

That moment  
you realized  
there's a bank  
that can **surprise**  
and **delight** you



## WHO WE ARE

Philippine Savings Bank (PSBank) is the consumer and retail thrift bank arm of the Metrobank Group, one of the Philippines' largest and leading banks. For more than 50 years, PSBank has built a reputation for its *Simple Lang. Maasahan* (simple and reliable) brand of banking. Enabled by digital technology, we are able to delight our customers at every encounter.

## OUR VISION

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

## OUR 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.

## OUR BUSINESS MODEL

The core business of PSBank is focused on expansion of the consumer business by growing its retail deposit and consumer loans, including SME, through various channels which include, but are not limited to, branch and digital channels.

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## Making that Aha! Moment

Every company talks about how good they are when it comes to serving their customers. But the Holy Grail of customer service is the 'Aha!' moment. That's when customers realize that your product or service is exactly what they absolutely need.

For PSBank, finding these delightful 'Aha!' moments requires more than reaching out to our customers through various touchpoints. It takes a clear vision and a roadmap, a deeper analysis of customer insights, and an entire organization moving with a singular focus to delight customers. Since embarking on a customer experience journey, making 'Aha!' moments consistently for our customers has become our North Star.

May you discover your own 'Aha!' moments, too, while reading this.

*5 Ways to Spot a*

*PSBank*

# *Customer*





## 1. They're social media savvy.



More than **800,000** follow the PSBank Facebook page, which has a **98%** engagement rate.

## 2. They're cool banking on their mobile phone or online.

**90%** are satisfied using the PSBank Mobile and Online Banking facilities.



## 3. They're highly engaged.

They choose from a wide variety of channels to interact with PSBank: from our vast network of **249** branches and **610** ATMs nationwide, to PSBank Mobile, PSBank Online, our website, LiveChat, CX Hotline, and social media.

## 4. They ♥ us so much they refer us to others.

PSBank got a Branch Net Promoter Score (NPS) of **+90** in 2017 (from +80 in 2016). The NPS measures the likelihood a customer would recommend the company to a friend or colleague.



## 5. They inspire us to work harder.

Thanks to our customers, PSBank garnered several awards and recognition here and abroad for excellence in customer service and other initiatives in 2017.

### 2nd Strongest Bank in the Philippines Strongest Thrift Bank in the Philippines

Recognition from *The Asian Banker*, in its AB500 annual rating for 2016-2017



**Bronze Award for Customer Experience and Best Customer Experience Team (for the 2nd year in a row)**  
**Honorary Mention, Best Social Media Strategy**  
Recognition from the Customer Experience Asia Excellence Awards 2017 in Singapore



**Outstanding Thrift Bank Partner**  
Bangko Sentral ng Pilipinas' Clean Note Policy campaign



**Silver Anvil, PSBank 2015 Annual Report**  
**Silver Anvil, "Be Aware" information security awareness campaign**  
52nd Anvil Awards



**Award of Merit, PSBank 2015 Annual Report**  
15<sup>th</sup> Philippine Quill Awards

## A SNAPSHOT OF 2017

# SIMPLER DELIGHTFUL DIGITAL

WHAT'S ON OUR MIND IN 2017?

OUR CUSTOMERS AND THEIR NEEDS.

For PSBank, 2017 was an eventful and exciting year! We further redefined the way our customers look at financial services with innovations that changed the way they bank.

Yet more than innovating for innovation's sake, we focused on the needs of our customers, matched them with the right product or service, and ensured that we leave them with a delightful and memorable experience at every encounter. Some of our efforts and new offerings are likewise aligned with our digitalization initiatives, attuned with the evolving demands of our customers and the market landscape.

On all these initiatives, we have one top of mind: keep things Simple lang, Maaasahan – just like our brand promise. Here's a snapshot of our busy and delightful year:

### Giving you all you need – in a few clicks!

The latest version of the PSBank Mobile App 3.0 not only sports a fresher look, but also has new and powerful functionalities:

- ! Request for money and payments from other users with our [PayMe](#) Mobile App feature.
- ! Quickly access PSBank Mobile App without keying in a password. Use only fingerprint recognition through [One Touch ID](#).
- ! Generate a [one-time password \(OTP\)](#) within the Mobile App for added security to your account.
- ! Easily check your account balances using [Quick View](#) or lock and unlock your ATM card without the need to log-in. You can also view issued checks digitally in the new app.
- ! Withdraw cash from any PSBank ATM without using an ATM card. Through [Cardless Withdrawal](#), all you need is your mobile phone.
- ! Give us real-time feedback on our products and services by filling out the online regular surveys or LiveChat. Thanks to our highly engaged customers, PSBank earned a high 90% CSAT (Customer Satisfaction) Score for both our Mobile and Online platforms.



### More secure with "Chip", more convenience with "Tap"!

In addition to complying with the requirement of the Bangko Sentral ng Pilipinas for all banks to migrate to EMV chip technology, we've also enabled all PSBank Debit, Prepaid and Flexi Loan cards carry the "tap" contactless feature. No need to swipe your card when you pay. This also speeds up your transactions in point-of-sales or in select establishments such as tollways, convenience stores, coffee shops and the like.



### Growing your relationship with us.

We know that our customers' needs are changing as their purchasing power grows. That's why in 2017, we widened our menu of products and services even more and streamlined for simplicity the way we deliver them.

- ! We launched **e-Trust**, an online service for investors in trust products. This enables our customers to view their funds' performance, transact on demand or at a future date, as well as update their risk profiles without the need to go to a branch. Convenience plus respectable returns boosted PSBank Trust's assets under management by 40.22% from a year ago.
  - ! The year saw a flurry of **cross-selling** activity in our branches, which led to more sales. These efforts were supported by various marketing promotions such as "Win the Dream," a nationwide raffle to boost low cost deposits; and "Triple Combo Promo," aimed to entice customers to use the PayMe and ATM Lock features of our Mobile App. To increase our market share in home mortgages, we launched a **broker incentive program**, "Pa Sales Bonus," which encouraged more referrals for financing from developers.
  - ! Our **bancassurance** business saw premium volumes grow by 86% year-on-year. This was an offshoot of better teamwork at the branch level, aided by greater collaboration and data-driven acquisition efforts.
- Working harder behind the scenes to make things simpler for you.**  
There's more than meets the eye when it comes to the work we do to delight our customers.
- ! We took **Customer Experience Management** to the next level in 2017. Customized trainings and workshops were conducted for PSBankers, as well as CSAT surveys for branches, channels and direct banking. We also started using online surveys through our LiveChat and Online Banking channels to get a quick pulse of customer satisfaction and feedback levels. Thanks to these efforts, our Net Promoter Scores – which measure customer loyalty – were at +78, +84, +87 for Call Banking, Direct Banking, and Business Center, respectively.
  - ! Our support groups streamlined processes and crunched **Big Data** better – all with a tunnel view of serving the customer better and providing the Aha! moment.
  - ! We implemented a **new deposit core banking system** (Flexcube) to further improve our capability to deliver best-in-class branch services, as well as allow for greater flexibility in product and service offerings.
  - ! We rolled out a **Customer Experience Portal (CXP)** for a more automated and systematic way of servicing our customers' needs, primarily in our Direct Banking and Contact Center – all under the "One Call One Visit Resolution" policy of the Bank. Beyond enabling us to have a single customer view of our customer relationships and capturing all interactions with the customer in all touchpoints, the CXP now has added functionalities done in real time.
  - ! We embarked on several **automation** projects to manage the growing volume of our transactions, improve turnaround time, and strengthen controls. Some of these are: **Mobile Credit Verification**, **Check Image Clearing**, and **Billings and Ledger Recon systems**. All these initiatives led to a faster PSBank – 91% of the loan applications were processed in less than eight hours. We also got rid of manual tasks and devoted more time for data analysis to gain efficiency in providing assurance on governance, control and risk management processes, as well as reduction in redundant efforts.

