-to-date security will ensure that our customer transactions and private information always remain confidential and safe.
- **Fraud Prevention & Mitigation**  
Our Fraud Management Division utilizes tools and techniques to prevent and mitigate fraudulent activities, keeping our customers' accounts safe.
- **Fair Treatment of Customers**  
We establish clear rules and guidelines to uphold ethical behavior and responsible sales practices, ensuring that every customer is treated with fairness and respect.
- **Data Protection**  
We safeguard customer information with strict compliance with the Data Privacy Act and high security standards, ensuring confidentiality and protection.

## Addressing Customer Concerns

In 2024, total complaints received by the bank increased by 17.6%, largely driven by credit card related complaints. Non-card specific complaints were actually down 14.6% year-on-year. Overall, the Bank's total complaints in 2024 is just 0.05% of total transactions of our customers.

The credit card related complaints were mostly due to the inconvenience experienced by cardholders as we strengthened our controls. Following a data privacy breach in a government entity, we changed the password convention for accessing statement

of accounts to protect our customer. In other cases, global banking industry-wide Bank Identification Number (BIN) attacks did not spare Metrobank clients from having unauthorized transactions posted to their account, which they promptly disputed (counts as a complaint). If not for these, credit card specific complaints would have been 56.0% lower year-on-year.

We are committed to resolving customer concerns fairly, promptly, and efficiently. Clients can reach us through:

- Contact Center hotlines and emails
- Personal visits to any Metrobank branch
- Expanded Chatbot capabilities, now covering FX Online-related topics
- Mia, the Metrobank Card virtual assistant

We also engage with customers through our official social media channels on **Facebook**, **X (formerly Twitter)**, and **Instagram**. For security purposes, any complaints received through these platforms are redirected to our official customer service channels to ensure privacy and the proper handling of sensitive issues.

Our customers may also escalate concerns to the **BSP Consumer Protection and Market Conduct Office (CPMCO)** through:

- **Email:** [consumeraffairs@bsp.gov.ph](mailto:consumeraffairs@bsp.gov.ph)
- **BSP Online Buddy (BOB):** Use BSP Webchat by visiting BSP's official website and clicking the webchat feature
- **Talk-to-BSP SMS:** Send details of your concern to 21582277 (data and SMS fees apply)
- **BSP Facebook:** Send a message via Bangko Sentral ng Pilipinas Facebook page
- **BSP Telephone:** Call **(02) 8811-1BSP (8811-1277)**

We continuously track complaint trends, identify root causes, and implement corrective actions to improve customer experience. Our initiatives include:

- **Enhancing the New Metrobank App and Metrobank Online** with new features such as *Cash Pick-Up*, *QR Code transactions*, *Cardless Withdrawals*, and *Automatic App Updates*

- **Strengthening fraud prevention** through awareness campaigns via SMS, email, Viber, and the Bank's official social media pages
- **Implementing milestone updates**, reputational risk escalation procedures, and refined client segmentation to better address customer needs
- **Streamlining processes** to reduce turnaround times for customer requests.
- **Empowered frontliners** to enhance First Contact Resolution rates, ensuring quicker and more effective responses to customer concerns

We are committed to promptly addressing client complaints through our structured handling and redress mechanism:

- **Consumer Assistance Management System (CAMS):** Standardizes complaint filing, investigation, resolution, and response timelines
- **Customer Incident Management System (CIMS):** Central repository for all customer complaints
- **iFRIEND System:** Tracks and resolves credit card-related concerns efficiently

Data from CIMS and iFRIEND helps identify patterns and root causes, driving process improvements. Our Customer Incident Management Policy (CIMP) ensures timely investigation, resolution, and preventive actions to enhance customer experience. Trained personnel with the necessary expertise and resources handle complaints effectively.

## Protecting customer experience in every touchpoint

We made our Contact Center available 24/7 to handle customer queries, concerns, and requests. Fraud-related calls are managed by the Fraud Operations Department, now integrated under the Customer Engagement Department to centralize customer interactions.

To enhance security, we invested in a sophisticated fraud management system for credit card protection. We proactively removed clickable links from SMS and email communications for retail customers and provided continuous fraud prevention information.

We also launched the **Metrobank Chatbot**, a 24/7 channel that offers automated responses to general FAQs and allows prospective clients to request calls for peso accounts, home loans, and car loans.

Our **#FightFraud** campaign emphasized fraud prevention as a shared responsibility, encouraging clients to protect their personal and banking information. Scam Proof, our co-founded platform with other banks and companies, remains a vital tool in this initiative.

We also empower our customers with timely, relevant information, including:

- Daily updates on **open branches** and modified branch operating hours
- The convenience of **Metrobank Online** and mobile banking
- **Fraud awareness** campaigns to help detect and prevent scams
- **Client education advisories** via the Metrobank app and our official social media pages
- Tips to manage and maximize **credit card** usage
- Launch of **Lifebanking** at [lifebanking.metrobank.com.ph](https://lifebanking.metrobank.com.ph), guiding customers through every milestone of their financial journey

## Managing Customer Feedback

Customer feedback drives better, stronger relationships with our customers. We collect feedback through:

- Net Promoter Score (NPS) via online survey and IVRS
- Metrobank Online Customer Satisfaction (CSAT) via online survey, IVRS, SMS and email
- Sentiment analysis via social media
- The New Metrobank Online App - a call back process was implemented for clients with negative app reviews, supported by Customer Engagement Division's Non-Voice Operations Department

We continuously enhance our products and services to not just meet but exceed customer expectations.



# Sustaining Strong Corporate Governance

We remain steadfast in our promise to ensure that Filipinos are in good hands when they bank with us, with governance at the heart of everything we do.

Good corporate governance is the foundation of trust and sustainable growth. At Metrobank, we are committed to sustaining strong governance practices that anchor our operations on the principles of accountability, fairness, and transparency for our shareholders, creditors, regulators, and the public. We continuously strive to uphold the highest standards in good corporate governance, ensuring that our banking practices, robust risk management and compliance culture, and internal controls are built on a solid foundation of ethical leadership and stakeholder accountability. We remain steadfast in our promise to ensure that Filipinos are in good hands when they bank with us, with governance at the heart of everything we do. This means taking full responsibility for our actions and decisions while maintaining a resolute focus on stakeholder interests.

As a responsible and well-governed financial institution, we continue to set the standard of excellence in banking. The diverse expertise of our Board of Directors ensures we manage the Bank's operations prudently, fairly, and in the best interests of our stakeholders. This aligns with our purpose of growing with the nation, creating opportunities for our customers, and leading the way in sustained value creation.

Our dedication to corporate governance has been recognized through the prestigious 4-Golden Arrow distinction of the Institute of Corporate Directors based on the latest ASEAN Corporate Governance Scorecard. This accolade is a testament to our continuous focus and dedication to implementing robust corporate governance principles across the organization.

The Board and our Management play a key role in establishing governance standards that meet the expectations of our stakeholders, ensuring decisions are made with transparency, fairness, and strategic oversight.

## Board of Directors

Our Board of Directors plays a critical role in shaping the Bank's long-term success. The Board actively participates in formulating our strategic direction, ensuring its alignment with our vision and mission. Through regular discussions, analysis, and engagement with management, the Board provides valuable guidance and oversight on the execution of the chosen strategy.

To protect the interests of shareholders and other stakeholders, our Board of Directors is responsible for the review, on an annual basis, monitoring, overseeing management's implementation and approving, which include but are not limited to the following:

- The corporate culture and values
- Bank's strategic objectives, business plans as well as capital and debt structure
- Appointment/selection of key members of senior management and heads of control functions
- Sound remuneration and other incentives policy
- Bank's corporate governance, risk, internal control systems, business continuity and consumer protection governance framework
- Effective governance process in handling interlocking positions of directors and officers in other entities
- Adoption of sustainability or environmental, social, and governance principles

To ensure effective execution, we believe in fostering a Board with a diverse range of skills and experiences to align with the competencies required for successful strategy implementation. We ensure that our Board is comprised of a sufficient mix of directors with relevant knowledge, tenure, gender, ethnicity, independence, competence, industry experience, and diverse perspectives. This fosters productive discussions that lead to sound and balanced decision-making and risk management.

Regular competency assessments are conducted to identify any gaps and ensure the Board's expertise remains aligned with the evolving needs of our strategic direction.

Our Board is guided by policies that are in place to promote a more dynamic and engaging environment, and to mitigate potential conflicts:

- Term limits for independent directors
- Threshold of board memberships in publicly listed companies
- Disclosure about holding multiple board seats/ memberships, and other significant commitments
- Periodic evaluation of directors with interlocking positions by the Board through the Corporate Governance and Compensation Committee tasked to guard against any conflict of interest and adverse effect on the Bank
- For first-time directors, compliance with attending a corporate governance seminar and full understanding and acceptance of the general and specific duties and responsibilities of the Board, as prescribed by the BSP Manual of Regulations for Banks

To ensure our Independent Directors (IDs) remain objective, we have set the following policies:

- Prohibition from management roles
- Non-engagement in any transaction with the Bank or with any of its related companies, or

with any of its majority shareholders, whether by themselves or with other persons or through a firm in which they are partners, directors, or majority shareholders. On the other hand, they only engage in transactions conducted at arm's length and those that do not materially interfere with or influence the exercise of their judgment.

- Non-reelection to the Board for those who have served their maximum cumulative term of nine years. They may, however, continue to be nominated and elected as a regular director.

Our Board of Directors is ably supported by a dedicated Corporate Secretary who ensures adherence to corporate governance best practices and facilitates efficient board operations. Additionally, the Board fosters a strong and collaborative relationship with our business units, which allows for a clear understanding of operational challenges and opportunities across the organization. Several members also serve on the board of subsidiaries and affiliates, that provide them with a firsthand perspective on the unique dynamics and performance of each business segment, ultimately leading to more strategic decisions for the entire group.

## Board Composition and Diversity

Our unwavering commitment to board diversity continues to be a driving force behind our success. In 2024, we leveraged the strength of our diverse board, comprised of individuals with deep industry and global expertise, as well as professional experience in finance, investments, technology, marketing, anti-money laundering, internal controls, accounting, credit, sustainability and resiliency, ensuring a well-rounded understanding of the financial sector. The inclusion of female representation, both on the Board and as advisors, brings a broader range of viewpoints, experiences and skill sets to the table, leading to more informed and innovative outcomes that benefit all stakeholders.

During the 2024 Annual Stockholders' Meeting, the Board was re-elected with the continued support of our shareholders. Our Board composition reflects a strong commitment to both experience and independence. It comprises twelve (12) directors, including ten (10) non-executive directors (NEDs) who provide crucial independent oversight, and two (2) executive directors who contribute valuable operational insight. Notably, five (5) of the ten (10) NEDs are independent, with female representation, further strengthening the Board's objectivity and diverse perspective. All current directors possess the requisite qualifications and are free from any disqualifications for serving on the Board.

Our Board of Advisors has been retained as well, ensuring continuity of experience and leadership. To maintain focus on key areas, the composition and membership of all Board-level committees (e.g., Audit Committee, Corporate Governance and Compensation Committee, Risk Oversight Committee, etc.) remained unchanged. The continued reliance on the existing committee members, with their deep industry knowledge and strong network of relationships, proved invaluable in navigating complex challenges and driving strategic initiatives. The Board, through Corporate Governance and Compensation Committee regularly assesses the independence and diversity of Board committee assignment.

The profiles of the members of the Board are on page 149.

## Chairman of the Board and the President

The Chairman of the Board and the President carry out clearly defined roles and responsibilities autonomously, in accordance with our By-laws and our Corporate Governance Manual (CGM). This ensures that they both uphold the Board's decision-making and act for the Bank's benefit.

Our Chairman, Mr. Arthur Ty, steers the Board's overall leadership and direction. He is tasked to ensure the Board carries out its obligations to our Bank and to our stakeholders. As Chairman, he creates an environment for directors to openly discuss matters with trust and respect and to collectively decide for our Bank's greater good.

Acting on the Board's decisions and based on his sound judgment, our President, Mr. Fabian S. Dee, manages our Bank's business and operations. He embodies and articulates our vision and mission to the organization. As defined in the Bank's CGM, he is accountable to the Board in championing the desired conduct and behavior, implementing strategies, and in promoting the long-term interest of the Bank.

## Lead Independent Director

Since August 2021, the appointment of Lead Independent Director has significantly enhanced the effectiveness of our Board. Our Lead Independent Director, Philip G. Soliven, plays a pivotal role in facilitating constructive board discussion, fostering an environment where all directors can voice their opinions, and ensuring balanced decision-making that considers the best interests of the Bank and its stakeholders.

## Term Limit and Policies on Directorships

Our Corporate Governance Manual provides guidelines on the prescribed maximum term for independent directors and policy on the interlocking directorships and officerships. The Bank maintains its compliance with the BSP and SEC rules which prescribe a maximum cumulative term of nine years for independent directors, maximum of five (5) board seats for non-executive directors and two (2) board seats for executive directors in other publicly listed companies. No director has exceeded the prescribed limits in 2024.



## Board Meetings

Our journey to growth is underpinned by the collective wisdom and expertise of our Board of Directors. Through diligent and focused board meetings, we have cultivated a dynamic environment for strategic collaboration, risk mitigation and value creation.

**Conduct of meetings.** Regular meetings are held every second Wednesday of each month. Special meetings may be called anytime, either by the Chairman or, in his absence, the Vice Chairman, or upon written request from at least four (4) directors. Committees meet in accordance with their respective charters and approved schedules.

**Meeting setting and materials.** Recognizing the benefits of flexibility and inclusivity, throughout the year, our Board and committee meetings continue to utilize a hybrid setup, offering both in-person and virtual participation options, ensuring that all directors can contribute meaningfully to the deliberations. Directors attending remotely through electronic means are fully integrated into the meeting, enabling real-time participation in discussions and decision-making. Corporate Secretary and committee secretaries ensure that the agenda and meeting materials can be accessed from our intranet site at least five (5) banking days before the meeting, whenever practicable. Our directors maintain open lines of communication with senior management and key advisors to discuss any matters relating to our operations and strategy.

**Meeting quorum.** Our directors shall act only as a Board, and the individual directors shall have no power as such. The Bank requires a majority of the Board to constitute a quorum for the transaction of business, and the vote of a majority of the quorum of the Board is also needed to decide on any action. In accordance with the corporate

governance guidelines, the Bank has no agreements or arrangements in place that could compromise the independent voting rights of its directors.

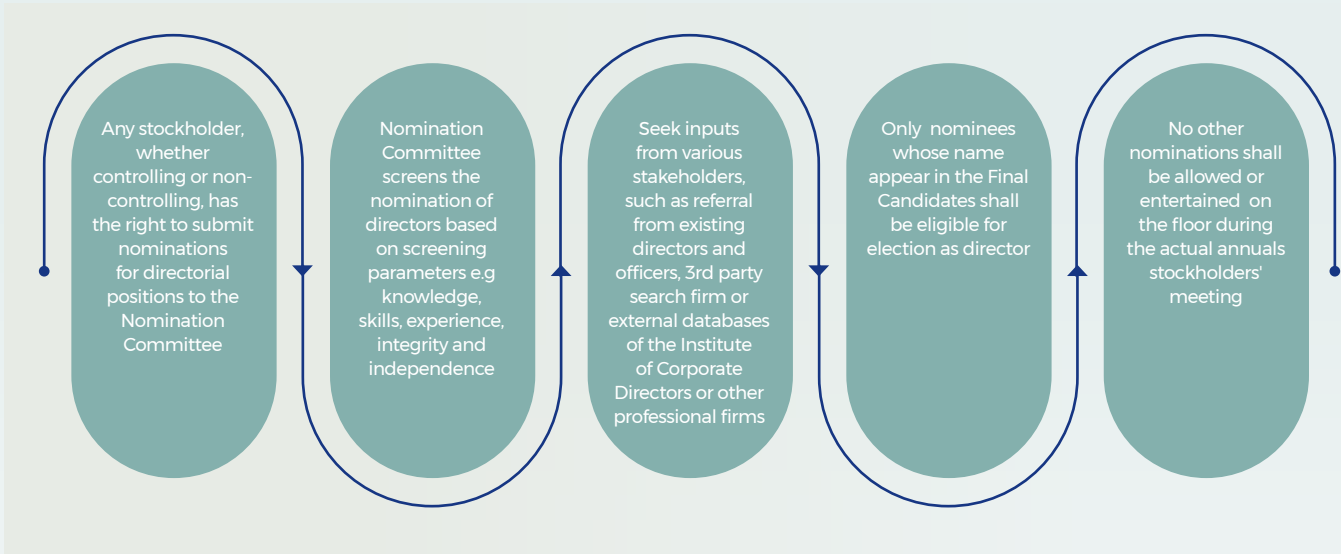
**Non-Executive Directors meeting.** Demonstrating their commitment to proactive oversight, our Board's non-executive directors (NEDs), headed by Lead Independent Director, Mr. Philip G. Soliven, met with the heads of compliance, audit and risk as well as representatives from SGV & Co. on 23 October 2024. The NEDs focused their key discussion on the latest industry trends and best practices related to sustainability, risk management initiatives, internal audit strategies, and the Bank's obligations under the AFASA law.

**Corporate Secretary.** Our Corporate Secretary, who is not a member of the Board and is separate from the Chief Compliance Officer, serves as an adviser to the Directors on their obligations and responsibilities and manages the flow of relevant and timely information to the Board prior to meetings. The Corporate Secretary's functions are stated in the Bank's Amended By-laws and Corporate Governance Manual.

The directors' attendance in Board meetings can be found on pages 44 to 45.

## Board Nomination and Election Process

The Bank maintains a transparent and rigorous nomination and election process for appointing new directors. The Nomination Committee undertakes the process of identifying and assessing the skills and experience of potential board members, ensuring they possess the skills, experience, and independence necessary to align with the company's strategic objectives. The full details of board nomination and election process is disclosed in the Bank's CGM posted on the intranet site and Bank's website.



## Board Oversight/Committees

Our Board of Directors actively utilizes a robust committee structure to oversee critical areas. For 2024, the Board opted to retain the previous composition and membership of the committees. This decision reflects the committees' proven effectiveness and fosters continuity in oversight responsibilities. Seven (7) of the committees are chaired by Independent Directors (IDs) with relevant expertise, providing focused guidance and in-depth review in their respective areas. Their respective Board-approved charters, which are reviewed annually by the committee secretaries, state the comprehensive details of the Committees' duties and responsibilities, purposes, compositions, reporting processes, and other relevant information, are fully disclosed in our CGM and posted on our website.

Members of these Board-level committees meet in-person or via remote communication, and as prescribed in their respective charters:

**1. Anti-Money Laundering Committee.** The committee helps the Board fulfill its oversight responsibility over our Anti-Money Laundering Compliance Management, the Anti-Money

Laundering Act (AMLA) and its revised Implementing Rules and Regulations, and other related orders. The committee is composed entirely of four (4) Non-Executive Directors (NEDs), two (2) of whom are IDs, including the Chairperson. It meets every other month or as often as necessary.

**2. Audit Committee.** The committee serves as the Board's arm in fulfilling statutory and fiduciary responsibilities, enhancing shareholder value, and protecting shareholders' interest. It oversees our internal and external audit functions and controls, transparent and proper reporting, compliance with laws and the Code of Conduct, and implementation of adequate and effective internal controls. It is also responsible for selecting, appointing or re-appointing, and dismissing the internal auditor and independent external auditor, following fair and transparent criteria. The committee is composed of three (3) NEDs, two (2) of whom are IDs, including the Chairperson. All members have relevant financial/accounting expertise and have clear understanding of how sustainability factors can impact the company's financial performance. The committee meets monthly or as often as necessary.

**3. Corporate Governance and Compensation Committee.** The committee ensures that we fulfill our corporate governance responsibilities and effectively implement our Compliance System. It is primarily responsible for creating a formal and transparent process in determining the remuneration of directors and officers based on our culture, strategy, business environment, and industry practice. It is run by three (3) IDs, including the Chairperson.

**4. Executive Committee.** The committee is mainly tasked to review and approve credit proposals and policies within its authority and limitations, as well as provide sound recommendations or conditions on

lending. It may also attend to matters delegated by the Board and/or stockholders within its capability and following our By- Laws.

**5. Information Technology Steering Committee .** The committee is chiefly responsible for governing and overseeing how we manage our information technology (IT) resources and ensures the alignment of our IT strategies with our business objectives. It also supervises our IT Risk Management Program and lends its competence by helping develop policies, controls, and specific accountabilities in line with our IT Risk Management Framework. The Board delegated to the committee the approval of IT-related requests

and services/arrangements, including outsourcing/ insourcing activities. The committee submits periodic reports about our IT performance, status of major IT projects, and other significant issues on IT risk matters. The committee is composed of four (4) directors, the Deputy Head of Financial Control Sector, and the Head of the Information Technology Group.

