

PASSBOOK TERMS AND CONDITIONS

In these Passbook Terms and Conditions ("Terms"), Metropolitan Bank & Trust Co. is referred to as "Metrobank," "us," "we," "our," or the "Bank." The term "you," "your," or "Accountholder/s" refers to any individual or legal entity that opens a passbook account. This definition likewise covers your heirs, successors, permitted assigns, and authorized representatives. By opening a passbook account, you are deemed to have fully read, understood, and agreed to be bound by these Terms.

1. **THE PASSBOOK.** The passbook is provided solely to help you keep track of your transactions. It does not serve as conclusive evidence of your actual account balance. The official balance shall always be based on the Bank's records, as the passbook may not reflect real-time activities such as online transfers, automatic debits, or other transactions completed through alternative channels, or when the passbook has not been updated. Except in cases of proven fraud, manifest error or gross negligence on the part of the Bank, you agree that the Bank's records shall prevail.

Only entries that are machine-validated or authenticated by authorized Bank personnel are considered valid. You must not write, alter, or make unauthorized markings on the passbook.

You are responsible for safekeeping your passbook to prevent any unauthorized use. Unless the Bank is negligent or commits willful misconduct, we may rely on the presentation of the passbook and any required identification or authorization documents, including a written authorization or special power of attorney, as sufficient authority for the holder of the passbook to transact on your account.

The passbook is non-transferable and remains property of the Bank.

2. **DUTY TO UPDATE AND CLAIM AGAINST ERRONEOUS ENTRY.** As a general rule, you must present your passbook for every deposit or withdrawal transaction and keep it updated. Before leaving our premises after a transaction, review all printed entries and promptly notify us of any errors.
3. **MONITORING OF ACCOUNT BALANCE.** You are responsible for regularly monitoring your account balances and transaction history. If you notice any discrepancies or unauthorized transactions, report them immediately by calling the 24-hour Contact Center at (02) 88-700-700 or 1-800-1888-5775, or by emailing customer care@metrobank.com.ph with "Report on Possible Fraud" as the subject line.

For accurate and complete reconciliation of your transactions, do not rely solely on your passbook. Make use of your Statement of Account (SOA), daily summary advice, and online banking, when available.

You should promptly and carefully review all Statements of Account (SOA) and immediately report any error, discrepancy, or unauthorized transaction to the Bank. For purposes of timely investigation, you should notify us within thirty (30) calendar days from the statement date. You acknowledge that any delay may materially prejudice our ability to investigate, verify the claim, or recover funds due to regulatory record retention limits or third-party constraints.

4. **LOST, STOLEN, OR DAMAGED PASSBOOK.** In case your passbook is lost, stolen, or misplaced, you must immediately notify the Bank by calling the 24-hour Contact Center at (02) 88-700-700 (Metro Manila) or 1-800-1888-5775 (domestic toll-free). You may also visit any Metrobank branch to report the incident. Replacement of a passbook is subject to Bank requirements, approval and applicable fees.
5. **CLOSING OF ACCOUNT.** To close the account, the passbook must be surrendered. However, failure to return the passbook will not prevent the Bank from closing the account and does not give rise to any claim by you or any third party.

6. PRODUCT-SPECIFIC TERMS AND CONDITIONS

6.1. FUN SAVERS CLUB ACCOUNT.

A minor aged 0-17 years old may open this account. Minors who are at least seven (7) years old, able to read and write, and not legally disqualified under P.D. 734 may open a Fun Savers Club account and can

deposit or withdraw on their own. When the minor reaches the age of majority, the account automatically becomes a regular peso or dollar savings account.

ITF ACCOUNTS. Parents or legal guardians may also open an In-Trust-For (ITF) account for a minor or legally incapacitated customer, which shall be under the exclusive control of the parent or guardian who opened the Account until it is converted into a Regular Savings Account following our policies. If the minor or the beneficiary turns 18 years old, the FSC Account will automatically be reclassified into a Regular Savings Account without further notice or required action from the Account holder or us.

FUN SAVERS CLUB FREE PERSONAL ACCIDENT INSURANCE COVERAGE. Any person who opens a Fun Savers Club peso or US dollar savings account may avail of a free personal accident insurance coverage, subject to the terms and conditions of the Philippine Charter Insurance Corporation Personal Accident Insurance Policy issued to the Bank. A copy of this insurance policy is available for inspection, upon reasonable request, at any Bank branch.

6.2. FXCY ACCOUNTS.

The passbook must always be presented for transactions on foreign currency denominated accounts.

HOLDING PERIOD FOR FXCY ACCOUNTS. Deposits made into Foreign Currency (FXCY) accounts shall be subject to a mandatory holding period. It is imposed to comply with regulatory requirements, foreign exchange monitoring and anti-money laundering protocols. Withdrawals, transfers or conversions of FXCY may not be permitted until completion of the holding period. Any request for special handling shall be subject to the Bank's approval. The Bank reserves the right to adjust the holding period in accordance with the changes in regulatory or operational policies.

- 7. ELIGIBILITY.** The opening and maintenance of passbook accounts shall be subject to the Bank's sole discretion and to the Account holder's full compliance with all documentary, identification, and verification requirements prescribed by the Bank and applicable regulations.
- 8. ACCEPTANCE OF OTHER TERMS AND CONDITIONS.** You agree that the passbook account is also governed by the Bank's General Banking Terms and Conditions, the applicable Product Terms and Conditions, and all relevant laws, rules, and regulations, including those issued by the Bangko Sentral ng Pilipinas (BSP).
- 9. PDIC INSURANCE.** Deposits are insured by Philippine Deposit Insurance Corporation up to ₱1 Million per depositor.

Metrobank is regulated by the Bangko Sentral ng Pilipinas <https://www.bsp.gov.ph>