## LET THE 2017 NUMBERS SPEAK

### Profitability (vs. 2016)

<b>Total Net Interest Income</b> ▲ 15% to PhP11,079,099,382	<b>Allowance for Credit Losses</b> ▲ 2% to PhP2,270,178,805
<b>Total Non-Interest Income</b> ► 0% to PhP2,810,022,839	<b>Share in Net Income of a Joint Venture</b> ▲ 103% to PhP71,836,533
<b>Total Non-Interest Expenses</b> ▲ 15% to PhP8,769,299,314	<b>Provision for Income Tax</b> ▲ 22% to PhP267,061,507
<b>Pre-Provision Profit</b> ▲ 5% to PhP5,119,822,907	<b>Net Income Before Tax</b> ▲ 8% to PhP2,654,419,128

### Selected Balance Sheet Data (vs. 2016)

<b>Gross Loans</b> ▲ 13% to PhP146,332,302,153	<b>Deposits</b> ▲ 19% to PhP188,913,401,607
<b>Total Assets</b> ▲ 13% to PhP223,324,042,624	<b>Total Equity</b> ▲ 12% to PhP22,393,324,167

### Selected Ratios

	2017	2016
<b>Return on Equity (ROE)</b>	12.51%	12.50%
<b>Return on Assets (ROA)</b>	1.26%	1.34%
<b>Capital Adequacy Ratio</b>	13.87%	14.07%

### Per Common Share Data (vs. 2016)

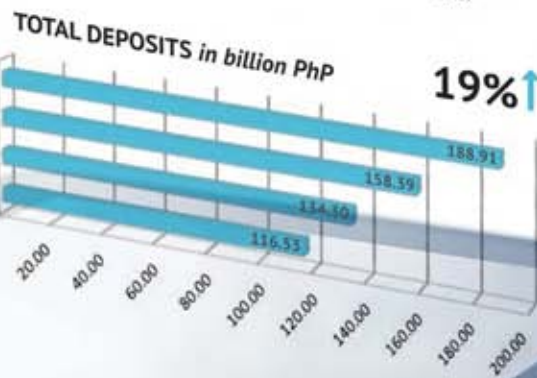
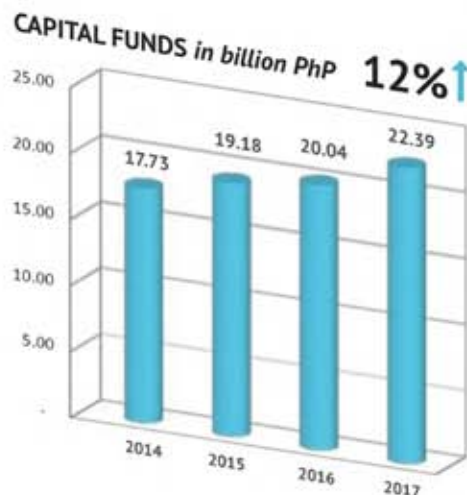
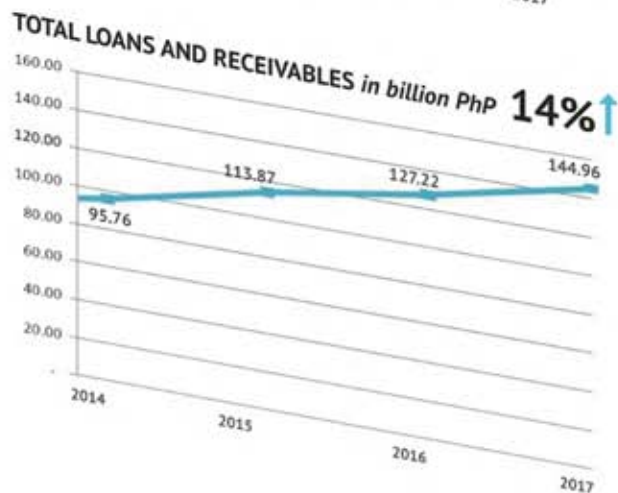
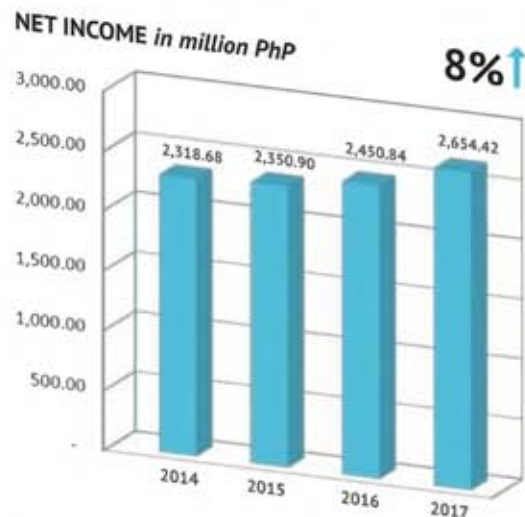
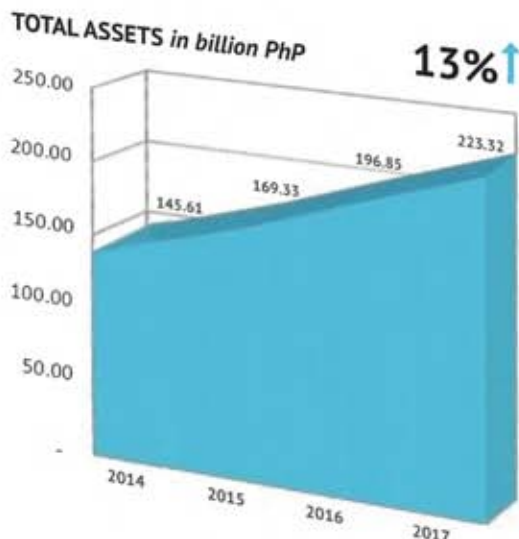
<b>Net Income per Share</b>	
Basic	Diluted
▲ 8% to PhP11.05	▲ 8% to PhP11.05
<b>Book Value</b>	
▲ 12% to PhP93.21	

### Others

	2017	2016
<b>Total Cash</b>		
<b>Dividend Declared</b>	PhP720,757,473	PhP720,757,473
<b>Headcount (vs. 2016)</b>		
Officers	Staff	
▲ 6% to 1,202	▲ 1% to 2,007	



# Numbers that Matter





## Statements of Condition

	December 31 2017	December 31 2016	December 31 2015	December 31 2014
<b>ASSETS</b>				
Cash and Other Cash Items	19,370,749,882	18,603,423,903	16,939,388,485	31,554,521,430
Interbank Loans Receivable and Securities Purchased Under Resale Agreements	1,842,023,049	3,254,311,599	2,513,904,112	2,186,320,000
Investments	46,765,446,014	37,633,491,634	26,696,768,159	8,045,354,941
Loans and Receivables	144,964,513,221	127,221,847,151	113,867,515,442	95,759,749,830
Investments in an Associate and a Joint Venture	607,162,821	727,176,484	690,333,838	668,606,533
Property and Equipment	2,480,012,354	2,667,170,455	2,746,074,371	2,469,507,446
Investment Properties	3,930,317,479	3,861,708,308	3,344,154,413	2,933,068,849
Other Assets	3,363,817,804	2,883,973,158	2,533,108,408	1,989,900,444
	<b>223,324,042,624</b>	<b>196,853,102,692</b>	<b>169,331,247,228</b>	<b>145,607,029,473</b>
<b>LIABILITIES AND EQUITY</b>				
<b>Liabilities</b>				
Deposit Liabilities	188,913,401,607	158,387,318,602	134,296,308,127	116,527,753,821
Bills Payable	1,492,418,518	6,093,796,533	4,494,845,747	-
Subordinated Notes	2,978,997,695	5,975,732,110	5,952,051,581	5,946,901,321
Other Liabilities	7,545,900,637	6,358,583,251	5,412,987,013	5,402,072,113
	200,930,718,457	176,815,430,496	150,156,192,468	127,876,727,255
<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	18,132,449,405	16,198,787,750	14,468,701,913	12,838,559,286
Net Unrealized Gain on AFS Investments	(411,510,218)	(842,908,364)	179,775	26,600,463
Remeasurement Losses on Retirement Plan	(545,392,541)	(541,701,193)	(471,371,011)	(312,363,737)
Equity in Remeasurement Gains (Losses) on Retirement Plan of a Joint Venture	1,245,144	1,443,599	67,642	(1,445,728)
Cumulative Translation Adjustment	(4,076,039)	1,441,988	(43,131,975)	(41,656,482)
	<b>22,393,324,167</b>	<b>20,037,672,196</b>	<b>19,175,054,760</b>	<b>17,730,302,218</b>
	<b>223,324,042,624</b>	<b>196,853,102,692</b>	<b>169,331,247,228</b>	<b>145,607,029,473</b>

## Statements of Income

Years ended December 31	2017	2016	2015	2014
Interest Income	14,543,776,800	12,492,470,031	11,002,726,921	10,113,409,810
Interest Expense	3,464,677,418	2,828,547,914	2,520,780,655	2,403,027,585
Net Interest Income	11,079,099,382	9,663,922,117	8,481,946,266	7,710,382,225
Net Service Fees and Commission Income	1,375,774,149	1,136,347,206	1,195,492,050	1,077,890,405
Other Operating Income	1,434,248,690	1,678,559,898	1,124,094,654	1,780,678,877
Total Operating Income	13,889,122,221	12,478,829,221	10,801,532,970	10,568,951,507
Other Expenses	11,039,478,119	9,843,739,367	8,513,308,445	8,349,764,091
Share in Net Income of an Associate	-	-	-	72,129,314
Share in Net Income in a Joint Venture	71,836,533	35,466,690	20,213,935	4,826,759
Provision for (Benefit from) Income Tax	267,061,507	219,713,234	(42,461,640)	(22,533,126)
<b>Net Income</b>	<b>2,654,419,128</b>	<b>2,450,843,310</b>	<b>2,350,900,100</b>	<b>2,318,676,615</b>

**WHAT MAKES A GOOD COMPANY?**

**IT GOES BEYOND PROFITS.**

//

*Beyond serving to satisfy,  
we are looking for ways  
to become surprisingly  
endearing to our  
customers! "*



Jose T. Pardo  
Chairman



# LET'S MAKE THINGS SIMPLY DELIGHTFUL!

2017, gaining 25% for the year and posting a record finish of 8,558.42.