**6. Nominations Committee .** The committee reviews and evaluates the qualifications of all persons nominated to the Board. It also scrutinizes the eligibility of persons nominated to other positions that require the Board's approval. It is also composed entirely of IDs, including the Chairperson.

**7. Overseas Banking Committee .** The committee oversees the operational conduct and financial performance of our overseas branches and subsidiaries. It also serves as the Board's oversight on Metrobank expatriates assigned to countries without a foreign office, but with remittance tie-up arrangements. It also helps the Board ensure the overseas branches and subsidiaries' compliance with the rules and regulations in their host countries and their adherence to our business and corporate governance policies. The committee is composed of three (3) NEDs.

2024																
Board	Name	Number of Shares		% to Total Outstanding Shares (As Disclosed)	Board Meetings	Executive Committee	Anti-Money Laundering Committee		Risk Oversight Committee	Trust Committee	Audit Committee	Corporate Governance and Compensation Committee	Related Party Transactions Committee	Overseas Banking Committee	Nominations Committee	IT Steering Committee
		Direct	Indirect													
Group Chairman (NED)	Arthur Ty	15,627,513	45,000	0.35%	12/12	40/50	4/6									5/5 (A)
Vice Chairman (NED)	Francisco C. Sebastian	1,445,283	0	0.03%	12/12	43/50			11/12 (A)					6/6 (CC)		
President/Director (ED)	Fabian S. Dee	734	30,618	0.00%	12/12	45/50				12/12						4/5
Director (NED)	Alfred V. Ty	17,087,722	45,000	0.38%	11/12									6/6		
Director (ED)	Vicente R. Cuna, Jr	129	32,770	0.00%	12/12	44/50			10/12 (A)							4/5 (CC)
Director (NED)	Solomon S. Cua	113	45,444	0.00%	12/12						13/13			5/6		
Independent	Edgar O. Chua	113	0	0.00%	12/12		6/6				13/13 (CC)		15/15		* 12/12	
Independent	Angelica H. Lavares	113	0	0.00%	12/12		6/6 (CC)				13/13	6/6 (CC)	15/15			
Independent	Philip G. Soliven	30,100	0	0.00%	12/12				12/12	12/12 (CC)			15/15 (CC)		* 12/12	
Independent	Marcelo C. Fernando, Jr.	100	0	0.00%	12/12				12/12 (CC)	12/12		6/6			* 12/12	
Director (NED)	Jose Vicente L. Alde (2)	100	0	0.00%	12/12		6/6		12/12	12/12						5/5
Independent	Juan Miguel L. Escaler (3)	100	0	0.00%								6/6			*12/12 (CC)	4/5

(ED) Executive Director  
(NED) Non-Executive Director  
(CC) Committee Chairman  
(VC) Committee Vice Chairman  
(A) Adviser

(1) Retired on April 2022  
(2) New member as of April 2022  
(3) New member as of April 2022



**8. Related Party Transactions Committee.** The committee helps the Board in ensuring that transactions with related parties are reviewed to minimize and mitigate risks, and that appropriate actions are enforced. It also makes sure that related party transactions (RPT) are conducted at arm’s length basis and misappropriation of resources is avoided. Three (3) IDs, including the Chairperson, compose the committee, which meets monthly and is supported by the Compliance Officer.

**9. Risk Oversight Committee**  
The committee develops and oversees how our Bank, our subsidiaries and affiliates, and our trust-banking arm strictly follow our risk management framework. It is steered by three (3) NEDs, majority of whom are IDs, including the Chairperson. We ensure that committee members are experts in risk management and have a deep understanding of our risk exposures.

**10. Trust Committee**  
The committee has oversight control over our trust and fiduciary activities. Its mandate follows BSP rules, as laid down in the Manual of Regulations for Banks and Circular No. 766, which outlines the guidelines for strengthening corporate governance and risk

management on trust, other fiduciary business, and investment management activities. The committee is run by three (3) NEDs, the President, and the Trust Officer. The Chairperson is an ID and is not a part of the Audit Committee.

Attendance of the members of our Board in their respective committee meetings in 2024 are shown on page 44

**Policies on Performance Evaluation**

**Board of Directors.** Our Board of Directors conducted a comprehensive self-evaluation to assess its performance in fulfilling its fiduciary duties and contributing to the Bank’s strategic objectives. The evaluation is focused on the Board’s effectiveness in providing strategic leadership, overseeing risk management, and ensuring sound financial stewardship. The Board, through Corporate Governance and Compensation Committee (CGCCOM) conducted performance assessment across five levels: the Board as a whole, Individual Directors, Chairman, President and Board committees.

We use a combination of quantitative data and qualitative assessments to gain a holistic understanding of performance across key areas. Our CGCCOM designs the Board-approved rating system/ template. A five-point rating system is used for self-assessment. The applicable questionnaires are also found in our CGM posted on our website.

For 2024, the Board and its committees completed self-assessments via a cloud-based online survey form and printed questionnaires in February. Based on the evaluation, the Board identified key strengths and areas for improvement with a particular focus on ESG matters and leveraging creative ideas on technology. The overall results were presented to the CGCCOM at its meeting on March 11, 2024.

**Control Functions.** The Board, through Audit Committee, CGCCOM and Risk Oversight Committee, conducted a performance assessment of the respective heads of control units – Internal Audit, Compliance and Risk Management, for the year 2024. The assessment is integrated into the overall bank’s performance evaluation framework. The results of the evaluation indicate that these key personnel are operating in the best interest of the Bank and meeting the established performance expectations in mitigating risks, ensuring compliance and safeguarding the Bank’s assets.

**Employee.** Employee performance is evaluated regularly. Assessments are conducted through one-on-one meetings between employees and their supervisors, followed by a leader-led review of evidence-based performance metrics. In 2024, we maintained our performance management framework and processes to monitor employee productivity.

**Third party external facilitator.** Building our commitment to strong corporate governance, the Bank engaged Reyes Tacandong & Co. (RT&Co.) in February 2024, to conduct an independent assessment of the effectiveness of the Board of Directors and efficiency of execution of the roles and responsibilities of the Board. This assessment,

conducted in compliance with the SEC Code of Corporate Governance for Publicly-listed Companies and relevant BSP regulations, followed the Bank’s 2021 review and confirmed significant progress in corporate governance practices. The assessment concluded that the Bank effectively complies with all applicable regulatory requirements. The results were presented to the Corporate Governance and Compensation Committee, which endorsed the same to the Board on 19 June 2024.

**Policies on Onboarding and Continuing Education**

**Onboarding Process.** A well-prepared Board is essential to the Bank’s success. To equip new directors with the knowledge and insights necessary to contribute meaningfully from day one, the Bank developed a robust orientation program. New directors are required to attend an orientation session for at least eight hours in line with applicable SEC rules and as stated in our CGM. They are given an orientation kit which contains, among others, a copy of our Articles of Incorporation, By-Laws, Code of Conduct, CGM, and applicable Board Committee Charters. During the orientation, they learn about the general responsibilities and specific duties of the Board and as an individual director. To hold them to account, first-time directors certify under oath that they have received copies of, fully understood, and wholeheartedly accepted their general responsibilities and specific duties. New directors also have the opportunity to engage with senior executives and operational/functional heads to gain insights into current business challenges and regulatory landscape. There was no new director that required orientation program in 2024.

**Continuing education.** For directors to be an effective overseer, they must continually learn about our organization, the industry, and our operating environment. With shareholders holding high expectations of the Board, directors are required to undergo and complete their annual training. Our Compliance Division, supported by the Organizational Effectiveness and Learning Division, rolls out a four-

Rating	Description
5	<b>Strong</b> – exceeds what is considered necessary given the size, risk profile and complexity of operations of the Bank. Deficiencies/weaknesses are considered to be minor and insignificant.
4	<b>Satisfactory</b> – meets what is considered necessary given the size, risk profile and complexity of operations of the Bank. Deficiencies/weaknesses are considered to be minor and insignificant.
3	<b>Less than Satisfactory</b> – does not meet what is considered necessary given the size, risk profile and complexity of operations of the Bank. However, the Board is committed (with ability and willingness) to correct the situation in a timely manner.
2	<b>Deficient</b> – deficient, in a material way, to meet what is considered necessary given the size, risk profile and complexity of operations of the Bank. Moreover, the ability of the Board to correct the situation in a timely manner is doubtful.
1	<b>Critically deficient</b> – critically deficient to meet what is considered necessary given the size, risk profile and complexity of operations of the Bank. The deficiencies/weaknesses pose an imminent threat to the safety and soundness of the Bank.

hour training program for directors and principal officers every year. On 26 July 2024, an annual groupwide corporate governance training was conducted for our directors and principal officers, together with the subsidiaries and selected affiliates directors and officers, and facilitated by the Center for Global Best Practices via Zoom conferencing. Four (4) topics were covered: Best Leadership Practices for Fast and Effective Change Management, Executive Briefing on Governance Framework on Data Protection and Cybersecurity, Updates on Anti-Money Laundering Act and The Next Level in ESG & Sustainability – Going Beyond Compliance and Reporting.

Additionally, in fulfillment of the SEC-required training session on anti-money laundering, on 16 August 2024, a one-day training session was held for the members of the Board, in collaboration with the Anti-Money Laundering Council, together with responsible officers and personnel to enable them to fully comply with all their obligations under the AMLA.

**Employee Learning.** Our strategy is to provide the right learning solutions for the right learners at the right time. This ensures that employees have access to carefully curated content aligned with our business needs and strategic direction.

In 2024, the Learning Development Department (LDD) continues to expand its learning portfolio, focusing on three key areas for talent development: Foundational, Functional, and Leadership capabilities of our employees.

- The Foundational learning portfolio covers the essential knowledge areas such as core values and regulatory policies, which all employees must understand and comply with
- The Functional learning portfolio is designed to deepen expertise specific to each role, with offerings such as Treasury certifications and Java programming
- The Leadership learning portfolio focuses on developing leaders in alignment with the Bank's Leadership Behaviors which include Intellectual Capacity, Interpersonal Skills and Intensity.

## Compensation Policy

We ensure our compensation policies are aligned to our strategic and financial objectives, performance, market conditions as well as labor laws and regulations. These are designed to promote performance and excellence among our people. To attract and retain talent, we ensure that our compensation package remains competitive against industry standards.

**Director Remuneration Structure.** Board Directors receive a fixed package, which includes per diem, transportation allowance, and other fees. Their pay is based on their banking or finance experience, professional background, level of responsibilities, attendance in Board and committee meetings, and market conditions.

Executive Directors receive compensation as full-time Executive Officers while Non-Executive Directors (NEDs) receive a per diem and other fees for attending Board and committee meetings.

In 2024, the Board of Directors, as a whole, received a total of Php 70.76 million fees and other compensation for the board and board committee meetings. The summary of directors' compensation is disclosed in the Compensation of Directors and Executive Officers section of 2025 Bank's Definitive Information Statement.

**Executive and Employee Remuneration Structure.** Executive officers and employees receive salaries reflective of their qualifications and experience, job nature, position, and level of responsibility. Composed of fixed pay and variable bonus, individual compensation is reviewed regularly and benchmarked against competition through annual industry compensation and benefits surveys. Adjustments are made commensurate with adherence to individual and company-wide scorecards as well as salary scales.

Our Corporate Governance and Compensation Committee oversees our compensation strategy.

Fair Compensation. Labor laws and requirements guide our compensation package for non-officers or rank and file employees, whose salaries are linked to both their performance and mutually agreed upon obligations under the Bank's Collective Bargaining Agreement (CBA).

## Policies on Succession Planning and Retirement

Our long-term success depends on the Board's and Senior Management's ability to remain a strong and stable force of leadership. Thus, the Board built a succession plan to identify, encourage, and take care of top-caliber leaders who can readily assume high-level positions in case of change, vacancies, and retirement.

**Board Succession.** Our By-Laws provide that any vacancy in the Board may be filled by the vote of a majority of the directors constituting a quorum. Through a regular or special meeting, stockholders can also fill a vacant director's post that may result from their removal by stockholders, term expiration, or an increase in the number of directors.

**President and Senior Management selection and succession.** Senior leaders are selected and appointed based on a rigorous behavioral assessment of their leadership potential. Appointments are further assessed and approved by our Manpower Committee, Nominations Committee, and the Board.

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

We have also taken active steps in hastening the development of successors who can already take on key roles through cross-posting assignments and immersions, preparing high-potential talents for the imminent retirement of incumbent leaders.

**Retirement age.** As a rule, no director may be re-elected following the calendar year when they turn 75 years old. However, the Nominations Committee may recommend a waiver of the age requirement to the Board if it is deemed to be in the best interest of the Bank.

Retirement is compulsory for employees who either reach the age of 55 years or complete 30 years of continuous service, whichever comes first.

## Governance Policies and Standards

At Metrobank, we are committed to maintaining the highest standards of corporate governance. Our established policies and procedures are designed to ensure transparency, accountability, and ethical conduct in all aspects of our business. These policies are available to access from the Bank's intranet site and website for the benefit of our stockholders and other stakeholders.

**Corporate Governance Manual.** Our Board charter is the foundation for effective board functioning. It is incorporated in the Bank's Corporate Governance Manual (CGM), which is being reviewed and approved by the Board of Directors annually. In keeping with our dedication to upholding the highest standards of corporate governance, our CGM underwent a comprehensive revision in the 1st quarter of 2024 and subsequently approved by the Board of Directors in March 2024. Our manual is also disclosed on the Bank's website. Our Compliance/Corporate Governance Officer plays a crucial role in leading and overseeing our compliance program, which includes actively monitoring adherence to the CGM. The Bank has complied with all the material provisions of the manual in 2024.

**Managing Compliance Risks.** Given the depth and breadth of our business, our Bank is exposed to various risks and uncertainties, including compliance risk, which may impact our operational and financial results. We are fully prepared to manage, defend, protect, and mitigate risk exposures inherent in our business, industry, regulations, stock ownership, and other related exposures.



Our comprehensive Compliance Policy Manual serves as the foundation for our robust compliance risk management system. The manual formalizes and documents our policies, procedures and controls for managing compliance risks across the Group. We regularly review and update the manual to ensure it remains aligned with evolving requirements and industry best practices.

The Manual also empowers our Bank to create a system of values, beliefs, and behaviors, making compliance a way of life and culture at Metrobank.

Our Compliance Division ensures that this culture is inherent in everything we do. Its roles include the following:

- Keeping employees informed of the latest rules and regulations
- Acting as an overseer of all our activities
- Collaborating with business and support units in identifying, assessing, monitoring, and managing possible regulatory compliance risks
- Providing sound advice to management with regard to managing regulatory and compliance risks
- Actively encouraging the Bank to implement its compliance system and address any breach that may arise
- Building a culture of compliance by conducting regular compliance awareness training and issuing advisories, whenever needed

The Compliance Officer provides strong leadership to the Compliance Division and reports to the Board through the Corporate Governance and Compensation Committee and performs the following:

- Oversees the identification and management of regulatory compliance risks that may arise
- Supervises the compliance function staff and provides functional oversight to the designated Compliance Coordinators of the Head Office units and domestic branches, and Compliance

- Officers of foreign branches
- Provides essential compliance oversight function on Compliance Officers of the BSP-supervised financial institutions under the Metrobank Group

**Code of Conduct and Ethics for Directors.** The Bank's Code of Conduct for Directors, established in 2013, continues to be a cornerstone of our corporate governance framework. The code was recently reviewed and approved by the Board in June 2024, reaffirming our commitment to ethical leadership and responsible stewardship. The code explicitly prohibits directors from using their positions for personal gain, prioritizing self-interest over the Bank's need, or engaging in activities that could compromise their impartiality. As part of our onboarding process, new directors receive an orientation kit that includes the Code of Conduct, ensuring their full understanding of the rules governing their professional and ethical behavior. All directors are expected to adhere to the highest standards outlined in the code, and the latest version is available on the Bank's intranet site and corporate governance page of our website.

**Code of Conduct for Employees.** The Bank has a comprehensive Code of Conduct for employees that outlines the expected behavior and ethical standards for all employees. The Bank established the Code in November 2017, and in June 2024, the Board reaffirmed the Code, reinforcing its importance to the Bank's culture. This code serves as a guiding principle, reinforcing the Bank's PITCH values: Passionate for Results, Integrity, Teamwork, Customer Service and Heart for Community.

To ensure its effective implementation, a total of 15,217 employees completed the mandatory e-learning sessions facilitated by the Metrobank Academy from June to August 2024. These sessions were designed to educate employees on the principles of the Code. In addition, employees must attest to their commitment to the code, reaffirming their pledge to uphold the Bank's core values. The latest version of the code is available on the Bank's intranet and corporate governance page of our website.

**Anti-Bribery and Corruption Policy.** We strengthened our commitment to ethical business practices by implementing a comprehensive Anti-Bribery and Corruption Policy. This policy, designed to uphold the highest standards of integrity, applies to all directors, employees, and their dealing with clients, service providers, counterparties, and other parties regardless of their location. The policy is integral to our onboarding process for new employees, while existing staff receive regular training on its implementation as part of the Code of Conduct e-learning session. We have established a clear reporting mechanism, in line with our Whistleblowing Policy, for employees to report any suspected instances of bribery or corruption. Any breach of the policy will be subject to appropriate sanctions. Our Compliance Division is continuously embedding guidelines about Anti-Bribery and Corruption in its various training sessions conducted in 2024.

**Anti-Money Laundering.** We regard compliance with the country's Anti-Money Laundering Act (AMLA) as a business imperative. Our business is built on public trust and, for us, money laundering is a serious reputational risk that could affect our customer relationships. Thus, we give utmost importance to customer due diligence, commit to maintain public confidence in the bank's capacity to prevent money laundering, terrorist financing, and proliferation, to effectively manage the risk of financial crimes. In this regard, we continue to strengthen our compliance system and foster a culture of adherence by establishing strong risk management practices from end to end in our entire ecosystem.

This involves strong oversight from our Board of Directors and Senior Management, articulation of acceptable policies and procedures in our money laundering and terrorist financing prevention compliance program, appropriate and working monitoring system, effective management information systems, comprehensive internal controls and audits, and adequate training, clear communications among stakeholders, and risk-based compliance testing within our operations. With these robust systems in place, we effectively

manage risks related to money laundering, terrorist financing, and proliferation financing, while ensuring strict compliance with the AMLA and other relevant national laws.

**Conflict of Interest.** Our directors act with utmost care, diligence, and good faith in fulfilling their fiduciary duties. The Board of Directors are committed to making informed decisions in the best interest of the bank. Any material fact or conflict of interest is promptly disclosed to the Bank, and appropriate measures are taken to mitigate or avoid such conflicts.

Our employees effectively manage their personal affairs to prevent any conflicts of interest and avoid any situations or business endeavors arising from associations, interests, or relationships that may lead to conflict or potential conflict between their personal interests and that of the Bank's.

Any knowledge of unethical behavior or conflict of interest may be reported by the employees and stakeholders under our Whistleblowing Policy guidelines.

**Related Party Transactions.** As part of our corporate governance policies and to ensure the best interest of the Bank and shareholders, the groupwide Related Party Transactions (RPT) Framework serves as a guide for the Metrobank Group in dealing with related parties. To ensure compliance with relevant regulations and best practices, the RPT policy is subject to annual review. In March 2024, Compliance Division facilitated the updating of the policies and subsequently endorsed them for the approval of the Board of Directors.

Under the policy, all transactions with related parties must be thoroughly reviewed to ensure transactions are conducted in the ordinary course of business, on an arm's length basis, at fair market rates, and on terms that are not less favorable to the Bank than those offered to other parties. All related parties are properly identified and RPTs are vetted and approved by any of these committees, depending on the threshold:

- Related Party Transactions Management Committee (RPTMC), a management-level committee comprised of the Bank’s senior officers
- Related Party Transactions Committee (RPTC), a Board-level committee fully composed of Independent Directors

Directors and officers must abstain from the discussion, approval, and management of any transaction for which they or any member of their close family or related interests are involved. This includes transactions of subordinates, except to provide material information on the transaction.

An appointed external independent party will evaluate the material RPT if it constitutes 10% or higher of the Bank’s total consolidated assets, either individually or in aggregate over a twelve-month period with the same party.

To uphold transparency and fairness, all acts of the Board, including materials RPTs, were ratified by the majority of non-related party shareholders during the Annual Stockholders Meeting in 2024. All RPTs were conducted fairly and at arm’s length. Full discussion on these can be found under the Notes to the Financial Statements No. 32 in our Audited Financial Statements.

**Protection of Stockholders’ Rights and Interest.** We respect and treat all our shareholders in accordance with the Revised Corporation Code.

