



INNOVATING  
TO LEAD

# About the Theme



Digital technology has been changing the way we do things and the way we do business. Thus, we need to develop new ways of thinking in order to design better products, services, and solutions that address our customers' needs and enrich their banking experience.

For PSBank, doing things innovatively is more than just being different or using technology. It's about having an innovation mindset that ultimately translates to being an exceptional bank for our customers, shareholders, and our employees.

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# About PSBank

Philippine Savings Bank (PSBank), a subsidiary of the Metropolitan Bank & Trust Company (Metrobank), is the country's second largest thrift bank in terms of assets.

## History

On September 26, 1960, PSBank opened as a small neighborhood bank in the historic Plaza Miranda in Quiapo, Manila, formerly the country's commercial hub. After more than half a century, it has grown to serve thousands of Filipinos with its wide selection of products and services available 24/7.

## Business Model

The core business of PSBank is focused on expansion of the consumer business by growing its retail deposit and consumer loans, including small and medium enterprises, through various channels.

## Delivery Channels

The bank has a network of 250 branches and 575 ATMs strategically located nationwide.

In addition, PSBank has been growing its digital ecosystem for its banking services with the aim of making things simple for its customers and enhancing their banking experience at every encounter.

## Innovations

Always at the forefront of innovation, the bank is one of the first to introduce in the Philippines the use of **Cardless Withdrawal**, which allows withdrawal of cash from any PSBank ATM without using an ATM card. Complementing this innovation is the **ATM Lock**, an ATM card security feature that can be accessed via PSBank Online and PSBank Mobile. This enables clients to lock their ATM card and prevent its

unauthorized use in any ATM, Point-of-Sale, or online transaction that requires the card number.

PSBank also pioneered in the local market the **One Touch ID** so customers can quickly access the PSBank Mobile App by just using their registered fingerprint and without keying in a password.

Another innovation is the **PayMe** solution, which allows clients using the PSBank Mobile App to request for money and payments from other app users in a snap.

Other digital banking solutions include the **PSBank Online Loan Application (POLA)** which can be accessed through the PSBank website ([www.psbank.com.ph](http://www.psbank.com.ph)) for borrowers applying for a car or personal loan using their PC or mobile device.



## VISION

To be the country's consumer and retail bank of choice.

## MISSION

- As an INSTITUTION  
To conform to the highest standards of integrity, professionalism and teamwork.
- For our CLIENTS  
To provide superior products and reliable, top-quality services responsive to their banking needs.
- For our EMPLOYEES  
To place a premium on their growth, and nurture an environment of teamwork where outstanding performance is recognized.
- For our SHAREHOLDERS  
To enhance the value of their investments.



## Customer Experience

### CX Asia Excellence Awards

- Silver Award, Best Customer Experience
- Silver Award, Best Customer Experience Team
- Bronze Award, Best Social Media Strategy
- Bronze Award, Best Use of Mobile



## Corporate Governance

### Institute of Corporate Directors

Top-Performing Publicly Listed Company based on the 2017 ASEAN Corporate Governance Scorecard.



## Employee Engagement

### Global HR Excellence Awards

- 2018 Global Best Employer Brand
- Continuous Innovation in HR Strategy at Work



The Award is in recognition of PSBank's exemplary initiatives and practices to become the top-of-mind employer of choice.

### 1<sup>st</sup> Philippines Best Employer Brand Awards

2018 Philippines' Best

Employer Award in recognition of the Bank's effective use of marketing communications in attracting and developing talent as well as in talent retention.

**PHILIPPINES**  
**BEST EMPLOYER BRAND**  
**AWARDS 2018.**

### Workplace by Facebook Award

Best Launch Strategy Award in recognition of PSBank's high adoption rate achievement shortly after rolling out Workplace, the enterprise version of the Facebook platform.



### 2018 Awards Ceremony for BSP Stakeholders

- 2018 Bangko Sentral ng Pilipinas Pagtugon Award
- Finalist, Outstanding PhilPaSS Participant Servicing Customer e-Payments for Thrift Banks
- Finalist, Outstanding Partner for Children's Savings Mobilization

## Marketing and Communications

### 16<sup>th</sup> Philippine Quill Awards

- Quill Award of Merit, PSBank's PayMe situational commercial "Sweldo"
- Quill Award of Merit, PSBank's 2016 Annual Report publication, #WeAreWhereYouAre



### 53<sup>rd</sup> Anvil Awards

- Silver Anvil Award, PSBank's PayMe situational commercial "Sweldo"
- Silver Anvil Award, PSBank's 2016 Annual Report publication, #WeAreWhereYouAre



### 2018 PANAta Awards

Bronze Award in Brand Builder Excellence in Brand Positioning category, PSBank's "Techie" campaign



“

It is better to challenge the status quo as this usually leads to better ways of doing things. By testing the unproven, diving deep in the unspoken, and challenging the unchallenged, we create innovation.

”



## Creating the Innovation Mindset

Growing up, I have always had a probing mind — fascinated by the kind of knowledge that unlocks a window to a whole new world of meaning and understanding. Books were my best friends, and “how to” books that teach me how things work were my favorite of all. This made me embrace an entrepreneurial mindset — one that takes a certain way of thinking, or a new way of approaching challenges and mistakes. Perhaps more than that, it is all about having the knack to find a need, the ability to fill the need, and the tenacity to try and try again.

## Message from the Chairman

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I once said one does not have to reinvent the wheel to become successful in business. As the old adage says, "If it ain't broke, why fix it?" On the other hand, I have come to discover that it is better to challenge the status quo as this usually leads to better ways of doing things. By testing the unproven, diving deep in the unspoken, and challenging the unchallenged, we create innovation.

### The world we live in

It is this kind of mindset that is needed in the current world we live in: an era of disruption characterized by volatility, uncertainty, complexity, and ambiguity or what is now called the "VUCA world." With the rapid spread of digital technologies, the world is becoming one village that is easy to react, easy to be affected, and easy to be infected.

2018 was a watershed year in many respects. While cross-border flows of goods and finance lost momentum, data-driven flows drove global GDP and are even projected to grow exponentially in the next five years due to the digitalization of information, e-commerce, video, communication, and data traffic surges (*Source: McKinsey Global Institute, January 2019 Executive Briefing*).

This was largely driven by growing internet access and connectivity around the world. For the first time ever, more than half of the global population or 4.2 billion are using the internet, and 96% now live within range of a mobile network (*Source: Digital in 2018, We Are Social and Hootsuite*).

In the Philippines, an estimated 67 million are internet users (around 63% of the population) while the mobile internet penetration rate is growing at a rate of 1.5 times (or about 30 million users) every year. Leading the pack are the approximately 28 million Filipino millennials who are technologically savvy, and who spend for the latest gadgets yet prefer to shop at small businesses, and support the new sharing economy (Grab, Airbnb, etc.). This demographic has now entered the workforce and started boosting the country's GDP, which grew by 6.2% in 2018.

These trends unlock fresh opportunities for individuals, companies, and countries that embrace them successfully. On the other hand, those who cannot keep up with a world that is increasingly getting connected, volatile, and mobile must figure out how to navigate these skewed times.

### The mindset we need

As an organization, we must try to disrupt our own way of thinking. While PSBank is successful in becoming a bank that makes things simple for our customers, we must not only learn to harness technology but also talent. We need to change behavior, attitudes, and structures.

We must demonstrate our 'copability' — our ability to cope and adapt to change. This demands openness to learn, collaborate, and share. Taking away the complexities of banking demands that we do away with traditional silos in

our workplace and learn to work as one cohesive, purpose-driven team.

### The future we see

Despite the volatility and disruptive technology we will continue to face, we at PSBank look at the future with optimism. By 2022, the Philippines is expected to graduate into becoming an upper middle-income country. This could be a turning point for our country's storied history, which has always been in cycles of boom and bust.

As technology advances, the fear that robots will take over jobs looms larger. By 2025, it is estimated that a whopping one third of jobs will be replaced by robots and smart machines (*Source: Gartner Research*). However, there is something that robots can never have and this is the human heart. As Alibaba founder Jack Ma said, "We have the responsibility to have a good heart, and do something good. Make sure that everything you do is for the future."

While there are new business models void of physical contact or without the need to ever walk into a branch, there are still those who would strongly prefer face-to-face interactions for establishing mutual trust or resolving problems, and they happen to comprise a majority of Filipinos who are currently considered as financially "underserved." Until we have helped bridge this yawning financial gap, we will continue to deepen our relationships with our customers with the right balance of digital and physical engagements.

The PSBank of the future will be highly digital, but one thing that we will not lose is our **human touch**.

In serving our customers, we draw inspiration from the late Dr. George S.K. Ty, who was known for being a business icon as well as a philanthropist. With an uncanny ability to see the best in others, allowing them to shine so that many will benefit, Dr. Ty worked smart to build a banking and financial empire that is now the Metrobank Group, the parent firm of PSBank. We will truly miss the man, and more so his heart that chose to always see the good in humanity.

On behalf of the PSBank Board of Directors and a grateful PSBank family, we thank you, Dr. Ty, for your service to the institution and to the nation. Trust that we will honor your legacy by putting our customers, our shareholders, and our people first.



**Jose T. Pardo**  
Chairman





“The world we currently live in is marked with volatility, uncertainty, complexity, and ambiguity — now termed as VUCA — and this makes it more challenging for leaders to make decisions and plan ahead. However, for us at PSBank, this is the perfect opportunity to prepare the bank for the future.”

## Preparing PSBank for the Future

The past year has been eventful for PSBank, as well as for the overall business environment. 2018 can be characterized as a year of heightened volatility and uncertainty, both in global and local financial markets. Aside from vulnerabilities stemming from external factors, the Philippine financial market had faced challenges that included a weaker peso and higher interest rates brought by inflationary pressures from higher fuel prices and domestic food supply bottlenecks, among others.

## President's Report

### Impact on our performance

To cushion the impact of the volatile environment, we focused on boosting sales and improving operational efficiencies. This led to a modest year-on-year increase in PSBank's net income, which registered at PhP2.7 billion in 2018. This translated to a return on equity of 11.4% and a return on asset of 1.2%. The Bank's total assets amounted to PhP237.7 billion, 6% higher than the 2017 level.

Total loans and receivables stood at PhP156.3 billion, an 8% year-on-year increase from 2017. Net interest income was up 2% year-on-year at PhP11.3 billion. On the funding side, total deposits breached the PhP200-billion mark and improved by 6% versus the previous year. As of end-2018, our Total Capital Adequacy Ratio was at 13.9% while Common Equity Tier 1 Ratio was at 11.3%. Both are above the BSP's minimum required level.

### Banking in a VUCA world

Our financial results, while showing resilience, demonstrate that PSBank is not isolated from the structural changes occurring in the economy. The world we currently live in is marked with volatility, uncertainty, complexity, and ambiguity — now termed as VUCA — and this makes it more challenging for leaders to make decisions and plan ahead. However, for us at PSBank, this is the perfect opportunity to prepare the bank for the future.

### What the future looks like

For us at PSBank, these factors are shaping the future of banking:

- **Changing customer behavior.** As information becomes more readily accessible, convenient, and transparent, consumers will expect more from their banks. The way we engage customers through our touch points has to be constantly reimagined.
- **Growing pressure on margins.** As traditional revenue streams begin to dry up, we need to be more cost efficient. Automation and standardization will help us achieve operational efficiency.

- **Highly digital environment.** Technology will be a critical competitive advantage for companies. Banks that are able to harness technology to create more intimate customer relationships and customer experiences will lead.

### How we are innovating

While we constantly hear about artificial intelligence, robotics, Big Data, cloud, and Internet of Things, rarely do people talk about innovating through people. At PSBank, we believe this is where the future lies.

In 2018, we started creating opportunities to heighten our engagement within PSBank and see how we can empower our employees to act. To remove the age-old fear of taking risks and sparking an innovation mindset, we introduced **Innov Cup**, an internal competition to get PSBankers excited and engaged about finding new solutions for the organization.

We also wanted to get people inspired by the wider, big-picture vision of today's innovation leaders so we started holding **Innovolution** forums as a learning platform. We offered more avenues for employee interaction such as **SPEED Date**, a gathering of PSBankers who graduated from our Staff Professional Enhancement and Educational Development (SPEED) program. To remove organizational silos and foster collaboration, we started cross-posting so employees will have the skills necessary to perform various job functions and prepare them for a more dynamic workplace environment in the future. Our IT department has also embarked on the agile approach to project management to better respond to the unpredictability of developing software.

This agility allows us to introduce pioneering product and service innovations that enrich our customers' experience with PSBank. These innovations include the 1-Day Home Loan Credit Decision, a first in the industry, the Metrobank and PSBank inter-ATM Cardless Withdrawal and the PSBank Online Loan Application (POLA)

for Personal Loans. Other innovative solutions the bank introduced include ATM Lock, PayMe, One Touch ID, and 3D Secure. Technological advances implemented in the past allowed us to immediately deploy Instapay and PesoNet through the bank's mobile and online platforms in support of the BSP's National Retail Payments System initiative.

### What lies ahead

As our business environment changes, we want our people to meet the challenges head-on, be motivated and passionate about their work, ultimately for the benefit of our customers and our stakeholders. Just as importantly, we must cultivate a corporate culture where everyone is encouraging and supportive of those with the courage to try something new. At the end of the day, innovation is all about changing mindsets now so people can take on the future with more confidence.

We take pride in what PSBank has accomplished in the past under the leadership of Mr. Vicente L. Cuna Jr., who now serves as Vice Chairman of the Board of Directors of PSBank. We also pay tribute to our late Chairman, Dr. George S.K. Ty, founder of the Metrobank Group, for setting a vision for PSBank to be the country's consumer and retail bank of choice. It is because of this vision that we work with a strong sense of purpose to build a more sustainable and lasting institution.

Thank you for your continued trust and confidence in PSBank.



**Jose Vicente L. Alde**  
President



## Profitability (vs. 2017)

**Total Net Interest Income**  
▲ 2% to PhP 11,331,950,296

**Total Non-Interest Income**  
▲ 2% to PhP2,866,629,614

**Total Non-Interest Expenses**  
▲ 5% to PhP9,171,242,841

**Pre-Provision Profit**  
▼ 2% to PhP5,027,337,069

**Provision for Impairment and Credit Losses\***  
▼ 6% to PhP2,137,972,532

**Share in Net Income of a Joint Venture**  
▲ 15% to PhP82,376,569

**Provision for Income Tax**  
▲ 16% to PhP309,595,240

**Net Income**  
► 0% to PhP2,662,145,866

## Selected Balance Sheet Data (vs. 2017)

**Gross Loans**  
▲ 7% to PhP156,693,273,671

**Total Assets**  
▲ 6% to PhP237,729,292,038

**Deposits**  
▲ 6% to PhP200,687,939,383

**Total Equity**  
▲ 9% to PhP24,394,148,210

## Selected Ratios

**Return on Equity (ROE)**  
2018 - 11.38%  
2017 - 12.51%

**Return on Assets (ROA)**  
2018 - 1.15%  
2017 - 1.26%

**Capital Adequacy Ratio**  
2018 - 13.88%  
2017 - 13.87%

## Per Common Share Data (vs. 2017)

**Net Income per Share**  
Basic  
► 0% to PhP 11.08

Diluted  
► 0% to PhP 11.08

**Book Value**  
▲ 9% to PhP 102

## Others

**Total Cash**  
**Dividends Declared**  
2018 PhP720,757,473  
2017 PhP720,757,473

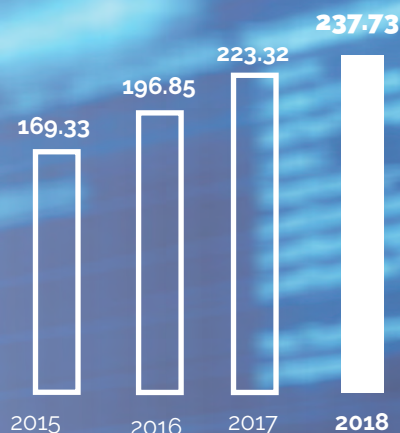
**Headcount (vs. 2017)**  
Officers  
▼ 1% to 1,186  
Staff  
▼ 3% to 1,955

\*Allowance for credit losses  
(BSP Circular No. 2017-956)

# Financial Highlights

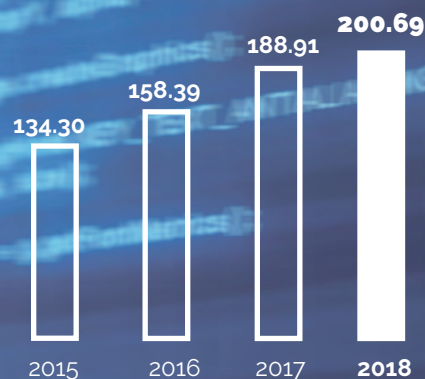
### TOTAL ASSETS in Billion PhP

▲ 6%



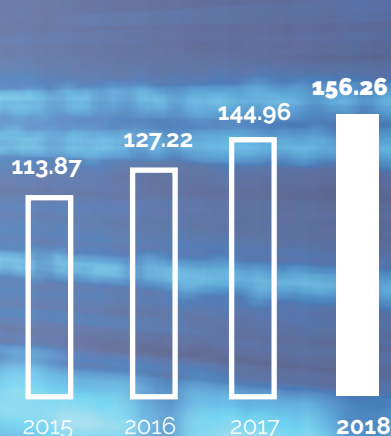
### TOTAL DEPOSITS in Billion PhP

▲ 6%



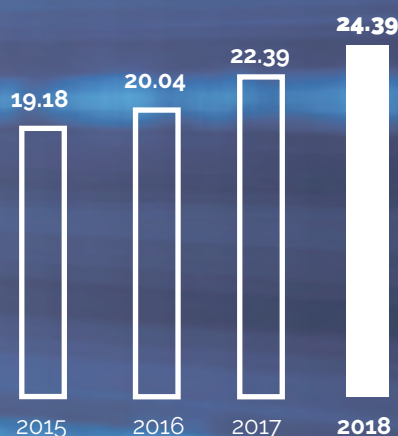
### TOTAL LOANS AND RECEIVABLES in Billion PhP

▲ 8%

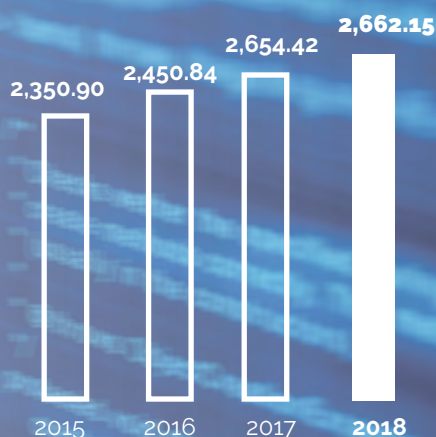


### CAPITAL FUNDS in Billion PhP

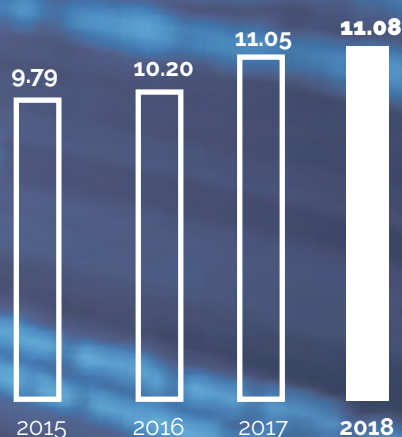
▲ 9%



### NET INCOME in Million PhP



### EARNINGS PER SHARE in PhP





## Statements of Condition (in PhP)

|  | December 31<br>2018    | December 31<br>2017    | December 31<br>2016    | December 31<br>2015    |
|--|------------------------|------------------------|------------------------|------------------------|
| <b>ASSETS</b>  |                        |                        |                        |                        |
| Cash and Other Cash Items  | 20,615,077,767         | 19,370,749,882         | 18,603,423,903         | 16,939,388,485         |
| Interbank Loans Receivable and Securities<br>Purchased Under Resale Agreements | 1,891,820,000          | 1,842,023,049          | 3,254,311,599          | 2,513,904,112          |
| Investments  | 48,588,473,810         | 46,765,446,014         | 37,633,491,634         | 26,696,768,159         |
| Loans and Receivables  | 156,260,362,775        | 144,964,513,221        | 127,221,847,151        | 113,867,515,442        |
| Investment in a Joint Venture  | 691,425,681            | 607,162,821            | 727,176,484            | 690,333,838            |
| Property and Equipment   | 2,257,379,905          | 2,480,012,354          | 2,667,170,455          | 2,746,074,371          |
| Investment Properties  | 4,036,317,716          | 3,930,317,479          | 3,861,708,308          | 3,344,154,413          |
| Other Assets   | 3,388,434,384          | 3,363,817,804          | 2,883,973,158          | 2,533,108,408          |
|  | <b>237,729,292,038</b> | <b>223,324,042,624</b> | <b>196,853,102,692</b> | <b>169,331,247,228</b> |
| <b>LIABILITIES AND EQUITY</b>  |                        |                        |                        |                        |
| <b>Liabilities</b>   |                        |                        |                        |                        |
| Deposit Liabilities  | 200,687,939,383        | 188,913,401,607        | 158,387,318,602        | 134,296,308,127        |
| Bills Payable  | 2,968,567,431          | 1,492,418,518          | 6,093,796,533          | 4,494,845,747          |
| Subordinated Notes   | 2,981,673,382          | 2,978,997,695          | 5,975,732,110          | 5,952,051,581          |
| Other Liabilities  | 6,696,963,632          | 7,545,900,637          | 6,358,583,251          | 5,412,987,013          |
|  | <b>213,335,143,828</b> | <b>200,930,718,457</b> | <b>176,815,430,496</b> | <b>150,156,192,468</b> |
| <b>Equity</b>  |                        |                        |                        |                        |
| Common Stock   | 2,402,524,910          | 2,402,524,910          | 2,402,524,910          | 2,402,524,910          |
| Capital Paid in Excess of Par Value  | 2,818,083,506          | 2,818,083,506          | 2,818,083,506          | 2,818,083,506          |
| Surplus Reserves and Surplus   | 20,427,749,521         | 18,132,449,405         | 16,198,787,750         | 14,468,701,913         |
| Fair Value Reserves on Financial Assets at FVOCI                               | (782,896,279)          | -                      | -                      | -                      |
| Net Unrealized Gain (Loss) on Available-for-Sale<br>Investments                | -                      | (411,510,218)          | (842,908,364)          | 179,775                |
| Remeasurement Losses on Retirement Plan  | (470,611,677)          | (545,392,541)          | (541,701,193)          | (471,371,011)          |
| Equity in Remeasurement Gains on Retirement<br>Plan of a Joint Venture         | 3,131,435              | 1,245,144              | 1,443,599              | 67,642                 |
| Cumulative Translation Adjustment  | (3,833,206)            | (4,076,039)            | 1,441,988              | (43,131,975)           |
|  | <b>24,394,148,210</b>  | <b>22,393,324,167</b>  | <b>20,037,672,196</b>  | <b>19,175,054,760</b>  |
|  | <b>237,729,292,038</b> | <b>223,324,042,624</b> | <b>196,853,102,692</b> | <b>169,331,247,228</b> |

## Statements of Income (in PhP)

| Years ended December 31                 | 2018                 | 2017                 | 2016                 | 2015                 |
|---|----------------------|----------------------|----------------------|----------------------|
| Interest Income                         | 16,373,976,976       | 14,543,776,800       | 12,492,470,031       | 11,002,726,921       |
| Interest Expense                        | 5,042,026,680        | 3,464,677,418        | 2,828,547,914        | 2,520,780,655        |
| Net Interest Income                     | 11,331,950,296       | 11,079,099,382       | 9,663,922,117        | 8,481,946,266        |
| Net Service Fees and Commission Income  | 1,625,637,759        | 1,375,774,149        | 1,136,347,206        | 1,195,492,050        |
| Other Operating Income                  | 1,240,991,855        | 1,434,248,690        | 1,678,559,898        | 1,124,094,654        |
| Total Operating Income                  | 14,198,579,910       | 13,889,122,221       | 12,478,829,221       | 10,801,532,970       |
| Other Expenses                          | 11,309,215,373       | 11,039,478,119       | 9,843,739,367        | 8,513,308,445        |
| Share in Net Income of a Joint Venture  | 82,376,569           | 71,836,533           | 35,466,690           | 20,213,935           |
| Provision for (Benefit from) Income Tax | 309,595,240          | 267,061,507          | 219,713,234          | (42,461,640)         |
| <b>Net Income</b>                       | <b>2,662,145,866</b> | <b>2,654,419,128</b> | <b>2,450,843,310</b> | <b>2,350,900,100</b> |

## Innovation: Products and Services

# Harnessing technology to fuel dreams

The Philippines needs 6.8 million homes to be put up by 2022 to address the housing backlog (*Source: National Economic and Development Authority*). For many who dream of owning a home, the journey usually leads to a long and winding road.

Borrowing from banks often entails tedious processes that take weeks or even months. This complexity arises from a chain of process steps: from processing the loan inquiry, collecting customer details, codifying the collateral, to funding a loan, which often functions through banks' separate organizational departments.

### Power of Big Data and technology

By combining the powers of digital technology and data analysis, PSBank is able to automate, target, and assess credit risk so it can offer the right value proposition for the right audience at the right time.