Another source of inflows were foreign direct investments, which touched the \$10-billion mark for the first time. Increased private capital and government spending for the PhP8-trillion "Build, Build, Build" infrastructure program also fueled a flurry of economic activity.

## More Reasons to Smile

Looking ahead, we – like the rest of the industry – are facing major disruptions and radical change. But here, too, is the reason to be optimistic about the future.

As economies get more digitally connected and Filipinos' lifestyles more technology-driven, regulations are bound to become stricter, particularly when it comes to data protection and privacy, and financial security. This is why PSBank continues to pursue innovation with more mindful strides. We have to be armed and ready to fight cyber threats.

As we deepen our relationships and get to know our customers better, we also need to strike a delicate balance between our interest in delighting our customers and our compliance with Know Your Customer rules and regulations. We must guard against over-eagerness to follow regulations that only turn off customers and dampen our business, or vice-versa.

Finally, the key element of our strategy is demonstrating what I call our 'copability' – our ability to cope and adapt to change. This demands an openness to learn, collaborate, and share – which ironically often describes the mindset of a millennial.

Changing the culture of a large organization such as PSBank's is hard. It demands time, endurance, stamina, and determination, like training for a triathlon. But it heartens me to see the progress we make every day, from the discipline of our Management, down to the dynamism of our front-liners.

Yes, we still have quite a way to go to be a good company. But for me, this only means one thing: we also have more wiggle room to turn PSBank into an even more delightful and successful company – for our customers, employees, and shareholders.

As we continue to create those delightful moments, I count on your continued support in our journey.

.....

**W**hat do you think makes a good company? That certainly depends on who's being asked.

For our shareholders, a good company is one that delivers compelling business results and ensures its success far into the future. This includes the ability to serve customers well.

But there is more to being a good company than this. The true essence of the organization is what holds it and keeps it together. So ultimately it's all about shared values, the things we hold dear.

In recent years, PSBank has been on the cusp of a "cultural revolution" – one that transforms our entire organization from being just a simple bank, to a bank that makes things simple for our customers. Yet more than just getting rid of the complexities of banking, we are changing our behavior, attitudes, and values. Beyond serving to satisfy, we are looking for ways to become surprisingly endearing to our customers!

Don't get me wrong. Customer satisfaction is all well and good; it's something that should be at the core of every company's mission. But why stop there?

I always believe the old adage, "If it ain't broke, don't fix it," will do business more harm than not. When a company accepts the status quo just because it's working, its tendency is to resist change. And when it does, it fails to learn, it fails to innovate, until one day, it fails to survive. We should always deny the status quo and strive for a higher purpose.

For PSBank to thrive, we should not settle for mere customer satisfaction. We need to go the extra mile – make our customers so happy when they interact with our brand, they are constantly smiling. And when others see them smile, the delight becomes contagious. Isn't that what a good company should do? :-D

## Sources of Smile

In 2017, fortunately, we had every reason to smile.

We landed again among the world's fastest growing economies, as GDP grew 6.7 percent, better than expected in a post-election year. For the first time in my lifetime, it looks like I could even witness the Philippines graduate into becoming an upper middle-income country by 2022. This means the country's per capita income could rise to around \$5,000 by 2018 from \$3,580 as of 2016. This could be a turning point for our country's storied history, which has always been in cycles of boom and bust. The more affluent Filipinos become, the more demand for products and services, leading to more economic activity even in the countryside.

As in the past years, our growth came from our country's "oil" – our overseas Filipino workers who sent home a record-breaking \$31.3 billion in remittances. These inflows made their way into the retail, property, construction, and other sectors that benefit from a consumption-driven economy. Naturally, this spells good news for consumer banks such as ours. The low interest rate environment also prompted companies to raise their capital expenditures and refinance. This drove demand in the debt and equities markets. The benchmark Philippine Stock Exchange index (PSEi) reversed its two-year slump in

# DELIVERING AHA! MOMENTS

BEING SIMPLE LANG, MAAASAHAN  
TAKES MORE THAN A SMILE

//

*We remain positive as we compete, not just for market share, but also for relevance to the next generation of bank customers."*

V. R. CQ

VICENTE R. CUNA JR.  
President





What a remarkable year it has been for PSBank! In 2017, significant milestones were achieved, not just financially, but also in terms of enhancing the capabilities of the organization.

PSBank has been known to introduce ground-breaking services which are “first of its kind.” Most are familiar with our one-day credit approval for auto loans and services like LiveChat and ATM Lock.

In 2017, your Bank continued to be the industry innovator. Capitalizing on our agility and innovativeness, we launched our Mobile App with [Touch ID](#), [PayMe](#) and [Cardless Withdrawal](#) – all these while migrating to a new core banking system and implementing a new Customer Relationship Management (CRM) System we call [CX Portal](#).

### On Financial Strength

We posted a net income of Php2.7 billion in 2017 owing largely to the sustained growth momentum in our core revenues which grew 15.3% year-on-year. Our Consumer and SME loan portfolio was up 15% at Php139 billion led by the significant increase in Auto and SME loans at 20% and 36%, respectively.

Despite strong loan growth, we managed to maintain credit prudence, with net non-performing loans ratio at 1.2% as of end-2017. Common Equity Tier 1 (CET1) and Total Capital Adequacy Ratio (CAR) stood formidable at 11.1% and 13.9%, respectively, both of which are above the minimum required levels set by the Bangko Sentral ng Pilipinas.

Deposits grew by 19.3% to Php188.9 billion from Php158.4 billion in 2016, with low-cost funds higher by 16.3%. Total assets expanded by 13.4% to Php223.3 billion while total equity was at Php22.4 billion, up 11.8%.

### On Customer Engagement

Customer Experience (CX) has been our primary focus for the past four years. Our strategies are anchored on understanding our customer and what matters to them.

We constantly ask them how we're doing – after they open an account, after they transact with a teller, after they talk to a CX Associate, and after they use Mobile or Online Banking. We listen intently and we incorporate these insights into our systems and processes.

Our customers have taken notice. In 2017, we had the [highest Branch Net Promoter Score \(NPS\)](#) on record at +90 with 91% or 26,600 surveyed branch customers being classified as promoters – those who express their willingness to promote and advocate for us.

By acknowledging the ascendancy of the Voice of the Customer at the core of our strategy, our Customer Experience Management (CEM) effort was recognized at the CX Asia Excellence Awards in Singapore. PSBank received Bronze Awards for the top two categories: [Best Customer Experience](#) and [Best Customer Experience Team](#), plus an Honorary Mention for [Best Social Media Strategy](#).

### On Employee Engagement

We always believed that we cannot engage customers without first engaging our employees. To complement an effective Customer Engagement, there must be Employee Engagement. Thus, as a counterpart of the NPS for customers, we also measure employee-Net Promoter Score (e-NPS). And we have “interventions” aimed at improving the level of engagement of our officers and staff.

In January 2017, PSBankers started using an internal social media platform called [Workplace by Facebook](#), which runs like Facebook but used exclusively for work. This allows all employees 24/7 access to the Bank and to their colleagues. With this, physical barriers created by space and time have disappeared, and so have the silos. Now, employees from the remotest branch know what's happening in head office and vice versa. Even among head office units, coordination has vastly improved simply by being more connected. As employees are more engaged, we have become more effective and efficient.

These efforts, along with people and organizational development initiatives, have won for us top human resource (HR) awards, both regionally and globally. PSBank was named [one of Asia's Best Employer Brands](#) at the 8th Asia's Best Employer Brand Awards in Singapore.

We were also awarded the [2018 Global Best Employer Brand](#) and the [Continuous Innovation in HR Strategy](#) at Work at the 26th World HRD Congress in India.

### Ultimate 'Aha!'

For me, these are all heart-warming “Aha!” moments but my ultimate “Aha!” is seeing talent and culture transform the organization into one that is collaborative internally and yet, extremely competitive externally. This has been evident in the way we execute on our plans and projects. Simply put, we get things done because we work well together. And we leverage on this “ability to execute” as a source of competitive advantage.