We are committed to upholding the voting rights of all our stockholders and ensuring fair and efficient shareholder meetings. We are open and fair in conducting our annual and special stockholders’ meetings. We provide clear and timely notice of meetings, offer voting methods whether in person or by proxy, and ensure that the voting process is conducted with integrity. We also publish the results promptly, after the meeting on the Bank’s website.

We actively encourage shareholder participation in meetings and listen carefully to their concerns. Minority stockholders have a right to vote on

all matters requiring their consent or approval. This includes, but is not limited to, approval of shareholders on the sale of corporate assets, inspection of books and records, dividends, and appraisal rights. They can also add to the agenda of regular/ special stockholders’ meetings, and call for special meetings, among other things. These basic shareholder rights are properly disclosed in our CGM.

Cumulative voting is allowed as long as the total votes cast by a stockholder shall not exceed the number of shares in their name as of the record date and multiplied by the number of directors to be elected.

Matters submitted to stockholders for their approval shall be decided by the required vote of stockholders present in person or by proxy. We have established a safe space and process that ensures everyone has the opportunity to seek effective redress for alleged violations of their rights.

- Majority vote is required for these matters:
- Approval of the minutes of the annual meeting of stockholders
  - Approval of corporate acts
  - Election of external auditors

For Board directorship, nominees who received the highest number of votes shall be declared elected.

Our 2024 Annual Stockholders’ Meeting (ASM) was held through video conference on April 24, 2024. An organizational meeting was held immediately after the ASM and Board-level committees were reconstituted during this meeting.

The notice for the 2024 ASM was published and distributed to all stockholders as of record date 8 March 2024 on 26 March 2024, pursuant to the SEC rules of sending notices of at least 21 days prior to the meeting. Those who cannot attend were apprised ahead of time of their right to appoint a proxy. Subject to our By-Laws, the exercise of their right shall not be unduly restricted and any doubt about the validity of a proxy should be resolved in the stockholder’s favor.

The proxies, attendance, and votes cast at the 2024 ASM were tabulated by our Stock Transfer Agent (Metrobank-Trust Banking Group) and validated by SGV & Co. as our third-party validator. The results of the votes were disclosed the next working day. The Minutes of the Annual Stockholders’ Meeting was made publicly available on 25 April 2024 and was posted on our website.

**Creditors Rights.** The Bank is committed to treating all creditors fairly and transparently. We adhere to all applicable laws and regulations governing creditors’ rights. Bank’s creditors have the right to timely payment, access to financial information, and the ability to resolve disputes through our internal procedures or external mechanisms. All required disclosures are provided promptly through our website or Philippine Stock Exchange Electronic Disclosure Generation Technology (PSE Edge). To fulfill our contractual commitments to our depositors, subordinated debt noteholders, and service providers, we conduct business in an ethical and streamlined manner. Our annual report on pages 153-154 outlines the procedures for creditors to raise concerns and/or complaints regarding potential violation of their rights.

**Customers’ Interest First.** We ensure the protection of the interests of our customers. From our Board and our management, down to all our employees, serving and protecting our customers is a shared responsibility.

We set a high standard of service when dealing with customers and creditors. Everyone must follow these five pillars of customer protection:

- Equitable and Fair Treatment
- Disclosure and Transparency of Financial Products and Services
- Protection of consumer assets against fraud and misuse
- Data Privacy and Protection
- Timely Handling and Redress of complaints

We expect everyone to live up to these ideals. Our Customer Protection Policy allows us to integrate a customer-centric mindset in our daily operations and dealings. Overseeing our customer practices is the Board, through the Corporate Governance and Compensation Committee and Customer Governance Committee.

To meet the requirements of our regulators and the expectations of our customers, we continuously update our policies and processes such as standardizing customer complaint handling processes and redefining turnaround time for resolving incidents. We have a Social Media Risk Management Policy so our customers are protected on social media channels. The policy guides covered individuals on the business and legal risks of using social media

These rules enable us to respect coworkers’ and customers’ privacy, protect the confidentiality and security of their personal information, and safeguard our information and assets.

**Policy on Suppliers and Contractors.** We conduct our business with our suppliers and partners fairly and responsibly. This allows us to make an economic impact and promote inclusion through our local procurement practices. We carefully select suppliers and contractors through an accreditation/re-accreditation process that is in accordance with BSP regulations.

Our General Services Group (GSG) collaborates with concerned business units for the accreditation, contracting, selection, bidding, and performance review of vendors. We have a policy on canvassing and bidding in the conduct of purchase of products or contracts for services to ensure that we secure the best deal in terms of price, quality of materials or work services, delivery time frame, and related terms and conditions.

Our Outsourcing Policy guides our business units in outsourcing an activity or function. The policy is aligned with the outsourcing regulations of the BSP to ensure our compliance with applicable rules



and regulations. As part of vendor accreditation, we require securing an Environmental Compliance Certificate for projects that may potentially impact the environment. We also secure certifications from relevant government agencies to ensure that vendors classified as a manpower services provider are legitimate and independent contractors, and in good standing with the Social Security System, Pag-IBIG Fund, and PhilHealth in payments and contributions.

**Investor Relations/ Disclosure and Transparency.** Our Investor Relations Department is dedicated to enhancing transparency, fostering open dialogue, and providing timely and accurate information to our investors. The team serves as the resource for shareholders, equity and financial analysts, rating agencies, regulators and the media to appreciate the Bank's operations, recent performance and significant developments. We believe that strong investor relations are essential for building trust, attracting capital, and driving long term value.

We continue to engage with our shareholders through various channels, including:

- Regular investor conferences and roadshows
- One-on-one meetings with institutional investor and analysts
- Quarterly earnings calls
- Investor relations website and social media channels, regularly updated to include the latest news and information about the Metrobank Group.

**Insider Trading Policy.** As a publicly listed company, Metrobank protects shareholders from individuals who may exploit valuable insider information for their own personal gain. Our Insider Trading Policy, which is part of our Corporate Governance Manual (CGM) and is available on our website, ensures strict adherence to a "need-to know basis" for disclosing material and non-public information about any of the companies under the Metrobank Group or our customers.

In line with this policy, we prohibit trading during blackout periods when access to certain actions

is restricted or denied. This includes all directors, specific employees within the Metrobank Group, and their immediate family members residing in the same household, as well as corporate entities, other organizations, and funds under influence or control. These individuals and reporting insiders are required to disclose their respective beneficial ownership of Metrobank shares, if applicable. They must also report to the Bank any changes in their ownership by the next trading day, in accordance with the regulations of the Securities and Exchange Commission and Philippine Stock Exchange.

**Dividend Policy.** Our Dividend Policy is part of our capital management process that ensures we have sufficient resources to support our long-term growth, and to improve shareholders' returns.

In February 2025, our Board approved the following:

- The annual regular cash dividends of Php3.0 per common share, which is equivalent to 15% of par value. The regular cash dividend will be paid in two (2) equal semi-annual tranches of Php1.50 per common share, in March and in September
- A special cash dividend of PHP2.0 per common share, payable in March.

In accordance with laws and regulations, the Board determines how dividends are declared and paid out of the Bank's unrestricted retained earnings.

The majority of the Board approves the declaration of cash dividends. The record date should not be earlier than 10 trading days from the declaration, while payment date should not be later than 18 trading days from the record date. Meanwhile, stock dividends require prior clearance from the BSP, the SEC, and the PSE.

The Board may also approve special cash dividends on top of the regular dividends from time to time, if conditions and regulations allow. The cash dividend payout depends on the Bank's earnings, cash flows, financial condition, and regulatory requirements for capital, among other factors.

On the other hand, the payment of dividends may be restricted should the Bank undertake major projects and developments that require substantial cash outflow, among other circumstances. In these cases, the Board may change the dividend ratio based on the results of its operations, plans, and projects.

**Whistleblowing Policy.** Whistleblowing prevents corruption, violations, and malpractice. Our Whistleblowing Policy aims to create a safe space and secure process so anyone can speak up without fear of retribution. Reports or concerns may be filed through our company website, emailed to whistleblowing@metrobank.com.ph, or messaged via the text hotline at (+63) 942 747 1359.

Our employees and other stakeholders may file complaints with our Chief Audit Executive/Head of the Internal Audit. Exceptional cases may be filed directly with the Chairman of the Board.

Workplace misconduct such as excesses in authority of supervisors affecting work-life balance and feedback for colleagues on inappropriate behaviors outside of the workplace or personal endeavors that are not reflective of the values that the Bank stands for comprised most of the reports that were received in 2024. These were referred to and addressed by appropriate levels of Management of the concerned Business Units in coordination with the Human Resources Management Group.

**Employees' Health, Safety and Wellbeing.** Employees' health and wellbeing is our top priority. We design our safety and wellness programs to ensure all aspects of our employees' wellbeing are safeguarded.

*Physical Well-being*  
Metrobank advocates and provides a safe and healthy workplace. We continuously improve our preventive measures, empower employees in their health and wellness, and ensure compliance with relevant labor laws and emergency/disaster preparedness protocols.

In 2024, we continued to engage our employees through the Metrobank CARES Program, the health and wellness initiative of Metrobank.

Metrobank CARES is our commitment to foster employee well-being, focusing on physical, emotional/mental, social, spiritual, financial and occupational wellness.

Through this program we aim to:

1. Provide employees with support and resources to help them achieve well-being
2. Enable employees to be more productive
3. Engage employees to have a more positive employee experience

In 2024, Metrobank engaged employees on actively managing their health through:

- a. Health assessments via annual physical examinations and executive checkups
- b. Health and wellness resources via various webinars and infographics
- c. Health and wellness caravans at various Metrobank sites

# Managing Risk, Creating Value

Over the years, we have continuously enhanced our risk management framework to safeguard against threats and maintain the trust of our clients and investors.

Recognizing and managing risk is integral to how we drive business success and support long-term growth at Metrobank. Effective risk management helps us protect our assets, comply with regulations, and maintain stability within the broader domestic and global financial ecosystem.

As a financial institution, our performance can be affected by the environment we deal in. Health emergencies and geopolitical events can cause interruptions in operations, and, together with monetary, fiscal or trade policies, can lead to market volatility, liquidity shortage, and recession, which adversely impact the value and expansion of our assets and liabilities. Over the years, we have continuously enhanced our risk management framework to safeguard against such threats, and maintain the trust of our clients and investors.

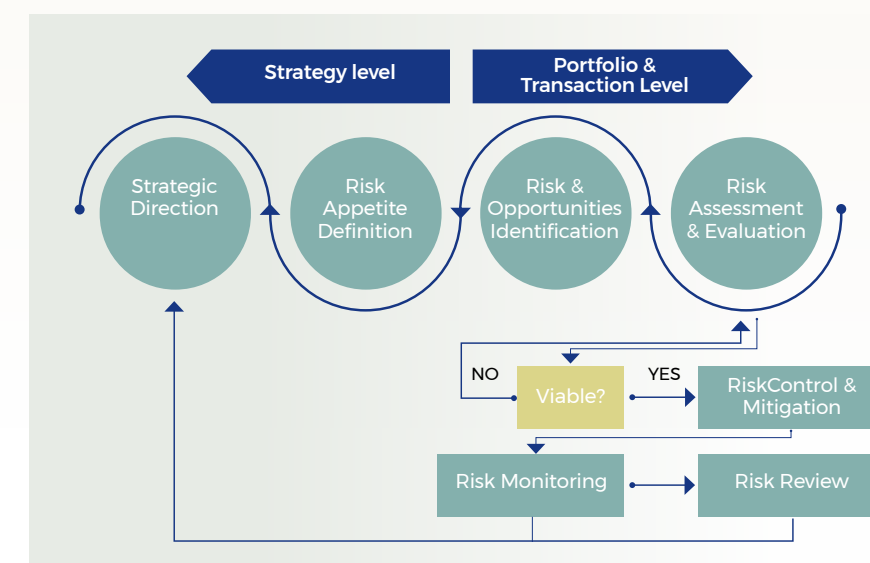
We are committed to creating value for each stakeholder, balancing returns while managing risks. Every decision is guided by the following principles:

- We only take risks that we understand, can manage, mitigate, or accept

- We develop and offer products that are aligned with our goals, business objectives, and permitted scope
- We adapt our process to the evolving business landscape and harmonize them with industry best practices and relevant regulatory standards
- We follow a risk management framework that ensures that risks are recognized, mitigated, or avoided, while maximizing gains from business opportunities
- We operate with a view that risk management is a shared goal and responsibility of the Bank, our customers, and all stakeholders

## Our Risk Management Approach

In all our business plans, we carefully balance risks and rewards, and ensure that there is sufficient capital to support them. This safeguards the Bank's stability and strength, and ability pursue sustainable growth. We identify and assess material risks arising in our activities, and set the appetite for taking such risks, employing best-in-class and regulatory-compliant metrics and assessment tools. We constantly manage the risks, and monitor our exposures against approved thresholds, and, as needed, escalate to relevant control units to implement prompt mitigation.





By effectively managing risks, we prevent serious issues, and situations where capital may be needed to cover losses. This allows optimal allocation of financial resources and capital at all times.

Overview of Risk Management Structure

Our strong risk governance structure enables us to benefit from business opportunities, and minimize the consequences of associated risks.

Our Board of Directors sets our risk culture, which balances risk appetite and prudence.\* Through the Risk Oversight Committee (ROC), the Board ensures that we have the appropriate risk infrastructure, tools, and operating policies, and that exposures are within the Bank's risk appetite.

Supporting and directly reporting to the ROC is the Risk Management Group (RSK), an independent unit that closely coordinates with business units to identify, analyze, measure, and monitor material risks. RSK also has oversight responsibility over

the risk management function of the Metrobank Group's various subsidiaries. It convenes the Risk Management Coordinating Council (RMCC) every quarter to ensure that the Group follows a consistent risk management framework.

RSK has dedicated divisions overseeing the different risk exposures of the Bank and its subsidiaries.

Credit Risk Division (CRD) oversees the management of credit risks and recommends management policies, standards, and practices. It performs independent credit risk review of the Bank's lending units with emphasis on monitoring portfolio quality, loan impairment testing, accurate account classification and loss recognition, identification and management of "high risk" names, and data integrity.

Market and Liquidity Risk Division (MLRD) supervises the management of liquidity, and market risks of the trading and banking books. Additionally, it supports the optimization of Asset and Liability Management (ALM) strategies by implementing effective risk control processes.

RSK's specialized Operational Risk Divisions (ORDs) enable the Bank to give more customer-focused attention to its business activities, by guiding business units in understanding and managing operational risks specific to products and types of clients – Retail Operational Risk Management Division (RORMD) for retail products such as deposit accounts, credit cards, and consumer loans, Commercial Operational Risk Management Division (CORMD) for commercial lending, trade, and Treasury products, and Institutional Operational Risk Management Division (IORMD) for institutional support units. A separate Business Resilience Risk Management Division (BRRMD) oversees technology risk, business continuity, and disaster recovery.

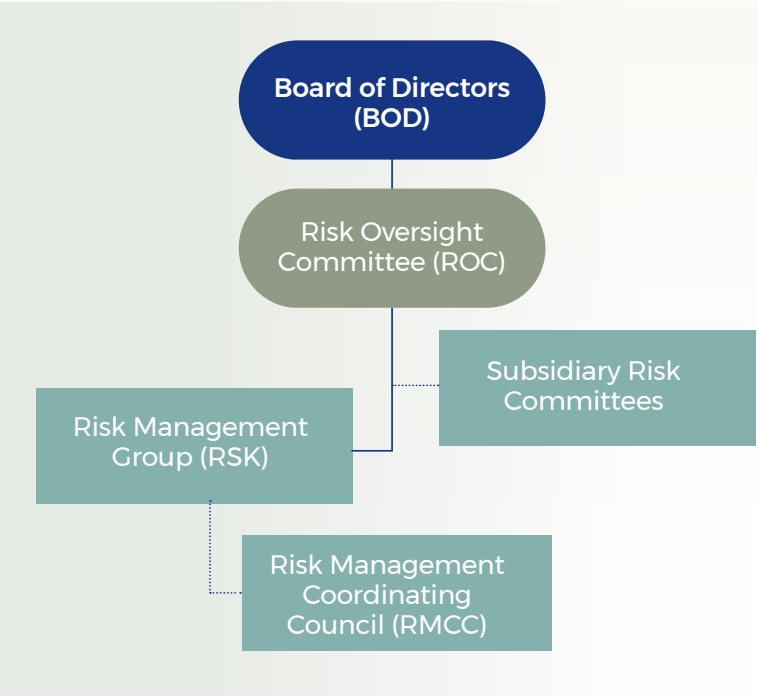
Enterprise and Quantitative Risk Division (EQRD) executes RSK's group oversight mandate, oversees the risk management of the Trust Banking business, manages our Internal Capital Adequacy Assessment Process (ICAAP), and builds and maintains risk models that are robust and at pace with the fast-evolving risk landscape.

Sustainability Department (SD) leads the embedding of sustainability principles and climate change considerations into the Bank's business activities and across operational processes.

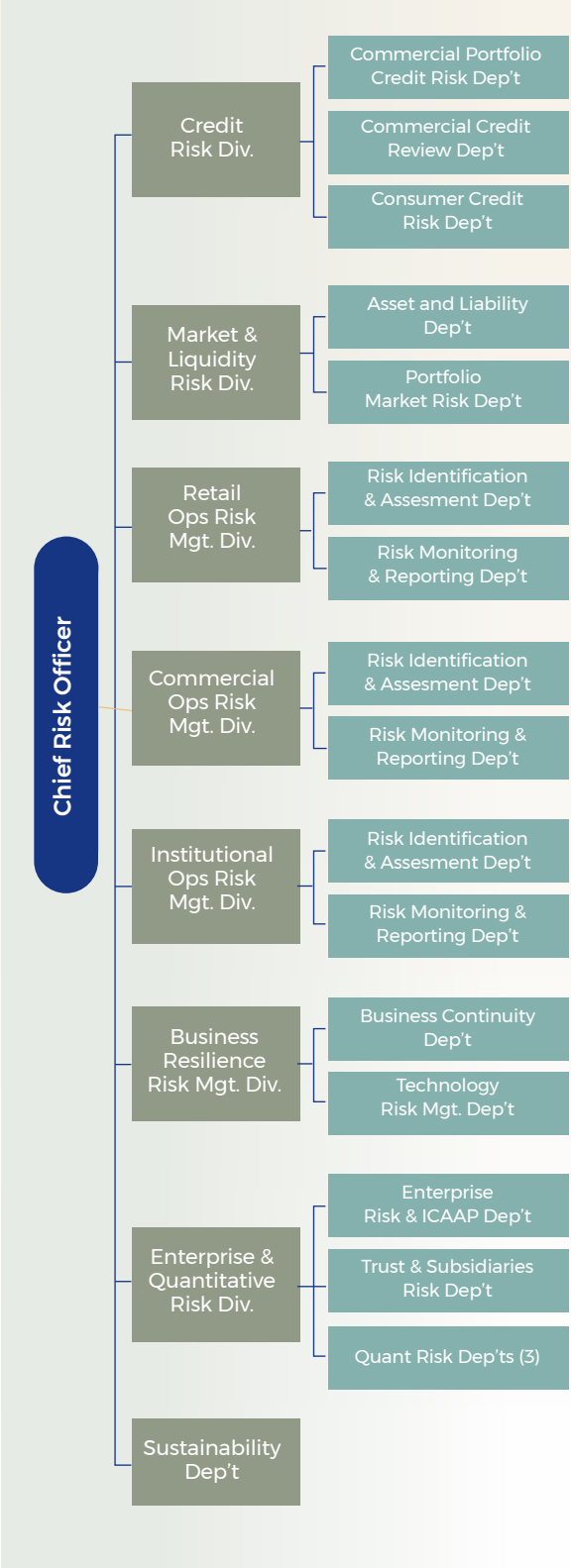
In collaboration with business units and subject matter experts, it develops policies and programs, and sets priorities on sustainability-and climate-related risks and opportunities.

To strengthen our risk management ecosystem, various business units have embedded Business Risk Managers (BRM) who functionally report to RSK.

Completing the risk management structure are all employees, from the first line of defense (risk-taking units), through the second line of defense (RSK and controls units), and to the third line of defense (internal audit and other assurance functions), who are duty-bound to identify and manage risks.