To help Filipinos reach their dreams fast, PSBank pioneered the country's first and only one-day credit decision on home loan applications. The [1-day credit decision for home loan](#), which follows streamlining of internal evaluation processes, enables customers to own their dream homes in no time.

This innovation was spurred by the success of its 1-day credit decision for



PSBank Auto Loan applications launched more than two years ago. Shifting to a higher gear in auto loan processing allowed the bank to solidify its leadership position in the country's auto loan market for many years now.

The 1-day credit approval process on home loan applications is available to those who plan to avail of brand new condominium units and properties from accredited developers.

For customers applying for loans to buy condo units and properties from non-accredited developers and house and lot, vacant lot, townhouse or duplex, house construction or renovation, refinancing an equity or reimbursement of acquisition cost, the standard 5-day credit decision via SMS still applies.

PSBank Home Loan with Prime Rebate also offers flexible terms, convenient payment channels through PSBank Mobile and Online platforms, automatic debit arrangement from a PSBank deposit account, postdated checks, over-the-counter at any PSBank branch and via PSBank, Metrobank and BancNet ATMs nationwide. Interested borrowers may also request for a PSBank representative to call them for more information about their planned loan.

### Enhanced digital experience

PSBank also continues to step up its investment in its digital platform to create better experiences for customers, making it easier to apply for its product offerings online.

“The digital revolution has provided opportunities for us to add value in the way we deliver our services amid changing customer preferences and behavior. The PSBank 1-day home credit loan decision and the online platform for PSBank Flexi Personal Loans further demonstrate our ability to provide exceptional customer experience through innovative banking products and services.”

### Emmanuel A. Tuazon

PSBank Senior Vice President  
Marketing Group Head



**Isang araw lang,  
may bahay ka na!**



In 2018, PSBank started to make applying for a personal loan easy and convenient when it launched its PSBank Online Loan Application (POLA) for Flexi Personal Loan.

The [POLA platform](http://www.psbank.com.ph), accessible through the Bank's website ([www.psbank.com.ph](http://www.psbank.com.ph)), enables customers to submit their application for a personal loan at their most convenient time using a personal computer or mobile device. Credit decision via SMS is available in just three days. PSBank Flexi Personal Loan with Prime Rebate is the first and only collateral-free personal loan product with a revolving credit line and a fixed term loan.

Aside from enhancing customer experience through a safe and convenient digital platform and simple and faster credit approval process, PSBank gives Flexi Personal Loan customers access to day and night banking from hundreds

of ATM machines. It further makes payment of monthly dues more rewarding with a loan rebate program, allowing clients to receive rebates or generate savings every time they make excess or advance payments on their Flexi loan.

The introduction in 2018 of the 1-day credit decision for Home Loan and online application platform for Flexi Personal Loan follows a series of innovative products and solutions deployed in previous years. These include [Cardless Withdrawal](#), [3D Secure](#), [ATM Lock](#), [PayMe](#), [Q Anywhere](#), among others.





## Innovation: Technology

# Making banking simple, seamless, and secure

With the fast-paced technological advances and increased dependency on digital technology, customers' expectations have drastically changed. Customer satisfaction is now measured on how fast, how simple, and how secure they can perform their transactions. As demand for convenience, mobility, and personalized customer experience grows, banks must adopt by using newer technologies that afford them flexibility and the ability to create, re-imagine, and introduce products and services that will stay relevant to the customers' needs.

This is the main driver behind PSBank's efforts to embark in digital transformation and innovation initiatives. The bank started [upgrading its technology platform, systems, and infrastructure to make sure it will be future ready](#). With the

availability of new processes, tools, and technologies such as cloud solutions, DevOps methodology, Robotics Process Automation, biometrics, QR codes, and the like, PSBank understands that its current framework and infrastructure must be upgraded and should be ready for these emerging technologies. The upgrade will further hone the skill set of its people and cause a shift in the mindset, thus optimizing the use of technology to its full potential.

While not all of these changes will be immediately seamless and delightful to customers, they will play a huge part in delivering an end-to-end customer experience. This is in addition to enabling the bank to achieve cost efficiency and processing efficiency, as well as further strengthening its internal controls and investing in other transformational work.

In 2018, the bank embarked on several automation projects that support its digital transformation and innovation strategy and help address the growing volume of customer transactions.

### Sustaining process innovation

PSBank implemented these IT initiatives and projects in 2018:

- A system for auto loans that enabled PSBank to automatically inquire, download, and display the credit information of individuals before rendering a credit decision.
- Enhancements on the pre-screening process for auto and personal loans applications where additional scoring process was done prior to credit verification.
- A documents and settlement module for auto and personal loans was also developed to eliminate redundant review processes.
- An automated queuing process for remedial accounts that provides reports on productivity and turnaround time.
- A collection scoring system that incorporates behavioral scores to automatically trigger alerts on the risk levels of accounts and enables the bank to establish priorities in its loan collection.
- A billing system that automates a three-way matching of amounts in the purchase order, delivery receipt, and statement of account, resulting to faster approval processes.



- A system application that automates the issuance of Manager's Check, triggered by invoices tagged for payment in the bank's billing system. The application, which also provides a status report covering all Manager's Check generated, is the first system developed and implemented by the Bank using the agile methodology.

### Strengthening security

With the increasing popularity of digital platforms and solutions comes growing security-related threats such as viruses, trojans, phishing attacks, worms, among others. To keep its system robust and secure, the bank came up with the [PSBank Anti-Web Defacement System \(PAWDS\)](#) which monitors the integrity of all internet-facing websites.

Another innovation in this field is the [3D Secure Project](#), which aims to provide another layer of authentication for Card-Not-Present (CNP) e-commerce channels in line with the adoption of multi-factor authentication (MFA), as mandated by the Bangko Sentral ng Pilipinas (BSP).



“A sustained effort towards innovation, driven primarily by a cultural transformation to instill a creative mindset and enhance people and skills development, enabled us to be more productive, agile and efficient, not to mention more customer-centric as we endeavor to build a state-of-the-art technology infrastructure. Such effort is in pursuit of our bank-wide strategy of reinventing and digitizing our processes to make banking more simple and reliable.”

**Noli S. Gomez**

PSBank Executive Vice President  
Operations Group Head

### Offering wider access

Embedding a culture of innovation has also enabled PSBank to immediately implement PESOnet and Instapay to its customers, which made fund transfers between banks quick, easy, and secure. Complying with the BSP directive to promote the use of Instapay and PESOnet is also aligned with the bank's mission of providing convenience, allowing clients to receive and transfer funds 24x7 at a lower fee to their relatives, personal accounts, and payments.



## Innovation: Organization

# Embedding service, innovation into our DNA

To be acknowledged as a leader in innovation is not just about acquiring the latest technology and learning to use it. For PSBank, what sets real innovators apart is their ability to constantly experiment, scale, and rapidly bring new products and services to market.

This demands embracing an innovation mindset, empowering people to embrace the culture and habits of entrepreneurial start-ups, challenging and breaking away from the status quo and the traditional notions of banking. This translates to fostering a culture of experimentation and immersing every PSBanker into the customer journey in order to develop products and solutions that understand what customers really need.

To remain relevant to its customers and provide a differentiated customer experience, the bank launched **Innovolution**. The campaign aims to promote and encourage the flow of innovative ideas within the organization. Innovolution rests on the vision that the bank will continue to flourish even in the face of a challenging business and economic environment.

### Monthly Innovolution Forum

To cultivate an environment that encourages meaningful innovation, the bank mounted a monthly Innovolution Forum that exposed its senior management and employees to best practices and transformative ideas meant to make things simple, reliable and trustworthy for internal and external customers. The forums featured notable experts from various technology and IT solutions firms.

### !NNOV CUP Challenge

The Innovolution campaign also aimed to generate impactful innovative ideas and concepts that help ensure the sustainability of PSBank. This led to the creation of

**!NNOV CUP**, which celebrates the creativity and curiosity of PSBankers to introduce the "Next Big Thing" — fresh ideas that will spark transformative change and create value for the organization by introducing a new competitive edge, boosting its bottomline, or reducing costs. All regular and permanent PSBank employees, regardless of rank, are qualified to join and become winners under the following categories: INcubation, INSight, INtegration, and INnovation.



Since it was launched in June 2018, !NNOV CUP has already recognized a total of 19 INSight projects and 56 INCubation ideas. Entries were chosen for their originality, timeliness, and significance to the bank's bottom line. The bank handed out especially designed !NNOV CUP trophies and other prizes to the innovators.

### Innovation Platform

To generate entries for !NNOV CUP, PSBank communication materials related to the Innovolution campaign were posted on Workplace, a dedicated and secure space for companies to connect, communicate, and collaborate.

PSBank employees use the platform as a primary tool for increased engagement and communication within the organization. By utilizing Workplace as a channel for innovation-related communication materials, PSBank is able to effectively reach all its employees and reinforce the value and benefits of strengthening a culture of innovation.



PSBank defines "innovation" as the introduction of something of value. Innovation doesn't have to be an invention; it can be a simple identification of a problem or defect and its root cause, a business process improvement, or a game-changing project.





“Both Innovolution and !nnov Cup encourage and fully support the drive to build an innovative organizational culture. These programs give employees – regardless of rank and group, the platform to offer ideas and initiatives that improve processes, increase operational efficiency, and enhance both employee and customer experiences. We strongly believe that the best way for PSBank to increase business sustainability, remain relevant, and lead the pack is by ensuring that innovation doesn't remain as a concept but a fundamental part of every employee's mindset, every team's day-to-day operations – and the organization's overall business strategy.”

**Mary Jane M. Valero**

PSBank First Vice President

Customer Experience & People Development Group Head



BUILDING A CULTURE OF INNOVATION

## Employee and Community Engagement

# Engaged employees = happy customers

PSBank believes in the direct correlation between employee engagement and business outcomes. Thus, it engages its employees to be fully immersed in and enthusiastic about their work so they will go above and beyond what is expected of them on the job. In the process, this leads to delighting customers and the rest of the community that benefit from PSBank's presence.

Proof of the success of the bank's strategy in employee and community engagement are the steady increase in [Net Promoter Score \(NPS\)](#) and [employee-Net Promoter Score \(e-NPS\)](#) it attained in 2018, as well as the phenomenal growth of its social media community. PSBank also further strengthened its engagement initiatives to challenge PSBankers to have an innovation mindset that leads to improvements in outdated processes, actively participate in championing the brand, as well as magnify its contributions to society through corporate social responsibility (CSR) projects.

### Branded Customer Experience (CX)

In 2018, the bank further aligned its CX efforts with its brand values of speed, simplicity, and trust. PSBank designed a Branded CX that is distinctly its own. It mapped out the customer journey of Flexi and SME Loan borrowers to help employees visualize and better address the critical needs of customers. New customer feedback mechanisms were also launched, including the Loans Survey for Auto and Mortgage which helped in streamlining loans processes further and improving the consistency in service delivery, particularly for dealer and developer channels.

### CX Advocacy Program

The bank also embarked on a [CX Advocacy Program](#), a flagship initiative for 2018, which aims to inculcate a service-oriented culture that focuses on enhancing the experience of PSBank customers at every encounter. By having CX Advocates in all branch banking segments nationwide, the bank was able to sustain the commitment of every branch



#### SOCIAL MEDIA COMMUNITY

**39%** jump in Facebook engagement with 947,282 followers in 2018 vs. 682,825 in 2017



#### CUSTOMER SATISFACTION

Increase in customer satisfaction score in e-channels (**92%** in both mobile and online) from 90%



#### EMPLOYEE ENGAGEMENT

**94.77%** active members in Workplace



#### EMPLOYEE SATISFACTION

Employee Net Promoter Score rose to **+73** in 2018 from +53.6 in 2017



#PSBank #SimpleLangYan #AugustoKoYan  
PSBank Home Loan

#### MOST-VIEWED POST ON FACEBOOK

PSBank's Home Loan TVC, uploaded on YouTube and Facebook on August 6, 2018

**4,737,822** people reached  
**3,214,704** 3-second video views  
**70,092** reactions, comments, and shares  
**584,703** engagements



personnel in providing exceptional CX. In 2018, 99% of PSBank branches achieved their target NPS.

The Customer Engagement Division, which serves as the bank's main arm for organizational development (OD), conducted customized trainings and workshops for branch and head office teams. To maintain PSBank's differentiation in service delivery, Workplace groups such as Tick-Tock, Tick-TAT and E-Patrol, two of the programs with the highest engagements, remained as primary platforms to highlight PSBankers' alignment with the brand values and their commitment to exceptional CX.

#### CX Portal's Customer Dashboard and Modules

Through the CX Portal, the bank is able to prompt its service frontliners to update customer information on their records and for its sales personnel to offer data-driven product solutions to customers.

As a way of further enhancing customer engagement, clients celebrating their birthday receive email greetings as part of the bank's Simpleng Thank You campaign. This comes with a raffle promo in which winners get premium PSBank items, gift certificates, free movie passes or items from merchant partners. In 2018, close to 450 lucky customers received freebies from PSBank.

**#SimplengThankYou**

To ingrain a culture of customer service excellence and innovation, PSBank will continue to actively engage its internal and external clientele to achieve its vision of being the consumer bank of choice.



## Giving Back to the Community

PSBank believes in "doing good by doing well." To magnify its contributions to society and communities, the bank engages its employees in its corporate social responsibility (CSR) initiatives and foster collaboration and volunteerism.



#### BAGS OF BLESSINGS

10,000 underprivileged families across the country benefited



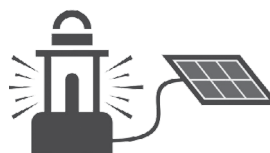
#### BLOOD LETTING

192 people in need of blood benefited from the blood donation drive



#### BRIGADA ESKWELA

4,031 students of Amado V. Hernandez Elementary School benefited



#### LIGHT OF HOPE

50 solar lamps given to the residents of Pangan-an Island, Mactan, Cebu



#### EDUCATIONAL ASSISTANCE

28 students graduated from Chiang Kai Shek College (CKSC) since 2008; 90 out of 96 scholars under our Save It Forward program have graduated



# Risk Management



Good risk management does not imply avoiding all risks at all cost. It means making well-informed decisions regarding the risks we want to take in pursuit of our goals and the measures to mitigate those risks. We design our risk management policies, not as an isolated add-on process, but as embedded in our strategy design and execution.

To integrate the risk dimension fully in our strategy design, we identify how much risk we are willing to take, and how we want to balance risks and opportunities. Our ability to perform this tight balancing act is an essential element of our Enterprise Risk Management (ERM).

Our risks arise in the areas of deposit taking, lending, securities investment and trading, foreign exchange and operational support. Our risk appetite is defined by a set of qualitative standards and quantitative metrics aimed at maintaining strong capital and liquidity position, stable funding, good risk-reward balance, acceptable business practices and dynamic compliance culture. Our risk metrics allow us to monitor our risk exposure under normal and stressed scenarios against established trigger levels and limits. Predefined approval hierarchy and escalation processes apply during breach of our risk limits. Reports on the Bank's risk profile are presented to the senior management and the Board of Directors. These are all contained in the Board-approved risk manuals. These are revisited on an annual basis, or more frequently based on

the changing risk environment and evolving regulatory landscape.

In 2018, the Bank transitioned to using Philippine Financial Reporting Standards 9 (PFRS 9) compliant models to meet the requirements set forth under BSP Circular No. 912 and 1011. These mandated all Philippine banks to adopt a forward-looking expected credit loss (ECL) model approach in measuring credit impairment. In response to these, the Bank created quantitative models through statistical, economic, financial and mathematical techniques to calculate credit impairment provisions. Policies and governance over the new models were formulated. These were implemented effective January 1, 2018.

Furthermore, the Bank has also complied with the requirements under BSP Circular No. 981 on the "Guidelines on Liquidity Risk Management," BSP Circular No. 982 on the "Enhanced Guidelines on Information Security Management," and BSP Circular No. 1021 on the "Guidelines on Marking to Market of Financial Instruments."

## **Risk management structure**

Our Board of Directors takes the lead on all major risk management initiatives. It approves broad strategies and policies, and ensures that these are consistent with our overall objectives.

The Risk Oversight Committee (ROC) is comprised of at least three members of the Board, the majority of whom are independent directors including its Chairperson. Its Chairperson is not the Chairperson of the Board or of any other committee. The ROC members possess expertise and knowledge of the Bank's risk exposures, which enable them to develop appropriate strategies for preventing or minimizing the impact of losses.

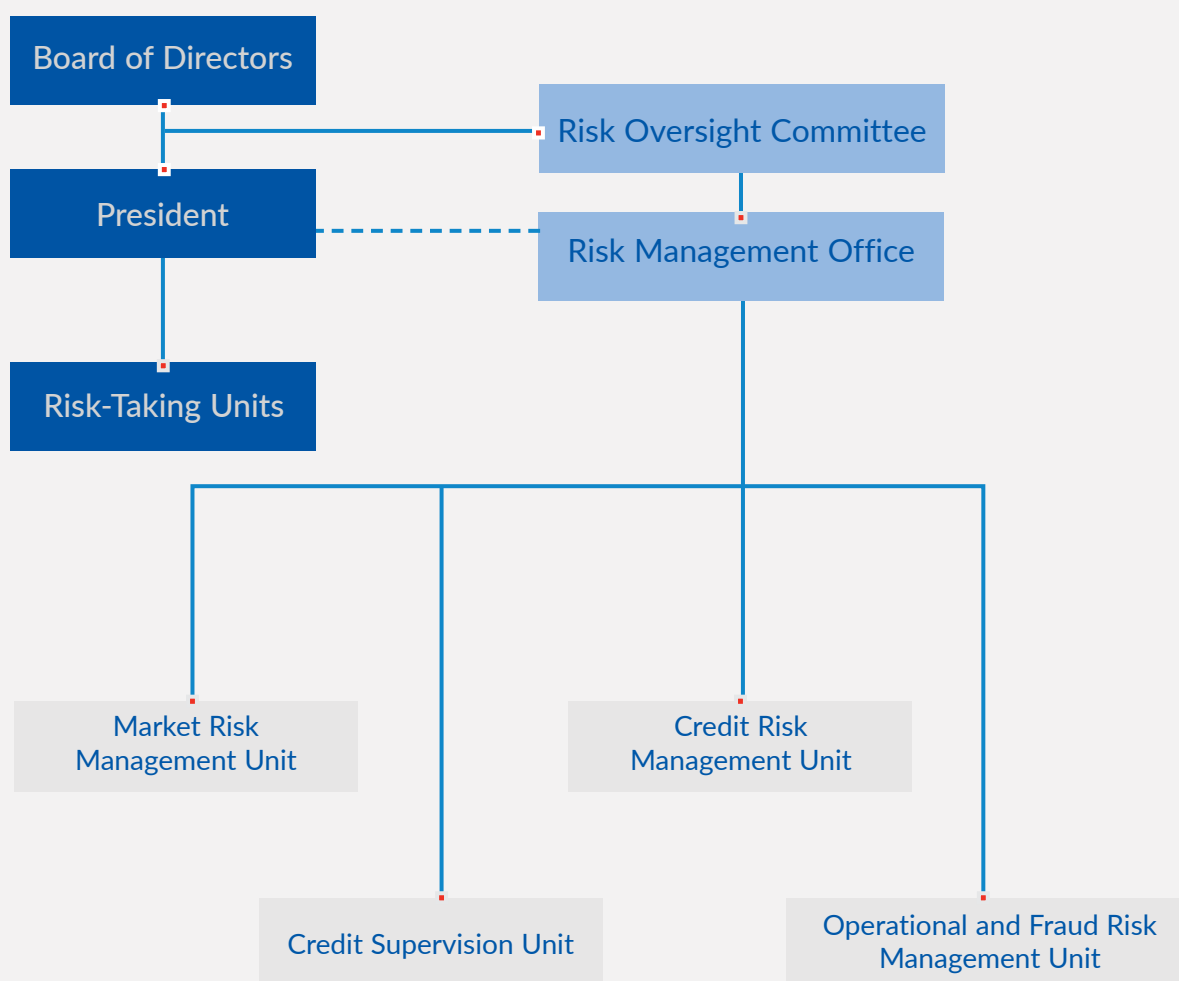
The Board may also appoint non-Directors to the ROC as part of the Metrobank Group's risk oversight measures. However, only Bank Directors shall be considered as voting members. Non-voting members are appointed in an advisory capacity.

The ROC oversees our Enterprise Risk Management (ERM) framework, the consistency of current and emerging risk

exposures with our strategic direction and overall risk appetite and the effectiveness of our risk management function in monitoring our risk-taking activities. It formulates policies and strategies to identify, measure, manage and limit risks. The ROC ensures that the system of limits approved by the Board remains effective. It also makes certain that limits are observed and that immediate corrective actions are taken whenever needed.

The Risk Management Office (RMO), together with the President, various committees and management, support the ROC in the fulfillment of its duties and responsibilities.

The RMO is independent from executive functions and business line responsibilities, operations and revenue-generating functions. It reports directly to the Board through the ROC. Below is the Bank's Risk Organization:



The RMO supports the ROC in carrying out its responsibilities by:

- Analyzing, communicating, implementing and maintaining the risk management policies approved by the ROC and the Board;
- Spearheading the regular review of the Bank's risk management policies and elevating recommendations that enhance the risk management process to the ROC and the Board, for their approval;
- Ensuring that the risks arising from the Bank's activities are identified, measured, analyzed, reported and understood by risk takers, management, and the Board. It analyzes limit exceptions and recommends enhancements to the limits structure;
- Monitoring the risk exposures and determining the corresponding capital requirement in accordance with the Basel III capital adequacy framework and based on the Bank's internal capital adequacy assessment on an ongoing basis;
- Monitoring and assessing decisions to accept particular risks whether these are consistent with Board-approved policies on risk tolerance and appetite as well as the effectiveness of the corresponding risk mitigation measures; and
- Reporting on a regular basis to Senior Management and the Board the results of assessment and monitoring.

## Types of Risks

The Bank's posture towards its risks is described below.

### Credit Risk

This is the risk in which a counterparty fails to meet its contractual obligations. The Bank has low tolerance for non-performing loans. To ensure this, our lending business follows credit policy guidelines set by the Board, ROC, and RMO. These guidelines serve as our minimum standards for extending credit. Everyone engaged in the credit process are required to understand and adhere to these policies.

Our product manuals contain business plans and define the business parameters by which credit activity is to be performed. Before extending a loan, we observe a system of checks and balances, including the approval of at least two credit approvers through the Credit Committee (Crecom), Executive Committee (Excom), or the Board.

The ROC reviews our business strategies and ensures that revenue-generating activities are within the Bank's overall risk appetite and meet the Board-approved credit risk thresholds.

We hold regular audit across our organization. The Board — through the Excom, Crecom, and ROC — ensures that all business segments follow sound credit policies and practices.

We assess the portfolio growth and health using key performance indicators. We manage risk concentrations by type of individual or group of borrowers, by geographical region, and by industry sector. We measure the credit quality of financial assets using our internal loan loss models. We use credit scoring models and decision systems for consumer loans, and borrower risk rating and facility risk rating models for SME loans, as approved by the Board.

We carry out stress testing analyses using Board-approved statistical models, relating the default trends to macroeconomic indicators.

### Credit Concentration Risk

Risk concentration is managed by type of individual or group of borrowers, by geographical region, and by industry sector. These are closely monitored with sufficient senior level oversight to ensure that the Bank's low risk tolerance and policies for risk concentration are enforced.

The Bank computes for additional risk weighted asset attributed to credit concentration following the methodology of the Metrobank Risk Group. Concentration risk is scoped in two dimensions: name (or concentration due to specific obligors) and industry (or concentration due to specific industries).

### Market Risk

This covers the areas of trading, interest rate, and liquidity risks. Trading market risk is the risk to earnings and capital arising from changes in the value of traded portfolios of financial instruments. Interest rate risk arises from movements in interest rates. Liquidity risk is the inability to meet obligations when they fall due without incurring unacceptable losses.

Our market risk policies and implementing guidelines are regularly reviewed by the Assets and Liabilities Committee (ALCO), ROC and the Board to ensure that these are up-to-date, in accordance with the Bank's low appetite for market risks, and in line with changes in the economy, environment and regulations. The ROC and the Board set a comprehensive market risk limit structure and define the parameters of market activities that the Bank can engage in. We utilize various measurement and monitoring tools to ensure that risk-taking activities are managed within instituted market risk parameters.

### Trading Market Risk

Our trading portfolios are currently composed of peso and dollar-denominated debt securities that are marked-to-market daily. We use Value-at-Risk (VaR), a statistical measure that calculates the maximum potential loss from a portfolio over a holding period, within a given confidence level. Our current VaR model is based on a historical simulation methodology with a one-day holding period and a 99% confidence level.



We also perform back testing to validate the VaR model, and stress testing to determine the impact of extreme market movements on our portfolios. We establish limits for trading portfolios and closely monitor our daily profit and loss against loss triggers and stop-loss limits. These ensure that the Bank's trading activities are in line with its low tolerance for market risk.

To a certain degree, we also carry foreign exchange (FX) risk. It is our policy to maintain exposures within approved position limits, stop loss limits, loss trigger, VaR limits and to remain within regulatory standards. We also use VaR to measure market risk arising from our FX exposure. We use BSP-approved Type 3 Derivative License for plain vanilla FX forwards to manage our FX risk against adverse exchange rate movements.

#### Structural Interest Rate Risk

The interest rate sensitivity gap report measures interest rate risk by identifying gaps between assets and liabilities by repricing period. Our sensitivity gap model calculates the effect of possible rate movements on its interest rate profile.