At the end of the day, we always go back to and refocus our energies on our brand promise, *Simple Lang. Maaasahan*. This requires that we deal with and take on the complexities of financial products so that our customers don't have to. This involves considerable investments in time, effort and technology. As an organization, we have committed to put customer convenience front and center of everything we do. This we take to heart.

However, there are risks we must guard against. The financial industry is inundated with political and economic uncertainties, tougher regulations, increased competition and disruptions from new players. These are realities we contend with. Nonetheless, we remain positive as we compete, not just for market share, but also for relevance to the next generation of bank customers.

In the coming years, we will continue to develop and empower our people to be resilient and driven. We will expand and strengthen our SME business by offering entrepreneurs products that add value and services that are convenient. We will repackage our Flexi Personal Loan to make it more competitive and responsive to the current demands of consumers.

We will leverage on the strength of our systems and innovations team to design and execute our comprehensive digital strategy. We will explore and establish more synergies and partnerships. We will do all these guided by the same principle of delivering excellent CX which remains our core strategy. This will allow us to deliver “Aha!” moments everyday to every customer.

Charles Darwin Leron, 33

# WHEN IT'S HARD TO BELIEVE IN *forever*

If there's one thing I value most, it's time. *Mainipin kasi akong tao.* I don't believe in forever. :-)

I've been working in a local insurance company for 10 years now, dealing with check processing. So I know that every check that doesn't get released on time may spell life and death for a policyholder or a beneficiary. That's why I try to work fast.

I also live life on the fast lane. *Sayang naman* if I don't get to enjoy the fruits of my work at 33 years old. I love playing basketball, collecting basketball shoes, tinkering with my motorbike, and going to the beach.

That's why it didn't take me time to decide on choosing PSBank. The Paseo De Roxas Branch in Makati City is just a 10-minute walk from my office. And since I'm only entitled to 15-minute breaks, I'm always in a rush to run my personal errands. *Sabi ko sa sarili ko: malapit itong branch at makukuha ko 'yung serbisyo na hinahanap ko.*

*Hindi naman ako binigo ng PSBank.* In mid-2017, I opened a passbook account for the auto debit of my car loan payments, as well as a checking account for my housing loan. I transact with the bank at least twice a month. *Walang ka-hassle hassle!*

It's simple, easy, and convenient every time. What's more, they know what I want. As soon as I walk in, people in the branch greet me with a smile, and the branch manager even approaches me on my seat and asks how I am. *Akala mo matagal na akong customer.*



*Playing basketball is one of my passions.*



*I love the adrenaline rush when I go riding on my motorbike.*



*I'm fond of going to the beach to chill and enjoy the breeze.*



## 5 Things You Probably Don't Know About Your PSBank Branch

*Naging close na nga ako sa mga branch personnel like Gio, whom I've also begun to ask about investing in PSBank Money Market Fund.*

I'm entrepreneurial. I sell health and beauty products from a local network marketing company instead of doing nothing or being glued to my smartphone on my free time. Whenever I have extra funds I focus on how to grow it. So it's a good thing that PSBank's Branch Support and Control Officer (BSCO) gives me updates on the latest savings and investment products PSBank offers.

At this age, I'm more conscious about where my money goes. Before, I used to withdraw money from my ATM and be careless about how much I spend on unimportant things. Now that I'm a family man and have two daughters, I make it a point to spend responsibly and save for their future. I also help my mother and five siblings; *bumabawi ako sa kanila* and make sure they also live comfortably.

I value trust and I'm very particular about where my hard-earned money goes. PSBank is the best choice I've made in banking. I've banked with the "big boys" and I'm confident to say my PSBank experience makes a world of difference. *Dito, alam nila kung gaano mo pinaghihirapang kumita.* So they treat you like you matter; they value your time and business.

If there's one word I'd use to describe the Bank's customer service, it's satisfying. *Simple lang akong tao* – it doesn't take much to make me happy and satisfied than fast, quality, and genuine service. *Mag-basketball nga lang masaya na ako, sa magandang serbisyo pa ba?*

I also like that the PSBank branch has a Queue Anywhere. *Mainipin kasi ako kaya hindi ako naniniwala sa waiting forever.* Sa EDSA lang may forever, sa PSBank wala.



In these fast-paced and traffic jam-packed times, going to your nearest branch doesn't have to feel like a total waste of time – or in millennials' lingo, *buwis buhay*.

At PSBank, our goal is to turn those seemingly "ho-hum" moments into "Aha!" moments. Here are five ways you can get the most out of every visit to your PSBank branch:

### 1. You don't need to wait in line.

The PSBank Queue Anywhere lobby management system enables you to queue your transactions wherever you are. No need to do the tedious task of filling out forms, too. Simply go to PSBank Online, PSBank Mobile App, or to your branch's Queue Anywhere kiosk to check in. The system will automatically recognize your arrival at the branch. All of our 249 branches nationwide can process Queue Anywhere transactions. In 2017, we had 100 new Queue Anywhere kiosks installed in 71 branches.

### 2. You can get insured for a lifetime.

PSBank's bancassurance partnership with AXA Philippines gives our customers easier access to AXA's insurance products. You can simply approach the AXA kiosk inside our PSBank branch to avail of the insurance you need – from a lifetime coverage plan with guaranteed cash value accumulating over time, to an affordable

savings and insurance plan that assure growth.

### 3. You can start making your nest egg.

There's something for every type of investor at PSBank: whether you're seeking to set aside a portion of your monthly salary or looking for a reliable partner to expertly manage a whole asset portfolio. Our roster of personal investment products includes the PSBank Prime Time Deposit, PSBank Money Market Fund, PSBank Investment Management, PSBank Escrow, and PSBank Personal Management Trust.

### 4. We'll keep you engaged.

While we invest in digital initiatives, we regard human interaction equally important to our business. That's why we have Branch Support and Control Officers (BSCOs), tellers, and other branch personnel to keep you abreast of our latest products and innovations. Don't hesitate to approach them and let them know how we can serve you better!

### 5. Get surprised!

Got stuck in traffic and didn't make it to the branch on time? No sweat! You can always get 24/7 access to your money in PSBank through our digital channels. You can also use Cardless Withdrawal on your mobile phone and pass by the nearest PSBank ATM to withdraw even when you don't have your ATM card. *Simple lang!*



John Michael Alabado, 19

**DUDES JUST  
WANT TO**

**have fun**

**A**cademics is my life. But there are days it can get so busy that you can only say to yourself: *Pagod na ako, bes!* Sometimes, I wish there was a 'pause' button so I can enjoy being a 19-year-old, third year college student.

I go to school early in the morning, spend two hours in traffic, commuting from our house in Novaliches to PUP in Sta. Mesa, Manila, and back. I come home dead tired and spent.

That's why time is as important to me as money. I don't want to go back and spend another two-hour trip whenever I left something at home, like my wallet or my ATM card. I also don't like the hassle of using an ATM that takes so much time to load instructions and press lots of buttons. *Minsan pa* your account gets blocked when you entered the wrong PIN (even if you didn't). *Kung nagmamadali ka*, sorry *ka na lang!* No choice but to skip meals.

I used to experience this before I opened an account with PSBank. I found out about PSBank Prepaid Mastercard on Facebook and was delighted to find out it doesn't require a maintaining balance. It also came with an ATM Lock feature so I can keep my money secure. I tell you, I spent hours going through all the PSBank advertisements on YouTube and reading all the comments on social media before I decided to open an account. I'm that *segurista* when it comes to money.



*I like to be fashion forward so I buy fedora hats.*



*Sneakers are among my favorite things.*



*My idea of a serious hobby is reading fiction books.*





## 5 Ways Cardless Withdrawal Can be a Real Lifesaver

I realized, *iba pala talaga ang* PSBank when I came across Cardless Withdrawal. It took just a couple of seconds to learn how it works. It's new, different, and convenient so I don't even have to pull my ATM card out of my wallet anymore. No more fear of phishing or falling into a scam.

I use Cardless Withdrawal once or twice a month when I'm pressed for time or have the sudden urge to reward myself with new clothes, fiction books, or *chibis* like those Minions or Justice League collectibles.

I chose PSBank mostly to keep my savings safe and secure, but I'm overjoyed knowing it's also perfect for students like me who want things done fast and in sync with our busy schedules.

From the branch staff to the Facebook team to the mobile banking app, I get quick, friendly, and accommodating customer service and official response every time. If I were to describe PSBank with one word, it would be: "amazing." It's like those shiny, happy people you see serving customers on ads, or those online dating sites that customize your matches based on what you want. :-)

I look forward to graduating on time, treating my family to dinner on that day, and then traveling with them to Palawan for some well-deserved bonding time. Someday, I also dream of putting up my own small business or expand our family store at the wet market.