See next page for committees tasked to implement risk culture



The following management committees are responsible for implementing the Board-approved risk culture -

Risk Area	Management Oversight <sup>1</sup>
Credit	Sr CreCom, CreCom, NPAC, ALCO
Credit Concentration	Sr CreCom, CreCom, NPAC, ALCO
Market	ALCO
Interest Rate	ALCO
Liquidity	ALCO
Operations, including Legal	OPSCOM, ITGC, SAC, EMCOM, ManCom
Technology	ITGC, EMCOM
Compliance (including ML/TF)	AMLCC
Reputation	ALCO <sup>2</sup> , EMCOM, CGCOM
Environment and Social Risk <sup>3</sup>	EXCOM, ROC
Strategic	BudCom, ALCO, ITGC, ITSC, CGCOM, ManCom
Contagion	RPTMC, ALCO

<sup>1</sup>Sr CreCom = Senior Credit Committee; NPAC = Non-Performing Accounts Committee; ALCO = Asset & Liability Committee; OPSCOM = Operational Risk Committee; ITGC = IT Governance Committee; SAC = Special Action Committee; EMCOM = Emergency Management Committee; ManCom = Manpower Committee; AMLCC = Anti-Money Laundering Compliance Committee; CGCOM = Customer Governance Committee; BudCom = Budget Committee; RPTMC = Related Party Transactions Management Committee

<sup>2</sup>As it relates to impact on liquidity risk

<sup>3</sup>Oversight of Metrobank’s Environmental and Social Risk rests with Board of Directors, while the Executive Committee (EXCOM) and ROC support the management of approved strategies and policies – consistent with the expectation of BSP Circular no. 1085.

## Navigating Risks in our Operations

We are exposed to various risks from our lending activities, treasury operations, and extensive client network. As a Domestic Systemically Important Bank (D-SIB), we mitigate these risks so that the financial system remains stable and supportive of the economy. While we recognize that eliminating risk is not feasible, we only take risks within our capacity and are necessary for growth.

## Overview of Risks in our Business

At Metrobank, we identify the following key risks arising from our business activities:

### Credit Risk

As a financial intermediary, we generate income largely from our credit relationships in lending, trade finance, treasury operations, and similar activities. We recognize that these carry risks from defaulting borrowers, issuers, or counterparties.

As one of the country’s largest lenders, our credit risk appetite is low. We manage credit risk through sound policies, informed analyses, and adherence to credit mandates. We follow a stringent credit process covering loan origination, evaluation, approval, availment, and, to monitoring. This process is guided by our credit strategies and risk appetite. To enhance our evaluations, we also use credit assessments and ratings from agencies like Standard & Poor’s, Moody’s, Fitch Ratings, and PhilRatings.

We set aside a portion of our income as provisions for expected credit loss (ECL), to account for possible deterioration in the quality of our credit exposures. More details on our ECL methodology are in Notes 2, 3, and 4 of our 2024 Audited Financial Statements (AFS).

We mitigate credit risk from loans and advances through the acceptance of quality collateral such as mortgage interests, real estate, letters of credit or bank guaranty, government guaranty, chattel mortgage, pledge of shares, personal or corporate

guaranty, among others. We regularly monitor our portfolio, and assess the fair value of collaterals to ensure sufficient cover and adherence to defined strategies, risk appetite, and internal and regulatory guidelines. The fair value estimates for collaterals against loans and receivables are detailed in Notes 4 and 9 of our 2024 AFS.

The Bank’s lending units work with our Credit Group to assess account performance and report any issues to the Non-Performing Asset Committee (NPAC) which recommend specific actions to reported accounts with red flags, watch-listed or adversely classified accounts.

RSK-Credit Risk Division independently monitors our credit portfolio focusing on credit quality and policy compliance. The Division reviews sample accounts of various business groups, oversees implementation of credit risk management processes, and reports regularly to the ROC.

### Credit Concentration Risk

We recognize that specific growth areas may need more credit support , and may lead to pockets of exposure concentration to some industries. Thus, we maintain a moderate risk appetite for credit concentration risk. To manage this risk, we follow assessment processes, set internal limits, and comply with regulatory limits. We regularly monitor utilization of limits, and escalate observed breaches to the business and ROC.

### Market Risk

Interest rates, currency rates, and commodity/equity price movements affect our trading portfolios and overall financial health.

Our senior management, through the Asset and Liability Committee (ALCO), sets the business model for our trading portfolio based on macroeconomic conditions, financial market trends, potential events, regulations, and Board-set risk appetite. The Financial Markets Sector implements this model through transaction origination and product development. We maintain a low appetite for market risk. To

manage this risk, we identify and analyze market risk factors that affect our portfolios. We use appropriate risk metrics and set limits to control our exposures. These include Value-at-Risk limits, profit/loss triggers, stop loss limits, product caps, sensitivity and tenor limits, which are reviewed annually or as needed. These limits are set against expected returns to ensure that rewards are commensurate with the level of risk taken.

We monitor risk measures against approved limits, following our Limits Monitoring and Reporting Guidelines (LMRG). RSK-Market and Liquidity Risk Division (MLRD) provides daily compliance reports to key officers, with results reported weekly to ALCO and monthly to the ROC and Board. Additional details are in Note 4 of our 2024 AFS.

## Interest Rate Risk in the Banking Book (IRRBB)

The Bank’s financial intermediation activities, e.g. deposit-taking and lending, are naturally imperfectly matched in terms of maturity and applicable benchmark rates. These gaps/ differences expose our balance sheet to adverse movements in interest rates, eventually affecting our earnings, economic value, and capital.

The Financial Markets Sector and the RSK independently assess earnings potential and risks, and evaluate the impact of interest rate movements to align with the Bank’s risk appetite as part of the new asset and liability management (ALM) strategy.

We have a low risk appetite for IRRBB. To keep fluctuations within acceptable limits, we follow policies to manage asset and liability mismatches. We also monitor and control the degree of risk that our banking book is exposed to, placing limits and Management Action Triggers (MAT) on metrics such as Earnings-at-Risk (EaR), Delta Economic Value of Equity (ΔEVE), Net Unrealized Gain/Loss (NUGL), portfolio volume, and tenor.



RSK, in collaboration with the Controllershship Group and Treasury Group, reviews these limits annually based on our expected income and capital, and can be adjusted as needed to reflect the current business environment, strategy changes, and new regulations. This ensures we meet our target NII without exceeding our risk appetite. Adhering to our guidelines, we constantly measure, monitor, and report risk levels against approved limits.

### Liquidity Risk

Liquidity risk is a significant risk that needs to be managed properly and promptly. This risk comes from not being able to meet financial obligations on time. Since liquidity is the lifeline of any bank, we have a low appetite for liquidity risk.

We manage this risk by matching the inflows and outflows of our assets and liabilities, ensuring deposits are stable, enhancing our liabilities profile, and holding enough high-quality, liquid assets.

Our Funding Strategy Framework guides us in using funding sources during normal and stressed conditions, considering internal and regulatory limits. To reduce liquidity risk, we focus on increasing long-term funding through our Term Funding Plan. We monitor various liquidity indicators, such as our short-term funding capacity and intraday liquidity. We have a tested Contingency Funding Plan for liquidity stress scenarios.

We also set limits on net cash flows (Maximum Cumulative Outflow limit), available funding sources (Liquidity Coverage Ratio MAT, Net Stable Funding Ratio MAT, Funding Utilization MAT), and funding concentration (Funding Concentration MAT). These limits help ensure we can always meet funding requirements. We assess these limits and related guidelines, annually or earlier if needed, to ensure they remain applicable and sound.

The Treasury Group-Asset & Liability Management Division (TG-ALMD) is responsible for managing our liquidity position, including that of our foreign branches and select subsidiaries. The group monitors the daily and short- to medium-term liquidity of the Regular Banking Unit (RBU) and Foreign Currency

Deposit Unit (FCDU) books, ensuring compliance with regulatory liquidity and reserve requirements.

MLRD generates daily liquidity risk reports that show current exposures against established thresholds to ensure limit compliance and identify emerging liquidity issues. Breaches in limits are escalated to the relevant management level for immediate action. These reports are shared daily with TG-ALMD, weekly with the ALCO, and monthly with the ROC and the Board.

### Operational Risk

The Bank’s daily operations expose us to various risks including system failures or disruptions, process breakdowns, unforeseen events, or personnel issues. To address these risks, we continuously identify, assess, monitor, mitigate, and control risks from key areas where losses are likely or could be significant. These activities are managed by units from our three lines of defense:

1. First Line of Defense: Risk-taking business units and operations support units.
2. Second Line of Defense: RSK, Subject Matter Experts (SME), and control units.
3. Third Line of Defense: Internal Audit Group (IAG)

Our appetite for operational risk is low. Thus, we put in place policies, procedures, and various operational risk management tools to promote a strong control environment. Some of the tools we use to manage operational risk are:

- Risk and Control Self-Assessment (RCSA)/ Process Risk Self-Assessment (PRSA)
- Loss Event Database (LED)
- Risk Incident Report (RIR)
- Key Risk Indicators (KRI)
- Key Performance Indicators (KPI)
- IT Risk Self-Assessment (IT RSA)
- Disaster Risk Assessment (DRA)
- Business Impact Analysis (BIA)
- Business Continuity Plan (BCP)
- Call Tree Directory and Structure
- Systems Requirement Template
- Transportation Contingency Plan

We regularly conduct self-assessment exercises to identify risks in our operations, and indicators are constantly monitored and reported to the appropriate management committees and the Board through the ROC as needed. These assessments and risk management tools help us recognize potential vulnerabilities and enable us to identify emerging risks arising from external factors/events, helping us address such and take appropriate actions.

### Technology Risk

Technology risk in banking can be triggered by a wide range of operations including cybersecurity threats, Information and Technology (IT) system failures, integration of new technologies, exploitation from fraudulent activities, and third-party services. Given our low risk appetite, we have a comprehensive IT risk management policy in place to protect us from these risks. We employ a multi-faceted approach to ensure that the Bank is safe against potential disruptions and vulnerabilities. This includes IT risk assessment, vulnerability testing, penetration testing, stringent controls, and implementation of effective mitigation strategies to safeguard the organization from technology risks and potential threats.

### Compliance and Regulatory Risk

Failing to comply with laws, regulations, and good governance practices can negatively impact our earnings and reputation. Given our low-risk appetite, we manage this risk through a strict Compliance Program. With our zero tolerance for Money Laundering and Terrorist Financing risks, we have an Anti-Money Laundering Division (AMLDD) that reports directly to the Board’s AML Committee. This division conducts independent, risk-based, and materiality-based compliance testing to evaluate existing AML/ CFT processes, policies, and procedures, as outlined in the Bank’s Money Laundering and Terrorist Financing Prevention Program (MTPP).

The Bank’s risk management practices for money laundering, terrorist financing and proliferation financing are thoroughly evaluated through annual

regulatory audits, internal audits, and independent testing as part of our comprehensive compliance review.

### Reputational Risk

We have a low appetite for reputational risk, as the banking business is anchored on trust. To protect our good name and strengthen our brand, we adhere to a Reputational Risk Management Framework, which helps us identify emerging issues, and proactively manage them before they escalate to unmanageable levels.

We understand that reputational risk emerges as a byproduct of other risks, thus, we manage this alongside other risks. We conduct self-assessments and evaluate if certain failures, such as errors in operations or the implementation of new products and services could lead to reputational issues even before they happen. If such issues should arise, we continuously monitor the resolution of these incidents and their impact on the Bank’s image and manage these risks across the group.

### Strategic Risk

The Bank reviews and develops its business plan every year. This gives direction to the activities that we want to grow, maintain, or minimize. However, we are aware that the environment will not always be as we envisioned, and, thus, we are constantly on the lookout for opportunities for strategic actions and for challenges to our plans. We manage strategic risks through careful identification and assessment of risks, regular monitoring of performance and exposures, and prompt action when needed.

### Contagion Risk

Any member of the Metrobank Group could influence the financial stability of the entire Group. To mitigate this risk we established robust policies, limits, structures, and monitoring of controls in dealing with related party transactions (RPTs), Directors, Officers, Stockholders, and Related Interests (DOSRI), and SAAs.

Environmental and Social Risk

Environmental and Social (E&S) risk represents potential impacts to an organization arising from physical hazards brought by climate change as well as the consequences and costs of transitioning to a more carbon conscious economy. Conversely, E&S risk includes the potential impact by an organization to the environment and society due to poor E&S governance. Failure to effectively manage E&S issues can lead to financial, legal, reputational, compliance, and regulatory consequences.

We integrate Environment and Social Risk Management (ESRM) into corporate governance, risk frameworks, and strategic objectives in alignment with prevailing regulatory guidelines. These include the BSP Circular 1085 (Sustainable Finance Framework), BSP Circular 1128 (Environment and Social Risk Management Framework), BSP Circular 1149 (Guidelines on the Integration of Sustainability Principles in Investment Activities of Banks), BSP Circular 1187 (Philippine Sustainable Finance Taxonomy Guidelines), SEC Memorandum Circular no. 4, series of 2019 (Sustainability Reporting Guidelines), and other related issuances. The Bank ensures adherence to directives from other key regulatory agencies such as the Department of Environment and Natural Resources, the Department of Labor and Employment, the Department of Energy, and the National Privacy Commission. These regulatory frameworks collectively guide the identification, management, and monitoring of E&S risks across lending and investment activities, as well as within operational processes.

Metrobank’s sustainability strategy is anchored on three principles: Do No Harm, Do Good, and Do More. These principles guide risk mitigation efforts, ensure that we rationalize exposure to high-risk sectors, support transition for industries with significant environmental footprint, and

accelerate the growth of our sustainable finance portfolio. The Bank maintains a low tolerance for E&S risks that could result in material financial, legal, or reputational consequences. We actively monitor both current and emerging E&S risks across lending and investment functions. The ESRM framework is designed to ensure that risks are systematically identified, assessed, and managed in alignment with global best practices and national sustainability roadmaps. We employ a multi-layered risk monitoring approach, ensuring risk exposures are continuously assessed and reported to key internal and external stakeholder. E&S risks are tracked through quarterly risk reports, which provide insights into industry trends, regulatory developments, and emerging climate-related financial risks.

We integrate E&S risk assessments into our credit evaluation process, assessing alignment of borrowers to sustainability principles. Borrowers operating in high-risk sectors are closely monitored, while also enforcing an exclusion list to avoid businesses engaged in environmentally and socially harmful activities such as illegal deforestation, human rights violations, and projects that threaten biodiversity or leads to displacement. We also embed E&S considerations into operational risk management, incorporating tools such as due diligence measures, risk assessments, and business continuity plans. The accelerating impact of climate change is recognized in disaster preparedness strategies, building the Bank’s long-term resilience. To reinforce its commitment to responsible operations, Metrobank has implemented complementary resource management initiatives, including transitioning to renewable energy, adopting energy-efficient technologies, and ensuring compliance to environmental regulations.

Ensuring Risk Compliance

RSK, along with our specialized units, diligently reports the identified risks to our senior management and the Board through the ROC. This ensures that all risks are managed and accepted within the risk appetite approved by the Board.

Risk Area	Sample Risk Exposure Indicators
1. Credit Risk	Non-Performing Loans (NPL), Past Due/Items in Litigation (PD/ITL), Expected Credit Loss (ECL), Internal Credit Risk Rating, and Watchlist Migration
2. Market Risk	Value-at-Risk (VaR), Profit & Loss (P&L), position, sensitivity, and tenor limits
3. Operational Risk	Key Performance Indicators (KPI), Key Risk Indicators (KRI), Risk Incident Reports (RIR), Risk and Control Self-Assessment results (RCSA), Disaster Risk Assessment (DRA), and Business Impact Analysis (BIA)
4. Credit Concentration Risk	Large exposure share, industry and country share, Herfindahl-Hirschman Index (HHI), Single Borrower’s Limit (SBL), and Real Estate (RE) limit
5. Interest Rate Risk in the Banking Book (IRRBB)	Interest rate repricing gap (IRRG), Earnings-at-Risk (EaR), Delta Economic Value of Equity (EVE)
6. Liquidity Risk	Maximum Cumulative Outflow (MCO), funding utilization, funding concentration, Liquidity Coverage Ratio (LCR), and Net Stable Funding Ratio (NSFR)
7. Cybersecurity Risk	Various KPIs & KRIs
8. Compliance Risk (including Money Laundering)	Compliance testing, penalties, BSP Report of Examination (ROE), Anti-Money Laundering (AML) reports (e.g., Suspicious Transaction Reports [STR], Covered Transaction Reports [CTR], and red flag reports), Internal audit reports
9. Reputational Risk	Social media listening and customer complaints
10. Environmental and Social Risk	Exposure report related to outstanding balances to closely monitored sectors (account-level) and high-medium-low E&S risk sectors (portfolio-level)
11. Strategic Risk	Scenario analysis and ICAAP runs
12. Contagion Risk	Stock price movements and intragroup exposures, and ICAAP runs



In PHP millions	Consolidated		Parent Company	
	2024	2023	2024	2023
Tier 1 Capital	385,656	355,786	374,941	345,921
CET1 Capital	385,656	355,786	374,941	345,921
Less: Required Deductions	39,257	33,739	109,469	101,304
Net Tier 1 Capital	346,399	322,047	265,472	244,616
Tier 2 Capital	16,096	15,532	13,035	12,724
Total Qualifying Capital	362,495	337,579	278,508	257,340
Credit Risk-Weighted Assets	1,875,154	1,550,881	1,582,671	1,296,218
Market Risk-Weighted Assets	93,631	106,231	81,064	91,609
Operational Risk-Weighted Assets	204,508	189,471	168,262	152,223
Total Risk-Weighted Assets	2,173,294	1,846,583	1,831,997	1,540,049
CET1 Ratio	15.94%	17.44%	14.49%	15.88%
Tier 1 Capital Ratio	15.94%	17.44%	14.49%	15.88%
Total Capital Adequacy Ratio	16.68%	18.28%	15.20%	16.71%

## Maintaining capital adequacy

We manage our capital by complying with regulatory capital requirements on per entity and consolidated basis and maintain healthy capital ratios to support our business and maximize shareholders’ value.

We oversee our consolidated capital structure and adjust it based on shifts in economic conditions and changes in risk factors. Through a solid Capital Planning Process, we start by defining our Strategic Plan and setting clear objectives. We then translate these plans into financial forecasts and actions aligned with our expected risk profile and capital

needs and assess the adequacy of our capital based on the identified risk profile and available capital. The Controllershship Group generates actual capital ratios which are reported regularly to the ROC. We set in place early warning indicators that may signal capital usage beyond what we can handle.

As prescribed by Section X190.5 and Part VIII of Appendix 63b of the Manual of Regulation for Banks (MORB), we reported to the BSP the pertinent risk and capital measures for Metrobank and its subsidiaries. The following data were as of December 31, 2023 and 2024:

## Internal Audit

Our Board-created Internal Audit Group (IAG) is responsible for providing the board and management with independent, risk-based, and objective assurance, advice, and insight which strengthens the Bank’s ability to create, protect, and sustain our organizational value. Its functions are defined by the Board-level Audit Committee.

IAG is committed to drive and deliver outcomes by conforming with the Global Internal Audit Standards (GIAS), and guided by the Internal Control-Integrated Framework of the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and the Control Objectives for Information and Related Technology (COBIT). IAG ensures fulfillment of its Group supervision role over the internal audit functions of its covered subsidiaries and affiliates, such as Philippine Savings Bank, Metropolitan Bank (China), Ltd., and First Metro Investment Corporation, in the same manner it periodically reports its overall standing against its plan and objectives to the Internal Audit Division of GT Capital Holdings, Inc.

Based on its independent evaluation and assessment, the IAG periodically apprises the Board through the Audit Committee, Senior Management, and key stakeholders on the adequacy, efficiency, and effectiveness of the organization’s internal control, risk management, and governance systems in the context of current and potential future risks.

Headed by the Chief Audit Executive, the IAG reports directly to the Board through the Audit Committee. To fulfill its mission and achieve its objectives, IAG has unrestricted access to organizational records, documents, properties, and personnel. Internal Auditors have no direct responsibility or involvement in any of the Bank’s operating activities. Internal Audit has established mechanisms to ensure that audit

teams are competent, capable, and action-driven, with their skills continuously upgraded relevant to new business developments.

IAG evaluates critical business areas and continuously enhances its audit scope and approaches to ensure comprehensive coverage, including capturing emerging risks. When it conducts its activities, it highlights three important areas: governance, risk ownership and mitigation, and oversight through proactive monitoring and assessment.

IAG collaborates closely with other control units, internal assurance providers (e.g., Controllershship Group, Risk Management Group, Enterprise Fraud Management Division, Compliance Division, and Anti-Money Laundering Division, etc.), and Risk Managers so it can comprehensively identify, review, and monitor risks. IAG also actively communicates these impacts to risk owners so they can proactively manage and mitigate such risks.