We use the sensitivity gap model to estimate our Earnings-At-Risk (EAR) should interest rates move against our interest rate profile. The EAR is capped by limits based on a percentage of our projected earnings and capital for the year.

We also perform stress testing analysis to measure the impact of various scenarios based on interest rate volatility and shifts in the yield curve.

The ALCO is responsible for managing our structural interest rate exposure. Its goal is to achieve a desired overall interest rate profile within the Bank's low appetite for interest rate risk and keeping flexibility to interest rate movements and changes in economic conditions. RMO and ROC review and oversee our interest rate risks.

#### Liquidity Risk

In managing our liquidity position, we ensure that we have more than adequate funds to meet maturing obligations. We use the Maximum Cumulative Outflow (MCO) model to measure liquidity risk arising from the mismatches of our assets and liabilities.

We administer stress testing to assess our funding needs and strategies under different conditions. Stress testing enables us to gauge our capacity to withstand both temporary and long-term liquidity disruptions. Our Liquidity Contingency Funding Plan (LCFP) helps us anticipate a liquidity crisis under various stress scenarios. Liquidity limits for normal conditions cap the outflows on a cumulative and per tenor basis.

We discourage dependence on Large Funds Providers (LFPs) and monitor our deposit funding concentrations versus our High Quality Liquid Assets (HQLA). This way, we will not be vulnerable to a substantial drop in deposit level should there be an outflow of large deposits. ALCO is responsible for managing our liquidity while RMO and ROC review and oversee our overall liquidity risk management.

The Bank has zero appetite for non-compliance with liquidity requirements and ensures this through the close monitoring and management of its High Quality Liquid Assets vis-a-vis its net cash outflows.

#### Operational Risk

Operational Risk is the risk of loss resulting from inadequate or failed internal processes, people and systems or from external events. To mitigate these and meet the Bank's standard for low tolerance of operational risks, we constantly strive to maintain our strong "control culture," prudently use technology and adopt an effective internal control system. These we consider as key factors in our continuous self-improvement under a "no-surprise" operating environment.

Our Board-approved, bank-wide organizational chart clearly establishes areas of management responsibility, accountability and reporting lines for all senior officers. Operational risk management policies and frameworks are regularly reviewed and updated, subject to ROC and Board approvals to ensure that they remain relevant and effective.

Our products and operating manuals, policies and procedures spell out internal controls implemented by our business and operating support units. Our Internal Audit Group (IAG) provides independent reasonable assurance on control adequacy and compliance with these manuals. We identify and assess operational risks across the organization and develop controls to mitigate and manage them as part of our continuing efforts to enhance our Operational Risk Management Framework. We perform this vis-a-vis the Board-approved operational loss thresholds and benchmarks.

To ensure that we manage all operational risks adequately, specialized functions are engaged in risk management. These include: Information Technology and Quality Assurance, Information Security, Financial Control, Legal, Compliance, Human Resources and Security Command. IAG regularly reports to the Board's Audit Committee on the effectiveness of internal controls.

We likewise implement a Business Continuity Plan and a Disaster Recovery Program that are reviewed and tested annually on a per segment and bank-wide basis to ensure their effectiveness in case of business disruptions, system failures and disasters.

### Technology Risk

Technology risk is the risk to earnings or capital arising from deficiencies in systems design, implementation, maintenance of systems or equipment and the failure to establish adequate security measures, contingency plans, testing and auditing standards.

We invest in information technology to provide simpler, faster, more convenient and secured banking services to our growing clientele. We also utilize an advanced management information system that enables us to make fast and well-informed business decisions. We continuously venture into core business process automations, key system enhancements, and information security solutions while ensuring we meet the Bank's low appetite for technology risks.

Given the heavily automated operating environment, we ensure that we identify and quantify risks to the greatest extent possible. We also establish standards and controls to manage technology-associated risks through effective planning, proper implementation, periodic measurement and monitoring of performance.

### Legal Risk

Legal risk is the potential loss due to nonexistent, incomplete, incorrect, and unenforceable documentation that we use to protect and enforce our rights under contracts and obligations. The Bank has low tolerance for legal risks and employs legal review process to control and manage these risks. The Legal Department performs this function and ensures, that contracts, documentation and activities adequately protect our interests and comply with applicable legal and regulatory requirements.

### Regulatory Risk

Regulatory risk, also known as compliance risk, covers the potential loss from non-compliance with laws, rules and regulations, policies and procedures, and ethical standards.

We recognize that compliance risk can diminish our reputation, reduce our franchise value, limit business opportunities, and reduce our potential for expansion. Thus, guided by our Compliance Office, we continuously promote a culture of compliance to support the Bank's low appetite for regulatory risk.

### Strategic Risk

Strategic risk is the current and prospective impact on earnings or capital arising from adverse business decisions, improper resolution of conflicts, and slow response to industry changes.

Strategic risk can shape our long-term goals, business strategies, and resources. Thus, we utilize both tangible and intangible resources to carry out our business strategies and meet the Bank's low appetite for Strategic Risk. These include communication channels, operating systems, delivery networks, and managerial capacities and capabilities.

### Reputational Risk

Reputational risk is the current and prospective impact on earnings or capital arising from negative public opinion. This affects our ability to establish new relationships or services, or manage existing relationships. The risk may also expose us to litigation, financial loss, or a decline in customer base.

All are responsible for building our brand reputation and exercising an abundance of caution when dealing with customers and communities to support the Bank's zero tolerance for reputational risk.

*For a complete discussion of PSBank's capital details, please refer to the Supplementary Management Discussion and Notes to the Financial Statements on Financial Risk Management Policies and Objectives.*

# The Audit Committee Report

The Audit Committee is delegated by the Board of Directors (Board) to provide independent oversight on the Bank's financial reporting process, corporate governance, risk management, and control processes; internal and external audit functions; and monitoring of compliance with Bank policies and Code of Conduct and applicable laws, rules, and regulations.

The Committee, comprised of three members, two of whom are independent directors including the Chairperson, held its regular monthly and special meetings. The Committee also communicated with the external auditors without the presence of management team; and had executive session with the Bank's external auditor and the heads of Compliance, Risk Management, and Internal Audit; and another session with non-executive directors during the year.

The Committee performed the following:

- Discussed and approved the overall audit plans and scope of both the Internal Audit Group (IAG) and Sycip Gorres Velayo & Co. (SGV);
- Recommended the re-appointment of the SGV as the Bank's external auditor including its assigned certifying partner, based on the result of the annual assessment of their overall qualifications, professional experience, performance, independence, and objectivity; and endorsed the group-negotiated SGV audit fee to the Board for approval;
- Reviewed and discussed the year-end financial statements with SGV, who are responsible for expressing an independent opinion on the Audited Financial Statements (AFS) and their conformity with Philippine Financial Reporting Standards (PFRS); and with management, who is responsible for the preparation and fair presentation of the Bank's financial statements and adequacy of disclosures in accordance with PFRS. The Committee endorsed the 2018 Audited Financial Statements (AFS) of the Bank to the Board, who approved the AFS on February 15, 2019;
- Reviewed and monitored through IAG, the results of evaluation on the adequacy and effectiveness of the Bank's governance, risk management, and control processes; and the Bank's adherence to applicable laws, rules, regulations, Code of Conduct including whistle-blower policy;
- Evaluated the process in assessing the significant risks and related-risk mitigation efforts of the Bank;
- Reviewed and monitored through IAG the management's actions taken and plans for the implementation of recommendations to improve the operations of the branches, head office units, and information systems and security;
- Confirmed that the Bank's corporate governance, risk management, and internal control framework and processes are generally established and are operating properly;
- Reviewed and endorsed for approval by the Board the revised Audit Committee Charter;
- Reviewed and approved the revised Internal Audit Charter and the new Fraud Management Charter;
- Reviewed the revised policy on Reporting of Impropropriety or Malpractice which was approved by the Board;
- Discussed and approved the result of the annual internal quality assessment of IAG's conformance with the International Standards for the Professional Practice of Internal Auditing and internal audit policies;
- Reviewed the adequacy of resources, staff competencies, activities, and effectiveness of the IAG; and
- Confirmed, through self-assessment process, that the Committee has effectively fulfilled its responsibilities as embodied in its Charter.

Based on the reviews and discussions undertaken and subject to the limitations on the roles and responsibilities provided for in the Audit Committee Charter, the Committee recommends that the Audited Financial Statements be included in the Annual Report for the year ended 31 December 2018, for filing with the Securities and Exchange Commission and other regulatory bodies.

The Committee will continuously review and monitor management's activities to ensure its conformance with the guidelines set by the Board.



EDUARDO A. SAHAGUN  
Chairman



SAMSON C. LIM  
Member



VICENTE R. CUNA JR.  
Member



# Corporate Governance



## OUR CORPORATE GOVERNANCE CULTURE

We see our compliance with applicable laws, rules, and regulations as a minimum requirement. Going beyond such minimum is the true essence of good corporate governance. We always aim to continually build the trust and confidence of our stakeholders by running our business in a prudent and sound manner, being fair and transparent in all our dealings, providing reliable and better service in response to the ever-growing expectations of our customers, and working with integrity and accountability.

## OUR CORE GOVERNANCE POLICIES

The policies and guidelines embodied in our annually updated Corporate Governance Manual are posted in our website, [www.psbank.com.ph](http://www.psbank.com.ph), and in our intranet site, InfoChannel, for the guidance of all our stakeholders. These primarily revolve around the following three basic values that we observe:

### Fairness

We see it that all dealings with counterparties and other stakeholders are fairly conducted. We ensure that such dealings, especially with our related parties, are made in the regular course of our business, and upon terms not less favorable to us than those offered to others. Our Board-level Related Party Transactions Committee (RPTC), entirely composed of non-executive directors, and management-level Related Party Transactions Management Committee (RPTMC) help ensure that our transactions with related parties are conducted at arm's length, and that our

resources are not misappropriated, in accordance with our Board-approved Related Party Transactions (RPT) policy and its specific guidelines and handling procedures, vis-à-vis set transaction materiality thresholds and exposure limits.

Our transaction materiality thresholds for RPTs were set on a per transaction type basis considering the high-end of their historical ticket sizes, their nature and the Bank's risk appetite. These thresholds are applied on a per single transaction basis for one-time/non-recurring transactions or the aggregate amount of multiple transactions expected in a year's time for some arrangements with recurring/continuing transactions. Except for certain transactions with Directors, Officers, Stockholders, and Related Interests (DOSRI) requiring prior approval of the Board of Directors under existing Bangko Sentral ng Pilipinas (BSP) rules regardless of their amounts, RPTs amounting within said thresholds are subject to the review and approval of the Management-level RPTMC and endorsement of the Board-level RPTC for the Board of Directors' confirmation. On the other hand, those beyond such thresholds are considered "material" and shall pass through the Board-level RPTC for review and endorsement for the Board of Directors' approval prior to their consummation and then Stockholders' confirmation in the Annual Stockholders' Meeting. In 2018, the following "material" RPTs were entered into between the Bank and its related parties (see also Note 29 of the Audited Financial Statements section):

## MATERIAL RELATED PARTY TRANSACTIONS

| Related Parties                 | Type   | Nature of Transaction   | Terms and Conditions   | In Millions of PhP   |                       |
|---------------------------------|--|---|--|--|-----------------------|
|                                 |  |   |  | Total Amount   | Dec. 31, 2018 Balance |
| INSURANCE                       |  |   |  |  |                       |
| Related Entity                  | Affiliate                                    | Annual Renewal of Bank's Money, Securities, Payroll & Robbery (MSPR) Insurance Coverage | Total Sum Insured is at PhP425 Million with a net annual premium rate of 1.465% thereof  | 7.76   | N/A                   |
| Related Entity                  | Affiliate                                    | Annual Renewal of the Bank's Fire Insurance Coverage for ROPA-Real Estate Properties    | Total Sum Insured is at PhP4.259 Billion with a net annual premium rate of 0.1500% thereof   | 8.09   | N/A                   |
| INTERCOMPANY COUNTERPARTY LINES |  |   |  |  |                       |
| Parent-Bank                     | DOSRI  | Annual Renewal of Related Intercompany Counterparty Lines of Treasury Group             | Clean/unsecured lines for Interbank Call Loan (IBCL) only; Secured lines are collateralized by non-risk assets i.e. Government securities (GS) and thus exempted from DOSRI ceilings when so availed | Clean – 2,000.00; Secured -16,000.00; Settlement – 1,500.00 & Pre-Settlement -750.00 | N/A                   |
| Related Entity                  | Affiliate                                    | Annual Renewal of Related Intercompany Counterparty Lines of Treasury Group             | Clean/unsecured lines for Interbank Call Loan (IBCL) only; Secured lines are collateralized by non-risk assets i.e. Government securities (GS) and thus exempted from DOSRI ceilings when so availed | Clean –1,000.00; Secured - 4,000.00 & Pre-Settlement – 85.00                         | N/A                   |
| Related Entity                  | Affiliate                                    | Annual Renewal of Related Intercompany Counterparty Lines of Treasury Group             | Clean/unsecured lines for Interbank Call Loan (IBCL) only  | Clean –1,000.00  | N/A                   |
| Related Entity                  | Affiliate                                    | Annual Renewal of Related Intercompany Counterparty Lines of Treasury Group             | Clean/unsecured lines for Interbank Call Loan (IBCL) only; Secured lines are collateralized by non-risk assets i.e. GS and thus exempted from DOSRI ceilings when so availed                         | Clean –1,000.00 & Secured -500.00  | N/A                   |
| Parent-Bank                     | DOSRI  | Annual Renewal of Related Intercompany Counterparty Lines of Trust Division             | Counterparty line for fixed income securities (i.e., Corporate Bonds, Government Securities)   | Pre-Settlement – 5.00 & Settlement – 50.00   | N/A                   |
| Related Entity                  | Affiliate                                    | Annual Renewal of Related Intercompany Counterparty Lines of Trust Division             | Counterparty line for fixed income securities (i.e., Corporate Bonds, Government Securities)   | Pre-Settlement – 20.00 & Settlement – 200.00   | N/A                   |
| Related Entity                  | Affiliate                                    | Annual Renewal of Related Intercompany Counterparty Lines of Trust Division             | Counterparty line for equity transactions of various trust accounts.   | Pre-Settlement – 500.00 & Settlement – 500.00  | N/A                   |
| LOANS                           |  |   |  |  |                       |
| Other Related Individual        | Corresponding Person of Affiliated Companies | New Home Loan   | Ten (10) years with interest rate @ 6.00% p.a. fixed for one (1) year subject to annual re-pricing   | 17.17  | 17.17                 |
| Other Related Individual        | Corresponding Person of Affiliated Companies | New Home Loan   | Fifteen (15) years with interest rate @ 7.00% p.a. fixed for five (5) years  | 16.50  | 16.45                 |
| OTHERS                          |  |   |  |  |                       |
| Parent-Bank                     | DOSRI  | Provision of Services   | Development, Support and Maintenance of Various Bank Systems   | 38.79  | N/A                   |
| Related Entity                  | Affiliate                                    | Accreditation of Affiliate-Car Dealer   | Accreditation of Affiliate's Employees for the Bank's Multi-Purpose Loan   | 19.40  | N/A                   |
| Related Entity                  | Affiliate                                    | Receivable Purchase Agreement   | Purchase of receivables from Affiliate's Car Buyers  | N/A  | N/A                   |
| Parent-Bank                     | DOSRI  | Cross-Selling Arrangement   | Cross-Selling Arrangement for the Bank's Multi-Purpose Loan (MPL)  | N/A  | N/A                   |
| Related Entity                  | Affiliate                                    | Receipt of Services   | Arranger for the Bank's Medium Term Notes Issuance   | 9.33   | N/A                   |
| Related Entity                  | Affiliate                                    | Receipt of Services   | Issue Manager, Bookrunner and Lead Underwriter for the Bank's Stock Rights Offer (SRO)   | 64.50  | N/A                   |

Our RPT policy likewise requires our directors and officers with personal interest in the Bank's transaction (e.g. they themselves or any of their close family members acting as the Bank's counterparty) to inhibit/abstain from the discussion, approval and management of such transaction except in order to provide material information to the RPTC/ Board about the transaction. Provisions against conflict of interest situations are likewise stipulated in the Bank's Board-approved "Code of Conduct" such as the prohibition of self-dealing transactions.

We also ensure that our stockholders are treated equally and without discrimination by preserving stockholders' rights and protecting our minority stockholders' interests, including the latter's right to nominate candidates to our Board of Directors.

### Integrity and Accountability

We uphold at all times the value of honesty as the best policy. We believe that our reputation precedes us in the business of trust and confidence. We continue to enhance a working culture of integrity, guided by a Code of Conduct that defines the standards that we must follow in our business dealings and relationships.

### Code of Conduct

Our Code of Conduct is our guide in defining the norms, rules, and responsibilities of each and every PSBanker. It includes provisions on:

- Disciplinary process;
- General policies to establish a professional working environment and secure a favorable reputation for our Bank;
- Corrective measures for unacceptable behavior or failure to comply with our rules, such as on Financial Consumer Protection and on Anti-Money Laundering/Terrorism Financing, policies and procedures;

- Schedule of penalties for attendance and punctuality, required corporate attire, conduct and behavior, dishonesty, health, safety and security, reporting of violations, and information security; and
- Provisions on management of personal finances, conflict of interest, anti-sexual harassment, non-disclosure of information and insider information.

### Insider Trading

Under our Policy Against Insider Trading, reporting insiders are required to disclose their and their associates' initial beneficial ownership in PSBank shares and any changes thereof within two trading days after their election/ appointment in office and from the date of said changes, respectively. They are likewise prohibited from selling or buying PSBank shares during "blackout periods," i.e., upon obtaining material on non-public information up to two trading days after such information is disclosed. The Bank did not have any trading transactions with reporting insiders and/or their associates in 2018. Directors' level of share ownership and movements from beginning to end of the year 2018 are summarized as follows (see Rollforward of Common Shares table below).

### Whistleblowing

PSBank's whistleblower policy requires our employees to report any impropriety or malpractice committed by co-employee/s or third party or parties to their Group Heads or to the Human Resources Group Head, the Fraud Management Group Head/ Division Heads, or the Chief Audit Executive/ Internal Audit Group Head for evaluation if it would warrant an investigation. Under the Code of Conduct, concealment or non-reporting is considered as an impropriety or malpractice in itself. The whistleblower is protected from any form of harassment as a result of any disclosure which was made in good faith believing the disclosure to be true and was not made maliciously or for personal gain. The policy considers any attempt to determine the whistleblower's identities as a breach of confidentiality which is subject to disciplinary sanctions.

Rollforward of Common Shares

| Name of Director          | Position                        | Beginning        |                 | Movements  |            | End              |                 |
|---------------------------|---------------------------------|------------------|-----------------|------------|------------|------------------|-----------------|
|                           |                                 | 12/31/2017       | %               | Additions  | Deductions | 12/31/2018       | %               |
| Jose T. Pardo             | Chairman & Independent Director | 1,852            | 0.000771        | -          | -          | 1,852            | 0.000771        |
| Arthur V. Ty              | Vice-Chairman                   | 117              | 0.000049        | -          | -          | 117              | 0.000049        |
| Vicente R. Cuna Jr.       | Vice-Chairman                   | 100              | 0.000042        | -          | -          | 100              | 0.000042        |
| Samson C. Lim             | Independent Director            | 100              | 0.000042        | -          | -          | 100              | 0.000042        |
| Benedicto Jose R. Arcinas | Independent Director            | 100              | 0.000042        | -          | -          | 100              | 0.000042        |
| Eduardo A. Sahagun        | Independent Director            | 100              | 0.000042        | -          | -          | 100              | 0.000042        |
| Jose Vicente L. Alde      | President/Director              | 100              | 0.000042        | -          | -          | 100              | 0.000042        |
| Ma. Soledad D.S. De Leon  | Director                        | 4,000,000        | 1.664915        | -          | -          | 4,000,000        | 1.664915        |
| Rosanna F. De Vera*       | Director                        | -                | -               | 100        | -          | 100              | 0.000042        |
| <b>Total</b>              |                                 | <b>4,002,469</b> | <b>1.665945</b> | <b>100</b> | <b>-</b>   | <b>4,002,569</b> | <b>1.665987</b> |

\* Ms. De Vera was elected as Director during the Annual Stockholders' Meeting in April 2018.



### *Anti-Money Laundering/Combating Financing of Terrorism (AML/CFT)*

PSBank subscribes to and adopts the State's policy to protect the: (1) integrity and confidentiality of accounts and to ensure that it shall not be used as a money laundering/terrorism financing site and/or conduit for the proceeds of unlawful activities; and (2) life, liberty and property from acts of terrorism by condemning such acts and those who support and finance it as a crime against the Filipino people, against humanity and against the law of nations.

We ensure that we execute transactions with our customers in accordance with the AML/CFT policy guidelines, procedures, tools, and controls set forth in our regularly updated Money Laundering & Terrorism Financing Prevention Program (MLTFPP). Our MLTFPP, as posted in our intranet site for the guidance of all our implementing personnel, primarily revolves around the basic AML/CFT controls required under existing AML/CFT laws, rules and regulations, namely:

1. Know Your Customer (KYC)/Customer Due Diligence (CDD) & Know Your Employee (KYE);
2. Ongoing Monitoring of Customers & their Transactions;
3. Covered and Suspicious Transactions Reporting;
4. Records Keeping & Retention; and
5. Employee Training & Continuing Education.

The Bank's MLTFPP is undergoing another round of review/ updating to align with the recently issued BSP Amended AML Rules & Regulations per BSP Circular No. 1022 as well as the Anti-Money Laundering Council's (AMLC) Revised AML Implementing Rules & Regulations and related AMLC issuances. Compliance with the requirements of this MLTFPP is continuously monitored by our Board-designated AML Compliance Officer (AMLCO) under the Compliance Office as lead implementer.

### **Transparency and Open Communication**

We abide by the various disclosure requirements of the Bangko Sentral ng Pilipinas (BSP), the Securities and Exchange Commission (SEC), and the Philippine Stock Exchange (PSE), PSBank being a publicly listed company. We ensure that we are transparent to our stakeholders by posting the latest public disclosures on the Investor Relations section of our website and in our press releases. In compliance with SEC Memorandum Circular No. 11 s2014, we regularly update our website to include all required disclosures in accordance with the SEC-prescribed web template for our stakeholders to readily check our corporate governance practices.

We also maintain an open communication line and use feedback from our stakeholders to develop better policies, products, and services. We likewise accommodate requests for information on the management of our Bank, stockholders rights, or any other Bank-related matters, while remaining mindful of disclosure limitations under existing laws on the secrecy of bank deposits and data privacy.

Our Corporate Governance Manual (CGM) serves as a valuable guide and reference in our implementation of corporate governance rules and regulations, and standards of both the BSP and the SEC. In 2018, we updated our CGM to incorporate the recent SEC issuances related to corporate governance, among others.

### **Financial Consumer Protection**

With customers at the forefront of our priorities and in compliance with BSP Circular No. 857 (BSP Regulations on Financial Consumer Protection), our corporate governance system/culture includes a Financial Consumer Protection (FCP) Framework to ensure that consumer protection standards and practices are duly observed and embedded in our business operations.

This framework is comprised of FCP Policies and Procedures, FCP Code of Conduct, Consumer Assistance Management System, FCP Training Program, FCP Risk Management System, FCP Compliance Program, FCP Audit Program, and Financial Consumer Education and Awareness Program. The framework revolves around the core principles of consumer protection, namely: 1. Disclosure and transparency; 2. Protection of client information; 3. Fair treatment; 4. Effective recourse; and 5. Financial education and awareness.

The Board of Directors, jointly with the Senior Management, is ultimately responsible in establishing an effective oversight over the Bank's consumer protection programs as well as in ensuring that consumer protection practices are embedded in the Bank's business operations.

As part of the Bank's corporate-wide risk management system spearheaded by its Risk Management Office (RMO), an FCP Risk Management System (FCPRMS) is instituted to identify, measure, monitor, and control consumer protection risks (both risks to the financial consumers and the Bank) inherent in the Bank's operations.

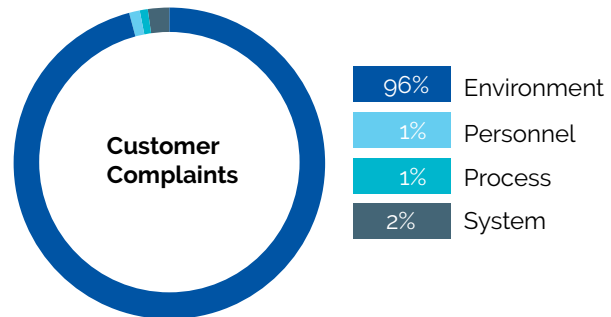
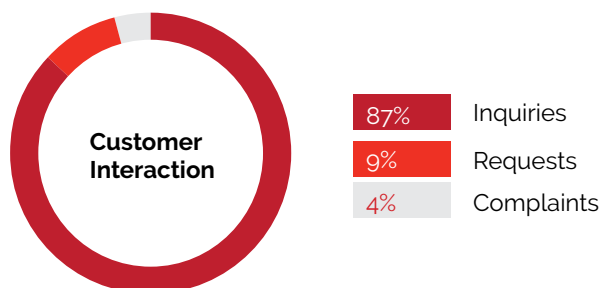
PSBank aims to differentiate itself from other banks by providing excellent customer experience. Being attentive and proactive to all customer feedback is one of the more powerful means of doing so. While positive feedback is welcome, we are more vigilant about negative feedback or complaints as they cover areas for improvement. Complaints received from clients are lodged in an automated tracking system in order to manage our defined TAT in resolving them and to serve as a database of all customer complaints including the record of actions taken thereon for analytics purposes. This process is implemented in four (4) steps, namely: (1) Acknowledgement, (2) Decision/Disposition by Designated Senior Officers, (3) Investigation and Communicating Feedback to the Customer, and (4) Closing of Complaint.