Acads is life – and I think PSBank is life, too, for making things a little bit easier for me. I want a little treat for myself every so often, too. This hardworking dude juggles school and work, so why not have a little fun?



**T**ech anxiety is real. It takes effort and serious thought before you realize you actually need to buy the latest gadget or download the latest mobile application.

The same goes for the PSBank Cardless Withdrawal. Some belittle the power of a mobile app to change your life until the day they're in need of cash quick. Imagine being in front of an ATM but you cannot find your wallet and your ATM card that's in it.

So you find yourself regretting why you didn't heed that PSBank advertisement that made you smile anyway. With that Cardless Withdrawal mobile app feature, you could have accessed your money any time without need to bring your ATM card. Here are five ways this feature can save your life – or day – if you're having a pretty bad one:

### 1. Get only the money you need.

You can get anywhere from Php100 to Php10,000 per transaction, or any amount divisible by Php100. You can withdraw a maximum of Php30,000 per day on a limitless number of requests to pay for your credit card bill due today, purchase a new gadget, or fund an emergency.

### 2. Drive bad elements away.

Stay safe while you bank through the multi-factor authentication. Simply log in to your PSBank Mobile or Online account

to create a Cardless Withdrawal request, type in your nominated four-digit PIN (PIN 1), and get a unique six-digit PIN 2 that's valid within 30 minutes from the time of request. Just enter these two codes and the amount you're withdrawing at any PSBank ATM and you're good (and safe) to go!

### 3. Get second and third chances.

To err is human. If on your first attempt you get an error message for typing in incorrect details, you may still perform the transaction in the same terminal with two more attempts to enter the correct details. If you enter the wrong PIN or amount three times in a row, you may create a new Cardless Withdrawal request.

### 4. Change your mind any time.

You may cancel an incomplete or pending request via PSBank Online, PSBank Mobile, or by calling our Customer Experience Hotline at (632) 845-8888. You will receive an SMS and email notification that your request has been cancelled.

### 5. Revisit your transactions any time.

View your transactions for the past 30 days via PSBank Online and PSBank Mobile App. For anything suspicious in your account, simply call our Customer Experience Hotline at (02) 845-8888 or report it to us via the PSBank Live Chat on our website.

Julia Estrellado, 16

# A GIRL'S BEST TEACHER AND friend

I'm an ordinary girl really, but my interests are a mixed bag. I dabble in computer programming, and know my way around Visual Basic, HTML, and other coding languages. My dad, after all, is a computer geek and top IT executive of a bank so his tech talent rubbed off on me since I was 12. I plan to master application development and design someday.

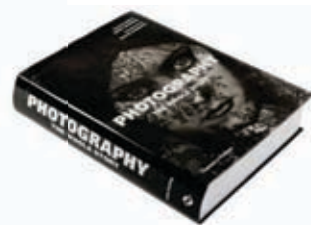
I also like music. I can play the guitar and ukulele, and compose songs. I also share this passion with my dad. If someone introduces me to a new genre, I'd listen to it – just no country music, please!

I have a creative bone, too. I like creative photography using mirrorless technology, capturing the pretty and the mundane, the weird and the familiar, and the outdoors. In school, I'm actively involved in extra-curricular activities and organizations and act in theater productions.

I spend weekends with friends and cousins at the mall. I'm an only child so they're my 'crew'. I like shopping for trendy clothes and young adult books, and bond with them on weekends by trying out new restaurants. If it's exam week, I'm likely staying at home reading stuff. (Boo hoo!)

I'm so into social media and I couldn't stress that enough. I love using Facebook, Instagram, Snapchat, and Twitter. My Instagram bio says: "I love 'putoshoots'."

I'm going to college soon, and I'm excited to spread my wings and explore more things. But I also know I finally get to manage my own finances.



*I like creative photography and use mirrorless technology.*



*I have a creative bone. I play the guitar and the ukelele and create my own music.*



*Shopping is a serious hobby for me.*

## 5 Creative Ways to Use PSBank Mobile's PayMe

In Grade 10, Dad introduced me to the PSBank Kiddie and Teens Savers and the PSBank Prepaid Mastercard. Since then, I always deposit all my *pamasko* and at least save Php50 from my daily allowance.

Since opening a savings account, I've also been an avid user of PayMe, which I find really efficient as an online fund transfer and payment facility. I got interested when I saw PSBank's TV commercials and thought: "Hey, I've got to try that app and see this feature for myself!"

Using PayMe gets me shookt (for the non-millennials, that means 'shaken up by it' and amazed). When I go out with my friends and we go KKB when we dine out or pay for movie tickets, I can confidently offer to make *abono* (advance the payment) even if I didn't bring cash with me.

Or when I need my schoolmates' share for theater props and materials that I bought ahead of time, I just set the amount they owe me and they can already pay me. So it's like having a nice payment alert on your smartphone.

Having both parents as bankers gave me a headstart at saving and being money wise. It'll be a waste for kids my age not to take advantage of technology to our convenience. We're called digital natives for a reason — we should be the first to benefit from unique features like PayMe and get money from other users in a snap.

When I finally step into college, I want to smarten up about many things. I'm excited to be the 4.0 version of myself.

Someday, when I get to run my own shop, I'll know how it is to make payment and collection — thanks to PayMe, I'm learning to be more financially responsible.



It's not lip service when we say we let you bank on the go. The redesigned PSBank Mobile, our electronic channel for real-time banking transactions via a dedicated app, is packed with features that allow safe and easy fund transfers, loan payments, and other transactions available 24/7.

One of these is PayMe. It allows you to request for money from other users in a snap. Here are five creative ways you can use PayMe with great ease and convenience:

### 1. Save friends from embarrassment.

It's no secret that friends go Dutch during dinners out or late-night movie dates. No problem if some members of the group have no cash to share. You can always come to their rescue, foot the bill, and compute their individual shares later on. Then request that they settle the payment via PayMe.

### 2. Keep friendships.

Some friendships are meant to be broken, but not over a pile of debt. Collecting debt payment from a family member, a friend, or a co-worker need not be such a chore or a relationship status changer. PayMe allows payment request from as little as Php5 to Php30,000.

If the debtor remains cash-strapped, you can always make a fresh request when he's ready to settle.

### 3. Impress your crew!

Your school org badly needs to buy last-minute supplies for an event and your orgmates didn't anticipate the added expense. No worries! Use PayMe to advance the money and your crew will call you a 'lifesaver'. (Just don't forget to teach them to pay you later through PayMe.)

### 4. Get paid for gigs instantly.

Use PayMe as an online invoice for a one-off gig or a few hours of services rendered, may it be babysitting or doing quick repairs at a friend's condo unit. No user enrollment necessary!

### 5. Cure forgetfulness.

Your parents forgot to pay for the electricity bill before leaving for a trip. Simply advance the payment and use PayMe to request for funds from your parents when they arrive. *Voila!* No need to fear being plunged into darkness!



Rodolfo and Lilian V. Medina, owners, Medical Depot

*A PARTNERSHIP*

*BUILT ON*

*walang  
iwanan*

**O**ur family is in the business of medical supplies and equipment. We started as Benigno David Medina (BDM) Enterprises in 1986 when there were only five competing stores in the medical supplies area in Bambang, Sta. Cruz, Manila, where over 100 stores vie for market share.

In 1991, we opened what is now known as Medical Depot, which started with three people but has grown to 70 employees and nine branches in Manila.

Success didn't come overnight though. In 2009, we were so hard up that a bank cut off our credit line without notice. We were running on near empty and going after cheating business partners and employees. We learned the hard way that trust is a very valuable commodity, especially in our line of business when we issue post-dated checks (PDCs) for inventory.

That was when we met PSBank. Mabel, the branch manager of PSBank Central Market Branch in Manila, allowed us to open a checking account. This helped us issue checks and make good on our promises to our suppliers.

We didn't let a single centavo from our SME Business Credit Line go to waste. In 2010, Medical Depot started to launch various new surgical products, from surgical instruments, bone implants, to disposable supplies such as gloves, thermometers, and gauze pads. Not long after, we invested in mobile clinics, ambulance, emergency, and rescue equipment.







*Medical supplies account for a bulk of Medical Depot's sales.*

We also tried importation, which gave us an edge over our competitors. Today, 60% of our products are imported from various countries, which lets us offer more affordable prices to our retail customers and our roster of hospital clients.

We diversified our businesses and now own a convenience store, a spa and wellness massage franchise, and a chain of small hotels. We've always been attuned to the real estate boom in the country so we also bought properties in Metro Manila and in vacation hotspots such as Boracay Island.