In conducting its internal audits, IAG adapts to the changing business landscape and continues to find innovative ways to protect and enhance the Bank’s value. In 2024, IAG continued to drive its transformative journey by adopting an integrated approach in the setting of priorities, closely coordinating with Management and other control units of the Bank in identifying top risks and areas of critical concern, and aligning focus objectives as well as strategic direction with that of the enterprise. In pursuit of the Bank’s drive towards excellence and to achieve its set transition goals, IAG elevated the value of internal audit activities by amplifying risk awareness and mitigation efforts and strengthening the coordination and proactive engagement with Senior Management. These initiatives have enabled IAG to deliver on its core mission and to take the next steps in realizing new efficiencies.

# Audit Committee Report to the Board of Directors

As set forth in the Board-approved Committee Charter, the primary role and key responsibility of the Audit Committee is to assist the Board of Directors in fulfilling its statutory and fiduciary responsibilities, as well as protecting the value and interests of shareholders, through providing an effective oversight of the internal and external audit functions; and ensuring transparency and proper reporting, compliance with internal policies and regulations, and maintenance of adequate and effective internal control system that is designed to provide reasonable assurance in areas such as financial reporting, risk management, governance and operational execution, including safeguarding of physical and information assets.

The Audit Committee is composed of three qualified non-executive members duly appointed by the Board of Directors, with two of its members as independent directors including the Chairperson. All Committee members have relevant background and experiences, and possess appropriate knowledge and skills necessary in carrying out their functions. The directors also hold membership positions in other Board-level Committees of the Bank, through which they are apprised of developments in other areas and are able to provide advice on risk taking and management activities.

In 2024, the Audit Committee held a total of 12 regular meetings and one special meeting. Each committee meeting was attended by the Chief Audit Executive to present the strategic plans and focus areas, including any revisions or updates thereto; to report on the progress or results of audit activities, and highlight the significant issues arising from audit reviews and investigations, as well as the committed actions of the Management and impact of the implemented audit recommendations to the organization; to provide an overall assessment on the adequacy and effectiveness of the Bank’s governance, risk management and internal control; and to periodically attest to the independence and objectivity of auditors as well as the quality of the internal audit function. The Chief Risk Officer, Controller, and key Management Officers, and External Auditor attended relevant sessions and provided pertinent information.

The Audit Committee kept the Board of Directors regularly informed of the results of audit activities and recommendations. The Chairman of the Committee had duly performed the Committee’s main responsibility to apprise the Board of Directors as to the soundness of the Bank’s internal control and risk management system over financial reporting, compliance and operational matters, as well as audit-related activities, and reported the identified areas requiring actions and improvements. It also met with all other independent and non-executive Board members, together with the External Auditor, and the Heads of Internal Audit, Risk Management and Compliance Functions at a special meeting without the presence of any Senior Executives, and discussed the identified critical risk areas and the impact of emerging technologies and Environment, Social and Governance developments along with the Management action plans and commitments to appropriately address these risks, and the IA strategies and efforts to evaluate the solutions and controls put in place by the Management to monitor and mitigate exposures driven by the evolving risk landscape.

The Committee completed the regular work program for the year 2024 and effectively performed its core duties and oversight function on the following areas:

- 1. **Financial Reporting and Disclosure:** Performed effective oversight over the Bank’s financial reporting process/ system and disclosure controls. Evaluated adequacy and effectiveness of the Bank’s accounting policies; assessed proper implementation of financial management controls; ensured that the reporting process and disclosure requirements are in compliance with applicable accounting standards and regulations; and, recommended necessary improvements and determined appropriateness of corrective actions taken by the Management.

The Audit Committee reviewed and discussed with Management and the External Auditor the results of audit of the financial statements and related disclosures for the year ended December 31, 2024, and reported the same to the Board of Directors for approval.

- 2. **Risk Management and Internal Controls:** Evaluated the Bank’s risk management techniques and results thereof, and the internal control policies and procedures, systems, and processes through the audit assessment results derived from the focused testing on priority risk areas, particularly controls on fraud prevention, anti-money laundering and terrorist financing, information security/data privacy, cybersecurity, and business disruption. The Audit Committee continued the proactive engagement and involvement of Management in assessing adequacy of process control designs and effectiveness of implementation of control procedures, as well as in ensuring timely resolution of audit observations and recommendations, effectively conveying the culture of risk awareness and ownership within the organization.
- 3. **Regulatory Compliance:** Assessed the effectiveness of governance functions which provided oversight on the Bank’s compliance with legal and regulatory requirements, including establishment and monitoring of whistleblowing policy and processes, as promulgated by the Bangko Sentral ng Pilipinas and other regulatory government agencies.

The Audit Committee has performed the required review of its Charter to ensure that it is updated, aligned with peers, and compliant with regulatory changes and recommended best practice. The Committee also conducted an annual self-assessment to evaluate their performances against the requirements of the Charter.

- 4. **Management and Internal Audit:** Confirmed the effectiveness and quality of the internal audit function, including audit services and activities provided to Bank’s subsidiaries and associates. Among the oversight activities performed by the Committee for the internal audit function are the following: (i) reviewed and approved the risk assessment framework and the annual audit plan, including subsequent revisions and adjustments throughout the year; (ii) ensured adequacy of scope and activities, and monitored accomplishments and plan completion to provide basis for the overall audit conclusion; (iii) reviewed the Internal Audit charter and noted the enhancements in the audit policies and manual, and supervised its implementation; (iv) reviewed the audit reports received on a regular basis to assess the overall condition of the Bank’s internal control system; (v) discussed significant matters with Senior Management, as necessary, and evaluated timeliness of resolution of control weaknesses and compliance issues; (vi) recommended enhancements in the audit processes for continuous improvement; and, (vii) evaluated the performance of the Chief Audit Executive.

The Committee ensured that the internal audit function has maintained its independence throughout the year, has adequate expertise and competent resources, and has appropriate authority to effectively discharge its duties and achieve its goals and objectives to add value and deliver quality output to the organization. The Audit Committee continuously extends support and guidance to the Internal Audit Group as it navigates further through its journey towards the full implementation of the end-to-end process audit approach.

- 5. **External Audit:** Exercised effective oversight of external audit function as the Committee assessed and approved the reappointment of SyCip Gorres Velayo & Co. (SGV), as the Bank’s external auditor for 2024; ensured the external auditor’s independence and objectivity for both assurance and non-assurance services rendered to the controlled entities of the Bank; discussed and agreed to the terms of the audit engagement, services, and fees; reviewed and approved all non-audit services and related fees to ensure that there is no conflict to independence; reviewed and approved the audit engagement plan, approach and scope of work; assessed the quality of work performed through the review of the results of audit and recommendations in the External Auditor’s Management Letter of Observations/Comments, and the action plans of Management on reported observations, including monitoring of disposition and status of corrective actions.

Based on the Committee’s accomplishments, representation from the Bank Management, External Auditor’s unqualified opinion on the financial statements, and the Chief Audit Executive’s overall satisfactory assessment on the adequacy and effectiveness of the Bank’s internal controls, risk management, and governance processes, the Audit Committee concludes that the business risks and emerging threats are effectively identified, measured and managed.

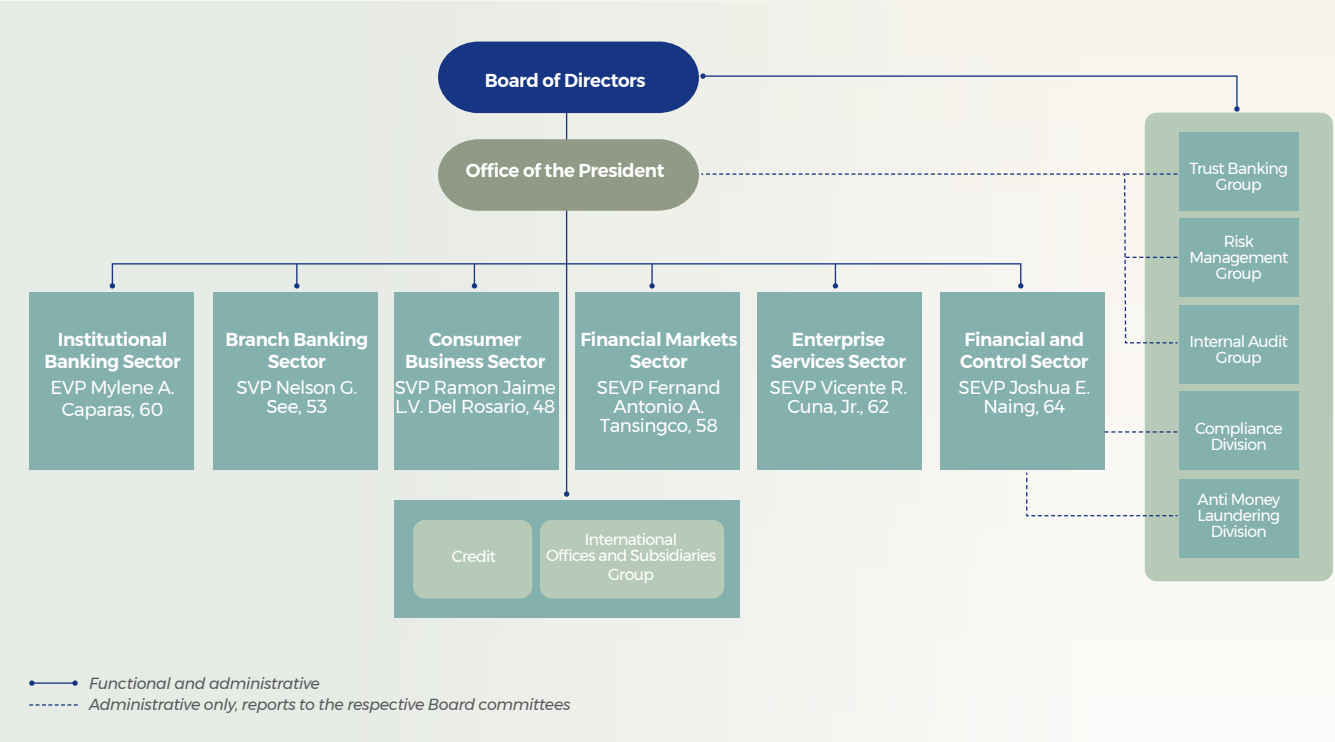
(Sgd.) Edgar O. Chua  
Chairman

(Sgd.) Solomon S. Cua  
Member

(Sgd.) Angelica H. Lavares  
Member



# Organizational Structure



# 2024 Sustainability Report

## Progress with Purpose



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## 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:

Email:  
[sustainability@metrobank.com.ph](mailto:sustainability@metrobank.com.ph)



# 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.

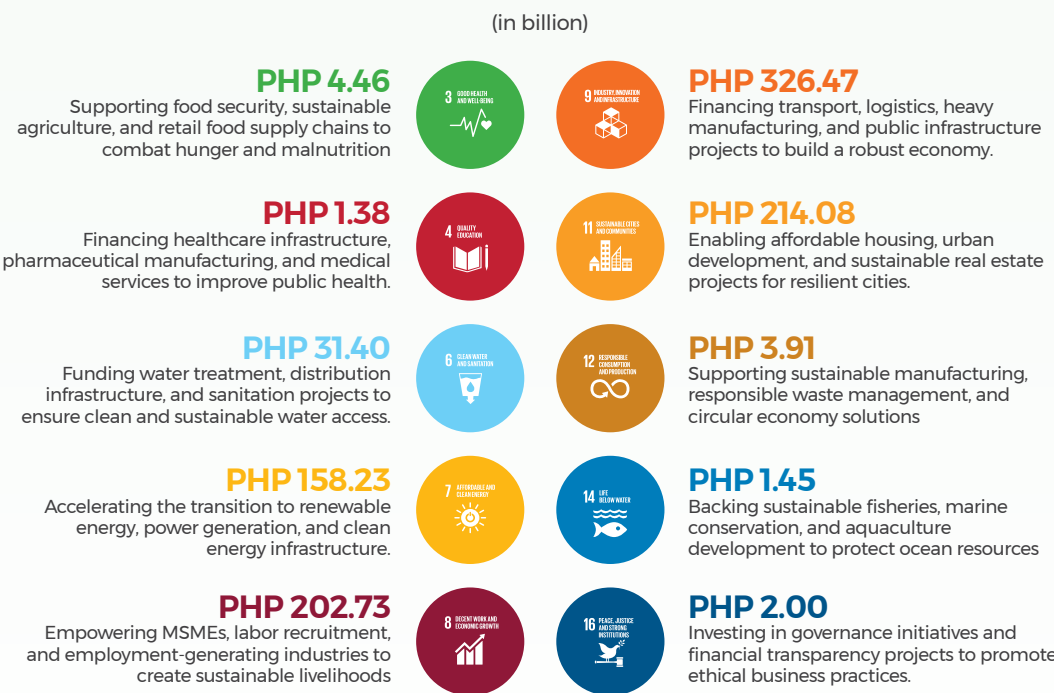
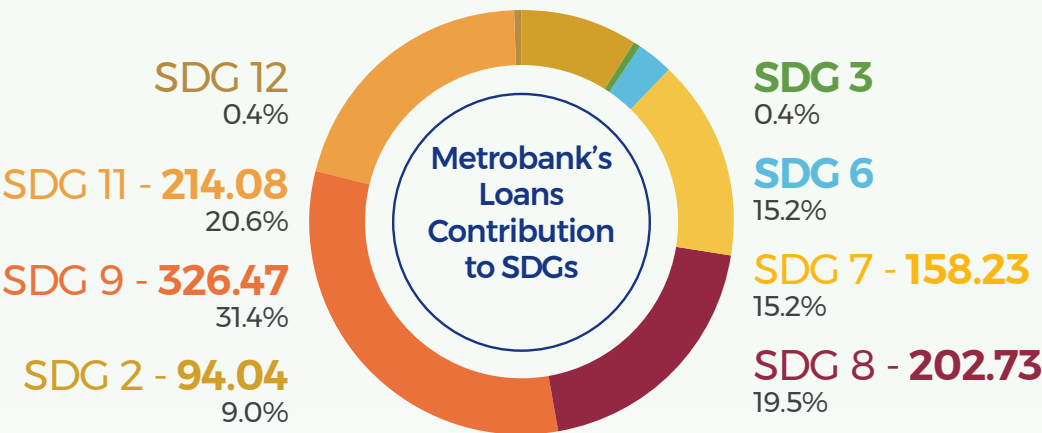
Facility	Sector	Project Description	Financing Type	Amount Mobilized (PHP)	Sustainability Impact	Alignment with SDGs
ACEN Green Loan	Renewable Energy	Supporting the expansion and development for the Phase 2 of the Palauig Solar Project in Zambales	Green Loan	4.5 billion (MBTC financed this term loan)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

**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.





# 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

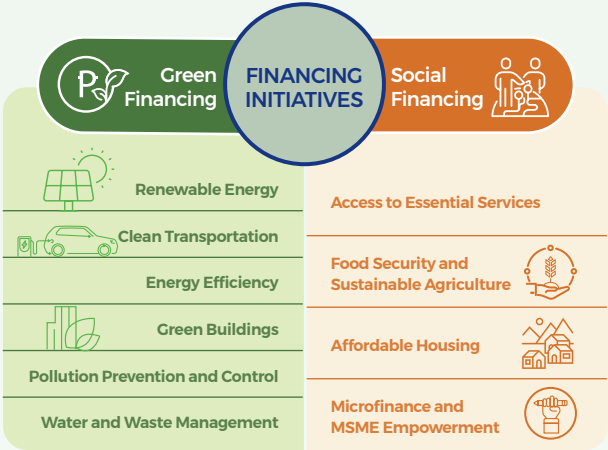
Philippine Sustainable Finance Taxonomy. The SEC Memorandum Circular no. 4 Series of 2019 complements this with sustainability reporting guidelines for publicly-listed companies, aligned with international standards, while national roadmaps reinforces climate-responsive economic growth.

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

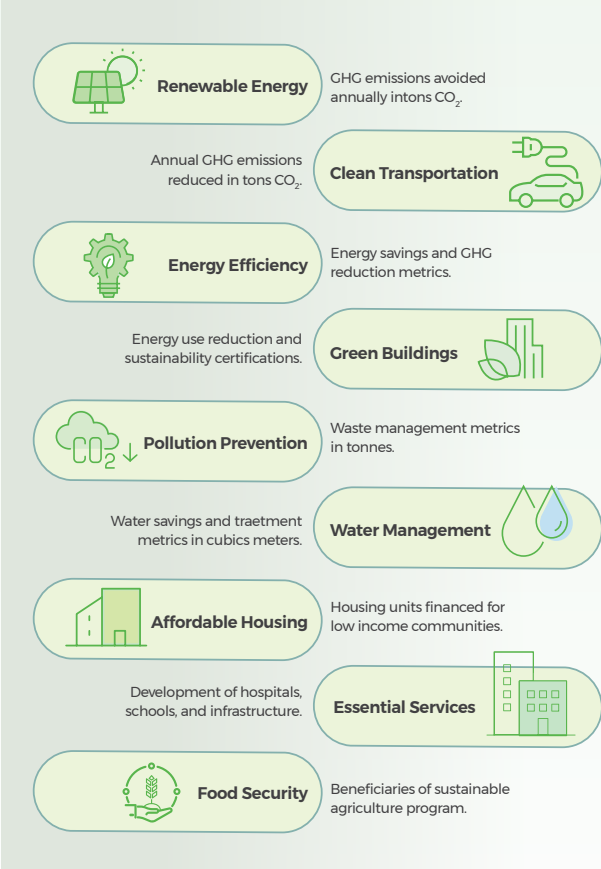
We are committed to ensuring full transparency in how we allocate funds. To track our progress, we measure impact through key sustainability indicators, ensuring that every peso we invest creates measurable, positive change.



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:
• <b>Renewable Energy</b> - Supporting solar, wind, hydro, geothermal, bioenergy, and waste-to-energy projects	• <b>Access to Essential Services</b> - Supporting public infrastructure, education, and healthcare expansion
• <b>Clean Transportation</b> - Funding electric public transport, EV charging infrastructure, and green mobility solutions	• <b>Food Security and Sustainable Agriculture</b> - Investing in climate-smart farming, sustainable food supply chains, and agricultural resilience
• <b>Energy Efficiency</b> - Investing in smart-grid systems, energy-efficient solutions, and sustainable industrial processes	• <b>Affordable Housing</b> - Providing low-income housing finance, social housing, and community development
• <b>Green Buildings</b> - Financing sustainable real estate projects that meet BERDE, LEED, EDGE, and BREEAM certifications	• <b>Microfinance and MSME Empowerment</b> - Enabling women entrepreneurs, social enterprises, and small businesses through inclusive financing programs
• <b>Pollution Prevention and Control</b> - Enabling carbon capture technologies, industrial waste reduction, and air quality improvements	
• <b>Water and Waste Management</b> - Expanding wastewater treatment, water conservation, and waste recycling programs	

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.