While all personnel are given access to the said system for the reporting of customer complaints and feedback, the investigation and resolution shall be handled by the following:

- **Service Recovery Team (SRT)** - consists of the Consumer Assistance Management Department. The Team is responsible for investigation, resolution, and documentation of all customer complaints and feedback received across all channels. The SRT also works with other Departments, Divisions, or Groups in the implementation of interim and long-term resolution (i.e. process improvement efforts, policy revision, system enhancement, personnel training, etc.).
- **Designated Senior Officers** - consists of Senior Officers or Group Heads who are tasked to provide decision/disposition to the customer complaint.
- **Emergency Recovery Team (ERT)** - All complaints/feedback that are qualified under fraud or those that may be classified as high risk are immediately escalated to the ERT which consists of the Executive Vice President (EVP), the Customer Experience Head, and the Process Owner Representative. Issues requiring PR solution or those with media impact are also submitted to the PR and Corporate Communications Head.
- **Process Owner Representative** - are the respondents to the complaint. They can also be subject matter experts who may provide valuable inputs in the immediate resolution of the complaint.
- **Customer Experience (CX) Council** - The CX Council is a top-level advisory and action group of Senior Officers. The Council is composed of holistic organizational leaders who review the biggest issues and recommends actions that will lead to continuous structural improvements.

At the end of each day, all customer issues received are reported to a pool of Senior Officers including the President and the EVP. The consolidated report is likewise submitted to the RMO on a monthly basis as part of the Key Risk Indicator (KRI) reports. Each valid complaint arising from a service/process lapse shall have a corresponding one (1) demerit point against the responsible personnel's performance rating.

**CUSTOMER INTERACTION:** Aside from the branches, the Bank offers other channels for customer-interaction. The Customer Experience Group (CXG) handles loan and deposit inquiries, requests and complaints coursed through the Direct Banking, Call Banking, email, LiveChat, SMS, website, PSBank Online, PSBank Mobile and social media. All these channels are managed 24/7, except for Direct Banking which caters to walk-in clients.



## BOARD OVERSIGHT

The Board of Directors sets the Corporate Governance tone in our organization by ensuring adherence to principles and standards. It is accountable to our stakeholders in running our Bank in a prudent and sound manner. It is primarily responsible for approving and overseeing the implementation of our strategic objectives, risk strategy, corporate governance and corporate values.

At the end of 2018, there are nine (9) directors in our Board, four (4) of whom are independent directors, three (3) are executive directors, and two (2) are non-executive directors. They are all qualified business professionals with the required expertise and experience in directing our strategic path. These directors were selected based on their qualifications (i.e., integrity/probity, physical/mental fitness, competence, relevant education/financial literacy/training, diligence and knowledge/experience) without discrimination on gender, age, and ethnic, political, religious, or cultural backgrounds.

In accordance with the Bank's By-Laws, directors are elected by the vote of the holders of common stock of the Bank in accordance with Section 24 of the Corporation Code of the Philippines and other pertinent applicable laws. Any stockholder may submit nominations for directorial positions to the Corporate Governance Committee. The Committee then screens the qualifications of the nominees in accordance with screening policies and procedures, and parameters, including alignment with the Bank's strategic directions to come up with a final list of candidates. Only nominees whose names appear in the said list are considered for election as directors at the annual meeting of the stockholders.

We have consistently maintained independent directors who provide independent judgment, outside experience, and objectivity. Of our nine-seat Board, we have four (4) independent directors, including our Board Chairman. This is more than the required minimum number of independent directors. We do not have any director holding more than five board seats in other publicly listed companies.

Our Board Chairman provides active leadership by ensuring that our Board and its various committees function effectively, including maintaining a relationship of trust among Board members. Our Chairman also ensures that our Board follows a sound decision-making process.

Individual directors are tasked to observe the fit and proper rule. They are expected to conduct fair business dealings, avoid conflict of interest, and observe confidentiality. They must act honestly, judiciously and in good faith, and uphold the best interest of our Bank and its stakeholders. They must also devote time and attention to their duties and responsibilities and contribute to our Board's decision-making process. They must exercise independent judgment and have a working knowledge of laws, rules and regulations applicable to our Bank.

All new members of the Board of Directors are furnished with a copy of their duties and responsibilities and are provided with a comprehensive training on corporate governance, as part of the BSP's requirements in confirming elected bank directors. Together with our principal officers, our directors attended in 2018 an annual refresher program on Corporate Governance (pursuant to SEC Memorandum Circular No. 20 s2013), including Anti-Money Laundering (AML), as conducted by the Institute of Corporate Governance (ICD), a SEC-accredited training provider.

Our Board has access to our Corporate Secretary who manages the flow of information to the Board prior to the meetings. The Office of the Corporate Secretary plays a significant role in supporting the Board in discharging its responsibilities. It administers, attends, prepares the agenda and minutes of Board meetings, and ensures that notices required under the By-Laws are given to all directors and stockholders.

Our Board also reviews and approves all manuals to ensure that regulatory changes and best practices are included. They have access to a permanent compilation of documents related to past Board activities. They can readily seek clarification from Senior Management should they have concerns about our Bank or any item submitted for their consideration.

**Board Committees.** A number of Board-level committees were created to aid our Board in its various tasks to ensure efficiency and provide greater focus. Four of these committees are in charge of governance oversight functions, as follows:

The **Corporate Governance Committee (CGC)** is tasked to assist our Board in fulfilling its duties and responsibilities and monitoring our adherence to the corporate governance principles and guidelines set forth in our Corporate Governance Manual including the functions formerly assigned to the Nomination Committee and Compensation & Remuneration Committee which were both dissolved and integrated into this committee in 2017. It also oversees the development and effective implementation of our compliance system. The Committee is composed of three Directors, all of whom are independent directors, including the committee chairperson. The Committee meets monthly and is supported by our Compliance Office (CO)

#### CORPORATE GOVERNANCE COMMITTEE

| Members   | Position  | Attendance | %    |
|---|-----------|------------|------|
| Jose T. Pardo<br><i>Independent Director</i>        | Chairman  | 12/12      | 100% |
| Samson C. Lim<br><i>Independent Director</i>        | Member    | 11/12      | 92%  |
| Eduardo A. Sahagun<br><i>Independent Director</i>   | Member    | 11/12      | 92%  |
| Gilbert L. Nunag<br><i>Chief Compliance Officer</i> | Secretary | 12/12      | 100% |

The **Risk Oversight Committee (ROC)** is responsible for the development and oversight of our risk management program. The Committee is currently composed of three members of the Board of Directors and one non-voting member appointed as advisor. Two or majority of its voting members are independent directors, including its Chairperson. The ROC members possess a range of expertise and adequate knowledge of our risk exposures, which is needed to develop appropriate strategies for preventing or minimizing losses. The Committee meets monthly and is supported by our Risk Management Office (RMO).

#### RISK OVERSIGHT COMMITTEE

| Members  | Position | Attendance | %    |
|--|----------|------------|------|
| Benedicto Jose R. Arcinas<br><i>Independent Director</i> | Chairman | 11/12      | 92%  |
| Vicente R. Cuna Jr.*                                     | Member   | 4/4        | 100% |
| Edmund A. Go<br><i>Adviser</i>                           | Member   | 12/12      | 100% |
| Jose Vicente L. Alde**                                   | Member   | 8/8        | 100% |
| Eduardo A. Sahagun<br><i>Independent Director</i>        | Member   | 12/12      | 100% |

\*Membership ended in April 2018

\*\*Appointed member in May 2018



The **AML Oversight Committee** is tasked to assist our Board in fulfilling its oversight responsibility over our AML compliance management. It ensures that we comply with the provisions of the Anti-Money Laundering Act (AMLA), as amended, its Revised Implementing Rules and Regulations (RIRRs), and BSP AML regulations to the end that the Bank shall not be used as a vehicle to legitimize the proceeds of unlawful activity or to facilitate or finance terrorism. This committee is composed of three Directors – an executive director, an independent director and a non-executive director as the Chairperson. The committee meets monthly and is supported by our Compliance Office (CO).

#### AML OVERSIGHT COMMITTEE

| Members  | Position    | Attendance | %    |
|--|-------------|------------|------|
| Amelia B. Cabal*   | Chairperson | 3/4        | 75%  |
| Jose Vicente L. Alde*                                    | Member      | 4/4        | 100% |
| Benedicto Jose R. Arcinas<br><i>Independent Director</i> | Member      | 11/12      | 92%  |
| Vicente R. Cuna Jr.**                                    | Chairperson | 6/8        | 75%  |
| Rosanna F. De Vera***                                    | Member      | 7/8        | 88%  |
| Gilbert L. Nunag<br><i>Chief Compliance Officer</i>      | Secretary   | 12/12      | 100% |

\*Membership ended in April 2018

\*\*Appointed as Chairperson in April 2018

\*\*\*Appointed as member in April 2018

The **Audit Committee** is designated to provide independent oversight for the Bank's financial reporting process, corporate governance, system of internal control, risk management, internal and external audit functions, and monitoring of compliance with Bank policies, applicable laws, rules, regulations, and Code of Conduct. It is composed of three Non-Executive Directors, majority of whom are independent, including the committee chairperson, who is not the chairperson of the Board of Directors or any other committees. The committee members have auditing, accounting, or related financial management expertise or experience commensurate with the size, complexity of operations, and risk profile of the Bank. The committee meets monthly and as needed, and is supported by our Internal Audit Group (IAG).

#### AUDIT COMMITTEE

| Members   | Position  | Attendance | %   |
|---|-----------|------------|-----|
| Eduardo A. Sahagun<br><i>Independent Director</i> | Chairman  | 13/14      | 93% |
| Samson C. Lim<br><i>Independent Director</i>      | Member    | 12/14      | 86% |
| Amelia B. Cabal*                                  | Member    | 4/5        | 80% |
| Vicente R. Cuna Jr.**                             | Member    | 8/9        | 89% |
| Emma B. Co<br><i>Chief Audit Executive</i>        | Secretary | 13/14      | 93% |

\*Membership ended in April 2018

\*\*Appointed as member in April 2018

Other Board-level committees are as follows:

The **Executive Committee** is tasked to regularly review and approve credit proposals within its limits. It recommends additional conditions and requirements on loan applications for Board approval. The committee is composed of three Executive Directors, including the President, and our Credit & Collections Sector Head.

#### EXECUTIVE COMMITTEE

| Members  | Position            | Attendance | %    |
|--|---------------------|------------|------|
| Arthur V. Ty   | Chairman            | 7/9        | 78%  |
| Vicente R. Cuna Jr.*                                     | Member              | 2/2        | 100% |
| Jose Vicente L. Alde                                     | Member              | 9/9        | 100% |
| Rosanna F. De Vera                                       | Member              | 9/9        | 100% |
| Mary Myleen M. Masanque,<br><i>PSBank Representative</i> | Member              | 8/9        | 89%  |
| Jose M. Manuel Jr.                                       | Secretary           | 9/9        | 100% |
| Emmelyn B. De Pedro                                      | Alternate Secretary |            |      |

\*Membership ended in April 2018

The **Related Party Transactions Committee (RPTC)** is tasked to assist the Board in ensuring that transactions with related parties are reviewed, appropriate restrictions are followed, and corporate resources are judiciously used. The committee is composed of three Non-executive Directors, two or majority of whom are independent directors, including the committee chairperson. The committee meets monthly and is also supported by our Compliance Office (CO).

#### RELATED PARTY TRANSACTIONS COMMITTEE

| Members  | Position        | Attendance | %    |
|--|-----------------|------------|------|
| Samson C. Lim <sup>*</sup><br><i>Independent Director</i>  | Chairperson     | 11/12      | 92%  |
| Jose T. Pardo <sup>**</sup><br><i>Independent Director</i> | Member          | 12/12      | 100% |
| Amelia B. Cabal <sup>***</sup>                             | Member          | 3/4        | 75%  |
| Ma. Soledad D.S. De Leon <sup>****</sup>                   | Member          | 7/8        | 88%  |
| Emma B. Co<br><i>Chief Audit Executive</i>                 | Resource Person | 11/12      | 92%  |
| Gilbert L. Nunag<br><i>Chief Compliance Officer</i>        | Secretary       | 12/12      | 100% |

<sup>\*</sup>Appointed as Chairperson in April 2018

<sup>\*\*</sup>Term as Chairperson ended in April 2018

<sup>\*\*\*</sup>Membership ended in April 2018

<sup>\*\*\*\*</sup>Appointed as member in April 2018

The **Trust Committee** is a special committee tasked to be primarily responsible for overseeing the fiduciary activities of the Bank. It is composed of five members: the President, the non-voting Trust Officer, a non-executive director, an independent director, and an independent professional who is the committee chairperson. It meets quarterly, and is supported by our Trust Division.

#### TRUST COMMITTEE

| Members  | Position | Attendance | %    |
|--|----------|------------|------|
| Edmund A. Go<br><i>Adviser</i>                           | Chairman | 4/4        | 100% |
| Vicente R. Cuna Jr. <sup>*</sup>                         | Member   | 1/1        | 100% |
| Jose Vicente L. Alde <sup>**</sup>                       | Member   | 3/3        | 100% |
| Ma. Soledad D.S. De Leon                                 | Member   | 3/4        | 75%  |
| Benedicto Jose R. Arcinas<br><i>Independent Director</i> | Member   | 4/4        | 100% |
| Reuel R. Javier<br><i>Trust Officer</i>                  | Member   | 4/4        | 100% |

<sup>\*</sup>Membership ended in March 2018

<sup>\*\*</sup>Appointed as member in April 2018

**Board and Board Committee Meetings.** In 2018, our Board had 12 regular meetings, in addition to the annual stockholders' and organizational meetings. Our directors logged a 96% attendance rate. Attendance records to Board and Board Committee meetings in 2018 are summarized as follows:

| Directors                        | Position                          | Attendance | %    | ASM |
|----------------------------------|-----------------------------------|------------|------|-----|
| Jose T. Pardo                    | Chairman and Independent Director | 12/12      | 100% | Yes |
| Arthur V. Ty                     | Vice Chairman                     | 12/12      | 100% | Yes |
| Vicente R. Cuna Jr.              | Vice Chairman                     | 11/12      | 92%  | Yes |
| Samson C. Lim                    | Independent Director              | 11/12      | 92%  | Yes |
| Benedicto Jose R. Arcinas        | Independent Director              | 12/12      | 100% | Yes |
| Eduardo A. Sahagun               | Independent Director              | 11/12      | 92%  | Yes |
| Jose Vicente L. Alde             | President /Director               | 12/12      | 100% | Yes |
| Amelia B. Cabal <sup>*</sup>     | Director                          | 3/3        | 100% | N/A |
| Ma. Soledad D.S. De Leon         | Director                          | 11/12      | 92%  | Yes |
| Rosanna F. De Vera <sup>**</sup> | Director                          | 9/9        | 100% | Yes |

<sup>\*</sup>Membership ended in March 2018

<sup>\*\*</sup>Appointed as member in April 2018

## SENIOR MANAGEMENT OVERSIGHT

**Senior Management.** Our Senior Management Team, headed by our President as the Chief Executive Officer (CEO), consists of a core group of senior officers who manage our day-to-day operations and business affairs. They exercise good governance by ensuring that line managers under their respective areas of responsibility execute their activities in a manner consistent with Board-approved policies and procedures. These should be aligned with applicable laws, rules and regulations, as well as standards of good practice.

**Management Committees.** To achieve efficiency and provide greater focus for our Senior Management in overseeing key areas of banking operations, various Management-level committees were also maintained, as follows:

- The Assets and Liabilities Committee (ALCO) is tasked to manage our assets and liabilities consistent with our liquidity, capital adequacy, growth, risk tolerance and appetite, and profitability goals.
- The Credit Committee (CRECOM) is tasked to regularly review and approve credit proposals within the authority and limits set by our Board.
- The Anti-Money Laundering Compliance Committee (AMLCC) is designated by the Board to receive, evaluate, and decide whether or not a Suspicious Transaction Report (STR) and/or Report on Crimes and Losses (RCL) shall be filed with the Anti-Money Laundering Council Secretariat (AMLCS) and/or with the BSP for cases or incidents reported or elevated by various business or operating units of the Bank. It also provides support to the Bank's Compliance Office in terms of AML policy review/development, and in addressing AML deficiencies/adverse findings.
- The Outsourcing Oversight Committee (OOC) is tasked to oversee the accreditation of service providers, performance monitoring, post-implementation reviews and contract renewals in accordance with the Bank's Board-approved risk-based Outsourcing Policy Guidelines pursuant to existing BSP rules and regulations on outsourcing.
- The IT Steering Committee (ITSC) is tasked to cohesively monitor IT performance and institute appropriate actions to ensure achievement of desired results. It is accountable for designing and implementing our Board-approved Information Technology Risk Management System (ITRMS).
- The Emergency Committee (EMCOM) is tasked to manage and monitor the effective implementation of our Business Continuity Plan (BCP). It aims to provide our Bank with the capability to continue its critical functions and processes by identifying, assessing and managing emergency scenarios and other business interruptions.
- The Policy Committee (POLCOM) is tasked to resolve policy-related issues that require escalation or cross-functional discussion for resolution.
- The Personnel Committee (PERCOM) is tasked to assist our Senior Management in evaluating the performance and career advancement of our employees, deciding on employee offenses/administrative cases, and in maintaining personnel policies and procedures, including the Bank's Code of Conduct.
- The Retirement Committee (RETCOM) is exclusively tasked to administer our Gratuity and Retirement Benefit Plan.
- The Related Party Transactions Management Committee (RPTMC) is tasked to assist the Board-level RPTC and the Board of Directors in ensuring that transactions with related parties, with respect to those considered as "non-material" (i.e., within the set transaction materiality thresholds) are conducted at arm's length.
- The Investment Committee (IC) is tasked to establish investment guidelines and oversee the investment activities of the Bank. It monitors and reports the overall investment results and reviews compliance with investment objectives and guidelines.



## OUR GOVERNANCE VANGUARDS

Our compliance, risk management, and internal audit functions are the forerunners in our relentless drive to promote and uphold the noblest tenets and highest standards of good corporate governance across all our business operations.

### Compliance

Ensuring our compliance with applicable laws, rules and regulations, as a minimum requirement, is our collective duty and team effort. It begins with our Board and Senior Management at the top, and down the line to our various business and operating units in accordance with our Board-approved compliance system. The design and



implementation of this program is administered and annually updated by our Compliance Office, led by our Chief Compliance Officer (CCO) who directly reports to our Corporate Governance Committee and to our Board.

Our Compliance Program adopts a three-pronged, risk-based approach to effectively manage our compliance risks by ensuring compliance with pertinent banking laws, rules and regulations, codes of conduct, policies and standards of good practice. Its priority, focus and compliance testing frequency depends on the pre-assessed level of risk the business/operating units are inherently exposed relative to the number and magnitude or severity of pertinent requirements applicable to them.

This three-pronged strategy is structured to be operated by three key players, namely:

1. The line units as the first line of defense being the risk owners and managers;
2. The Compliance Office (CO) as the second line of defense and the compliance risk overseers; and
3. The Internal Audit Group (IAG) as the third line of defense as the independent assurance provider.

Aside from monitoring and controlling compliance risk, our Chief Compliance Officer (CCO) also tracks our Bank's adherence to our Corporate Governance Manual, which is aligned with the SEC's Revised Code of Corporate Governance for Publicly Listed Companies, and embodies all CG-related rules and regulations of the BSP. Cases of non-compliance are required to be reported to our Board Chairman who ensures due process and determines appropriate sanctions. The Bank fully and continually complies with the requirements of the Corporate Governance Manual.

Our Compliance Office continually strives to maintain our strong compliance culture in the midst of an ever-dynamic banking regulatory landscape. It proactively identifies and monitors, assesses, and addresses emerging compliance issues, vigorously promotes continuing education through formal/informal trainings, compliance awareness testing, compliance checking, and advisory service through a clear and open communication line; and fosters good corporate governance culture by benchmarking against industry best practices and standards.

#### Internal Audit

Internal Audit Group (IAG) is established by the Board of Directors. Its responsibilities are defined by the Audit Committee (AuditCom) as part of their oversight function. The mission of internal auditing within an organization is to enhance and protect organizational value by providing risk-based and objective assurance, advice, and insight.

The role of the IAG is to assist the Bank in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the

organization's governance, risk management, and control processes. IAG is headed by the Chief Audit Executive (CAE) who reports functionally to the Board through the Audit Committee and administratively to the President. The CAE confirms annually to the Board the organizational independence of the internal audit activity.

IAG governs itself by adherence to The Institute of Internal Auditors' (IIA's) mandatory guidance which includes the Core Principles for the Professional Practice of Internal Auditing, the Definition of Internal Auditing, the Code of Ethics, and the International Standards for the Professional Practice of Internal Auditing (Standards). This mandatory guidance constitutes principles of the fundamental requirements for the professional practice of internal auditing and for evaluating the effectiveness of the internal audit activity's performance.

IAG, with strict accountability for confidentiality and safeguarding records and information, is authorized to:

1. have full, free, and unrestricted access to all Bank functions, records, properties, and personnel pertinent to carrying out any engagement;
2. have direct and unrestricted access to senior management and the Audit Committee;
3. allocate resources, set frequencies, select subjects, determine scopes of work, apply the procedures and techniques required to accomplish audit objectives, and issue reports; and,
4. obtain necessary assistance from personnel in other units of the Bank where they perform audits, as well as other specialized services from within or outside the Bank.

IAG remains free from interference by any element in the organization, including matters of audit selection, scope, procedures, frequency, timing, or report content to permit maintenance of an independent and objective mental attitude.

#### OUR REMUNERATION POLICY

Our directors and officers are provided with an industry-competitive compensation package to attract, motivate, and retain highly qualified people. The salary scales of our officers are generally based on their position and rank. These are reviewed annually and adjusted as needed, based on performance.

We also grant fixed bonuses, including a 13<sup>th</sup>-month pay, in accordance with law. Our Board sees to it that this remuneration strategy is regularly reviewed to ensure that the policy is commensurate with corporate and individual performance, and benchmarked against our industry peers and other market considerations, while maintaining internal equity. The Bank's remuneration policy is applicable to all employees, including the President and its senior officers.

Each director receives a monthly professional fee for attending Board and committee meetings. This is also

in consideration of their valuable contributions in the formulation of our Bank's overall strategy.

The total per diem and transportation allowance paid to directors for their attendance in Board meetings for the period January to December 2018 was PhP19,325 million.

Our remuneration policy for directors indicates that the Chairman, Vice Chairman, and each of the Directors receive reasonable per diems for attendance at any Board meeting. There is nothing in our by-laws that prevents any director from serving any other capacity and receiving compensation.

We have been consistent in preaching the philosophy of meritocracy, such that our compensation and rewards programs are geared towards providing incentives to employees who have contributed to the success of the Bank.

- **Merit Increase.** Annual increases are given to employees based on their relative performance within the organization.
- **President's Cup Award.** This productivity-based award is given quarterly and annually to an individual or group for achieving exceptional performance.

We also regularly review all our policies and programs to ensure that our organization is at par with what the industry is offering.

- **Job Evaluation.** We regularly conduct job evaluation on new positions resulting from our re-organization. This happens after a bank-wide job evaluation conducted every three years, which is aimed at measuring and benchmarking all Bank positions vis-à-vis the banking industry.
- **Salary Structure Program.** We conduct salary restructuring to ensure that the salaries of our employees are equitable to what the industry is offering.

#### OUR RETIREMENT AND SUCCESSION POLICY

As a matter of policy, the compulsory retirement age for the Bank's regular employees (officers and staff) is at fifty-five (55) years old. The Bank has instituted a succession program to ensure continuity and viability of the business. Positions that are critical to the business have identified "Ready Now" and "Ready Later" replacements, which is reviewed annually. Potential successors are subjected to Individual Development Plans, which is a combination of classroom training, cross postings, immersions, and development assignments. Furthermore, strategic workforce planning is also in effect annually to ensure that critical positions are filled up and that Talent Acquisition is ready to provide external talents if deemed necessary.

We are also considering setting an age limit for directors except for certain persons such as Filipino citizens with recognized stature, influence and reputation in the banking and business community and whose business practices

stand as testimonies to good corporate governance. Upon the recommendation of the Corporate Governance Committee, said age limit for directors may also be waived by the Board if such a waiver is deemed to be for the best interest of the Bank. Further, the Bank's independent directors may serve for a maximum cumulative term of nine (9) years reckoned starting 2012. After which, the independent director shall be perpetually barred from re-election as such, but may continue to qualify for nomination and election as a non-independent/regular director. If the Bank wants to retain an independent director who has already served for nine (9) years, the Board should provide meritorious justification/s and seek shareholders' approval during the Annual Shareholders' Meeting. Succession or filling up any vacancies in the Board of Directors shall be made by the vote of at least a majority of the remaining directors, if still constituting a quorum. Vacancies occurring by reason of removal by the stockholders, by expiration of term, or by an increase in the number of directors, however, shall be filled by the stockholders in a regular or special meeting called for this purpose.