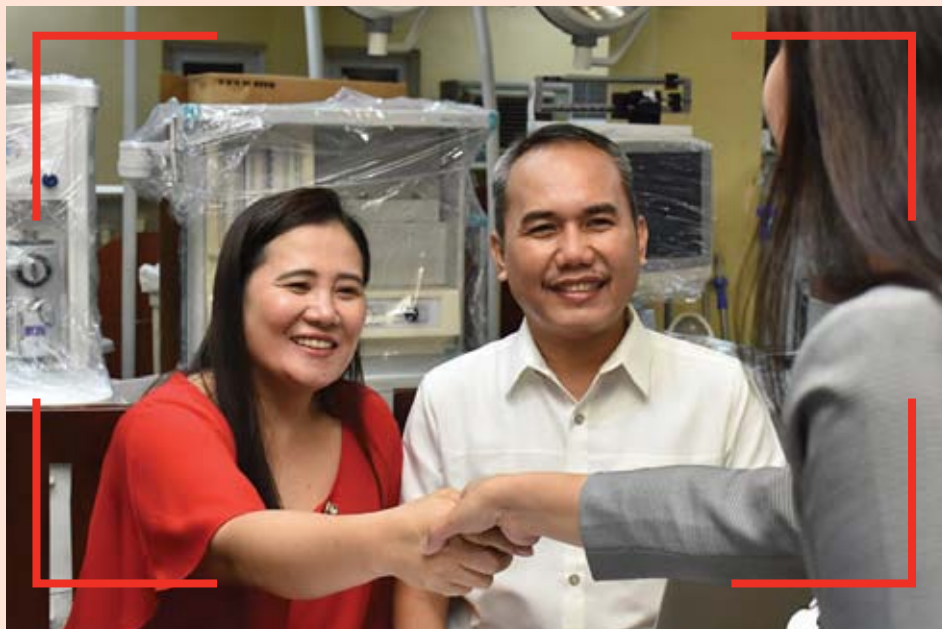
It's not difficult to imagine how things turned out for us if we didn't have a bank we could rely on. PSBank help SMEs like us in more ways than we can imagine. With the PSBank SME Business Credit Line, we don't have to pay for interest if we're not using the loan facility.

We're also happy that our PSBank branch is still serving our requirements as an SME, rain or shine. Ma'am Mabel constantly stays in touch, asking every now and then how the branch can better serve our needs as a small but steadily expanding business. We appreciate that in a bank. They also process our deposit transactions fast and accommodate the small requests we have.

**Businesses usually get credit offers when they are already successful. Not PSBank. *Tinulungan nila kami kahit noong oras ng kagipitan kaya wala kaming dahilan para iwanan sila.***

So if there's one 'surprising' thing we discovered about PSBank, it's that they know what real customer service is all about: not being a fair-weather friend. If other banks will be like that, too, then SMEs like us will really thrive.

## 5 Ways to Grow an Empire with PSBank SME Business Credit Line



**M**any things can go wrong in a business: the economy can slow, suppliers and partners can break their promises, and credit can dry up. With the PSBank SME Business Credit Line, however, you can always push the 'restart' button and get the working capital you need to grow again.

Here are five ways you can grow and thrive using this credit facility:

### 1. Improve working capital.

This is the cash you need to fund your day-to-day operations, and can tide you over when your money is tied up in unsold stock. With positive working capital, you no longer have to delay supplier payments, hold off on restocking inventory, or endlessly hound customers for money they owe your company.

### 2. Expand square footage.

When opportunity knocks, you have to open the door immediately. So when you see room for expansion, don't be afraid to grow. Of course, bigger space entails additional rental and utility costs, more staff, and more stuff inside. The good news: you can even use your prime commercial/industrial properties, with or without building improvements, as collateral for future loans you need.

### 3. Bulk up.

It's the small businessman's recurring nightmare: miss out on potential sales just because you run out of stock. Retailers are prone to running out of popular items during the peak season – a rather costly blunder to make especially among newly established brands. So use your PSBank SME loan to rid of these sleepless nights and eyebags.

### 4. Boost production capability.

Whether it's new machinery, computers, office furniture, or specialized software, your business needs all the tools it can get to function better and more productively.

### 5. Ramp up sales and marketing.

In this increasingly digital world, online presence is key and traditional advertising techniques just don't cut it anymore. Landing on Google's first-page search results and on social media matter. So expand your reach, be nimble, and craft a digital marketing plan to survive in this fast-paced world. Don't worry about the marketing and ad spend; your PSBank SME Loan can take care of that as well.

# WE'RE ENGAGED!

## OUR 'SECRET' TO KEEPING CUSTOMERS DELIGHTED

In 2017, the World HRD Congress and the Employer Branding Institute recognized PSBank for its Human Resources Group's exemplary initiatives and practices, naming it as **one of Asia's Best Employer Brand** at the 8th Asia's Best Employer Brand Awards.

There's no shortcut to success when it comes to building a winning organization. All it took were a social media app and a clear vision towards delighting customers for PSBank to keep our employees happy and highly engaged.

For us, an engaged workforce is key to better customer experience. In January 2017, we took this mantra a step further with the launch of a social media initiative that's all our own.

We welcomed PSBankers to **Workplace**, our own enterprise social media that serves as the primary tool for increased engagement and communication within our organization.



All PSBankers from anywhere in our 249 branch network nationwide can access the social media site using their desktop and mobile devices. They get real-time, 24/7 access to the Bank to ensure work effectiveness and efficiency.

Much like Facebook, Workplace enables PSBankers to post requests and make follow-ups, celebrate team wins, and recognize individual contributors with generous commendations.

More than just a simple internal communication tool, Workplace has been transforming PSBank into becoming a customer-centric organization.

In just five months since its launch, Workplace has already connected all PSBankers. Current adoption rate is at 99.5%, active users are at 94.73%, and those using the tool via mobile are at 98%.

Here's how Workplace enhanced collaboration at PSBank:

### 1. It's now the 'go-to' site for important employee programs.

Several PSBank programs have been migrated to Workplace, including the Quality Managed Work Environment, Customer Experience Metrics, Internal Surveys, and Employee Appreciation Programs.

### 2. Employees become more responsive to resolving ATM-related issues.

Workplace gave birth to the E-Patrol Group, where employees report any ATM issues, as well as physical irregularities they notice, when they pass by PSBank branches and ATMs. This effectively sped up the resolution of issues on ATM and branch facilities.

### 3. Employees turn into customers.

Workplace enabled Head Office units of the Bank to immediately assist employees – considered their 'internal customers' – more efficiently using helpdesk groups.

### 4. Team collaborations are promoted.

Project Group platforms made it easier for teams to communicate, work together, and accomplish set goals for specific projects.

### 5. PSBankers become more open to outreach activities.

Having a deeply engaged workforce strengthens our brand presence and immersion in various communities. Employees become more generous with sharing their three T's (time, treasure and talent) when they participate in our Corporate Social Responsibility (CSR) initiatives.

## PSBANK GIVES BACK



**28** students of Chiang Kai Shek College have obtained college degrees since 2008 with PSBank's scholarship grants.



**86 out of 96** scholars of our Save It Forward program have graduated.



**141** outstanding police officers were awarded as of 2017 in the Country's Outstanding Police Officers in Service (COPS) program.

## PSBANKERS IN THE COMMUNITY



**61** PSBankers joined the Annual Fun Run of World Vision and Tytana College Founder's Run.



**201** people in need of blood benefited from the blood donation drive, in coordination with the Philippine Children's Medical Center and Manila Doctors Hospital.

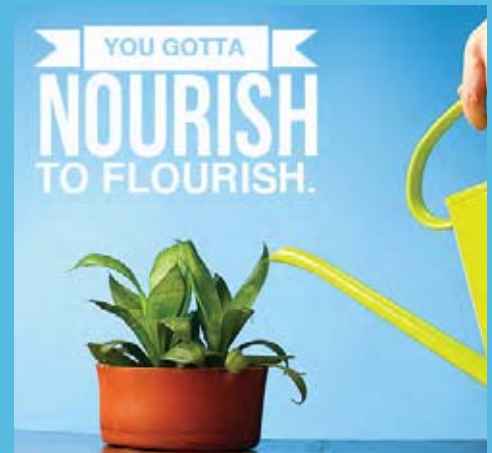


**1,335** adults and children received free medical consultations, diagnosis, physical and dental checkup, vitamins, and medicines during PSBank's medical mission in Rizal, Cagayan, held in partnership with Manila Doctors Hospital.



**120** students to benefit from the construction of two more classrooms at Loccong Elementary School, Tinglayan in Kalinga Province.