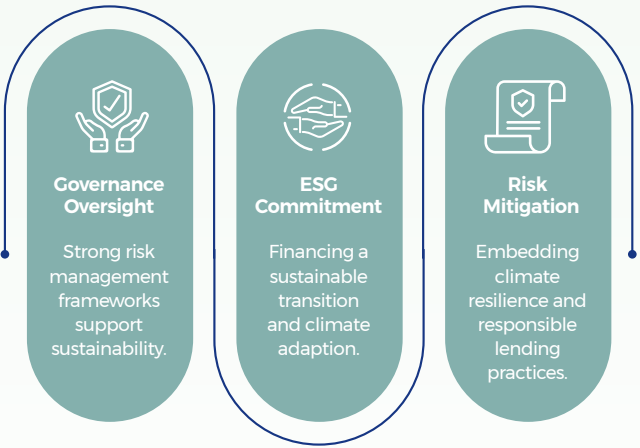
- **Sector-Specific Monitoring** – We evaluate climate-sensitive industries (e.g., energy, agriculture) and sectors with heightened social risk exposure (e.g., supply chain-dependent businesses).
- **Integration into Credit and Investment Decisions** – Borrowers and investment counterparties undergo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

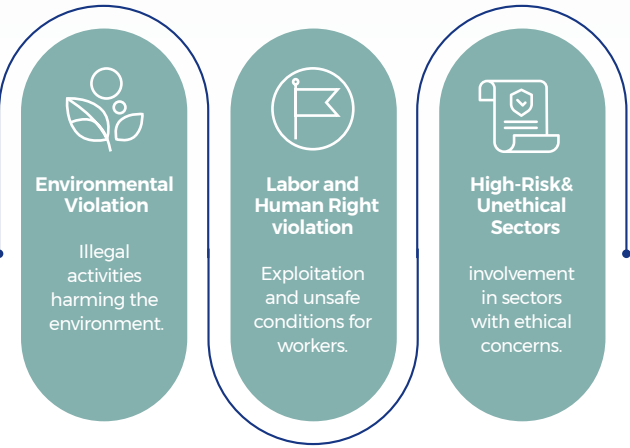


Metrobank has identified certain types of business relationships that are either directly prohibited by law or pose risks to life, the environment, and societal well-being. We take a precautionary approach to environmental and social risks in our lending and investment activities, ensuring that we will 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:



The 5 Focus Areas	UN Target	Initiatives	Performance
<div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> <div></div>	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	• 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
		Contribution of Parent Bank and Subsidiaries to the UN Sustainable Development Goals	• 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
	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation	Economic Value Generated and Distributed	• PHP 182.3 billion economic value generated of which PHP 162.2 billion was distributed to key stakeholders
	8.3 Support productive activities, decent job creation, entrepreneurship, creativity and innovation through access to financial services	Facilitating Access to Financial Resources	• USD10.02 billion remittance value facilitated
	8.9 Promote sustainable tourism that creates jobs and promotes local culture and products	Contribution of Commercial Loans to SDGs	• PHP 6.8 billion in commercial loans to support tourism
		Supporting Community Development	• 960 branches and 2,372 ATMs and CAMs nationwide and 29 foreign branches, subsidiaries, and representative offices
	8.10 Encourage and expand access to banking, insurance and financial services for all	Scale of Operations	• Presence in 8 out of the 9 poorest provinces in the country
		Countryside Banking	• 100 international remittance partners;
		Remittances	• 11,933 families aided during super typhoons and flash floods
		Financial Literacy	• 2 Metrobank educational online platforms - Earnest and Wealth Insights • Over 600 financial education-related events with an audience of over 58,000 through Metrobank and FMIC Group

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>
		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>
	9.3 Increase access of small-scale industrial and other enterprises to financial services and integrate them into value chains and markets	Spending on Local Suppliers  Support for SMEs	<ul style="list-style-type: none"> <li>• PHP 7.8 billion spending on local suppliers and service providers</li> <li>• 2.2% of our total portfolio is linked to SME financing</li> <li>• PHP 158.2 billion in commercial loans to support electric power generation, transmission, distribution, and other energy sector activities</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  Economic Value Generated and Distributed	<ul style="list-style-type: none"> <li>• PHP 34.4 billion in loans to support micro, small, and medium enterprises</li> <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
Customers or Clients	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
Employees	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
Suppliers	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
Investors	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
Regulators	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
Community (MBFI Engagement)	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
Assessment Bodies	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.







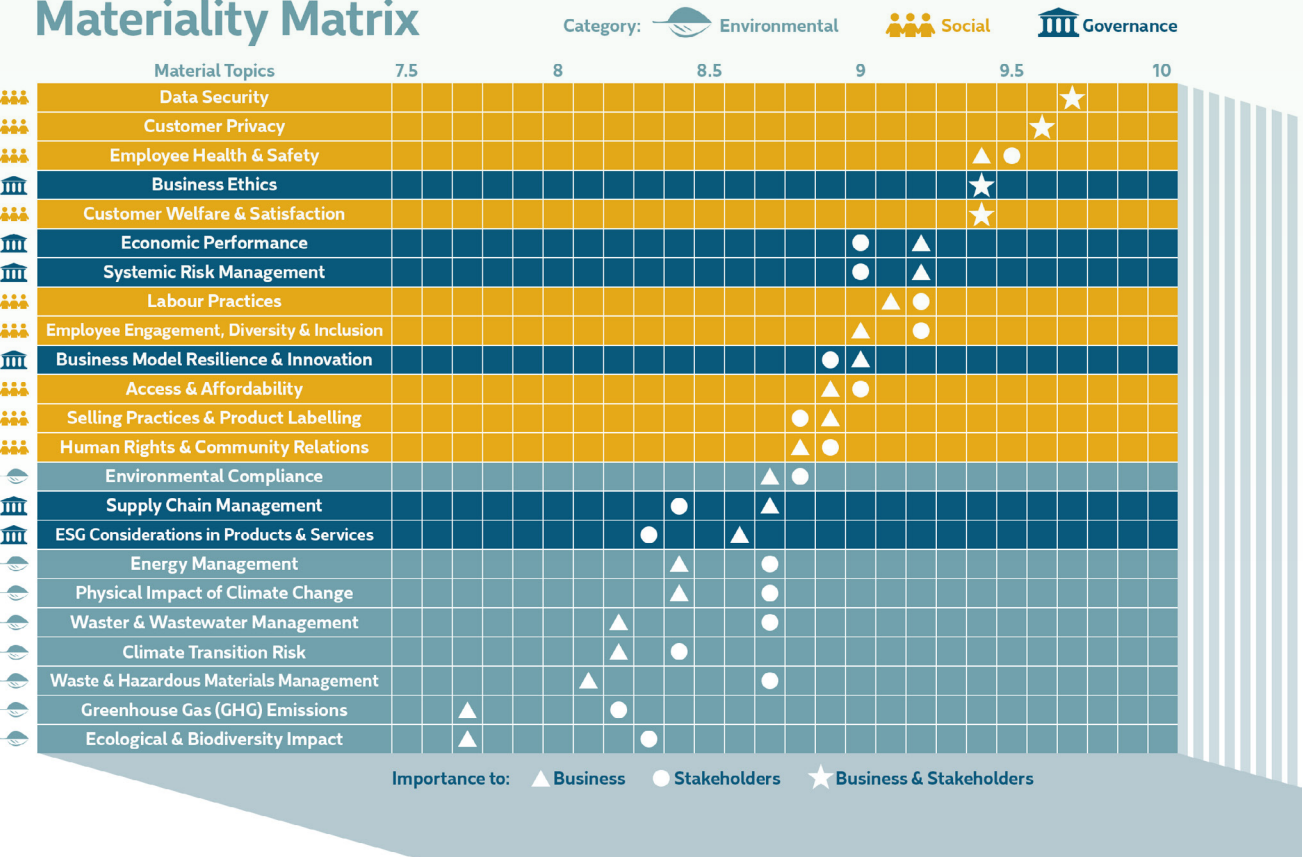
\* Physical Impact of Climate Change falls under Systemic Risk Management as it poses material risks to operations, infrastructure, and business continuity.

# 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.

## 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
	21,686	27,711

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

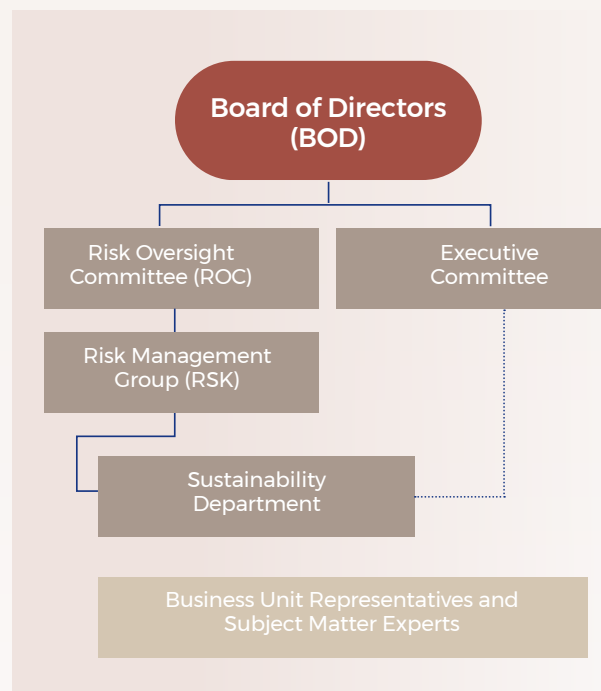
At Metrobank, we recognize that environmental degradation and climate change pose significant systemic risks that can impact financial stability, disrupt businesses, and create long-term economic vulnerabilities. The increasing frequency of extreme weather events, resource depletion, and shifting regulatory 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.

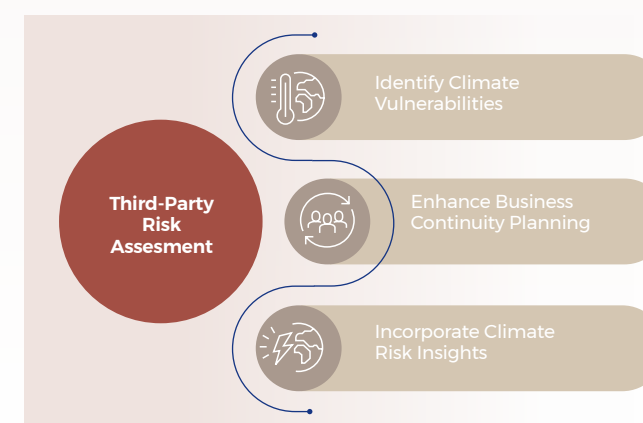
- Regulatory Compliance – Our ESRM policies are continuously updated to meet evolving local and global regulations.
- Enterprise-Wide Risk Monitoring – Sustainability risks are integrated into strategic planning, credit assessments, and operational risk monitoring.
- Business Continuity Planning and 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

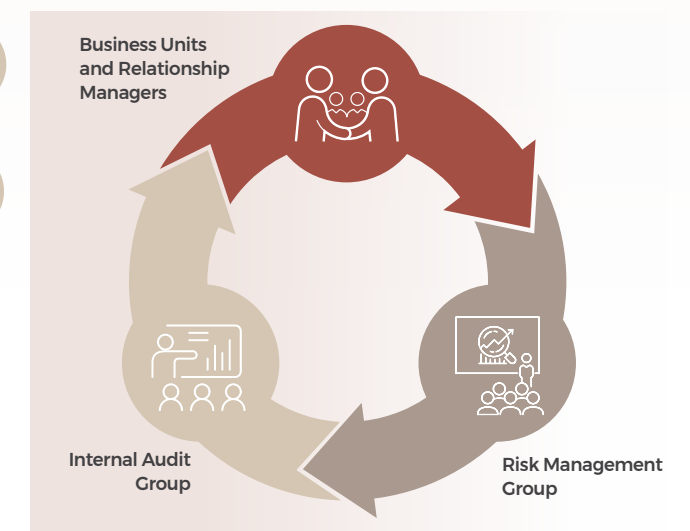
- Conduct initial E&S risk assessments for borrowers, ensuring compliance with Metrobank's sustainability policies.
- Apply due diligence frameworks to screen borrowers based on climate impact, sectoral vulnerabilities, and sustainability alignment.

### 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
Climate Physical Risks	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>
Climate Transition Risks	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>
Biodiversity and Nature Risks	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>
Social Risks	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 Betters 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	
Supplies	<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>
Retail	<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>
Commercial	<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.

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.

## 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



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

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

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

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 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.

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.

**Financial Education**

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.

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**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.

- 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
<b>Cash Dispensing Issues as Issuer</b> Instances where no cash or less than the requested amount was dispensed during transactions.	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.
<b>InstaPay Transactions</b> Issues related to fund transfers, including delays or unsuccessful transactions.	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.
<b>Cash Dispensing Issues (On-Us Transactions)</b> Cases where customers experienced incomplete or failed withdrawals at Metrobank ATMs.	<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

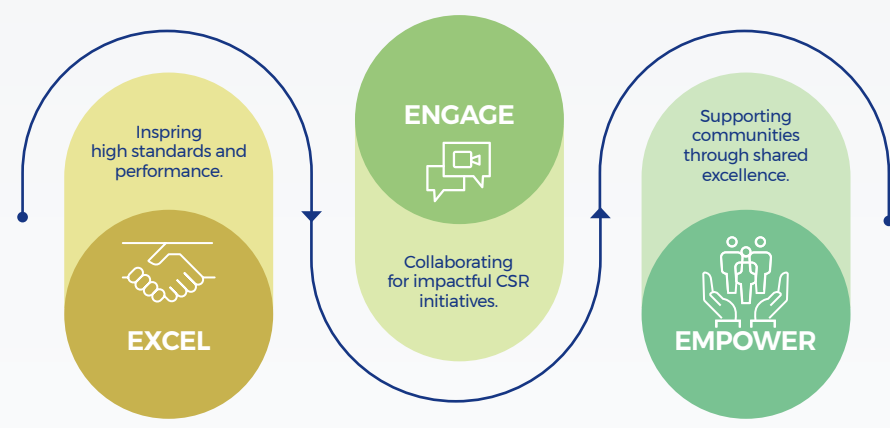
MBFI has a longstanding legacy of social responsibility deeply rooted in the vision of its founder, the late Dr. George SK Ty. Established on January 8, 1979, MBFI embodies Dr. Ty's conviction that "leadership in business implies leadership in community service"—the more successful the corporation is, 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.

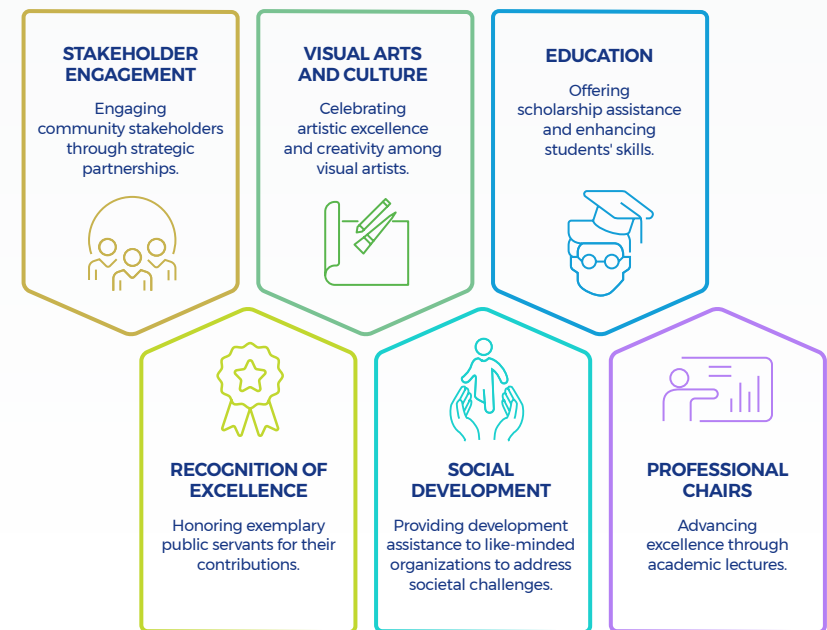
Our approach in implementing CSR programs and beneficiaries is both thoughtful and data-driven. We target sectors where our impact can be most profound—ranging from excellence recognition and arts and culture to education, health, social development, poverty alleviation, and disaster risk reduction. 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.



- **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:



# Impact Unleashed: MBFI’s Spectrum of Community Action

Category	Action	2024 Results	UN SDG
Engaging Communities/ Stakeholder Engagement	<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>	<p><b>SDG 17:</b> Partnerships for the Goals (Strengthening collaborations with institutions)</p>
Recognition of Excellence	<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>
Visual Arts and Culture	<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>	<p><b>SDG 11:</b> Sustainable Cities and Communities (Cultural preservation and artistic excellence)</p>
Social Development	<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
Education	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)
Professional Chair Lectures	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
COMMUNICATION <i>Leaders as Communicators</i>	People Manager Guide and Learning Sessions	Equip managers to influence every employee touchpoint.
	Group-Wide Engagement	Open platforms for company-wide communication.
	Small Group Interactions	Spaces for discussions and team bonding.
	Individual Conversations	Direct dialogues for feedback and growth.
EXECUTION EXCELLENCE	Group-Wide Engagement	Ensuring a seamless Day 1 experience for new hires.
EMPOWERMENT AND ACCOUNTABILITY <i>Manager-Led Onboarding</i>	Metrobank GO (Guided Onboarding)	Online toolkit to help managers facilitate onboarding and integration.
REWARDS AND RECOGNITION <i>Recognition Rich</i>	Metrobanker Central Recognition Badges	Digital commendation system for employee achievements.
	Total Rewards Roadshows	Employee benefits orientation sessions.

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

## 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.

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%
Total Recipients*	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.						

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

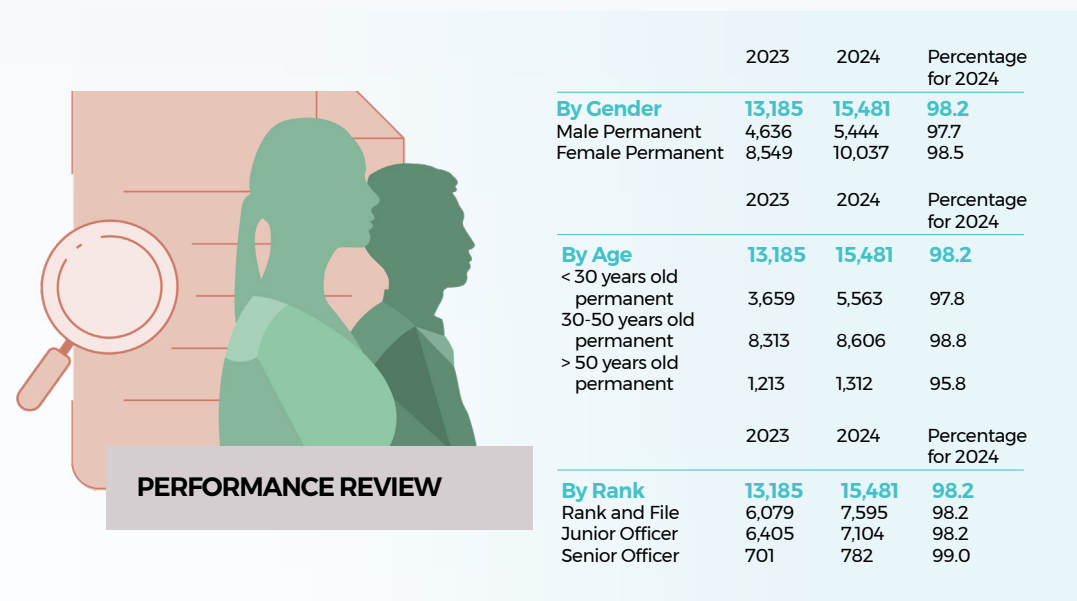
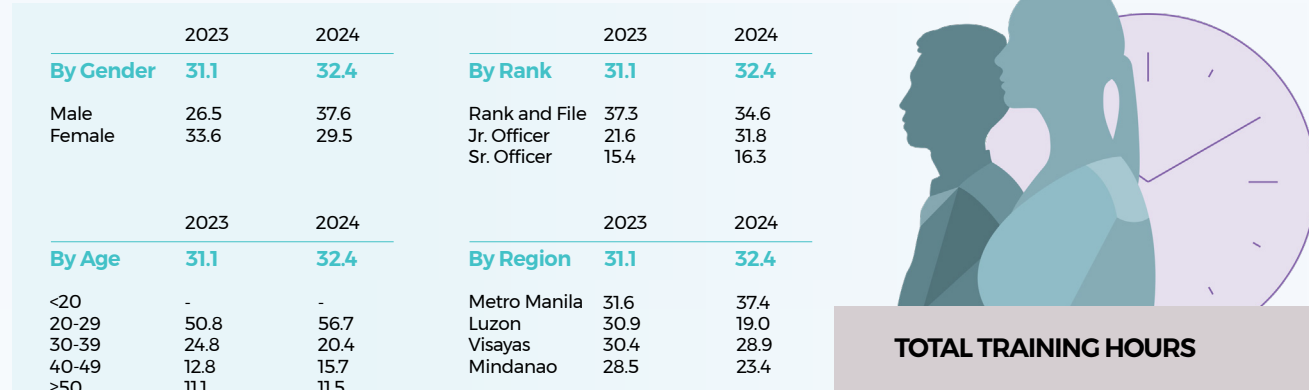
Identifying and developing high-performing and high-potential talent remains a priority. Through Talent Reviews, we assess and nurture individuals with the potential to take on greater responsibilities. Our 360-degree assessment tool plays a key role in evaluating successors, ensuring they are prepared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