#### OUR DIVIDEND POLICY

Dividends to be paid in cash are subject to the approval by a majority of the Board of Directors. Dividends to be paid in the form of stocks require the approval of a majority of the Board and the approval of shareholders representing no less than two-thirds of the Bank's outstanding capital stock.

Consistent with SEC rules, cash dividends declared by the Bank must have a record date of not less than 10 but not more than 30 business days from the date the cash dividends are declared/approved by the Board. With respect to stock dividends, the record date should not be less than 10 but not more than 30 business days from the date of the stockholders' approval; provided however, that the set record date should not be less than 10 business days after the Philippine Stock Exchange (PSE) has received the notice of declaration of stock dividend. BSP regulations have since allowed banks to fix the record date and payment date on the date of dividend declaration, and pay such dividends without prior BSP approval, with the exception of banks with major supervisory concerns. In the event that a stock dividend is declared in connection with an increase in authorized capital stock, the corresponding record date is to be fixed by the SEC.

Unless approved via majority vote of the Board of Directors at a different rate depending on the Bank's earnings/results of operations, cash flow, financial condition and other factors or otherwise restricted/prohibited from declaring/paying dividends, the Bank regularly declares out of its unrestricted retained earnings and pays cash dividends at a payout ratio of PhP3.00 per share per annum or PhP0.75 per share per quarter, provided that the regulatory requirements of both the SEC and the BSP are complied with. Circumstances which could restrict the payment of cash dividends include, but are not limited to, when the Bank undertakes major projects and developments requiring substantial cash expenditures or when it is restricted from paying cash dividends by its loan covenants.



Provided likewise that the Bank is not restricted/prohibited from declaring/paying dividends and that all such regulatory requirements are complied with, the Bank may also declare out of its unrestricted retained earnings and pay out special cash dividends (on top of its regular quarterly cash dividends) at such rate as may also be approved via majority vote of the Board of Directors.

The aggregate amount of quarterly cash dividends declared by the Bank in 2018 stood at PhP720.8 million. Details are shown under Note 21 of the Audited Financial Statements section.

### OUR GOVERNANCE EVALUATION

Every year, our Board, individual Directors, their respective oversight committees, and all other Board-level committees, as well as the President and all Management-level committees conduct annual self-rating exercises on their performance through the use of scorecards. This aims to gauge their effectiveness and determine areas of improvement vis-à-vis set performance standards that are consistent with the Bank's strategic objectives and business plans designed to continuously create value to all our stakeholders. Items subject to rating are the pertinent standards, as well as their duties and responsibilities, under a 3-point rating scale, to wit: "3"-Meets Standards (MS), "2"-Needs Improvement (NI), and "1"-Not Observed (NO), with an enjoinder to provide suggestions on how to address the deficiencies/improve performance on items rated either "1" or "2". The scorecard results are reviewed by our Corporate Governance Committee and reported to our Board of Directors. This annual performance rating exercises also include that of the Chairman of the Board, the Chief Risk Officer, the Chief Audit Executive, the Chief Compliance Officer, directors/officers with multiple/interlocking positions and of the entire Bank.

### Corporate Social Responsibility

PSBank believes that Corporate Social Responsibility awareness starts with small initiatives that produce a culture of concern when combined.

Below are the Bank's continuing initiatives:

- Continued partnership with TREK (Trails to Empower Kids) where volunteer PSBankers go with other volunteer trekkers to remote mountain areas bringing school supplies and materials to indigenous and largely marginalized communities.
- Partnership with Manila Doctors Hospital on the Restoration of the Arroceros Park, Blood Letting Activities and Brigada Eskwela. PSBank adopted a portion of the Arroceros Park, touted as the last remaining rainforest in Metro Manila. PSBankers conducted a cleanup in April 2018.
- Quarterly Bloodletting Activities in partnership with Philippine Children's Medical Center (PCMC). In 2018, the Bank was also able to assist five PSBankers and their family members who were in need of blood, through PCMC.
- PSBank's Cebu-based employees reallocated their summer outing budget and collaborated with Lights of Hope – Cebu, a non-profit, non-government organization that promotes and provides renewable energy to secluded islands of the country, in providing 50 solar lamps to less fortunate communities in Pangan-an Island, Mactan, Cebu. These solar lamps are made from recycled bottles and powered by solar energy cells, which our employees themselves assembled, after attending series of trainings and workshops.

### Health, Safety and Welfare of Employees

PSBank advocates a work environment free of hazards, which is conducive to the well-being and professional development of employees. We continuously seek ways to reach out to our employees. The Bank's leadership, represented by our Senior Officers, goes around the branches to personally meet with employees to conduct engagement sessions, check on the employees' welfare and needs, as well as the kind of customer experience we provide to our customers. Facilities are also checked to see if they are in accordance with our occupational health and safety standards.

In addition, we strictly adhere and even go beyond general labor standards, such as:

- **Occupational Health and Safety Program (OHSP) and the Health and Safety Committee (HASCOM).** The OHSP provides for the organization of a local committee on Health and Safety found in the branches. This program ensures that adequate guidelines, programs, and measures are adopted to ensure employees' health and safety.



- **First Aid Certification Program.** Our HR Group regularly coordinates with the Philippine National Red Cross (PNRC) in conducting certification seminars for head office and branch employees, ensuring all branches have at least one certified First-Aider.
- **Fire and Earthquake Drills.** The Bank conducted fire and earthquake drills that aim to strengthen the awareness of PSBank employees on what to do during emergencies, and test individual and organizational response during the occurrence of an emergency.

In June 2018, all Head Office employees performed the initial earthquake response of "duck-cover-hold" though there was no actual evacuation done.

In July 2018, the Head Office, with a total of 1,239 employees, participated in the Fire Drill and evacuated the building within 15 minutes, which is the standard evacuation time.

For the Branches, a total of 1,758 employees performed the initial earthquake response of "duck-cover-hold" and evacuated their branch within the 5- minute standard evacuation time.

PSBank supports a healthy and safe work environment through programs designed to safeguard the well-being of all employees. The Bank conducts regular branch visits and facilities check-ups to see if all are in accordance with occupational health and safety standards.

**Health and Wellness Programs.** We ensure that employees have a healthy work-life balance by offering programs that would develop engagement, camaraderie, and healthy working environment. Activities like the Sportsfest, Paintball, Basketball, Volleyball, Bowling, and Badminton tournaments were some of the Bank's most anticipated events.

PSBank provides subsidies for Runs for a Cause like the Tytana Founders Run and World Vision Run. In 2018, employees also participated and represented PSBank in the Red Cross Run.

Health advisories on frozen shoulder/stiff neck, malaria, and leptospirosis, as well as infomercials on obesity, caring for the lungs, nutrition, and neutral positioning of fingers, were disseminated to all PSBankers for information and proper guidance. The annual physical exam was a way for the Bank to provide basic health care for all. Head office clinic is open daily for all employees. Intellicare doctors are available from Tuesday to Friday, while nurses are on duty every day. PSBank branches are also equipped with first-aid kits.

PSBankers were also given a chance to exhibit their professionalism and sportsmanship through interbank competitions. These are:

- 2018 BAA Bowling Competition;
- 2018 PFA Bowling Tournament where PSBank's bowling team bagged the championship; and
- 2018 Globe Badminton Tournament where the Bank's women players garnered the top award.

**Spiritual Needs.** The Celebration of the Holy Eucharist is held every First Friday and during Holy Days of Obligation such as Ash Wednesday and Immaculate Conception. Various groups sponsor each mass, while the PSBank Glee Club serves as the mass choir.

**Family Welfare Program.** PSBank is also a family-oriented institution with events such as the Kiddie Halloween in 2018, where employees and their children got to enjoy quality bonding time.

**Employee Events.** The Bank supports its employees' interests and talents.

In 2018, the PSBank Glee Club joined the 9<sup>th</sup> Paulinian Choral Festival held at St. Paul University in Manila.

There was also the Spoken Poetry contest in which eight individuals participated. There was a clamor among PSBankers for another or a similar activity.

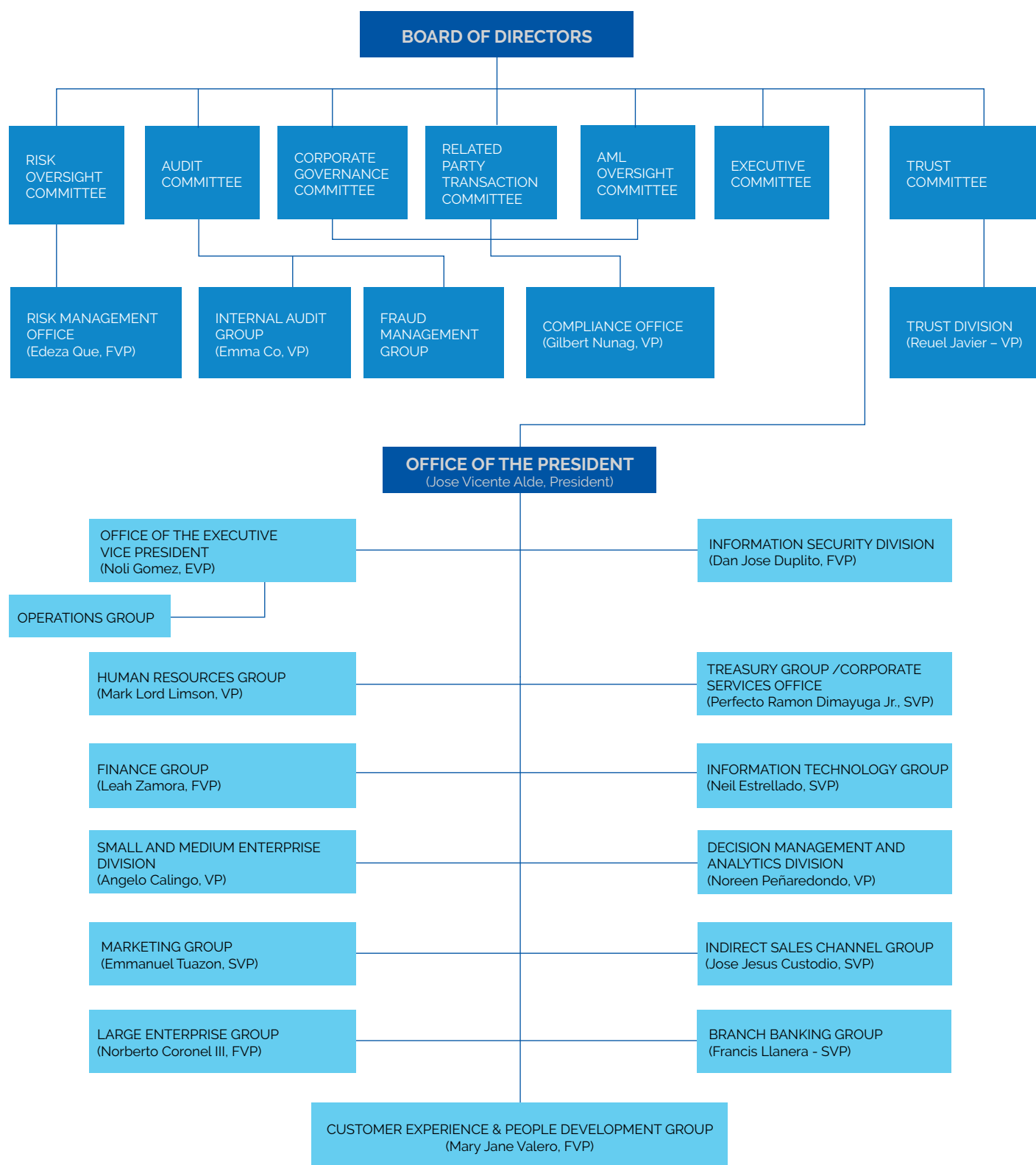
A Mobile Legends tournament was also held both internally and among the Metrobank Group, in which 12 teams from four subsidiaries participated.

#### LDE Trainings:

In 2018, PSBank was able to conduct 92 external trainings attended by 188 participants. We were also able to run 72 internal training programs on top of the usual trainings for New Employees, SPEED and XCEED.

| External Trainings              |     | SPEED        |    |
|---------------------------------|-----|--------------|----|
| Total # of Trainings            | 92  | # of Batches | 1  |
| Total # of Employees            | 188 | Headcount    | 20 |
| Internal Trainings NEO          |     | XCEED        |    |
| # of Batches                    | 14  | # of Wave    | 1  |
| Headcount                       | 155 | Headcount    | 12 |
| OTHER INTERNAL TRAINING PROGRAM |     |              |    |
| Total # of Training             |     |              | 72 |

# Organizational Chart



## MANAGEMENT COMMITTEES

Credit Committee • ALCO • AML Compliance Committee • Outsourcing Committee • IT Steering Committee • Emergency Committee • Policy Committee • Personnel Committee • Retirement Committee • Related Party Transactions Management Committee • Investment Committee

# Board of Directors



## 1 Jose T. Pardo

### Chairman/Independent Director

Filipino, 79 • Chairman at PSBank\* since January 2003 • Independent Director since May 2007 • Chairman/Independent Director, Philippine Seven Corp.\*; Philippine Stock Exchange\*; Securities Clearing Corporation of the Philippines; and Bank of Commerce • Chairman, ECOP Council of Business Leaders; PCCI Council of Business Leaders; and Philippine Business Center, Inc. • Independent Director, JG Summit Holdings, Inc.\*; National Grid Corporation of the Philippines; ZNN Radio Veritas; Synergy Grid and Development Phils., Inc.\* (Non-operating); Monte Oro Grid Resources Corporation; Araneta Hotels, Inc.; League One Finance and Leasing Corporation; and Del Monte Philippines, Inc. • Education: BS Commerce-Accountancy, De La Salle University; Honorary Doctorate Academy of Multi-Skills, United Kingdom; Doctor of Science in Finance, Honoris Causa De La Salle University, Manila, Philippines; Master's Degree in Business Administration; First graduate of the Harvard-DLSU Advisory Program.

## 2 Arthur V. Ty

### Vice Chairman

Filipino, 52 • Vice Chairman since 2001 • Chairman, Metropolitan Bank and Trust Company\*; Metropolitan Bank (China) Ltd.; GT Metro Foundation Inc.; GT Capital Holdings Inc.\*; and Metrobank Foundation, Inc. • Vice Chairman/Director, First Metro Investment Corporation • Vice Chairman, AXA Philippines. Director, Federal Land, Inc. • Education: BS Economics, University of California - Los Angeles. MBA, Columbia University.

## 3 Vicente R. Cuna Jr.

### Vice Chairman

Filipino, 57 • Vice Chairman since April 2018 • Director since 2013 • Director, Metropolitan Bank and Trust Company\* • Senior Executive Vice President, Enterprise Services Sector, Metropolitan Bank and Trust Company\* • Chairman, ORIX Metro Leasing & Finance Corporation; ORIX Auto Leasing Philippines Corp.; ORIX Rental Corp.; OMLF International Trading Development Corp.; and OMLF Insurance Agency, Inc. • Education: A.B Economics, De La Salle University.

## 4 Jose Vicente L. Alde

### Director/President

Filipino, 52 • President since April 2018 • Director since 2016 • Chairman/Director, Sumisho Motor Finance Corporation • Former Director, Metrobank Card Corporation • Member, Election Committee, Chamber of Thrift Banks • Education: Bachelor of Computer Science, graduated Cum Laude, University of the Philippines; Master in Business Management, Asian Institute of Management.

## 5 Samson C. Lim

### Independent Director

Filipino, 70 • Independent Director since April 2008 • Chairman, Blims Lifestyle Group.; Collins International Trading Corporation; and Francorp Philippines • Chairman Emeritus/International Relation, Philippine Franchise Association • Chairman Emeritus, Philippine Retailers Association • President, Canadian Tourism & Hospitality Institute • Director for Tourism, Retail and Franchise, Philippine Chamber of Commerce and Industry • Education: BS Liberal Arts, Cum Laude, Ateneo de Manila University; Masters in Business Economics (MBE), University of



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Asia and the Pacific; Exchange Student, Sophia University Tokyo, Japan; Special Training on International Business, Institute of International Studies and Training, Fujinomia, Japan; Top Management Program, Asian Institute of Management.

**6 Ma. Soledad D.S. De Leon**  
**Director**

Filipino, 60 • Director since April 2016 • Chairman of the Board/Treasurer, Casa Medica, Inc. and Sodel Milling Corp. • Director, Yaman Lahi Foundation, Inc. (Emilio Aguinaldo College); University Physician Services Inc.; Property Holdings, Inc.; Hospital Management Services, Inc. (Medical Center Manila); The Pearl Manila; Pearl of the Orient & Seas Hotel & Recreational Resort, Inc.; and St. Patrick College • President/Treasurer, Sodel Realty Inc. • Vice President/Treasurer, Fil-Homes Realty Development Corp. • Vice President, Lipa Golden Land Development, Inc. • Consultant, Candelaria Rural Bank • Education: BS in Business Administration Major in Business Management, St. Paul College of Manila. International Management Studies, University of California, Los Angeles, USA.

**7 Rosanna F. De Vera**  
**Director**

Filipino, 50 • Director since April 2018 • First Vice President and Credit Group Division Head, Metropolitan Bank and Trust Company\* • Education: BS Commerce Major in Accounting, University of Sto. Tomas. MBA, Ateneo Graduate School of Business.

**8 Benedicto Jose R. Arcinas**  
**Independent Director**

Filipino, 62 • Independent Director since April 2012 • Director & General Manager, Arcinas Freres, Inc. • Director, Metrobank Card Corporation • Education: BS Business Economics, University of the Philippines, Diliman; Master of Science in Management, Arthur D. Little Management Education Institute (now Hult International Business School), Cambridge, Massachusetts, USA; Certificate Courses in Small Enterprise Management, Operations Research, Economics; and Computer Programming, Harvard University, Cambridge, Massachusetts, USA.

**9 Eduardo A. Sahagun**  
**Independent Director**

Filipino, 61 • Independent Director since

April 2017 • Chairman, Edcommerce Corporation • Director, Union Galvasteel Corporation; Phinma Property Holdings Corporation; Phinma Foundation Inc.; and Phinma Renewable Energy Corporation • President & CEO, Phinma Solar Energy Corporation; Union Galvasteel Corporation; and Philcement Corporation • Education: BS Commerce Major in Accounting, Holy Angel University. Masters in Business Administration, Ateneo Graduate School of Business. Masters in Management Science, Arthur D. Little Management Education Institute (now Hult International Business School), Boston, USA; Senior Management Program, Senior Leadership Program, and Managing Change Program, IMD, Switzerland.

**10 Pocholo V. Dela Peña**  
**Corporate Secretary**

Filipino, 52 • Corporate Secretary since July 2011 • Director, Sumisho Motor Finance Corporation • Senior Vice President, Business Banking Center, Metropolitan Bank and Trust Company\* • Education: BS Commerce Major in Accounting, University of Santo Tomas.

*\*Publicly listed companies*

# Senior Officers



**NOLI S. GOMEZ**  
Executive Vice President

Filipino, 53 • Joined October 2001 • Head, Operations Group • Member, Assets and Liabilities, Policy, Personnel, IT Steering, Anti-Money Laundering, Compliance, Outsourcing Oversight, Emergency, and Retirement Committees • Director, Sumisho Motor Finance Corporation • Former Chief Risk Officer and Head of the Systems and Methods, DBS Bank Philippines • System Management Officer, Bank of the Philippine Islands • Education: BS Civil Engineering, Mapua Institute of Technology • Licensed Civil Engineer with Distinction.



**JOSE JESUS B. CUSTODIO**  
Senior Vice President

Filipino, 59 • Joined December 2001 • Indirect Sales Channel Group Head • Former Head of Auto Loans-Retail Sales, Citytrust Banking Corp. • Former Head of Fleet and Floor Stock Department, BPI Family Savings Bank • Education: BS Business Management, Ateneo de Manila University.



**PERFECTO RAMON Z. DIMAYUGA JR.**  
Senior Vice President

Filipino, 57 • Joined January 2006 • Treasurer, Former CFO and Head of Finance Group • Member, Assets and Liabilities, IT Steering, and Personnel Committees • Head, Investment Committee • Corporate Secretary, Sumisho Motor Finance Corporation • Held various Treasury positions in the Development Bank of Singapore Phils., Inc.; Bank of the Philippine Islands; Mindanao Development Bank; Citytrust Banking Corp.; and Rizal Commercial Banking Corp. • Education: AB Economics, Ateneo de Manila University; MBA, University of the Philippines.



**NEIL C. ESTRELLADO**  
Senior Vice President

Filipino, 47 • Joined March 2002 • Head, Information Technology Group • Member, Outsourcing Oversight, IT Steering, Personnel, and Emergency Committees • Former Project Leader, Overseas Chinese Banking Corp. Ltd. • Former Lead IT Analyst, Development Bank of Singapore • Former Project Manager, DBS Philippines • Former Systems Analyst, Bank of the Philippine Islands • Education: BS Mathematics, Ateneo de Manila University.



**FRANCIS C. LLANERA**  
Senior Vice President

Filipino, 47 • Joined December 2007 • Head, Branch Banking Group • Member, Assets and Liabilities, Emergency, Anti-Money Laundering and Compliance Committees • Former Credit Card Collections Head, Union Bank of the Philippines • Formerly with American International Group's Credit Risk Management • Education: BS Commerce, University of Santo Tomas.



**EMMANUEL A. TUAZON**  
Senior Vice President

Filipino, 55 • Joined July 2014 • Head, Marketing Group • Member, Assets and Liabilities, Emergency, and Personnel Committees • Former Senior Vice President and Chief Marketing Officer, Philippine National Bank • Former Vice President for Marketing, ABN AMRO Bank • Former Vice President for Marketing and Sales, Jardine Pacific Finance • Education: BS Mathematics, University of the Philippines.



**NORBERTO M. CORONEL III**  
First Vice President

Filipino, 58 • Joined December 2007 • Head, Large Enterprise Group • Member, Assets & Liabilities, Investment, and Credit Committees • Former First Vice President and Head of Equity Underwriting and Placements, Investment & Capital Corp. of the Philippines • Former Assistant Vice President of Investment Banking Division, United Coconut Planters Bank • Education: BS Business Management, Ateneo de Manila University; MBA, University of the Philippines.



**FRANCIS DENNIS R. DUNGO**  
First Vice President

Filipino, 48 • Joined June 2018 • Head, Support and General Services Sector • Member, Outsourcing Oversight and Emergency Committees • Former Vice President and Head of Administrative Services, Safety & Security, EastWest Banking Corporation • Education: BS Commerce Major in Business Management, De La Salle University.



**DAN JOSE D. DUPLITO**  
First Vice President

Filipino, 44 • Joined March 2005 • Head, Information Security Division • Former Consultant for Information Security, Web Development and Linux System Administration • 2013 ASEAN Chief Information Security Officer of the Year Awardee • Co-founder of BSP-recognized Information Security Officers Group • Co-Organizer of ROOTCON Hacking Conference • Education: BS Mechanical Engineering, University of the Philippines.



**MARY MYLEEN M. MASANQUE**  
First Vice President

Filipino, 43 • Joined November 2011 • Head, Credit and Collections Sector • Member, Executive, Credit, and Emergency Committees • Former Assistant Vice President and Head of Recovery Unit, BDO Unibank, Inc. • Former Manager, AIG Credit Cards • Education: AB Communication Arts, Miriam College.



**EDEZA A. QUE**  
First Vice President

Filipino, 46 • Joined October 2005 • Chief Risk Officer, Risk Management Office • Member, Assets and Liabilities, Anti-Money Laundering, Compliance, Investment, and Related Party Transactions Committees • Director, Bankers Institute of the Philippines, Inc. • Former Credit Risk Manager for Consumer Banking, Standard Chartered Bank • Former Risk Management Officer, American International Group Credit Card Co. • Education: BS Statistics with Honors and MS Statistics, University of the Philippines.



**MARY JANE M. VALERO**  
First Vice President

Filipino, 50 • Joined August 2002 • Head, Customer Experience Group • Former Front Office Manager, Mandarin Oriental Hotel Manila • Former Duty Manager, Westin Philippine Plaza • Education: BS Psychology and BA Guidance and Counseling, St. Scholastica's College; MA in Industrial Psychology graduated Cum Laude, University of Santo Tomas; Doctoral Candidate in Clinical Psychology, University of Santo Tomas.



**LEAH M. ZAMORA**  
First Vice President

Filipino, 45 • Joined April 2010 • Controller and Finance Group Head • Member, Assets and Liabilities, IT Steering, Retirement, Outsourcing Oversight, and Related Party Transactions Committees • Former Vice President for Financial Planning and Analysis, GE Money Bank Philippines • Education: BS Accountancy, De La Salle University • Certified Public Accountant.



# Senior Officers



**LEO ANTONIO V. ABE**  
Vice President

Filipino, 36 • Joined November 2017 • Credit Risk Manager, Credit Risk Management Unit • ASP Retail Risk Manager, Hongkong Shanghai Banking Corporation (HSBC) Limited • Former Senior Risk Analyst, Standard Chartered Bank (Singapore) • Former Application Consultant to SCB, Optimum Solutions (Singapore) • Education: BS Mathematics and Masters of Science in Applied Mathematics, University of the Philippines.