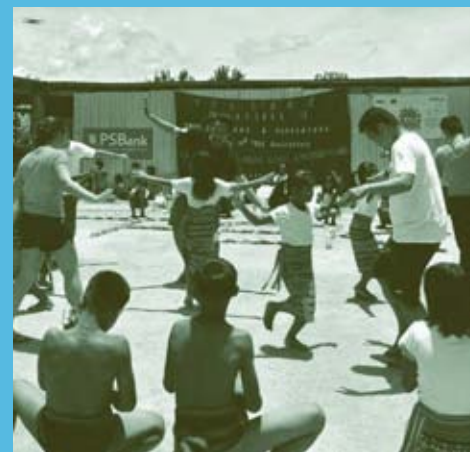




(Above) PSBankers partnered with Manila Doctors Hospital for a medical mission in Rizal, Cagayan province.

(Right, 1st frame) Students of Loccong Elementary School in Tinglayan, Kalinga Province joined PSBankers in a ceremonial dance to celebrate the construction of two classrooms.

(Right, 2nd frame) PSBank employee volunteers participated in a cleaning and clearing operation in the newly adopted Shrine for the Creative Mind domain in Arroceros Park (dubbed as Manila's last lung). The activity attests to PSBankers' commitment to help restore the splendor and preserve and sustain the natural beauty of this historical and cultural heritage park.





# READY FOR SURPRISES



*In 2017, the Bank revisited its risk governance framework to meet the standards set forth under BSP Circular No. 971 on Guidelines on Risk Governance."*

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 2017, the Bank revisited its risk governance framework to meet the standards set forth under BSP Circular No. 971 on Guidelines on Risk Governance.

The Bank effected the necessary adjustments to its credit risk management systems and processes in transition to the Philippine Financial Reporting Standards 9 (PFRS 9) as well as the Amended Rules on Past Due and Non-Performing Loans per BSP Circular No. 941, both effective 01 January 2018. Credit risk management was likewise strengthened in preparation for the implementation of expected credit loss models which will allow the Bank to shift from the incurred loss methods for calculating allowance for losses to forward-looking loss provisioning. Further, credit scoring models were updated to optimize returns by growing profitable lending segments and exploring new markets whilst mitigating the risks. In relation to the classification and measurement of financial assets as required by PFRS 9, the Bank's business models were also enhanced to realign with the Bank's strategic business objectives and risk appetite.

The Bank enhanced its operational risk monitoring and controls by expanding its risk incident and loss data collection methods and by redefining its loss thresholds in line with the requirements of BSP Circular No. 900 on Guidelines on Operational Risk Management effective February 2018. It also introduced and added Social Media Risk Management policies and procedures as an integral part of its operational risk management system pursuant to BSP Circular No. 949 on Guidelines on Social Media Risk Management.

Finally, initiatives were also launched in the latter part of 2017 to fully comply with the new Guidelines on Liquidity Risk Management per BSP Circular No. 981 and Enhanced Guidelines on Information Security Management per BSP Circular No. 982 which will take effect in September 2018 and December 2018, respectively.

## Risk Management Structure

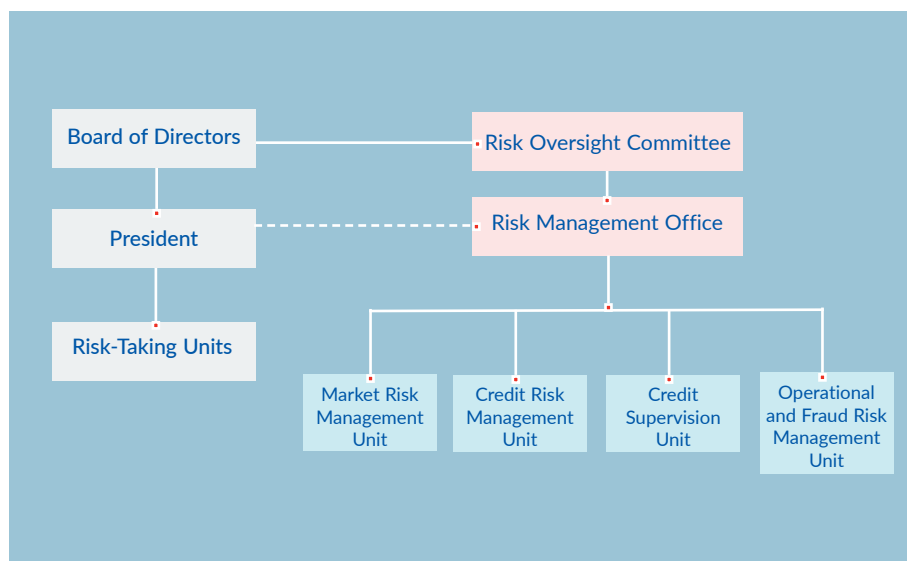
Our Board of Directors takes the lead on all major risk management initiatives. It approves broad strategies and policies, and ensures that these are consistent with our overall objectives. The Risk Oversight Committee (ROC) is comprised of at least three members of the Board, the majority of whom are 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. 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.

### 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 & Liabilities Committee (ALCO), ROC and the Board to ensure that these are up-to-date 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.

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 while remaining flexible 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 and stress 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 ensures it is fully compliant with the Liquidity Risk Capital Requirements through the monitoring and management of its Liquidity Coverage Ratio. It manages its High Quality Liquid Assets and net cash outflows to maintain Liquidity Coverage Ratio above 100%.

#### 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, 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, bankwide 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.

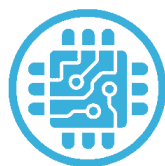
Our products and operating manuals, policies and procedures spell out internal controls implemented by our business and operating support units.

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 bankwide 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.

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.

A legal review process, which our Legal Department performs, is the primary control mechanism for this type of risk to ensure 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.

## 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. 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 employees are responsible for building our brand reputation and exercising an abundance of caution when dealing with customers and communities.

*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 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, composed of three members, two of whom are independent directors including the Chairman, had communicated regularly with management and had executive sessions with the Chief Audit Executive and the Bank's External Auditor 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 to the Board the re-appointment of the SGV as the Bank's external auditor based on the result of the annual assessment of their overall qualifications, professional experience, performance, independence, and objectivity;
- 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. After the review and discussion with SGV and management on January 25, 2018, the Committee endorsed the 2017 Audited Financial Statements (AFS) of the Bank to the Board, who approved the AFS on February 22, 2018;
- 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 whistleblower 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;
- 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 2017, for filing with the Securities and Exchange Commission and other regulatory bodies.

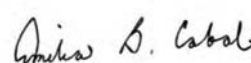
The Committee will continuously review and monitor management's activities to ensure its conformance with the guidelines set by the Board.



**EDUARDO A. SAHAGUN**  
Chairman



**SAMSON C. LIM**  
Member



**AMELIA B. CABAL**  
Member



# BEYOND *BOX-TICKING*



*We continue to embrace 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."*

## 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.

### I AM PSBank

As PSBankers, we adhere to our tagline, ***Simple Lang, Maaasahan*** as our brand proposition. This is best described in the I AM PSBank framework.

I AM PSBank seeks to promote the right corporate culture conducive to an admirable employee experience, which will lead to PSBank's Customer Experience (CX) Journey.

## 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 to 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 DOSRIs requiring prior approval of the Board of Directors under existing 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 2017, 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 & Conditions	In Millions PhP	
				Total Amount	Dec. 31, 2017 Balance
LOANS					
Other Related Individual	Corresponding Person in Affiliated Company	New Home Loan	3 years with interest rate @5.50% p.a. secured via Real Estate Mortgage (REM)	28.134	22.273
Other Related Individual	Corresponding Person in Affiliated Company	New Auto Loan	5 years with interest rate @8.5% p.a. secured via Chattel Mortgage (CHM)	3.944	0.000
Bank Officer's Related Interest	DOSRI	Renewal of existing Small & Medium Enterprise (SME) Business Credit Line (BCL) for working capital purposes	1 year with interest rate @3.75% p.a. secured via hold-out against deposit	20.000	0.000
Other Related Individual	Corresponding Person in Affiliated Company	New Home Loan	10 years with interest rate @6.5% p.a. fixed for the first 5 years subject to re-pricing for the remaining 5 years secured via REM	9.000	8.947
Other Related Individual	Corresponding Person in Affiliated Company	Renewal of SME Business Credit Line (BCL)	1 year with interest rate of 7.00% p.a. reviewable monthly secured via REM	20.000	19.322
ASSET SALES					
Parent Bank, Bank Officer's Related Interest, Related Entity	DOSRI, Affiliate	Sale of ROPA auto units for the car plan of the DOSRI's or affiliates' officers and to a Bank officer's related interest	According to the Bank's standard pricing and bidding process	19.768	N.A.