## 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

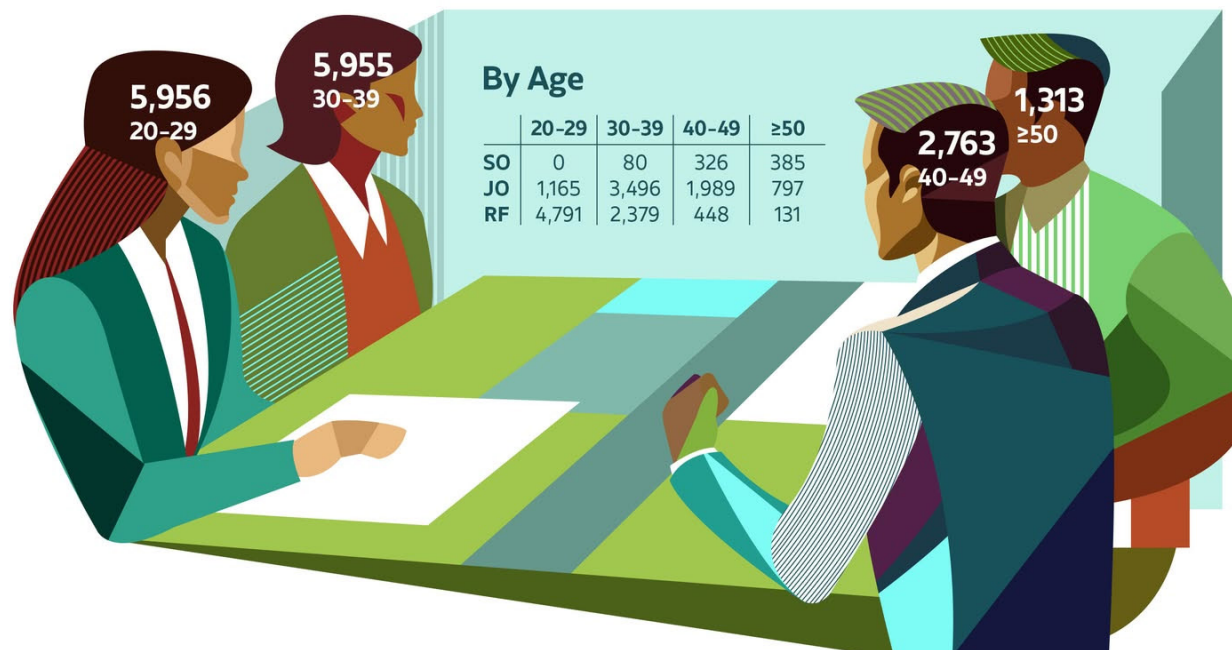
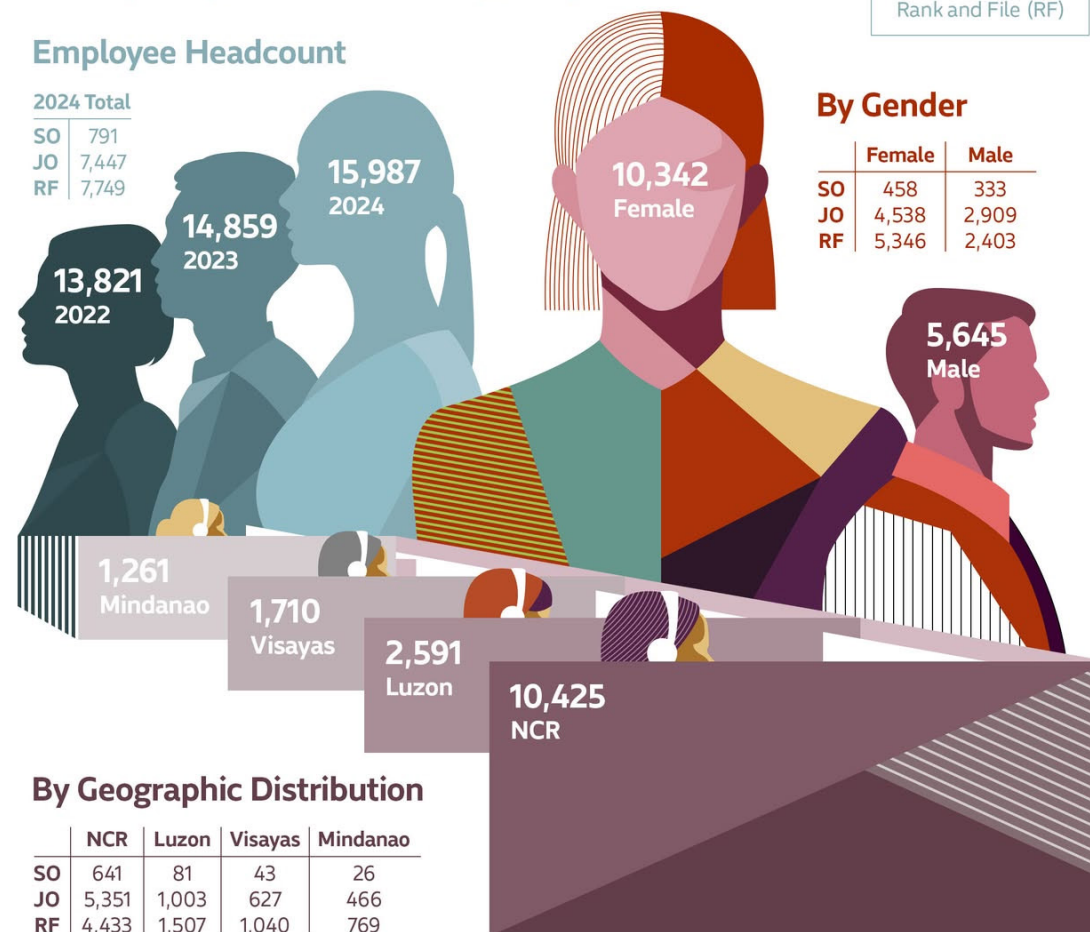
reinforces our commitment to being a progressive, forward-thinking institution in today's evolving financial landscape.

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

### Employee Headcount

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

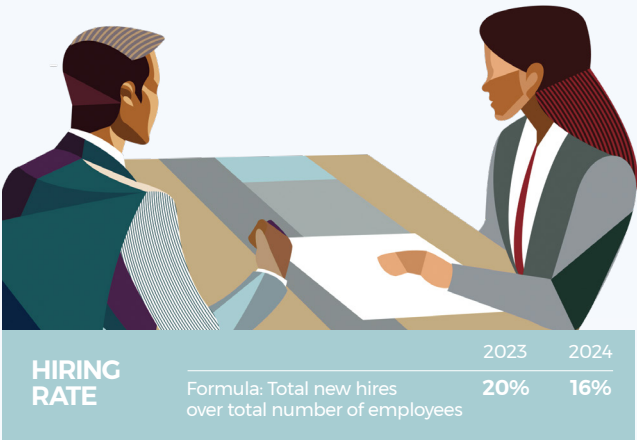




New Employee Hires Profile by Gender Distribution						
Year	Gender	Rank				Percentage
2024		SO	JO	RF	Total	
	Male	14	413	578	1,005	38%
	Female	23	362	1,247	1,632	62%
	Total	37	775	1,825	2,637	100%
2023						
	Male	19	316	689	1,024	35%
	Female	19	319	1,604	1,942	65%
	Total	38	635	2,293	2,966	100%

New Employee Hires Profile by Age Distribution							
Year	Rank	Age					
2024		<20	20-29	30-39	40-49	≥ 50	Total
	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%



Contractual Employees	2023	2024
By Gender		
Male	1,710	2,015
Female	418	572
Total	2,128	2,587
By Age		
≤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	
Total	2,128	
By Region		
Metro Manila	1,406	1,786
Luzon	350	388
Visayas	231	251
Mindanao	141	162
Total	2,128	2,587

## 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
Percentage of women in rank-and-file positions	68%	69%
Total no. of positions	7,378	7,749
Total no. of women	5,051	5,346
Percentage of women in junior officer positions	62%	61%
Total no. of positions	7,378	7,749
Total no. of women	5,051	5,346
Percentage of women in junior officer positions	62%	61%
Total no. of positions	704	791
Total no. of women	393	458

Employees who are solo parents	2023	2024
Solo Parents	151	154
Male	13	11
Female	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>

### Talent Attraction and Retention

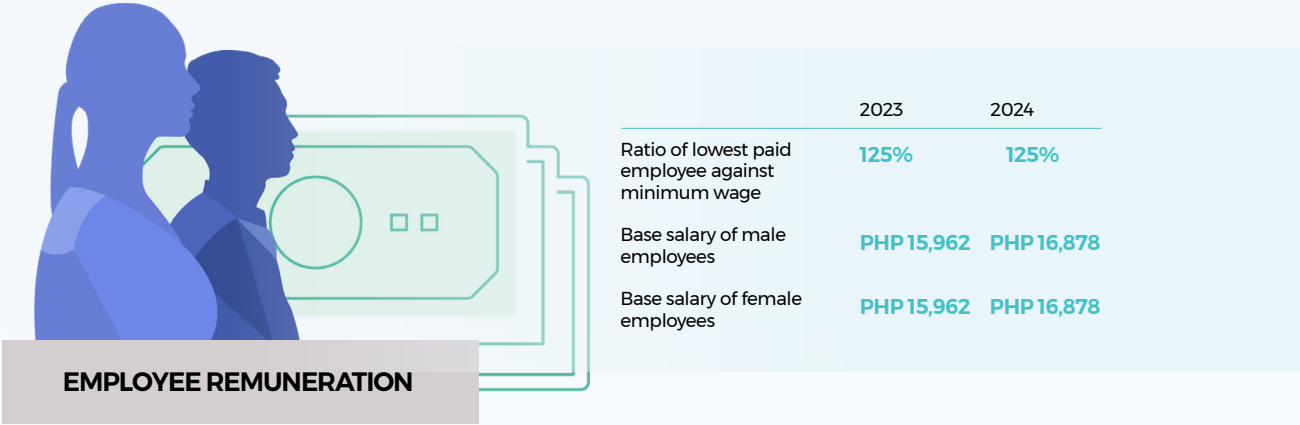
Our success starts with our people—their growth, satisfaction, and commitment elevate everything we do. We stay focused on bringing in the right talent while creating a workplace that inspires and empowers our team to thrive. Ensuring equal opportunities is a key part of this commitment, including maintaining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

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



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

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
Percentage of total permanent employees covered by CBA	81%	85%

### 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.

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
Total	3,495	7,251

# 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
TOTAL	266	21,608	15,389

## 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



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Chairman



Francisco C. Sebastian  
Vice Chairman



Fabian S. Dee  
President



Jose Vicente L. Alde  
Director



Angelica H. Lavares  
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Juan Miguel L. Escaler  
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Philip G. Soliven  
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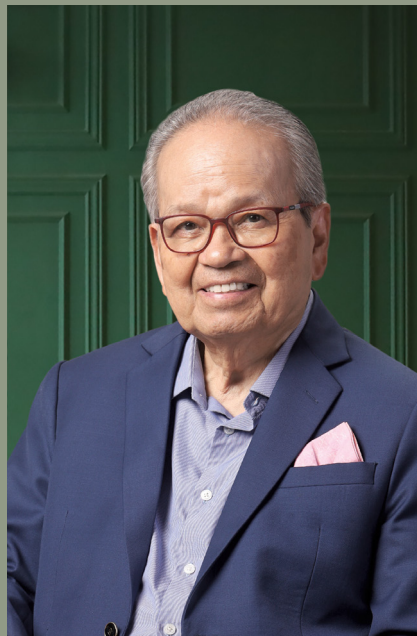
Edgar O. Chua  
Independent Director



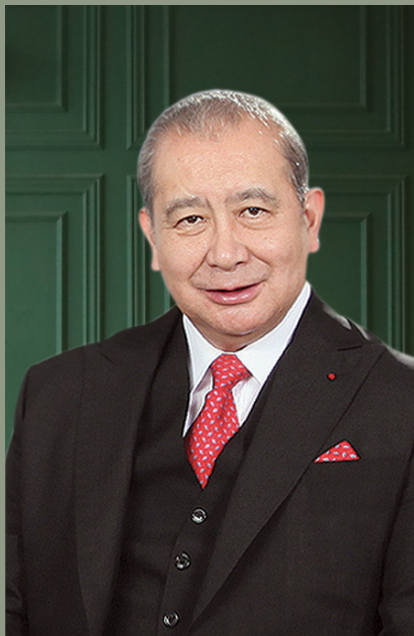
Marcelo C. Fernando, Jr.  
Independent Director



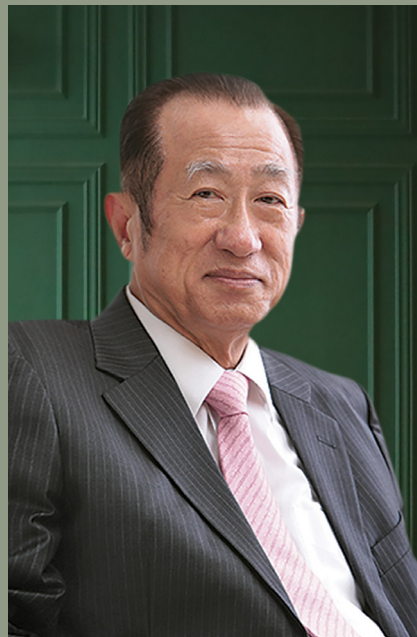
# Senior Advisers



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. Tansingco  
*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  
President 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

# Senior Officers

## FIRST VICE PRESIDENT

Abes, Kathryn Francis B.  
Abueg, Alona A.  
Ajero, Penelope D.  
Ajos, Jay Nazarene Christene A.  
Alcantara, Jose Miguel Paolo F.  
Andaya, Rowel S.  
Anonas, Ana Maria Flora M.  
Antonio, Leilani Anacleta F.  
Arjonillo, Carolina K.  
Asuncion, Ma. Agnes Celestina A.  
Barlis, Armand B.  
Beltran, Ma. Jizzelle Lee M.  
Bernardo, Melanie M.  
Bulatao, Ralph Paul R.  
Cabral, Emmanuel R.  
Capilli, Judy Grace D.  
Centena, Mia S.  
Chan, Marie Chorie Candice R.  
Chua, Jonathan Aldric C.  
Chua, Cristina C.  
Chua, Claudine U.  
Cocabo, Jinnah E.  
Concepcion, Crisanto M.  
Cruz, Dennis Ryan V.  
De Los Reyes, Jonas R.  
De Paz, Ma. Cecilia B.  
De Vera, Rosanna F.  
Dela Cruz, Jon Sherbert G.  
Domingo, Jean Pauline P.  
Esguerra, Nicanor, Jr. P.  
Fang, Kurt Ellyson C.  
Faustino, Joseph S.  
Gabaldon, Ma. Cristina B.  
Gan, Grace P.  
Garcia, Jose Ramon C.  
Gatuslao, GERALYN Q.  
Gloriani, Emelita A.  
Go, Maria Elena R.  
Imperial, Ryan O.  
Jimenez, Pamela I.  
Lamzon, Ken Brian P.  
Legaspi, Elizabeth D.  
Legaspi, Elizabeth D.  
Leh, Paul Terence T.  
Lim, William C.  
Lindo, Ely Roy B.  
Lo, Christy T.  
Lomigo, Happy Mar S.  
Lu, John Christopher C.  
Madrid, Maricel L.  
Malagar, Kathryn Kay T.  
Mangaban, Neliza B.  
Mapa, Juan Placido, III T.  
Marcelo, Kim S.  
Mendez, Diana Lou N.  
Mercado, Elmer K.  
Mozo, Michelle Anne G.  
Navarro, Mary Grace L.  
Ng, Natalie T.  
Ochoa, Marie Antoinette M.  
Olanon, Minda Claver A.  
Ong, Maria Rita Purificacion V.  
Panlilio, Janella Marie R.  
Pascioles Jr., Arnulfo B.  
Pasimio, Mikael Angelo S.  
Peña, Jideo V.  
Pilares, Karina R.  
Plofino, Jose Caesar B.  
Portugal, Jocelyn Joy Y.  
Que, Winny S.  
Reyes, Maria Cristine D.  
Rivera, Teddy D.  
Salazar, Robert Manuel B.  
Samson, Melissa Marie L.  
Sia, Cherie S.  
Siapatco, Ma. Dolores L.  
Simbulan, Mylene S.  
Sio, Midel A.  
Siochi, Reynaldo C.  
Siriban, Cynthia P.  
Sy, Sheryll Jane G.  
Tan, Jennifer G.  
Tan, Tiffany L.  
Tan, John Paul V.  
Tatel, Jay S.  
Tobias, Benigno C.  
Tolentino, Lorna Y.  
Trinidad, Maria Elena Z.  
Ty, Zandra M.  
Uyboco, Mercedes Desiree P.  
Velez, Ma Christina A.  
Villegas, Cynthia G.  
Wong, Jay S.  
Ypil, Charito N.

Yuseco, Noel Peter Z.

Zamora, Ruben L.

## VICE PRESIDENT

Abarintos, Edda Rea C.  
Abesamis, Jose Mari C.  
Abril, Edsel E.  
Agbuya, Jerwin M.  
Aguilar, Niña Feren A.  
Alcuaz, Alfonso Ismael A.  
Alday, Jarold S.  
Alincastre Jr., Celso Manuel G.  
Alonso, Ma. Rosario S.  
Ang, Michelle U.  
Angeles, Myrra Grace R.  
Año, Anna Lissa C.  
Antonio, Rodolfo E.  
Antonio-Salvador, Maria Virna G.  
Anunciacion, Dante P.  
Aquino, Jose Miguel S.  
Aquino, Christopher Ryan P.  
Arenas, Celina A.  
Atacador, Adrian V.  
Awa Jr., Renato V.  
Bala, Robert F.  
Baltazar, Airah S.  
Banaad, Annagraziela S.  
Bandali, Al-Jalil B.  
Bandong, Angela Juvy C.  
Bantilan, Bernal S.  
Banzon, Melissa P.  
Baylon, Jenny O.  
Beltran, Miguel Paolo L.  
Bernabe, Laarni D.  
Bernas, Ruby Rosa O.  
Bilasano, Jasmin S.  
Bilbao, Thomas Wilfrido R.  
Cabaero, Claro B.  
Caillao, Antonio D.  
Cal Ortiz, Ritchilda H.  
Calderon, Estela S.  
Canicula, Jazzele R.  
Castro, Miriniza C.  
Catral, Shalene T.  
Cheng, Elsinore Camille Y.  
Chua, Helen C.  
Chua, Cybin A.  
Co, Agnes C.  
Cobankiat, Reuben Rinaldi Y.  
Concepcion, Ivy Lovelle L.  
Concepcion, Paul John T.  
Corpus, Cristopher D.  
Cruz, Darius M.  
Cuenca, Lirio Luna D.  
Cuizon, Ronald A.  
Cumigad, Edward D.  
Curato, Raymond D.  
Curso III, Vicente B.  
Cuyugan, Ruth C.  
David, Joseph C.  
Dayco, Cynthia S.  
De Dios, Maria Yvonne Khristine S.  
De Guzman Ion Edmond A.  
De Jesus, Bernard Jan T.  
De Leon, Bernard M.  
De Vera, Dinna B.  
Dela Cruz, Margaretha Luz C.  
Delizo, Ricardo S.  
Delos Santos, Ma. Victoria D.  
Diaz De Rivera, Micael Andrei B.  
Dimatatac, Wivina R.  
Dy, Dennis U.  
Enriquez, Albert T.  
Estacio, David Ignacio C.  
Fabroa, Ferdinand Franklin E.  
Fabul, Monette A.  
Fandino, Kathryn S.  
Fantilaga, Elmo F.  
Ferrer, Joanne O.  
Florendo, Eugenia A.  
Gaffud, Geraldine G.  
Gamier, Laurence Cloyd G.  
Geronimo, Alizzabeth O.  
Gloria, Arthur Robert C.  
Go, Michael  
Gonzales, Iris B.  
Gonzalez, Ma. Christina M.  
Gregorio, Arleen Gay L.  
Grey, Bianca Denise J.  
Guanzo Jr., Eduardo Miguel H.  
Guino, Frances Lea C.  
Henson, Juan Marco S.  
Hernandez, Maria Zarah C.  
Herradura, Renalita L.  
Icban, Ma. Theresa V.