**ANDRE MANUEL L. ABELLANOSA**  
Vice President

Filipino, 55 • Joined February 2003 • Head, Asset and Liability Management Division • Former Manager of Securities Distribution Group, BPI Capital Corp. • Former Chief Forex Dealer, DBS Forex Corp. • Education: BS Management, Colegio de San Juan de Letran; Certified Treasury Professional, Ateneo-BAP Institute of Banking • Registered Fixed Income Salesman, Securities and Exchange Commission.



**RAYE CLAUDINE Q. BARON**  
Vice President

Filipino, 50 • Joined August 2009 • Head, Operations Division • Member, Policy, Outsourcing Oversight, and Emergency Committees • Former Senior Assistant Vice President for Project Management and Operations Control Department, AIG Philam Savings Bank, Inc. • Education: BS Business Management, Ateneo de Manila University; MBA, University of the Philippines.



**ANGELO L. CALINGO**  
Vice President

Filipino, 38 • Joined October 2016 • Head, Small and Medium Enterprise Division • Former Vice President for Commercial Banking, Citibank • Former Assistant Vice President, BDO Leasing and Finance, Inc. • Former Senior Manager, Bank of the Philippine Islands • Education: BSC Major in Management, De La Salle University, MBA, Asian Institute of Management.



**EMMA B. CO**  
Vice President

Filipino, 56 • Joined December 2001 • Chief Audit Executive and Head, Internal Audit Group • Secretary, Audit Committee • Resource person, Related Party Transactions Committee • Former Senior Manager for Audit, Mercator Group • Former IT Audit Officer, Union Bank of the Philippines • Education: BS Commerce Major in Accounting, University of Santo Tomas; Bachelor of Laws, Lyceum of the Philippines; MS in Information Management, Ateneo de Manila University • Certified Public Accountant, Lawyer, and Accredited Quality Assessment Validator.



**ADLER D. FERRER**  
Vice President

Filipino, 45 • Joined December 2006 • Head, Indirect Mortgage Channel • Former Credit Services Head and Former Account Officer-Housing Loans and SME Loans, BPI Family Savings Bank, Inc. • Education: BS in Agriculture, graduated Cum Laude, Ateneo de Cagayan (Xavier University).



**DENNIS O. GLORIOSO**  
Vice President

Filipino, 41 • Joined June 2008 • Head, Collections and Remedial Management Division • Former Asset Manager, Capmark Philippines Ltd. • Former Credit and Collections Supervisor, Avida Land Corporation • Education: BS in Applied Economics, BS in Commerce Major in Business Management, and MBA De La Salle University.



**MIRASOL B. GUIA**  
Vice President

Filipino, 48 • Joined October 2010 • Head, Systems Development Division I • Former Assistant Vice President in Systems Development and Support and Former Manager in Systems Maintenance and Development, Digital Telecommunication Phils., Inc. • Education: BS Computer Science, Pamantasan Ng Lungsod ng Maynila; Master of Technology Management, University of the Philippines.



**ANTONELL S. INTERINO**  
Vice President

Filipino, 46 • Joined August 2010  
• Head, Financial Accounting Services Division under the Finance Group • Former Head of Financial Planning and Reporting Division, PSBank Finance Group • Former Senior Analyst, Financial Planning & Analysis Division, GE Money Bank Philippines • Education: BS Accountancy, De La Salle University • Certified Public Accountant.



**REUEL R. JAVIER**  
Vice President

Filipino, 47 • Joined October 2007 • Head, Trust Division • Member, Trust and Assets and Liabilities Committees • Former Investments Head, PSBank Treasury • Held various Trust and Investment Management positions in the Bank of the Philippine Islands and BPI Capital Corporation • Education: AB Economics, De La Salle University • Certified Treasury Professional, Ateneo-Bankers Association of the Philippines; Registered Fixed Income Market Salesman, Services and Exchange Commission.



**MARK LORD D. LIMSON**  
Vice President

Filipino, 42 • Joined September 2014 • Head, Human Resources Group • Member, Personnel, Retirement, and Outsourcing Oversight Committees • Former Head, Employee and Labor Relations and Employee Communications, Holcim Philippines, Inc. • Former Manager, HR Planning and Management, Splash Corporation • Former Head, HR Services, San Miguel Brewery, Inc. • 2017 CHRO Asia's Top 50 HR Leader, 2018 World HRD Congress 100 Top Global HR Minds • Education: BS Business Administration, University of the Philippines • Senior Professional in Human Resources-International. Certified MBTI Professional.



**GILBERT L. NUNAG**  
Vice President

Filipino, 44 • Joined February 2008 • Chief Compliance Officer • Member, Anti-Money Laundering, Compliance, and Outsourcing Oversight Committees • Former Assistant Vice President and Compliance Officer, UCPB Savings Bank • Former Assistant Vice President and Compliance and Risk Management Division Head and Senior Manager and Controllorship Head, UCPB Rural Bank • Former Audit Team In-Charge, SyCip Gorres Velayo & Co. • Education: BS Accountancy with Honors, Ateneo de Cagayan (Xavier University) • Certified Public Accountant.



**JOHN EMMANUEL J. PALAFOX**  
Vice President

Filipino, 42 • Joined April 2007  
• Head, Systems Development Division • Former Head of the Technology Services Group, SQL'Wizard, Inc. • Education: BS Management Information Systems, Ateneo de Manila University.



**NOREEN D. PEÑAREDONDO**  
Vice President

Filipino, 40 • Joined October 2015 • Head, Decision Management and Analytics Division • Former Region Head for Data Science, Tiara • Former Business Head for Web and Mobile Solutions, Stratpoint Technologies • Education: BS Statistics, University of Philippines.



**ELMER B. ROMBAO**  
Vice President

Filipino, 51 • Joined January 2015  
• Head, E-Channels Division • Former Head of Electronic Banking Services Division, Philippine National Bank • Former Head of Card Business Solutions, Security Bank Corp. • Education: BSBA Accountancy, National College of Business and Arts. Certified Public Accountant.



**REDENTORA ROSE D. SAMIA**  
Vice President

Filipino, 56 • Joined October 2004 • Head, Loans Operations Division • Former Branch Head, BDO Unibank Inc. • Former Operations/Marketing Officer, United Coconut Planters Bank • Education: BS Psychology, University of Santo Tomas; BS Business Administration Accounting, Holy Angel University.

# Products & Services

PSBank has been stepping up its digital banking innovations to make things simple for its customers and continue to enhance their banking experience. Here are the wide array of products and services available 24/7, as well as others that meet various customer needs:

## PSBank Online Loan Application

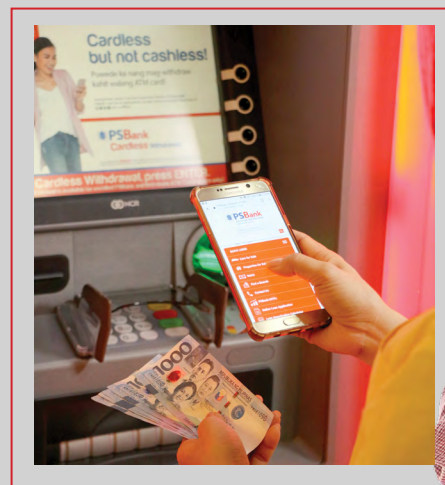
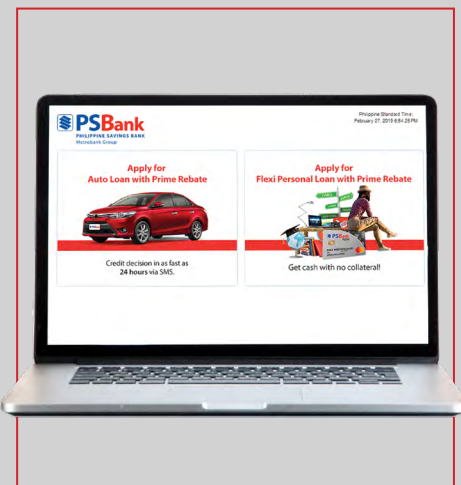
Apply for an Auto or Flexi Personal Loan anytime, anywhere via the PSBank website accessible through desktop or any mobile device.

## PSBank PayMe

Request money and payments from other users in a snap via PSBank Mobile.

## PSBank Cardless Withdrawal

Withdraw cash from any PSBank and Metrobank ATM without using an ATM card.



## Savings Accounts

PSBank Kiddie & Teen Savings Account  
PSBank ATM Savings  
PSBank Passbook with ATM  
PSBank Regular Passbook Savings  
PSBank Overseas Filipino Savings

## Checking Accounts

PSBank Regular Checking  
PSBank Premium Checking

## Peso Time Deposit Accounts

PSBank Prime Time Deposit  
PSBank Peso Time Deposit

## Foreign Currency Accounts

PSBank Dollar Savings  
PSBank Dollar Time Deposit  
PSBank Euro Savings\*  
PSBank Euro Time Deposit\*

## Consumer Loans

PSBank Auto Loan with Prime Rebate  
PSBank Flexi Personal Loan with Prime Rebate  
PSBank Home Loan with Prime Rebate  
PSBank Home Credit Line  
PSBank Home Construction Loan  
PSBank Multipurpose Loan

## Commercial Loans

PSBank SME Business Credit Line  
PSBank Credit Line  
PSBank SME Term Loan with Prime Rebate  
PSBank Standby Credit Line Certification  
PSBank Domestic Bills Purchase Line

## Trust Products and Services

e-Trust  
PSBank Money Market Fund  
Investment Management Account  
Escrow Account  
Personal Management Trust  
Employee Benefit / Retirement Fund Management



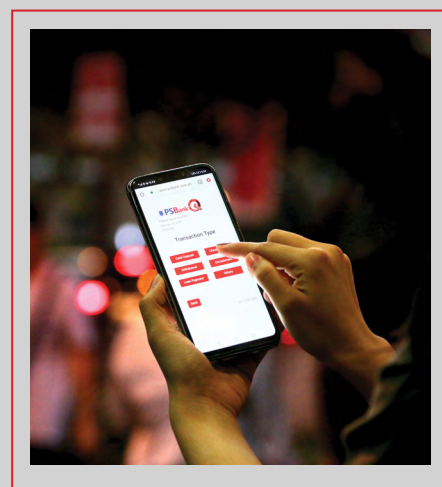


### PSBank ATM Lock

Lock your ATM card and prevent unauthorized use in any ATM, point-of-sale or online transactions.

### PSBank Q Anywhere

Queue your transactions in advance anywhere via the PSBank Online and PSBank Mobile.



### Other Products and Services

PSBank Debit Mastercard  
 PSBank Prepaid Mastercard  
 PSBank Credit Mastercard  
 PSBank Bills Payment Collection  
 PSBank Remittance Services  
 PSBank Business Online Buddy (Corporate Internet Banking)  
 PSBank e-Credit  
 PSBank Online  
 PSBank Mobile  
 PSBank LiveChat  
 PSBank & AXA Bancassurance Cross-selling Arrangement  
 PSBank Online Loan Application

*\*Available only at PSBank Paseo de Roxas Branch, Makati City*

*For a description of the products and services listed here, please visit our website, [www.psbank.com.ph](http://www.psbank.com.ph)*

# PSBank Branch Directory

## METRO MANILA

### CALOOCAN CITY

#### Caloocan

382 Galauran Comp., EDSA  
T: (02) 361-2163 / 364-6549  
F: (02) 364-6548  
psb-caloocan@psbank.com.ph

#### Caloocan - Samson Road

G/F, Erlinda Go Bldg.  
Samson Rd. cor. Torres St.  
T: (02) 376-9023  
F: (02) 376-4961  
caloocan-samsonrd@psbank.com.ph

#### Camarin

G/F, Zabarte Town Center  
588 Camarin Rd.  
T: (02) 962-4866  
F: (02) 962-4865  
psb-camarin@psbank.com.ph

#### Grace Park

647 Rizal Ave. Ext.  
10<sup>th</sup> Ave., Grace Park  
T: (02) 362-7638 / 362-7639  
F: (02) 362-7463  
psb-gracepark@psbank.com.ph

#### Maypajo

132 A. Mabini St., Maypajo  
T: (02) 285-7012 / 287-2338  
F: (02) 287-3048  
psb-maypajo@psbank.com.ph

## LAS PIÑAS CITY

### BF Resort

1 Alice Crisostomo St.  
cor. BF Resort Drive, BF Resort Village  
T: (02) 873-9765  
F: (02) 873-6787  
psb-bfresort@psbank.com.ph

### Las Piñas

G/F, Fairland Bldg., Alabang-Zapote Rd.  
cor. V. Guinto St., Pamplona  
T: (02) 871-2346  
F: (02) 873-8651  
psb-laspinas@psbank.com.ph

### Las Piñas - Almanza

G/F, PSBank Bldg.  
Alabang Zapote Rd., Brgy. Almanza  
T: (02) 551-1374  
F: (02) 551-1418  
laspinasalmanza@psbank.com.ph

### Las Piñas - Pamplona

Alabang Zapote Rd., Pamplona 2  
T: (02) 875-3364  
F: (02) 872-1533  
laspinaspamplona@psbank.com.ph

## MAKATI CITY

### Arnaiz Avenue

G/F, Ginbo Bldg., 824 Arnaiz Ave.  
T: (02) 888-5500 / 888-5488  
F: (02) 888-5488  
psb-arnaiz@psbank.com.ph

### Chino Roces

G/F, ENCM Bldg.  
1099 Chino Roces Ave.  
cor. Mascardo St., Sta. Cruz  
T: (02) 899-4500 / 899-4600  
F: (02) 899-4600  
psb-chinorocesave@psbank.com.ph

### Gil Puyat - N. Garcia

Unit 101-A ITC Bldg.  
Sen. Gil Puyat Ave.  
T: (02) 897-0425  
F: (02) 899-3764  
psb-tordesillas@psbank.com.ph

### Gil Puyat - Tindalo

G/F, Skyland Plaza Condominium  
Sen. Gil Puyat Ave. cor. Tindalo St.  
T: (02) 845-0008 / 845-0064 to 65  
F: (02) 845-0051  
psb-gilpuyat@psbank.com.ph

### J.P. Rizal

PSBank Bldg., J.P. Rizal  
cor. Legaspi Sts., Brgy. Valenzuela  
T: (02) 895-5847  
F: (02) 896-8408  
jp\_rizal@psbank.com.ph

### Legaspi - Palanca

Doña Angela Garden Condominium  
110 C. Palanca St., Legaspi Village  
T: (02) 817-8801 / 814-0843  
F: (02) 814-0843  
psb-legaspipalanca@psbank.com.ph

### Legaspi - Salcedo

G/F, 195 Casmer Bldg.  
Salcedo St., Legaspi Village  
T: (02) 830-0004  
F: (02) 840-4283  
psb-salcedo@psbank.com.ph

## Magallanes

1052 MPI Bldg., EDSA  
cor. Lapu-Lapu Ave., Magallanes Village  
T: (02) 851-6027  
F: (02) 851-2921  
psb-magallanesedsa@psbank.com.ph

### Makati Avenue

690 Makati Ave. cor. Jupiter St.  
Bel-Air Village  
T: (02) 895-8882 / 896-8993  
F: (02) 896-8993  
psb-makatiave@psbank.com.ph

### Paseo de Roxas (Head Office)

G/F, PSBank Center  
777 Paseo de Roxas cor. Sedeño St.  
T: (02) 885-8239  
loc. 8640, 8642  
F: (02) 845-0066  
psb-mob@psbank.com.ph

## MALABON CITY

### Malabon

685 Rizal Ave. Ext., San Agustin St.  
T: (02) 283-7668 to 7669  
F: (02) 283-7667  
psb-malabon@psbank.com.ph

### Malabon - Gov. Pascual

Gov. Pascual  
cor. Maria Clara Sts., Acacia  
T: (02) 990-5585 / 990-5587  
F: (02) 446-2511  
malabon-govpascual@psbank.com.ph

## MANDALUYONG CITY

### Boni Avenue

641 CIFRA Bldg., Boni Ave.  
T: (02) 531-8066  
F: (02) 531-7702  
psb-boniave@psbank.com.ph

### Kalentong

55 Shaw Blvd. near cor. Kalentong St.  
T: (02) 531-8193 / 531-8293  
psb-kalentong@psbank.com.ph

### Mandaluyong Wack Wack

G/F, Unit 1-A  
Lee Gardens Condominium  
Shaw Blvd.  
T: (02) 451-1677  
F: (02) 451-1788  
psb-wackwack@psbank.com.ph

**MANILA****Adriatico**

Unit E, 1535 M. Adriatico St., Malate  
 T: (02) 559-8391 / 524-4410  
 F: (02) 524-4410  
 psb-adriatico@psbank.com.ph

**Balic-Balic**

G. Tuazon cor. Calabash A Sts.  
 Balic-Balic, Sampaloc  
 T: (02) 781-2645  
 F: (02) 712-0584  
 psb-balicbalic@psbank.com.ph

**Blumentritt**

PSBank Bldg., 1680 Blumentritt  
 cor. Oroquieta Sts., Sta. Cruz  
 T: (02) 741-3858  
 F: (02) 741-0801  
 psb-blumentritt@psbank.com.ph

**Bustillos - Legarda**

G/F, 415 EEC Bldg.  
 J. Figueras St., Sampaloc  
 T: (02) 735-3285  
 F: (02) 734-6702  
 psb-bustillos@psbank.com.ph

**Central Market**

1633 Fugoso cor. M. Natividad Sts.  
 Sta. Cruz  
 T: (02) 735-1181 / 733-8293  
 F: (02) 733-8293  
 psb-centralmarket@psbank.com.ph

**Downtown Center**

628 Wellington Bldg.  
 Plaza Lorenzo Ruiz, Binondo  
 T: (02) 243-3089 / 243-3090 / 243-3125  
 F: (02) 241-0301  
 psb-downtown@psbank.com.ph

**España**

G/F Unit G, España Tower  
 2203 España Blvd.  
 T: (02) 711-2075  
 F: (02) 711-2076  
 psb-espana@psbank.com.ph

**Harrison Plaza**

G/F, F8 Harrison Plaza Shopping Mall  
 Mabini St., Malate  
 T: (02) 524-4394  
 F: (02) 524-4384  
 psb-harrisonplaza@psbank.com.ph

**J. Abad Santos**

1939 Jose Abad Santos Ave., Tondo  
 T: (02) 252-4277  
 F: (02) 252-4242  
 psb-abadsantos@psbank.com.ph

**Jaboneros**

467 Jaboneros cor. Ilang-Ilang Sts.  
 Binondo  
 T: (02) 242-8254  
 F: (02) 242-8253  
 psb-jaboneros@psbank.com.ph

**Ongpin**

G/F, Ongpin Commercial Center  
 cor. Gonzalo St., Sta. Cruz  
 T: (02) 733-7393  
 F: (02) 733-7397  
 psb-ongpin@psbank.com.ph

**Paco**

G/F, Units 14 and 15, JCS Bldg.  
 1521 Paz St., Paco  
 T: (02) 562-9607 / 562-3513  
 F: (02) 561-3661  
 psb-paco@psbank.com.ph

**Padre Faura**

G/F, Padre Faura Wing  
 Robinsons Place Manila  
 Padre Faura St., Ermita  
 T: (02) 523-0794  
 F: (02) 523-0787  
 psb-padrefaura@psbank.com.ph

**Quezon Boulevard**

358 Quezon Blvd., Quiapo  
 T: (02) 736-7334 / 733-6244  
 F: (02) 733-6244  
 psb-quezonblvd@psbank.com.ph

**Quiapo Palanca**

202 Carlos Palanca  
 cor. Villalobos Sts., Quiapo  
 T: (02) 733-8401 to 02  
 F: (02) 733-3868  
 psb-quiapopalanca@psbank.com.ph

**Rizal Avenue**

552-554 Rizal Ave., Sta. Cruz, Manila  
 T: (02) 733-0233  
 F: (02) 733-4075  
 psb-rizalave@psbank.com.ph

**Soler**

Athena Tower, 1258 Soler  
 cor. Benavidez Sts., Binondo  
 T: (02) 242-1048  
 F: (02) 241-3083  
 psb-soler@psbank.com.ph

**TM Kalaw**

G/F, Sunview Palace Condominium  
 T.M. Kalaw cor. M.H. del Pilar Sts., Ermita  
 T: (02) 247-0438 / 247-1105  
 F: (02) 247-1105  
 psb-tmkalaw@psbank.com.ph

**Tabora**

817-819 Tabora St., Binondo  
 T: (02) 241-8670 / 247-1979 / 241-8672  
 psb-tabora@psbank.com.ph

**U.N. Avenue**

G/F, Linsangan Admiralty Bldg.  
 1225 U.N. Ave., Paco  
 T: (02) 588-0571  
 F: (02) 588-0570  
 psb-unavenue@psbank.com.ph

**Vito Cruz**

G/F, Burgundy Westbay Tower  
 820 Pablo Ocampo St., Malate  
 T: (02) 310-0744  
 F: (02) 310-1745  
 psb-vitocruz@psbank.com.ph

**Ylaya**

999-1003 Ylaya St., Tondo  
 T: (02) 245-6757  
 F: (02) 245-5317  
 psb-ylaya@psbank.com.ph

**MARIKINA CITY****Marikina (Concepcion)**

20 Bayan-Bayanan Ave.  
 Concepcion Uno  
 T: (02) 998-2836 / 942-2411  
 F: (02) 942-2462  
 psb-marikina@psbank.com.ph

**Marikina - Blue Wave**

Bluewave Strip Mall  
 Sumulong Highway cor. Fernando Ave.  
 T: (02) 234-1300 / 234-1302  
 F: (02) 234-1302  
 marikinabluewave@psbank.com.ph

**Marikina - Marcos Highway**

G/F, Unit 13, M & R Complex  
 Gil Fernando Ave.  
 cor. Marcos Highway, San Roque  
 T: (02) 668-1018 / 668-1060  
 F: (02) 668-1059  
 psb-markinamarcos@psbank.com.ph

**Marikina - Parang**

76 B.G. Molina  
 cor. E. Rodriguez Sts., Parang  
 T: (02) 942-0013 / 942-0804  
 F: (02) 942-0617  
 parang@psbank.com.ph



# PSBank Branch Directory

## Marikina - Sumulong

G/F, Algers Bldg., Sumulong Highway  
cor. E. Jacinto St., Brgy. Sto. Niño  
T: (02) 661-9120 / 661-9124  
F: (02) 661-9122  
marikinasumulong@psbank.com.ph

## Marikina Riverbanks

A1-24 Riverbanks Arcade  
Riverbanks Center  
84 A. Bonifacio Ave., Barangka  
T: (02) 948-5547 / 948-6168 / 948-5391  
F: (02) 948-5391  
psb-riverbanks@psbank.com.ph

## MUNTINLUPA CITY

### Alabang

Estrellita Bldg.  
236 Montillano St., Alabang  
T: (02) 850-1279  
F: (02) 842-1241  
psb-alabang@psbank.com.ph

### Alabang - Acacia

Kingston Tower, Acacia Ave.  
Madrigal Business Park, Ayala, Alabang  
T: (02) 553-0994  
F: (02) 553-0918  
alabangacacia@psbank.com.ph

### Alabang - Madrigal Park

G/F, Admiralty Bldg.  
1101 Alabang-Zapote Rd.  
Ayala, Alabang  
T: (02) 869-7158  
F: (02) 869-0956  
alabangmadrigal@psbank.com.ph

### Alabang - Zapote

G/F, Sycamore Arcade Bldg.  
Alabang-Zapote Rd., Alabang  
T: (02) 842-3760  
F: (02) 842-5115  
psb-alabangzapote@psbank.com.ph

### Muntinlupa

G/F, DLA Bldg., National Rd.  
Brgy. Putatan  
T: (02) 862-0029  
F: (02) 862-0028  
psb-muntinlupa@psbank.com.ph

## NAVOTAS

### Navotas

873 M. Naval St., Sipac - Almacen  
T: (02) 283-6944  
F: (02) 283-6621  
psb-navotas@psbank.com.ph

## PARAÑAQUE CITY

### BF Homes

11 President Ave. cor. Elizalde St.  
BF Homes  
T: (02) 807-9867  
F: (02) 807-9866  
psb-bfhomes@psbank.com.ph

### Bicutan

40 Doña Soledad Ave.  
Better Living Subd.  
T: (02) 776-2643  
F: (02) 776-6409  
psb-bicutan@psbank.com.ph

### Parañaque

8387 Dr. Alejo Santos Ave.  
Brgy. San Antonio  
T: (02) 825-7314  
F: (02) 825-1512  
psb-paranaque@psbank.com.ph

### Parañaque - La Huerta

Quirino Ave. cor. M. Rodriguez St.  
La Huerta  
T: (02) 826-9722 / 826-9648  
F: (02) 826-9648  
psb-lahuerta@psbank.com.ph

## PASAY CITY

### Baclaran

BAGVPI Trade Center  
F.B. Harrison cor. Ortigas Sts.  
T: (02) 776-2918  
F: (02) 851-0310  
psb-baclaran@psbank.com.ph

### EDSA Extension - Macapagal

G/F, Met Live, EDSA Ext.  
cor. Macapagal Ave., Pasay City  
T: (02) 478-2405 / 478-2401  
psb-edsaextmacapagal@psbank.com.ph