Javellana Jr., Wellington M.  
Javier, Shahlena G.  
Jayme, Johann Therese L.  
Jose, Dino R.  
Kaamiño, Francis Joseph P.  
Ko, John Oliver T.  
Lagman, Andro Jose M.  
Lai, Cristine G.  
Lampong, Annsille G. Dadula  
Lao, Nathaniel A.  
Lao, Karen D.  
Lasala, Maria Celeste F.  
Laudico, Laurence John D.  
Lazo, Macrina P.  
Leonardo, Carilla S.  
Leung, Ramir M.  
Liam, Cherrie Belle Y.  
Lim, Jasmin T.  
Lim, Steve Robertson L.  
Lim, Walter C.  
Limpin, Irmimo Noel R.  
Lipana, Jaclyn Faith C.  
Liwanag, Fina Victoria S.  
Lopez, Pamela Kristine L.  
Macallan, Anne Kristen Y.  
Madlangbayan, Reyni D.  
Manahan, Fernan Dayson C.  
Manansala, Fernando Jose T.  
Maño, Irene Cecilia P.  
Mapa, Nicholas Antonio T.  
Marquez, Nadja Cecilia R.  
Medina, Augusto, Jr. G.  
Mendoza, Juan Carlo N.  
Mercado, Ace Le Art A.  
Muñoz, Antonio T.  
Narciso, Paolo Angelo Q.  
Naval, Michael R.  
Navarrete, Nikki Rose A.  
Ngo, Ma. Victoria G.  
Nucum, Amabelle D.  
Opulencia, Jose Lorenzo S.  
Oquendo, Rommel T.  
Pador, Flossie Mae G.  
Pagatpat, Audrey R.  
Panlilio, Helen A.  
Panogan, Hrothgar M.  
Pantangco, Ferdinand P.  
Pecaña, Genevieve C.  
Piansay, Rowena S.  
Plata, Lorelei P.  
Porlas, Christian Nero V.  
Rabuya, Nick Laverne V.  
Ramirez, Christian Patrick B.  
Ramos, Anna Victoria B.  
Resurreccion, Cynthia C.  
Reyes, Ma. Glenda Y.  
Rodriguez, David Lloyd D.  
Rogando, Liezl O.  
Romualdez, Jamie Rose D.  
Rosalin, Orison C.  
Rosario, Bernadette S.  
Rosario, Rolando G.  
Roxas, Anna Sylvia E.  
Roxas, Eriberto Pedro Antonio C.  
Ruiz, Cynthia G.  
Saldua, Josephine A.  
Salientes, Rodolfo J.  
Samaniego, Chad Aaron R.  
Santos, Saul, III A.  
Santos, Vanessa Grace Y.  
Sierra, Diana O.  
Silva, Nonette D.  
Singanon, Sophia Monica G.  
Sioson, Michelle Odette D.  
Siy, Vida Jordana C.  
Sowry, Maria Theresa Z.  
Soyangco, James A.  
Suarez, Maria Victoria A.  
Suarez, Mary Grace B.  
Tan, Catherine C.  
Tan, Edgar Rey S.  
Tan, Edward Eli B.  
Tan, Mary Janet S.  
Tan, Andrew S.  
Tan, Mark Benedict C.  
Tan, Wilmer T.  
Tan, Pinky Marissa Y.  
Terrobas, Carlsten A.  
Tom, Albert Arnold A.  
Trinidad Jr., Madison P.  
Tuason, Maria Angelica D.  
Tuazon, Raymond R.  
Umali, Claudine Marie Magdalene D.  
Uy, Archie L.  
Valeriano, Ma. Michelle S.

Valerio, Tricia H.  
Varquez, Esther Tan.  
Villegas, Karina B.  
Wong Charlene U.  
Yabut, Mark Dexter D.  
Yap, Francisco P.  
Yap, Jose Conrado Ildefonso R.  
Yatco - Lopez, Beatrice C.  
Yee, Mary Ruth Frances M.  
Yee, Michael B.  
Yu, Jasmin E.

## SENIOR ASSISTANT VICE PRESIDENT

De Pano, Emma R.  
Eusebio, Ivan Drieter D.  
Gabriel, Michael R.  
Navarrete, Albert Roy D.  
Zablan, Elvira S.

## ASSISTANT VICE PRESIDENT

Abao, Maria Julianne Love S.  
Acoba, Thessaly Fay P.  
Agcaoili, Roger P.  
Agena, Allan Austin L.  
Aggarao, Kathleen E.  
Aguiero, Johanna M.  
Aguilar, Angelito F.  
Aguirre, Earl Andrew A.  
Alba, Venus N.  
Alcala, Rowena S.  
Alcantara, Anthony O.  
Alfonso, Ramon Luis J.  
Alipio, Alexander C.  
Alisla, Ninfa T.  
Almaida, Nora Digna L.  
Alteza, Trajan Galeirio F.  
Alvarado, Arlene P.  
Alvero, Raemond Andre S.  
Amador, Mary Anne A.  
Amantillo, Maria Concepcion A.  
Ang, Maria Jennifer P.  
Angeles, Cheryl L.  
Angeles, Ma. Cecilia E.  
Año, Joneil F.  
Antonio, Maria Fatima Michelle V.  
Aquino, Roland Raphael A.  
Arce, Marjorie R.  
Arceo, Melanny Rose Y.  
Arcusa, Dante C.  
Ardina, Ian Carlo C.  
Artificio, Grace D.  
Artillaga, Higino, Jr. S.  
Aspiras, Earl Darren D.  
Avila, Michael R.  
Ayala, Cecile Vida Marie S.  
Bagang, Frederick C.  
Bahinting, Rachel Y.  
Balagot, Ysabel Lourdes N.  
Ballicud, Ma. Carmencita D.  
Banaag, Maria Erlene S.  
Bancaso, Charmie F.  
Barbara, Marvin T.  
Barrocan, Maryjean D.  
Basconcillo, Priscilla S.  
Bauca, Joylyn G.  
Bautista, Mila Victoria H.  
Bautista, Licanuel Carlo O.  
Bayongan, Evelyn B.  
Beraña, Mary Grace D.  
Bermejo, Claire S.  
Sierra, Diana O.  
Bertulfo, Jinalyn R.  
Biyo, Alma D.  
Boado, Jenyffer O.  
Boncodin, Ronaldo C.  
Bongao, Ramon Luis V.  
Borabo, Buenafe Arlene L.  
Briones, Irene B.  
Buisan, Maria Lina D.  
Bulatao, Pia Rosal D.  
Cabigan, Anselmo, Jr. S.  
Cabrera, Mary Net D.  
Cachapero, Mary Christine C.  
Cahulogan, Albert A.  
Calabio, January P.  
Calonzo, Andrew C.  
Calpo, Edward Raymond J.  
Calungsud, Julliene N.  
Camitan, Angelie B.  
Cañarejo, Maxima U.  
Candelaria, Liv Ivy Lane P.  
Canlas, Ma Eliza C.  
Canlas, Christian M.  
Cano, Emeline S.  
Capule, Alma Christine A.

Carag, Placido A.  
Cardillo, Hernando S.  
Cardona, Laura Twinkle T.  
Carpio, Daryl L.  
Casalo, Janice Anne E.  
Castillo, Teodoro  
Castillo, Marbie Ann V.  
Castillo, Cynthia B.  
Castro III, Alfredo Noelle P.  
Castro Jr., Rexallen B.  
Castro, Christopher S.  
Castro, Geneva B.  
Castro, Jared Pocholo Q.  
Casyao, Rizalito H.  
Catalan, Michelle A.  
Causapin, Christopher Ray O.  
Cava, Lea Joycelyn E.  
Cayanran, Alvin T.  
Cecilia Jr., Jaime A.  
Celo, Jessica C.  
Centeno, Rhea B.  
Chan, Policarpio S.  
Chang, Ma. Rhozerny M.  
Chia, Caroline C.  
Chin, Bituin V.  
Chio, Abigail Lily C.  
Chiong, Jacqueline M.  
Chiu, Stefanie G.  
Chiu, Phery Y.  
Chow, Jennifer S.  
Chu, Cherry Joy S.  
Chua, Martin Brian N.  
Chua, Alvin U.  
Clemente, Marifel R.  
Co, Hazeline Y.  
Comia, Arnel P.  
Concepcion, Amabelle R.  
Corda, Edgar Alexander B.  
Cordero, Carlo Antonio C.  
Cordova, Lynn C.  
Conista, Ana Veronica V.  
Cortes, Emmanuel P.  
Cortez, Jesusa M.  
Cosico, Avigail B.  
Cosiquien, Avril A.  
Cruz, Priscilla B.  
Cruz, Marissa A.  
Cruz, Jesus G.  
Cruz Jr., Roberto M.  
Cucio, Annaliza B.  
David, Maria Cristina B.  
De Belen, Rosario R.  
De Borja, Arlene D.  
De Castro, Dijoanna M.  
De Castro, Ma. Theresa N.  
De Guia, Florida L.  
De Guzman, Heidi V.  
De Jesus, Elizabeth M.  
De La Riente, Kent D.  
De Leon, Joseph Eric V.  
De Ramos, Dino A.  
De Roxas-Cudiamat, Mary June Aissa M.  
Dee, Dino G.  
Del Mundo, Jennifer G.  
Del Rosario, Ma. Celina D.  
Dela Cruz, Julius Brian H.  
Dela Cruz, Grazel G.  
Delloro, Michelle V.  
Deza, Perlita Libertine P.  
Dimaguila, Theresa G.  
Dinglasan, Clarissa C.  
Dizon, Mervin S.  
Domingo, Editha P.  
Dumlao, Ruigi Ethon V.  
Duque, Rey L.  
Durendez, Rafael D.  
Dy, Maria Christine S.  
Dy, Liza M.  
Ebuna, Donna S.  
Ele-Paulino, Maria Felicitas V.  
Emborgo, Charlene V.  
Emralino, Geraldine V.  
Era, Marie Charisse Camille C.  
Escala Jr., Amor A.  
Escalona, Ferdinand C.  
Escutin, Raymond M.  
Espera, Eloisa P.  
Espineda, Marylou V.  
Espinosa, Rocely A.  
Famoso, Wilma Flor R.  
Fedeliño, Johnen P.  
Fermin, Antonia Maribel M.  
Fernandez, Rommel O.  
Figuracion, Maria Concepcion M.

Filipino, Cristina T.  
Flores Jr., Elamor C.  
Flores, Rachel Ann K.  
Fortin, Mariel T.  
Francisco, Charito D.  
Fresnido III, Gregorio B.  
Fuentes, Amiel G.  
Fulgencio, Nea M.  
Gabot, Norman R.  
Gabriel, Eloisa A.  
Galangue, Jill I.  
Galeno, Charo C.  
Garcia, Olivia S.  
Gallardo, Armand Robert T.  
Gallaron, Bobby P.  
Galura, Eva Marie M.  
Gamueda, Cesar N.  
Garchitorea, Andrei Aino J.  
Garcia Jr., Romeo M.  
Garrido, Czarina E.  
Gayeta, Verlina N.  
Gaza, Kristine V.  
Geronimo, Isidro A.  
Go, Pamela C.  
Go, Andrew Michael G.  
Gobaco, Charissa Amor T.  
Goguanco, Ronald P.  
Gomez, James Vincent D.  
Gomez, Paul B.  
Go-Santos, Rachel Erika I.  
Gregorio, Ann Rozainne R.  
Guevara, Ma. Joy P.  
Guiao, Rowena C.  
Guntayon, Florencio B.  
Guzman, John Rommel M.  
Haveria, Melchor F.  
Heceta, Julita Corazon M.  
Hernandez, Vilma I.  
Herrera, Jose Emmanuel K.  
Hilario, Romina C.  
Hiteroza, Alyssa Nichole S.  
Hugo, Ann Soledad A.  
Icban, Mariecris C.  
Ico, Ronaldo D.  
Ignacio, Marietta M.  
Ignacio, Roy B.  
Ila, Niña Preciosa Y.  
Inocencio, Dietrich A.  
Jacinto, Myruh U.  
Jaramillo, Maria Elena R.  
Jardeleza, Roderick T.  
Katigbak, Cristy D.  
Koa, Emily Joy S.  
Kua, Francis W.  
Kua, Sharon B.  
Kua Chun Ming, Kimberly T.  
Lacia, Angelo Fernando L.  
Landrito, Michael Marion D.  
Lariosa III, John Benecer R.  
Larlal, Francis Rene B.  
Laude, Ronald V.  
Ledesma, Rosalie H.  
Lei, Analisa B.  
Leocadio, Khristine Joy S.  
Leviste, Melinda V.  
Leyson, Amelyn O.  
Liceralde, Maria Corazon G.  
Lim, Jennifer H.  
Lim, Anna Lissa S.  
Lim, Arthur D.  
Lim, Jose Luis C.  
Lim, Joseph C.  
Lim Ang, Jennifer K.  
Lipana, Jene Michelle G.  
Lipat, Irene Ann Y.  
Lo, Jesus A.  
Lobendino, Michelle G.  
Lopez, Leonard L.  
Lopez, Jose Antonio Miguel Y.  
Lozada, Nadja C.  
Luna, Hansel R.  
Luzarraga, Myra O.  
Mabagos, Zerubena S.  
Mabalot Jr., Demostenes V.  
Mabunay, Ma. Clarissa S.  
Macabidang, Eloisa S.  
Macalino, Laura Karen Grace P.  
Malan, Joel Julio M.  
Malco, Aileen B.  
Maliwat, John Erwynne B.  
Mamangun, Joseph Lawrence A.  
Manatad, Sonia Grace A.  
Manio, Maria Cristina M.  
Manzano, Ivy Din A.  
Marcelo, Renan P.

Marcos, Maureen Mafe D.  
Mariano, Vicky A.  
Mariano, Marian Louise F.  
Mariano, Jeffrey C.  
Mariano Jr., Ernest Michael L.  
Marica, Alice R.  
Marquez, Pamela Jane M.  
Martin, Strawberry Anne Aubrey B.  
Martin, Rachelle S.  
Mateo, Maricar R.  
Medina, Ethel L.  
Medrano, Myra Liza P.  
Mendoza, Manolo Manolet T.  
Mercado, Jeanette P.  
Mercado, Maureen S.  
Mercado Jr., Nilo Felix G.  
Meriales, Christine Marie M.  
Merillo, Bernadette L.  
Miguel, Marie Antonette R.  
Mir, Marjorie N.  
Miraflor, Jan Patrick O.  
Mirafior, Angeline Mary R.  
Miranda, Jay L.  
Molina, Ma. Jesusa S.  
Molina, Joyce M.  
Montaño, Farah Mae A.  
Morabe, Jose Rey C.  
Moraleja, Pia Corazon M.  
Morales, Elias S.  
Munsayac, Jon Edison M.  
Nabua, Mary Grace P.  
Nadal, Adele Melinda H.  
Naredo, Nerissa Q.  
Nastor, Jofre L.  
Navarro, Don Manolo M.  
Ng, Melanie A.  
Nicdao, Leandro D.  
Nicdao, Ramon P.  
Nieto, Anabel N.  
Nono, Anna G.  
Nuqui, Aurielle Kyle M.  
Oliva, Maria Jonalyn F.  
Oliva, Erwin Lemuel G.  
Orias, Michael Charlie M.  
Ortega, Ma Theresa S.  
Pacis, Sherry Ann S.  
Padilla Jr., Lamberto M.  
Padilla, Rhodora L.  
Padua, Myla S.  
Paez, Donna Marie P.  
Pahati, Ronaldo T.  
Paiso, Elaine B.  
Palacio, Arli Rosvil B.  
Palacios, Pamela L.  
Palma Jr., Rogelio V.  
Palmares, Ma. Agnes L.  
Palomares, Mary Joy G.  
Pantallon, Nikitta Lourdes R.  
Papa, Portia V.  
Paras, Maricel P.  
Pascual, Ruel A.  
Pasquin, Ely P.  
Payoyo, Irving S.  
Pegania, Jacky Lyn A.  
Pelaez, Joseph Eric D.  
Peña, Percival C.  
Perez, Jeannefer D.  
Pineda, Agnes R.  
Pios, Erickson D.  
Platon, Neree Joy A.  
Poblete, Jeanette J.  
Ponce, Anna Katrina Y.  
Ponciano, Lady Marielle S.  
Pongco, Jever Lynn A.  
Porcel, Harold P.  
Prado, Camille C.  
Punsalan, Hyacinth Karen M.  
Punzalan, Cathalina B.  
Puod, Ryan T.  
Quesada, Nencia A.  
Quiñanola, Romberg E.  
Quintero, Bernadette V.  
Ramos, Rowell A.  
Ramos, Meneleo E.  
Ravacio, Marc Richard E.  
Realizan, Janus D.  
Redublo, Jonabel S.  
Regullano, Maria Christina S.  
Relova, Maryrose Catherine B.  
Reyes, Jhayvee C.  
Reyes, Frederick D.  
Reyes, Ma. Kristina Lara S.  
Riantoco, Elmer Fritz G.  
Rigodon, Eugene Celeste M.  
Rillo, Glenn Joseph A.

Rodriguez, Teodlyn A.  
Rodriguez, Ramon Martin F.  
Roque, Maria Emily R.  
Rosario, Kevin Edward A.  
Rosillo, Maria Rowena M.  
Roxas, Shiela Marie P.  
Roxas, Allan B.  
Rubiano, Susanna L.  
Rull, Marycar Y.  
Saavedra, Richard B.  
Salamat, Ma. Cleofe C.  
Salonga, Enmar S.  
Salvador, Amihan R.  
San Agustin, Susan K.  
San Juan, Mark D.  
San Miguel, Rizalina R.  
Sanchez, Irish G.  
Sanchez, Maricel S.  
Sandil, Ricardo L.  
Sangalang, Angelica V.  
Santiago, Maricris M.  
Santos, Gladilyn S.  
Santos, Krislyn H.  
Santos, Jovita C.  
Santos, Ma. Milagros Laureta D.  
Sarmiento, Ricky K.  
Sarte, Jan Vincent C.  
Sayo, Leomel C.  
Sembrano, Jo Anne R.  
Serote, Kharen S.  
Silbayan, Elmer V.  
Silva, Rufina Anabelle V.  
Silverio, Jovell G.  
Sinay, Rosemaria R.  
Sinay, Jeanilyn A.  
Singson, Nancy Yong L.  
Sinque, Caseylyn L.  
Somcio, Alma D.  
Soque, Teodora D.  
Soriano, Maricel C.  
Sorila, Ferdinand M.  
Sumang, Marie Christine P.  
Supan, Rodol C.  
Suplico, Maria Ava Sharone S.  
Sy, Henry Steven T.  
Sy, Janet U.  
Tabella, Jacqueline M.  
Tacuboy, Normandy J.  
Tan, Francis L.  
Tan, Vincent D.  
Tan, Elizabeth T.  
Tating, Donna Marie Eulah J.  
Teodoro, Lady Madonna A.  
Teodoro, Bernadette Z.  
Tipan, Artemio, Jr. C.  
Tiu, Jericho R.  
Torres, Anabelle J.  
Trespalacio, Jevite P.  
Trivifio, Maria Rofelia P.  
Tuason, Geoffrey V.  
Tuazon, Anne Katherine A.  
Tuazon, Diego Louis D.  
Turtal, Larry S.  
Ty, Maria Cristina R.  
Umayam, Jesse B.  
Uy, Renee June T.  
Uy, Mar-Lou P.  
Valdellon, Mary Ann S.  
Valencia, Tito C.  
Valenzuela, Raphael Jose L.  
Valeriano, Matthew Daniel L.  
Vargas, Vito, Jr. T.  
Vasquez Paul Nelson R.  
Velasquez, Anna Marie S.  
Venus, Jan Eric N.  
Verterra, Candice U.  
Villa, Nancy B.  
Villaluz, Paolo Enrique S.  
Villaluz, Rommel B.  
Villanueva, Alvin E.  
Villanueva, Maria Theresa O.  
Villanueva, Imelda R.  
Villanueva, Heidi Liz A.  
Villanueva, Cristina M.  
Villanueva, Marlon L.  
Villones, Nancy B.  
Wong, Grace L.  
Yap, Irene Cheryl B.  
Yap, Glynn Hazel C.  
Ysmael Jr., Ricardo Carlos Eugenio M.  
Yu, Emerson O.  
Yuipeco, Gayseal M.  
Yuson, Innocencio, Jr. Y.  
Zavalla, Marcel Andre C.



# 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
General Disclosures			
GRI 2: General Disclosures 2021	The organization and itsreporting practices		
	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.
	Activities and workers		
	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	
	Governance		
	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.
	Strategy, policies and practices		
	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	
	Stakeholder engagement		
	2-29 Approach to stakeholder engagement	pp. 86-89	
	2-30 Collective bargaining agreements	pp. 136-137	

Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p. 89	
	3-2 List of material topics	p. 90	
Economic performance			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 90-92	
GRI 201: Economic Performance 2016	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.	
GRI 202: Market Presence 2016	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	-	
GRI 207: Tax 2019	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	-	
Business Ethics			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 92-93	
GRI 205: Anti-corruption 2016	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		
GRI 206: Anti-competitive Behavior 2016	206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		
Systemic Risk Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 93-97	
GRI 201: Economic Performance 2016	201-2: Financial implications and other risks and opportunities due to climate change	pp. 93-97	
Business Model Resilience and Innovation			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 98	
Supply Chain Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 98-99	
GRI 204: Procurement Practices 2016	204-1: Proportion of spending on local suppliers	pp. 98-99	
GRI 308: Supplier Environmental Assessment 2016	308-1: New suppliers screened using environmental criteria	pp. 98-99	
	308-2: Negative environmental impacts in the supply chain and actions taken		
GRI 414: Supplier Social Assessment 2016	414-1: New suppliers screened using social criteria		
	414-2: Negative social impacts in the supply chain and actions taken		
ESG Considerations in Products and Services			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 99	
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	No incidents of non-compliance have been reported.	
	417-3: Incidents of non-compliance concerning marketing communications		
Energy Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 100-103	
GRI 302: Energy 2016	302-1: Energy consumption within the organization	pp. 100-103	
	302-2: Energy consumption outside the organization	pp. 100-103	We have not yet collected the necessary data but are working to include this information in future reports.
	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

### 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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