### Pasay Taft

2336 Taft Ave. cor. Villareal St.  
T: (02) 831-4574  
F: (02) 833-8875  
psb-pasaytaft@psbank.com.ph

## PASIG CITY

### Manggahan

454 Amang Rodriguez Ave., Manggahan  
T: (02) 748-3390 / 748-3398  
F: (02) 748-3386  
psb-manggahan@psbank.com.ph

## Ortigas

Unit 110 Parc Chateau Condominium  
Onyx cor. Sapphire and Garnet Rds.  
Ortigas Center  
T: (02) 633-6209 / 634-4319  
F: (02) 634-4320  
psb-ortigas@psbank.com.ph

### Ortigas - San Miguel

G/L, The Crescent Bldg.  
21 San Miguel Ave., Ortigas Center  
T: (02) 634-1870  
F: (02) 634-1872  
psb-sanmiguel@psbank.com.ph

### Pasig - C. Raymundo Avenue

1 C. Raymundo Ave.  
cor. Mercedes Ave., Caniogan  
T: (02) 642-8767  
F: (02) 642-8715  
psb-pasig-raymundo@psbank.com.ph

### Pasig Boulevard

G/F, 162 Vision Bldg., Pasig Blvd.  
Bagong Ilog, Pasig City  
T: (02) 637-4005  
F: (02) 637-2601  
psb-pasigblvd@psbank.com.ph

### Pasig Mutya

Mariposa Bldg., Caruncho  
cor. Suarez Ave., Palatitw  
T: (02) 641-7486  
F: (02) 477-2942  
psb-mutya@psbank.com.ph

### Plaza Bonifacio

A. Mabini cor. Alcalde Jose Sts.  
Kapasigan  
T: (02) 641-5335 / 642-3980  
F: (02) 641-1941  
psb-plazabonifacio@psbank.com.ph

## PATEROS CITY

### Pateros

G/F, Sanz Bldg., 506 M. Almeda St.  
San Roque  
T: (02) 584-3904  
F: (02) 584-3908  
pateros@psbank.com.ph

## QUEZON CITY

### Acropolis

G/F, The SPA Bldg.  
No. 80 E. Rodriguez Jr. Ave., Bagumbayan  
T: (02) 655-5341 / 655-5323  
F: (02) 655-5320  
psb-libis@psbank.com.ph

**Amoranto**

N.S. Amoranto cor. Retiro Sts.  
T: (02) 712-1545 / 742-8736  
F: (02) 412-5218  
psb-amoranto@psbank.com.ph

**Balintawak**

1238 GO SOC Bldg., EDSA Balintawak  
T: (02) 362-8189 / 362-8191  
F: (02) 362-8187  
psb-balintawak@psbank.com.ph

**Banawe**

PPSTA Bldg. 3, 245 Banawe St.  
T: (02) 742-2797 / 742-2805  
F: (02) 742-2790  
psb-banawe@psbank.com.ph

**Capitol Hills Drive**

G/F, Sofia Bellevue Commercial Bldg.  
Capitol Hills Drive  
T: (02) 436-6839 / 435-5342  
psb-capitolhills@psbank.com.ph

**Commonwealth**

2211 F & L Centre, Commonwealth Ave.  
T: (02) 952-2062 / 932-2116  
F: (02) 952-2066  
psb-commonwealth@psbank.com.ph

**Congressional Avenue (Visayas Ave.)**

45 Congressional Ave. Ext.  
T: (02) 920-8036 / 924-5102  
F: (02) 924-5103  
psb-congressionalave@psbank.com.ph

**Del Monte**

182-A Del Monte Ave., Brgy. St. Peter  
T: (02) 410-0900 / 410-7037 / 742-8727  
F: (02) 410-7037  
psb-delmonte@psbank.com.ph

**E. Rodriguez**

Seneca Plaza Bldg.  
1152 E. Rodriguez Sr. Ave., New Manila  
T: (02) 705-1110 / 724-3775 / 721-0701  
F: (02) 721-0701  
psb-erodriguez@psbank.com.ph

**Fairview**

G/F, No. 71 Commonwealth Ave.  
Brgy. East Fairview  
T: (02) 431-1534 / 939-7520  
F: (02) 938-2141  
psb-fairview@psbank.com.ph

**G. Araneta Avenue**

314 G. Araneta Ave.  
Brgy. Dona Imelda, Quezon City  
T: (02) 716-1051 / 716-1052  
F: (02) 716-1054  
psb-garanetaave@psbank.com.ph

**Gilmore Heights**

G/F, Gilmore Heights Condominium  
18 Granada cor. Castilla Sts.  
Brgy. Valencia  
T: (02) 724-0210 / 724-0230  
F: (02) 724-0255  
psb-gilmore@psbank.com.ph

**Holy Spirit Drive**

Unit L1, Lot 7,8,10 Blk. 7  
Holy Spirit Drive, Isidora Hills Subd.  
T: (02) 430-5065 / 431-5850  
psb-holyspiritdrive@psbank.com.ph

**Kamias**

PHA Bldg., 14 Kamias Rd.  
T: (02) 925-8654 / 925-8746  
F: (02) 925-8653  
psb-kamias@psbank.com.ph

**Katipunan**

G/F, Palodoma Bldg.  
313 Katipunan Ave., Loyola Heights  
T: (02) 358-1976 / 929-0275  
F: (02) 358-1975  
psb-katipunan@psbank.com.ph

**Lagro**

Lot 5 Blk. 2, Sacred Heart Village  
Quirino Highway, Lagro  
T: (02) 418-1048 / 930-1827  
F: (02) 939-3184  
psb-lagro@psbank.com.ph

**Matalino - Quezon City**

G/F, Sir Thomas Square Bldg.  
18 Matalino cor. Matatag Sts.  
Brgy. Central  
T: (02) 928-1945 / 928-2471  
F: (02) 929-9587  
psb-matalino@psbank.com.ph

**Mindanao Avenue**

Units A and B, L Bldg., 4 Mindanao Ave.  
cor. Congressional Ave.  
Brgy. Bahay Toro, Project 8  
T: (02) 920-0763 / 920-0478  
F: (02) 920-0576  
psb-mindanaoave@psbank.com.ph

**Novaliches**

877 G/F, Gatmaitan Bldg.  
Quirino Highway, Gulod  
T: (02) 936-3602 / 930-0488  
F: (02) 419-0208  
psb-novaliches@psbank.com.ph

**P. Tuazon**

247 P. Tuazon Blvd. cor. 15<sup>th</sup> Ave., Cubao  
T: (02) 438-4686 / 911-1119  
F: (02) 911-1181  
psb-ptuazon@psbank.com.ph

**P. Tuazon - 7<sup>th</sup> Avenue**

G/F, Universal Aquarius Bldg.  
158 P. Tuazon cor. 7<sup>th</sup> Ave., Cubao  
T: (02) 995-7672 / 995-7674  
F: (02) 995-7673  
ptuazon7ave@psbank.com.ph

**Quezon Avenue**

G/F, Cohor Center, 1424 Quezon Ave.  
Brgy. South Triangle  
T: (02) 374-4255  
F: (02) 374-4233  
psb-quezonave@psbank.com.ph

**Quirino Highway**

484 Quirino Highway  
Novaliches, Quezon City  
T: (02) 912-6189 / 912-6843  
F: (02) 912-7265

**Roosevelt**

PSBank Bldg., 348 Roosevelt Ave.  
San Francisco del Monte  
T: (02) 372-2132 / 414-5102  
F: (02) 414-5097  
psb-roosevelt@psbank.com.ph

**Tandang Sora**

R. Syjuco Bldg., Kalaw Hills  
Tandang Sora, Brgy. New Era  
T: (02) 931-3276 / 932-3346  
F: (02) 932-3212  
psb-tandangSORA@psbank.com.ph

**Timog**

No. 58 Castro Bldg.  
Brgy. Laging Handa, Timog Ave.  
T: (02) 374-3691 to 92  
F: (02) 373-7023  
psb-timog@psbank.com.ph

**West Avenue**

49 West Ave.  
T: (02) 371-9395 / 411-0677  
F: (02) 371-9396  
psb-westave@psbank.com.ph

**RIZAL****Antipolo**

75 Circumferential Rd.  
Brgy. San Roque, Antipolo City  
T: (02) 696-3595  
F: (02) 696-3588  
psb-antipolo@psbank.com.ph

# PSBank Branch Directory

## Antipolo - Masinag

G/F, Tripolee Bldg., Marcos Highway  
Brgy. Mayamot, Antipolo City  
T: (02) 470-3616  
F: (02) 470-3132  
psb-antipolomasinag@psbank.com.ph

## Antipolo - M.L. Quezon

World Citi Colleges Bldg.  
M.L. Quezon St., Brgy. San Roque  
Antipolo City  
T: (02) 584-7769  
F: (02) 584-7768  
antipolomlq@psbank.com.ph

## Cainta

G/F, Ortigas Royale Condominium  
Ortigas Ave. Ext., Brgy. San Juan, Cainta  
T: (02) 656-8290  
F: (02) 656-8295  
psb-cainta@psbank.com.ph

## Cainta - Felix Avenue

Cainta Business Center Bldg.  
Felix Ave. cor. Vista Verde Ext.  
Gate 2, Cainta  
T: (02) 646-7421  
F: (02) 240-2710  
caintafelix@psbank.com.ph

## Rizal - Angono

G/F, ARC One Bldg., Quezon Ave.  
Sunstrip, Angono  
T: (02) 234-2150  
F: (02) 234-5308  
angonorizal@psbank.com.ph

## Rizal - Montalban

Imelda Nocon Bldg.  
240 E. Rodriguez Highway, Montalban  
T: (02) 212-1576  
F: (02) 212-1572  
rizalmontalban@psbank.com.ph

## Rizal - San Mateo

G/F, Saint Claire Bldg.  
Gen Luna St., Brgy. Ampid 1  
San Mateo  
T: (02) 532-1322  
F: (02) 532-1321  
psb-rizalsanmateo@psbank.com.ph

## Rizal - Tanay

G/F, Tanay Market Center  
Market Rd., Brgy. Plaza Aldea, Tanay  
T: (02) 631-5507  
F: (02) 631-6115  
psb-tanay@psbank.com.ph

## Taytay

Ison Bldg., J.P. Rizal Ave.  
cor. Ison St., Brgy. Dolores, Taytay  
T: (02) 660-4755 / 658-7251  
F: (02) 660-4756  
psb-taytay@psbank.com.ph

## Taytay - Manila East

Manila East Rd. cor. Ignacio St.  
Brgy. San Juan, Taytay  
T: (02) 570-1036  
F: (02) 571-0775  
taytaymanilaeast@psbank.com.ph

## SAN JUAN CITY

### Boni Serrano (St. Ignatius)

PSMBFI Bldg., Boni Serrano Ave.  
cor. 1<sup>st</sup> and 2<sup>nd</sup> Sts., West Crame  
T: (02) 724-5352 / 727-1215  
F: (02) 726-2930  
psb-boniserrano@psbank.com.ph

### Greenhills

3 Missouri cor. Nevada Sts.  
Northeast Greenhills  
T: (02) 721-4491  
F: (02) 722-8045  
psb-greenhills@psbank.com.ph

### N. Domingo

Joyce Apartelle, 128 N. Domingo St.  
T: (02) 726-2893 / 726-2896  
F: (02) 726-2894  
psb-ndomingo@psbank.com.ph

### San Juan

No. 5 F. Blumentritt  
cor. N. Domingo Sts.  
T: (02) 724-9468 / 725-7850  
F: (02) 726-1090  
psb-sanjuan@psbank.com.ph

### Wilson

1 Barasoain cor. Wilson Sts., Greenhills  
T: (02) 724-0306 / 724-0337  
F: (02) 724-0329  
psb-wilson@psbank.com.ph

## TAGUIG CITY

### Bonifacio Global City

G/F, Unit 1  
Bonifacio Technology Center  
31<sup>st</sup> cor. 2<sup>nd</sup> Sts., Bonifacio Global City  
T: (02) 815-9796 / 815-9785  
F: (02) 815-9785  
psb-globalcity@psbank.com.ph

## Global City - 4<sup>th</sup> Avenue

Shop 4, The Luxe Residences  
28<sup>th</sup> cor. 4<sup>th</sup> Ave., Bonifacio Global City  
T: (02) 403-9313 / 403-9315  
F: (02) 403-9315  
globalcity@psbank.com.ph

## Taguig - Gen. Luna

G/F, Paulina Bldg.  
No. 8 Gen. Luna Ave., Tuktukan  
T: (02) 643-6677 / 643-6626  
F: (02) 643-6626  
taguig-genluna@psbank.com.ph

## Taguig - Kalayaan

Shop 10, PhilPlans Corporate Center  
1012 North Triangle Drive  
Bonifacio Global City  
T: (02) 403-1993  
F: (02) 403-1994  
psb-Kalayaan@psbank.com.ph

## Taguig - McKinley Hill

G/F, Morgan Suites Executive Residences  
McKinley Hill, Fort Bonifacio  
T: (02) 805-3524 / 808-5037  
psb-mckinleyhill@psbank.com.ph

## VALENZUELA CITY

### Valenzuela

Arty Subd., McArthur Highway  
cor. J.P. Rizal St., Karuhatan  
T: (02) 291-8435  
F: (02) 291-6464  
psb-valenzuela@psbank.com.ph

### Valenzuela - Malanday

G/F, One Centrum Place  
No. 618 McArthur Highway  
Malanday  
T: (02) 945-5418  
F: (02) 945-5419  
valenzuela-malanday@psbank.com.ph

### Valenzuela - Paso de Blas

141 Paso de Blas St.  
T: (02) 277-1596 / 294-9124  
F: (02) 432-1393  
pasodeblas@psbank.com.ph

## NORTH AND CENTRAL LUZON

### Angeles

Miranda Ext. cor. Sadie St.  
San Nicolas, Angeles, Pampanga  
T: (045) 888-9432 / 625-9445  
F: (045) 625-9443  
psb-angeles@psbank.com.ph



**Angeles - Balibago**

G/F, Fields Plaza Condominium  
McArthur Highway, Balibago  
Angeles City, Pampanga  
T: (045) 624-6721  
angelesbalibago@psbank.com.ph

**Baguio**

35 G. Perfecto St., Malcolm Square  
Baguio City, Benguet  
T: (074) 442-5260 / 442-9483  
F: (074) 442-8091  
psb-baguio@psbank.com.ph

**Balanga**

G/F, SHP Bldg. II  
Don Manuel Banzon Ave.  
Balanga, Bataan  
T: (047) 237-9928  
F: (047) 237-9927  
balanga@psbank.com.ph

**Benguet - La Trinidad**

G/F, Ramon Bldg., JB-25 Km. 4  
Brgy. Pico, La Trinidad, Benguet  
T: (074) 424-5578 / 442-6006  
F: (074) 424-5578  
psb-benguet@psbank.com.ph

**Bulacan - Balagtas**

BAGS Bldg., McArthur Highway  
San Juan, Balagtas, Bulacan  
T: (044) 896-0287  
bulacanbalagtas@psbank.com.ph

**Bulacan - Baliuag**

B.S. Aquino Ave. cor. Lopez Jaena St.  
Bagong Nayon, Baliuag, Bulacan  
T: (044) 766-1919 / 673-1644  
F: (044) 766-1920  
psb-baliuag@psbank.com.ph

**Bulacan - Marilao**

G/F, RCH Bldg., McArthur Highway  
cor. Magalang St., Brgy. Ibayo  
Marilao, Bulacan  
T: (044) 896-0694 / 896-0695  
F: (044) 322-0724  
psb-marilao@psbank.com.ph

**Bulacan - Plaridel**

G/F, Javier Bldg.  
Pan Philippine Highway  
Banga 1<sup>st</sup>, Plaridel, Bulacan  
T: (044) 795-5812  
F: (044) 794-5516  
psb-bulacanplaridel@psbank.com.ph

**Bulacan - Pulilan**

Doña Remedios Trinidad Highway  
Sto. Cristo, Pullilan, Bulacan  
T: (044) 326-0102 / 892-1508 / 326-0102  
pulilانبulacan@psbank.com.ph

**Bulacan - San Jose Del Monte**

G/F, FLB Bldg., Provincial Rd.  
Brgy. Tungkong Mangga  
San Jose Del Monte, Bulacan  
T: (044) 892-9794 / 892-9795  
sanjosedelmonte@psbank.com.ph

**Cabanatuan**

782-784 Century Enterprise Bldg.  
Melencio cor. Paco Roman Sts.  
Cabanatuan City, Nueva Ecija  
T: (044) 463-8109 / 463-8110  
F: (044) 463-8111  
psb-cabanatuan@psbank.com.ph

**Camiling**

Arellano St., Poblacion  
Camiling, Tarlac  
T: (045) 934-0458  
F: (045) 934-0336  
psb-camiling@psbank.com.ph

**Dagupan**

43 Burgos St., Dagupan City  
Pangasinan  
T: (075) 522-8574 / 522-8573  
F: (075) 522-0733  
psb-dagupan@psbank.com.ph

**Ilocos Sur - Candon**

G/F, Imperial Bldg., National Highway  
Poblacion, Brgy. San Jose  
Candon City, Ilocos Sur  
T: (077) 674-0159  
F: (077) 674-0898  
candon@psbank.com.ph

**Isabela - Cauayan**

No. 135 National Highway, San Fermin  
Cauayan City, Isabela  
T: (078) 652-1131 / 652-1214  
F: (078) 652-1006  
psb-isabelacauayan@psbank.com.ph

**La Union**

G/F, Nisce Bldg., Quezon Ave.  
San Fernando, La Union  
T: (072) 888-2173  
F: (072) 888-3279  
psb-launion@psbank.com.ph

**Laoag**

F.R. Castro St., Laoag, Ilocos Norte  
T: (077) 770-3336  
F: (077) 770-3692  
psb-laoag@psbank.com.ph

**Malolos**

Paseo del Congreso, Brgy. Liang  
Malolos, Bulacan  
T: (044) 791-0439 / 662-2219  
F: (044) 791-0446  
psb-malolos@psbank.com.ph

**Malolos - McArthur**

Units 2 to 4, Twins Plaza Complex  
McArthur Highway, Bulihan  
Malolos, Bulacan  
T: (044) 790-6279 / 791-9810  
F: (044) 791-9811  
psb-malolosmcarthur@psbank.com.ph

**Meycauayan**

PSBank Bldg., McArthur Highway  
Calvario, Meycauayan, Bulacan  
T: (044) 228-3316 / 721-0665  
F: (044) 769-6065  
psb-meycauayan@psbank.com.ph

**Nueva Ecija - Gapan**

G/F, Planters Bldg., Tinio St.  
Bucana, Gapan City, Nueva Ecija  
T: (044) 333-0130 to 31  
nuevaecijagapan@psbank.com.ph

**Nueva Ecija - San Jose**

G/F, Mario O. Salvador Bldg.  
Maharlika Highway, Brgy. Malasin  
San Jose City, Nueva Ecija  
T: (044) 951-0331 / 951-0392  
psb-sanjose@psbank.com.ph

**Nueva Vizcaya - Solano**

G/F, Ongtao Bldg., Mabini St.  
Brgy. Quezon, National Highway  
Solano, Nueva Vizcaya  
T: (078) 363-0007 / 363-0017  
psb-nuevavizcaya@psbank.com.ph

**Olongapo City**

KT Tower, L1147 Rizal Ave.  
cor. 18<sup>th</sup> St., East Bajac-Bajac  
Olongapo City, Zambales  
T: (047) 224-6682 / 224-6689  
F: (047) 224-6681  
psb-olongapo@psbank.com.ph

**Pampanga - Apalit**

G/F, ABCDEQQ Bldg., McArthur Highway  
San Vicente, Apalit, Pampanga  
T: (045) 652-0270 / 435-7311  
psb-pampangaapalit@psbank.com.ph

**Pampanga - Guagua**

G/F, MPS Plaza, Plaza Burgos  
Guagua, Pampanga  
T: (045) 458-1468 / 458-1469  
psb-guagua@psbank.com.ph

# PSBank Branch Directory

## Pampanga - San Fernando Sindalan

G/F, Pinmara Square Bldg.  
McArthur Highway, Sindalan  
San Fernando City, Pampanga  
T: (045) 455-5257  
F: (045) 877-0345  
psb-sanfernandosindalan@psbank.com.ph

## Pangasinan - Alaminos

24 Quezon Ave., Brgy. Poblacion  
Alaminos City, Pangasinan  
T: (075) 654-0305 / 654-0304  
F: (075) 654-0306  
psb-alaminos@psbank.com.ph

## Pangasinan - Urdaneta

Poblacion, McArthur Highway  
Urdaneta City, Pangasinan  
T: (075) 696-0826 to 27 / 204-0086  
psb-Urdaneta@psbank.com.ph

## Paniqui

Poblacion Norte, Paniqui, Tarlac  
T: (045) 931-0234 / 931-1539  
F: (045) 931-0934  
psb-paniqui@psbank.com.ph

## San Fernando

HPT Bldg., McArthur Highway  
Dolores, San Fernando, Pampanga  
T: (045) 963-5353 / 963-5354  
F: (045) 961-3157  
psb-sanfernando@psbank.com.ph

## Santiago

G/F, Insular Life Bldg.  
Maharlika Highway, Brgy. Villasis  
Santiago City, Isabela  
T: (078) 305-2817  
F: (078) 305-2120  
psb-santiago@psbank.com.ph

## Sta. Maria

Corazon de Jesus St., Poblacion  
Sta. Maria, Bulacan  
T: (044) 288-2543 / 815-4764  
F: (044) 288-2543  
psb-stamaria@psbank.com.ph

## Tarlac

PSBank Bldg., F. Tañedo St., Tarlac  
Poblacion, Tarlac City, Tarlac  
T: (045) 982-3669 / 982-3513  
F: (045) 982-3512  
psb-tarlac@psbank.com.ph

## Tarlac - Capas

G/F, Puregold Supermarket  
Sto. Domingo 1<sup>st</sup>, Capas, Tarlac  
T: (045) 615-0813 / 615-0814  
F: (045) 615-0815  
tarlaccapas@psbank.com.ph

## Tarlac - Mc Arthur Highway

G/F, Conrado Bldg., McArthur Highway  
San Sebastian Village, Tarlac City  
T: (045) 628-2570  
F: (045) 628-3269  
psb-tarlacmcarthur@psbank.com.ph

## Tuguegarao

GSM Bldg., Luna cor. Del Rosario Sts.  
Tuguegarao City  
T: (078) 844-8613 / 844-8751  
F: (078) 844-8621  
psb-tuguegarao@psbank.com.ph

## Vigan

G/F, PM Prime Bldg., Fiorentino St.  
Vigan City, Ilocos Sur  
T: (077) 632-0871 to 72  
F: (077) 632-0871  
psb-vigan@psbank.com.ph

## Zambales - Iba

G/F, Iba Town Center, National Highway  
Zone 1, Poblacion, Iba, Zambales  
T: (047) 811-1177  
F: (047) 811-1178  
psb-zambalesiba@psbank.com.ph

## Zambales - Subic Town

G/F, ATAW Bldg., National Highway  
Baraca-Camachile, Subic, Zambales  
T: (047) 232-0228  
F: (047) 232-0229  
psb-zambalessubictown@psbank.com.ph

## SOUTH LUZON

### Albay - Tabaco

Units A-D, Vicar Bldg., Ziga Ave.  
Brgy. Basud, Tabaco City, Albay  
T: (052) 824-4133 / 824-4707  
F: (052) 487-4450  
psb-albaytabaco@psbank.com.ph

### Batangas

P. Burgos St., Batangas City  
T: (043) 402-1520 / 402-8888  
F: (043) 723-0627  
psb-batangas@psbank.com.ph

### Batangas - Balayan

G/F, New Commercial Bldg.  
Plaza Rizal cor. Fe Sts.  
Balayan, Batangas  
T: (043) 407-4002  
F: (043) 407-4007  
psb-balayan@psbank.com.ph

## Batangas - Bauan

Kapitan Ponso St. cor. Ilagan St.  
Poblacion IV, Bauan, Batangas  
T: (043) 980-0010  
F: (043) 980-9599  
batangas-bauan@psbank.com.ph

## Batangas - Sto. Tomas

G/F, New Bldg., Maharlika Highway  
Brgy. San Antonio  
Sto. Tomas, Batangas  
T: (043) 778-0027 / 726-0169  
F: (043) 726-0169  
psb-stotomas@psbank.com.ph

## Binakayan

PSBank Bldg., Tirona Highway  
National Rd. Binakayan  
Kawit, Cavite  
T: (046) 434-1627 / 434-4221  
F: (02) 529-8702  
psb-binakayan@psbank.com.ph

## Biñan

A. Bonifacio cor. Burgos Sts.  
Biñan, Laguna  
T: (049) 411-3406 / 511-9413  
F: (02) 520-8216  
psb-binan@psbank.com.ph

## Calamba

G/F, Andenson Bldg. 1  
Parian, National Highway  
Calamba, Laguna  
T: (049) 545-5979  
psb-calamba@psbank.com.ph

## Camarines Norte - Daet

G/F, New Bldg., F. Pimentel Ave.  
cor. V. Basit St., Brgy. 8  
Daet, Camarines Norte  
T: (054) 440-1452 / 440-5692  
psb-daet@psbank.com.ph

## Candelaria

Argao St. cor. Rizal Ave.  
Candelaria, Quezon  
T: (042) 585-8443 / 741-1263  
F: (042) 585-8444  
psb-candelaria@psbank.com.ph

## Cavite - Bacoar

G/F, Heritage Bldg., Km. 16  
Aguinaldo Highway, Niog  
Bacoar, Cavite  
T: (046) 481-7645  
F: (046) 481-7465  
psb-cavitebacoar@psbank.com.ph

**Cavite - Carmona**

G/F, 88 Bldg., Gov. Drive  
Brgy. Maduya, Carmona, Cavite  
T: (046) 972-2108  
F: (046) 972-2107  
psb-carmona@psbank.com.ph

**Cavite - GMA**

Governors Drive  
Gen. Mariano Alvarez, Cavite  
T: (046) 460-4659 / 460-4514  
F: (046) 460-4514  
caviteGMA@psbank.com.ph

**Cavite - Gen. Trias**

G/F, The Plaza, Florida Sun Estates  
Governor's Drive, Brgy. Manggahan  
General Trias, Cavite  
T: (046) 424-1357 / 424-0441  
F: (046) 424-1357  
cavite-gentrias@psbank.com.ph

**Cavite - Imus Anabu**

Kingsway Commercial Complex  
9040 E. Aguinaldo Highway  
Anabu, Imus, Cavite  
T: (046) 529-3010 / 0917-6716890  
T: (046) 474-0134  
psb-imusanabu@psbank.com.ph

**Cavite - Imus Tanzang Luma**

G/F, VCV Bldg., Aguinaldo Highway  
Brgy. Tanzang Luma, Imus City, Cavite  
T: (046) 571-0298 / 471-0095  
psb-imus@psbank.com.ph

**Cavite - Molino**

G/F, Golden Oasys Bldg.  
Molino 4, Bacoor, Cavite  
T: (046) 438-8391 to 92  
F: (02) 529-8860  
psb-molino@psbank.com.ph

**Cavite - Imus Lancaster**

The Square, Retail 2, Unit 101  
Advincula Ave., Lancaster New City  
Brgy. Alapan 2, Imus City, Cavite  
T: (046) 416-4916 to 17  
lancaster@psbank.com.ph

**Cavite - Silang**

G/F, O.C. Bldg., M.H. Del Pilar  
cor. Kiamzon Sts., Silang, Cavite  
T: (046) 414-3427 / 865-2145  
F: (046) 865-2142  
cavitesilang@psbank.com.ph

**Cavite - Tagaytay**

Rotonda Star Plaza, Brgy. Silang Junction  
Tagaytay City, Cavite  
T: (046) 413-2359 / 413-0213  
psb-tagaytay@psbank.com.ph

**Cavite - Tanza**

G/F, Annie's Plaza, A. Soriano Highway  
Daang Amay, Tanza, Cavite  
T: (046) 481-7437 / 481-7463  
F: (046) 481-7437  
psb-tanza@psbank.com.ph

**Cavite - Trece Martires**

G/F, New Bldg., Governors Drive  
Trece Martires, Cavite  
T: (046) 443-2964  
F: (046) 443-2613  
trecemartires@psbank.com.ph

**Dasmariñas**

PSBank Bldg., E. Aguinaldo Highway  
cor. Mangubat St., Dasmariñas, Cavite  
T: (046) 416-0331 / 416-4476  
psb-dasmarinas@psbank.com.ph

**Laguna - Cabuyao**

G/F, New Bldg., JP Rizal  
cor. A. Bonifacio Sts., Brgy. 2  
Cabuyao, Laguna  
T: (049) 543-9415 / 543-9602  
psb-cabuyao@psbank.com.ph

**Laguna - Calamba Crossing**

G/F, The Calamba Executive Center  
Brgy. Uno, Crossing  
Calamba City, Laguna  
T: (049) 530-3090  
T: (049) 530-2203  
psb-lagunacalamba@psbank.com.ph

**Laguna - Paseo De Sta. Rosa**

UG/F, Unit 1, Arcadia Bldg.  
San Bruno Drive  
cor. Tagaytay-Balibago Rd.  
Sta. Rosa, Laguna  
T: (049) 508-4917 / 508-4918  
psb-lagunapaseo@psbank.com.ph

**Laguna - San Pablo Maharlika**

G/F, Acosta Bldg. II  
Km. 80 Maharlika Highway  
Brgy. San Rafael, San Pablo City  
Laguna  
T: (049) 503-5457  
F: (049) 521-3150  
psb-sanpablomarhlika@psbank.com.ph

**Laguna - San Pedro National Highway**

G/F, Sunshine Square Bldg.  
National Highway, Brgy. Landayan  
San Pedro City, Laguna  
T: 800-8560 / 772-2600  
psb-sanpedronational@psbank.com.ph

**Legazpi**

GF, Tower Bldg. II  
Landco Business Park  
Legazpi City, Albay  
T: (052) 480-0948 / 480-0950  
psb-legazpicity@psbank.com.ph

**Lemery**

Ilustre Ave. cor. J.P. Rizal St.  
Lemery, Batangas  
T: (043) 411-1549  
F: (043) 409-0350  
psb-lemery@psbank.com.ph

**Lipa**

C.M. Recto Ave. cor. R. Soliman St.  
Lipa City, Batangas  
T: (043) 756-1711 / 756-2745  
F: (043) 756-1813  
psb-lipa@psbank.com.ph

**Lipa - JP Laurel Highway**

Autoplex Bldg., J.P. Laurel Highway  
Sabang, Lipa City  
T: (043) 784-6129  
F: (043) 784-6126  
psb-lipajplarela@psbank.com.ph

**Los Baños**

PSBank Bldg., Lopez Ave.  
Batong Malake, Los Baños, Laguna  
T: (049) 536-2147  
F: (049) 536-1271  
psb-losbaños@psbank.com.ph

**Lucena**

Quezon Ave. cor. Evangelista St.  
Lucena, Quezon  
T: (042) 797-1810 / 710-3481  
F: (042) 797-1810  
psb-lucena@psbank.com.ph

**Lucena - Enriquez**

G/F, AQC Bldg., Enriquez  
cor. San Fernando Sts., Brgy. 6  
Lucena City, Quezon  
T: (042) 373-3597 / 797-0140  
F: (042) 797-0140  
psb-lucenaenriquez@psbank.com.ph

**Mindoro - Calapan**

G/F, HM Home Mark Bldg.  
JP Rizal St., Brgy. Camilmil  
Calapan City, Oriental Mindoro  
T: (043) 288-1081  
T: (043) 441-3192  
psb-mindorocalapan@psbank.com.ph



# PSBank Branch Directory

## Naga

G/F, DECA Centro Bldg.  
cor. Dinaga St., Panganiban Drive  
Naga City, Camarines Sur  
T: (054) 472-0452  
T: (02) 250-8099  
psb-naga@psbank.com.ph

## Pallocan West

G/F, CS Rayos Bldg.  
Pallocan West, Batangas City  
T: (043) 723-2330 / 723-7226  
F: (043) 723-5780  
pallocanwest@psbank.com.ph

## Puerto Princesa

248 Rizal Ave.  
Puerto Princesa City, Palawan  
T: (048) 434-1512 / 434-1558  
F: (048) 434-1559  
puertoprincesa@psbank.com.ph

## San Pablo

Rizal Ave., San Pablo, Laguna  
T: (049) 562-0853  
(02) 520-6050  
F: (049) 562-7610  
psb-sanpablo@psbank.com.ph

## San Pedro

Casa Hacienda Commercial Center  
A. Mabini St., San Pedro, Laguna  
T: (02) 808-1185 / 847-8230  
F: (02) 869-2266  
psb-sanpedro@psbank.com.ph

## Sorsogon

UG/F, Sorsogon Shopping Center  
Magsaysay St., Sorsogon City  
Sorsogon  
T: (056) 558-0008 / 558-0013  
F: (056) 421-6450  
sorsogon@psbank.com.ph

## Sta. Rosa

Dragon Arcade  
Balibago-Tagaytay National Rd.  
Brgy. Don Jose, Sta. Rosa, Laguna  
T: (049) 541-0624 / 541-0845  
F: (049) 541-0747  
psb-starosabalibago@psbank.com.ph

## Tanauan

J.P. Laurel Highway  
Tanauan City, Batangas  
T: (043) 778-1432 / 778-1532  
F: (043) 778-1018  
psb-tanauan@psbank.com.ph

## VISAYAS

### Aklan - Kalibo

19 Martyr's cor. G. Pastrana Sts.  
Kalibo, Aklan  
T: (036) 268-1511  
F: (036) 500-7859  
psb-kaliboaklan@psbank.com.ph

### Antique - San Jose

G/F, D123C Bldg.  
Moscoso cor. Tobias Fornier Sts.  
San Jose De Buenavista, Antique  
T: (036) 653-0005 / 653-0002 / 540-7901  
F: (036) 540-7902  
psb-antique@psbank.com.ph

### Bacolod

A. Yu Bldg., Locsin St.  
Bacolod City, Negros Occidental  
T: (034) 435-0069  
F: (034) 708-9080  
psb-bacolod@psbank.com.ph

### Bacolod - North Drive

G/F, Riverside Pharmacy Bldg.  
B.S. Aquino Drive, Bacolod City  
T: (034) 709-0155  
F: (034) 435-5044  
psb-bacolodnorth@psbank.com.ph

### Cebu - Ayala Business Park

G/F, Insular Life Cebu Business Centre  
Mindanao Ave. cor. Biliran Rd.  
Cebu Business Center, Cebu City  
T: (032) 266-1651 / 417-1745  
F: (032) 417-1745  
psb-cebuayalabp@psbank.com.ph

### Cebu - Banilad

G/F, Gaisano Country Mall  
Brgy. Banilad, Cebu City  
T: (032) 416-2335  
F: (032) 231-2966  
psb-banilad@psbank.com.ph

### Cebu - Capitol

The Strip, Osmeña Blvd.  
Brgy. Capitol Site, Cebu City  
T: (032) 254-7417  
F: (032) 412-8636  
psb-cebucapitol@psbank.com.ph

### Cebu - Carbon

Plaridel cor. Progreso Sts.  
Cebu City  
T: (032) 254-7712  
F: (032) 416-0005  
psb-carbon@psbank.com.ph

## Cebu - Colon

Pelaez cor. Colon Sts., Cebu City  
T: (032) 255-7551  
F: (032) 412-0418  
psb-colon@psbank.com.ph

## Cebu - Consolacion

G/F, Orosia Bldg., Highway Cansaga  
Consolacion, Cebu  
T: (032) 346-2249  
F: (032) 328-0725  
psb-cebuconso@psbank.com.ph

## Cebu - IT Park

G/F, Stall 101, eBlock 4  
Jose Maria Del Mar St.  
Cebu IT Park, Cebu City  
T: (032) 402-9430  
F: (032) 402-9431  
cebumangoave@psbank.com.ph

## Cebu - Jones

Osmeña Blvd. cor. Sanciango St.  
Cebu City  
T: (032) 255-1483 / 255-1971  
F: (032) 412-5450  
psb-jones@psbank.com.ph

## Cebu - Lapu-Lapu

Gaisano Mactan Island Mall  
Lapu-Lapu City, Cebu  
T: (032) 238-2310  
F: (032) 495-1425  
lapulapu@psbank.com.ph

## Cebu - Mandaue A.C. Cortez

N & N Cortes Arcade  
A.C. Cortes Ave., Mandaue City  
T: (032) 344-0582  
F: (032) 420-5714  
psb-mandaue@psbank.com.ph

## Dumaguete

G/F, Hotel Palwa, Dr. V. Locsin St.  
Dumaguete City, Negros Oriental  
T: (035) 226-1586  
F: (035) 422-0200  
psb-dumaguete@psbank.com.ph

## Iloilo - Iznart

533 Iznart St., Iloilo City  
T: (033) 508-9410  
F: (033) 335-0938  
psb-iznart@psbank.com.ph

## Iloilo - Jaro

E. Lopez cor. Jalandoni Sts.  
Jaro, Iloilo City  
T: (033) 329-6580  
F: (033) 503-2145  
iloilojaro@psbank.com.ph

**Iloilo - Quezon**

23 C. Quezon St., Iloilo City  
T: (033) 336-8248  
F: (033) 508-9422  
psb-iloiloquezon@psbank.com.ph

**Mandaue - Subangdaku**

G/F, Units 101-102, KRC Bldg.  
National Highway, Subangdaku  
Mandaue City, Cebu  
T: (032) 414-4559  
F: (032) 345-3342  
mandaue-subangku@psbank.com.ph

**Ormoc**

G/F, Units 1 and 2, Ormoc Centrum  
Aviles cor. San Pedro Sts.  
Ormoc City, Leyte  
T: (053) 255-7555  
F: (053) 561-8415  
ormoc@psbank.com.ph

**Roxas City**

Arnaldo Blvd. cor. Datiles St.  
Brgy. Tanque, Roxas City, Capiz  
T: (036) 520-6218  
F: (036) 621-1897  
roxascity@psbank.com.ph

**Tacloban**

G/F, Tacloban Plaza Bldg.  
Justice Romualdez St.  
Tacloban City, Leyte  
T: (053) 523-0887  
F: (053) 325-3521  
psb-tacloban@psbank.com.ph

**Tagbilaran**

152 Ideal Cinema Bldg., CPG Ave.  
Tagbilaran City, Bohol  
T: (038) 411-4523  
F: (038) 501-7010  
psb-tagbilaran@psbank.com.ph

**MINDANAO****Bukidnon - Malaybalay**

Fortich St., Malaybalay City, Bukidnon  
T: (088) 314-0210  
F: (088) 813-3190  
malaybalay@psbank.com.ph

**Bukidnon - Valencia**

G/F, Tamay Lang Arcade, Alkuino  
cor. Manuel A. Roxas Sts., Poblacion  
Valencia City, Bukidnon  
T: (088) 828-3388  
valencia@psbank.com.ph

**Butuan**

J.C. Aquino cor. Ochua Aves.  
Butuan City, Agusan del Norte  
T: (085) 342-7042  
F: (085) 225-9192  
butuan@psbank.com.ph

**Cagayan de Oro**

BJS Bldg., Don Apolinar Velez  
cor. A. Mabini Sts., Cagayan de Oro  
Misamis Oriental  
T: (088) 857-4183  
(08822) 725-184  
psb-cdo@psbank.com.ph

**Cagayan de Oro - Lapasan**

Units 11-12, Puregold CDO  
Claro M. Recto Ave., Lapasan  
Cagayan de Oro City, Misamis Oriental  
T: (088) 859-0026  
psb-cdolapasan@psbank.com.ph

**Davao - Bajada**

88 Bldg., J.P. Laurel St., Bajada  
Davao City, Davao del Sur  
T: (082) 227-4771 / 300-6712  
F: (082) 222-4013  
bajada@psbank.com.ph

**Davao - Digos**

G/F, Gaisano Grand Mall of Digos  
Quezon Ave., Digos City  
Davao del Sur  
T: (082) 272-0325  
F: (082) 272-0312  
davaodigos@psbank.com.ph

**Davao - Madrazo**

PSBank Bldg., Quirino  
cor. Cayetano Bangoy Sts.  
Davao City, Davao del Sur  
T: (082) 222-4280 / 222-5001  
F: (082) 222-4279  
psb-madrado@psbank.com.ph

**Davao - Matina**

G/F, Saito Bldg., McArthur Highway  
Matina, Davao City, Davao del Sur  
T: (082) 295-2670 / 321-9764  
F: (082) 295-2786  
psb-davaomatina@psbank.com.ph

**Davao - Monteverde**

88 T. Monteverde Ave.  
Davao City, Davao del Sur  
T: (082) 221-0645 / 221-0647  
F: (082) 221-0646  
psb-monteverde@psbank.com.ph

**Davao - Tagum**

PSBank Bldg., National Highway  
cor. Pioneer Ave., Tagum City  
Davao del Norte  
T: (084) 655-6339 / 655-9543  
F: (084) 655-9542  
psb-tagum@psbank.com.ph

**Dipolog**

Lopez Skyroom, Rizal Ave.  
cor. C.P. Garcia St., Dipolog City  
Zamboanga del Norte  
T: (065) 212-2927 / 212-9297  
F: (065) 212-6980  
psb-dipolog@psbank.com.ph

**General Santos**

Santiago Blvd. cor. Naranjita St.  
General Santos City, South Cotabato  
T: (083) 552-3337 / 552-3547  
F: (083) 552-2987  
psb-gensantos@psbank.com.ph

**Ozamiz**

Rizal Ave. cor. Capistrano St.  
Ozamiz City, Misamis Occidental  
T: (088) 521-3277 / 521-3477  
F: (088) 521-3377  
psb-ozamiz@psbank.com.ph

**Pagadian**

G/F, Mendoza Bldg., J.P. Rizal Ave.  
cor. B. Aquino St., Pagadian City  
Zamboanga del Sur  
T: (062) 215-3580 / 215-3581  
F: (062) 215-3582  
psb-pagadian@psbank.com.ph

**Zamboanga**

Mayor Vitaliano Agan Ave.  
Camino Nuevo, Zamboanga City  
Zamboanga del Sur  
T: (062) 991-8125 / 991-7271  
F: (062) 991-8656  
psb-zamboanga@psbank.com.ph

**Zamboanga - Guiwan**

Maria Clara Lobregat National Highway  
Guiwan, Zamboanga City  
Zamboanga del Sur  
T: (062) 984-2108  
F: (062) 984-1417  
zamboangaguiwan@psbank.com.ph

**Zamboanga - Pilar**

G/F, Martha Bldg., Pilar St.  
Zamboanga City, Zamboanga del Sur  
T: (062) 991-1078  
F: (062) 955-0007  
zamboangapilar@psbank.com.ph

# Metrobank Group Directory

## DOMESTIC SUBSIDIARIES AND AFFILIATES

### First Metro Investment Corporation

45/F, GT Tower International, Ayala Ave.  
cor. H.V. Dela Costa St., Makati City  
Tel. No. (02) 858-7900  
RABONI FRANCIS B. ARJONILLO  
*President*

### First Metro Asset Management, Inc.

18/F, PSBank Center  
777 Paseo De Roxas  
cor. Sedeño St., Makati City  
Tel. No. (02) 891-2860 to 65  
KAREN LIZA M. ROA  
*President*

### First Metro Securities Brokerage Corporation

18/F, PSBank Center  
777 Paseo De Roxas  
cor. Sedeño St., Makati City  
Tel. No. (02) 859-0600  
GONZALO G. ORDOÑEZ  
*President*

### Philippine AXA Life Insurance Corporation

34/F, GT Tower International  
Ayala Ave. cor. H.V. Dela Costa St.  
Makati City  
Tel. No. (02) 885-0101 / 323-1292  
RAHUL HORA  
*President*

### Charter Ping An Insurance Corporation

29/F, GT Tower International  
Ayala Ave. cor. H.V. Dela Costa St.  
Makati City  
Tel. No. (02) 580-6800 / 511-9800  
RAHUL HORA  
*President*

### Philippine Savings Bank

PSBank Center, 777 Paseo de Roxas  
cor. Sedeño St., Makati City  
Tel. No. (02) 885-8208  
JOSE VICENTE L. ALDE  
*President*

### Sumisho Motor Finance Corporation

12/F, PSBank Center  
777 Paseo De Roxas  
cor. Sedeño St., Makati City  
Tel. No. (02) 802-6888  
TOSHIYUKI MITSUI  
*President*

### Metrobank Card Corporation

The MCC Center, 6778 Ayala Ave.  
Makati City  
Tel. No. (02) 870-0900  
PRADEEP PANT  
*President*

### Orix Metro Leasing and Finance Corporation

21/F, GT Tower International, Ayala Ave.  
cor. H.V. Dela Costa St., Makati City  
Tel. No. (02) 858-8888  
CONSTANCIO B. TAN  
*President*

## PARTNERS OF METROBANK

### Federal Land, Inc.

20/F, GT Tower International, Ayala Ave.  
cor. H.V. Dela Costa St., Makati City  
Tel. No. (02) 883-6888  
PASCUAL M. GARCIA III  
*President*

### Toyota Motor Philippines Corporation

31/F, GT Tower International, Ayala Ave.  
cor. H.V. Dela Costa St., Makati City  
Tel. No. (02) 858-8200  
SATORU SUZUKI  
*President*

### Toyota Financial Services Philippines Corporation

32/F, GT Tower International,  
Ayala Ave. cor. H.V. dela Costa St.  
Makati City  
Tel. No. (02) 858-8500 / 757-8500  
ATSUSHI MURAKAMI  
*President*

### Toyota Manila Bay Corporation

Central Business Park, Roxas Blvd.  
Brgy. 076, Pasay City  
Tel. No. (02) 581-6168  
HIROYA MIYAHARA  
*President*

### Property Company of Friends, Inc.

Pro-Friends Center  
55 Tinio St., Brgy. Addition Hills  
Mandaluyong City  
Tel. No. 727-8000  
GUILLERMO C. CHOA  
*President*

### Metrobank Foundation, Inc.

4/F, Metrobank Plaza  
Sen. Gil Puyat Ave., Makati City  
Tel. No. (02) 898-8000  
ANICETO M. SOBREPEÑA  
*President*

### Manila Doctors Hospital

667 U.N. Ave., Ermita, Manila  
Tel. No. (02) 558-0888  
ELIZABETH DE GUZMAN-DANTES  
*President*

### Manila Tytana Colleges

Pres. Diosdado Macapagal Blvd.  
Metropolitan Park, Pasay City  
Tel. No. (02) 859-0888  
SERGIO S. CAO  
*President and Chief Academic Officer*



# Shareholders Information

## CORPORATE INFORMATION

Philippine Savings Bank  
PSBank Center  
777 Paseo de Roxas corner Sedeño Street  
Makati City 1226 Philippines  
Tel: (+632) 845-8888  
Website: [www.psbank.com.ph](http://www.psbank.com.ph)

## Annual Shareholders' Meeting

Monday, 15 April 2019, 3:00 p.m.  
PSBank Hall, 19<sup>th</sup> Floor PSBank Center  
777 Paseo de Roxas corner Sedeño Street  
Makati City 1226 Philippines

## Stock Listing

Philippine Savings Bank (PSBank) common shares are listed and traded at the Philippine Stock Exchange under the ticker symbol "PSB."

## Shareholders

The number of common shareholders of record as of 01 March 2019 was 1,457.

## Market Information

Following are the high and low closing prices of the PSB shares as reported in the PSE for each quarter of the years ending in 2017 and 2018:

| Years | Quarters        | Highest | Lowest |
|-------|-----------------|---------|--------|
| 2017  | 1 <sup>st</sup> | 91.00   | 87.00  |
|       | 2 <sup>nd</sup> | 90.50   | 86.50  |
|       | 3 <sup>rd</sup> | 92.00   | 87.65  |
|       | 4 <sup>th</sup> | 90.00   | 87.00  |
| 2018  | 1 <sup>st</sup> | 89.50   | 85.05  |
|       | 2 <sup>nd</sup> | 87.90   | 81.00  |
|       | 3 <sup>rd</sup> | 88.50   | 80.00  |
|       | 4 <sup>th</sup> | 86.90   | 61.80  |

## Annual Report in SEC Form 17-A

The financial report included in this report follows the information contained in the Bank's SEC Form 17-A as required by and submitted to the Securities and Exchange Commission. Copies of this report may be obtained free of charge upon written request to the Office of the Finance Group Head.

## SHAREHOLDER ASSISTANCE AND SERVICES

### Investor Relations

Corporate Affairs Division  
9<sup>th</sup> Floor PSBank Center  
777 Paseo de Roxas corner Sedeño Street  
Makati City 1226  
Tel: (+632) 845-8888  
Fax: (+632) 885-8352  
Email: [investor@psbank.com.ph](mailto:investor@psbank.com.ph)

### Media

PR and Corporate Communications Division  
8<sup>th</sup> Floor PSBank Center  
777 Paseo de Roxas corner Sedeño Street  
Makati City 1226  
Tel: (+632) 845-8888  
Fax: (+632) 845-0025

### For inquiries or concerns

Customer Experience Group  
6<sup>th</sup> Floor PSBank Center  
777 Paseo de Roxas corner Sedeño Street  
Makati City 1226  
Tel: (+632) 845-8888  
Fax: (+632) 845-0048  
SMS: (+63) 998-8458888  
Email: [customerexperience@psbank.com.ph](mailto:customerexperience@psbank.com.ph)  
Chat: [www.psbank.com.ph](http://www.psbank.com.ph)

### Stockholder Services


For inquiries regarding dividend payments, change of address or account status:  
Metrobank Trust Banking - Stock Transfer Department  
16<sup>F</sup> Metrobank Center  
35<sup>th</sup> Street corner 7<sup>th</sup> Avenue  
Bonifacio Global City  
Taguig City 1634, Philippines  
Tel: (+632) 857-5695



A copy of our audited financial statements is available for download on our website, <https://www.psbank.com.ph/about-psbank/financial-reports>. Scan the QR code to directly access on your mobile device.



 PSBank Center, 777 Paseo de Roxas corner Sedeño Sts.  
Makati City 1226 Philippines

 [www.psbank.com.ph](http://www.psbank.com.ph)

 Customer Experience Hotline: (02) 845-8888

 [customerexperience@psbank.com.ph](mailto:customerexperience@psbank.com.ph)

 PSBank LiveChat via [www.psbank.com.ph](http://www.psbank.com.ph)

PSBankOfficial