Related Parties	Type	Nature of Transaction	Terms & Conditions	In Millions PhP	
				Total Amount	Dec. 31, 2017 Balance
INTERCOMPANY COUNTERPARTY LINES					
Parent Bank, Related Entities	DOSRI, Affiliates	Annual renewal of related intercompany counterparty lines of Trust Division	Pre-settlement and settlement counterparty lines for fixed income securities and equity transactions	Various lines	N.A.
Parent Bank, Related Entities	DOSRI, Affiliates	Annual renewal of related intercompany counterparty lines of Treasury Group	Clean lines for Interbank Call Loans (IBCL) only; secured lines collateralized by non-risk assets/GS and pre-settlement and settlement counterparty lines	Various lines	N.A.
INSURANCE					
Related Entity	Affiliate	Annual renewal of Bank's Money, Securities, Payroll and Robbery (MSPR) insurance coverage	Total Sum Insured is @425 Million with a net annual premium rate of 1.465% thereof	7.762	N.A.
Related Entity	Affiliate	Annual renewal of Fire Insurance policy on Bank's ROPA-Real Estate properties	Total Sum Insured is @3.396 Billion with a net annual premium rate of 0.1501% thereof	6.458	N.A.
LEASES					
Related Entity	Affiliate	Renewal of existing lease agreement with affiliate-lessee	Monthly rental rate @553 Thousand subject to 5% annual escalation rate	6.633	N.A.
Related Entity	Affiliate	Renewal of existing lease agreement with affiliate-lessee	Monthly rental rate @1.120 Million subject to 5% annual escalation rate	13.438	N.A.
OTHERS					
Related Entity	Affiliate	Purchase of condominium unit as grand prize for the Bank's deposits generation promo	Net total contract price of unit is just within the average price versus other developers' projects	5.902	N.A.
Related Entity	Affiliate	New Auto Financing Arrangement with affiliate-car dealer	Accreditation for auto loan financing arrangement for dealer's car buyers	N.A.	N.A.
Related Entity	Other Related Party	Participation in a Corporate Note/ Debt Issue	Syndicated Fixed Rate Corporate Notes (Line): Tranche A – 10 years; Benchmark Rate +80 to 100 bps spread; Floor rate of 5.25%; Tranche B – 15 years; Benchmark Rate + 110 to 160 bps spread; Floor rate of 6.25%	1,000.000	0.000

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 embrace 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 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 2017. Directors' level of share ownership and movements from beginning to end of the year 2017 are summarized in the table below (Rollforward of Common Shares).

#### *Whistleblowing*

We are bound by a "whistleblower" policy that requires our employees to immediately report to their Group Heads, directly to the Human Resources Group Head, or to the Chief Audit Executive/Internal Audit Group Head for investigation purposes, any impropriety or malpractice committed by co-employee/s. Concealment or non-reporting is considered as an impropriety or malpractice in itself. The policy likewise requires the due protection of informants, i.e., employees reporting such incidents in good faith, from any form of harassment. Thus, it considers any attempt to determine their identities as a breach of confidentiality, subject to disciplinary sanctions.

#### *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) & 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.

In 2017, the Bank's MLTFPP was updated in order to align with the Amended AML rules & regulations per BSP Circular No. 950 and to incorporate the Rules on the Imposition of Administrative Sanctions under Republic Act No. 9160 per Anti-Money Laundering Council (AMLC) Resolution No. 46 s2017, among other revisions. Compliance with the requirements of this updated MLTFPP is continuously monitored by our Board-designated AML Compliance Officer (AMLCO) under the Compliance Office as lead implementer.

Rollforward of Common Shares							
Name of Director	Position	Beginning		Movements		Ends	
		12/31/2016	%	Additions	Deductions	12/31/2017	%
Jose T. Pardo	Chairman and 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.	President	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	-	100	0.000042
Amelia B. Cabal	Director	100	0.000042	-	-	100	0.000042
Jose Vicente L. Alde	Director	100	0.000042	-	-	100	0.000042
Ma. Soledad D.S. De Leon	Director	4,000,000	1.664915	-	-	4,000,000	1.664915
Total		4,002,469	1.665945	100	-	4,002,569	1.665987

\* Mr. Sahagun was elected as Independent Director during the Annual Stockholders' Meeting in April 2017.

## 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 2017, we updated our CGM twice to align with the new corporate governance standards per SEC's new Code of Corporate Governance for Publicly Listed Companies (PLCs) per SEC Memorandum Circular No. 19 s2016 and, later on, with the Enhanced Corporate Governance Guidelines for BSP-Supervised Financial Institutions per BSP Circular No. 969.

## 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.

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 MIS purposes.

This process is implemented in four steps, namely: (1) Acknowledgement, (2) Decision/Disposition by Designated Senior Officers, (3) Investigation and Communicating Feedback to the Customer, and (4) Closing of Complaint.

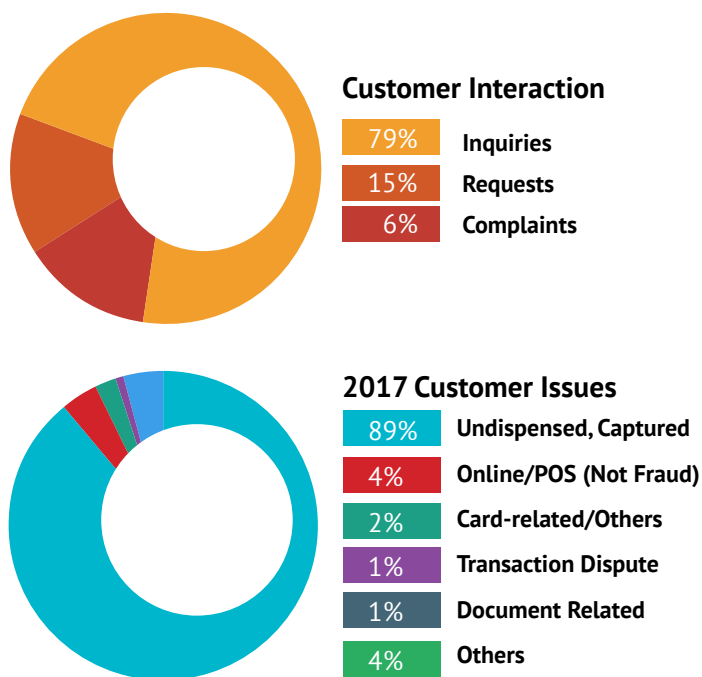
While all personnel are given access to the said system for the reporting of customer complaints and feedback, the investigation and resolution shall be handled by the following:

- **Service Recovery Team (SRT):** responsible for investigation, resolution, and documentation of all customer complaints and feedback received across all channels.
- **Designated Senior Officers:** tasked to provide decision/disposition to the customer complaint.
- **Emergency Recovery Team (ERT):** complaints/feedback that are qualified under fraud or high risk are immediately escalated to the ERT. Issues requiring PR solution or those with media impact are simultaneously submitted to the PR & Corporate Communications Division Head.
- **Process Owner Representative:** the respondents to the complaint or the subject matter experts who provide valuable inputs in the immediate resolution of the complaint.
- **CX Council:** a top-level advisory and action group of Senior Officers. The CX 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 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 and Mobile and social media. All these channels are managed 24/7, except for the 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 2017, there are nine directors in our Board, four of whom are independent directors while three are executive directors and two 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 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 increased the number of independent directors from three to four, 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 2017 an annual refresher program on Corporate Governance (pursuant to SEC Memorandum Circular No. 19 s2016), including Anti-Money Laundering (AML), as conducted by the Institute of Corporate Governance (ICG), 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.

**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** 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 to this committee in 2017. It also oversees the development and effective implementation of our compliance system. The Committee is composed of three (3) 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, Independent Director	Chairman	12/12	100%
Amelia B. Cabal*,	Member	3/4	75%
Samson C. Lim, Independent Director	Member	10/12	83%
Eduardo A. Sahagun**,	Member	7/8	88%
Gilbert L. Nunag, Chief Compliance Officer	Secretary	12/12	100%

\* Term expired in April 2017

\*\*Appointed as member in May 2017

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, Independent Director	Chairman	11/12	92%
Vicente R. Cuna Jr.	Member	12/12	100%
Amelia B. Cabal*	Member	10/11	91%
Jose Vicente L. Alde*	Member	10/11	91%
Edmund A. Go	Member	10/12	83%
Eduardo A. Sahagun**	Member	1/1	100%

\* Term expired in November 2017

\*\*Appointed as Member in November 2017

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 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	%
Benedicto Jose R. Arcinas*, Independent Director	Chairman	11/12	92%
Amelia B. Cabal**	Chairperson	11/12	92%
Vicente R. Cuna Jr.***	Member	4/4	100%
Jose Vicente L. Alde****	Member	8/8	100%
Gilbert L. Nunag, Chief Compliance Officer	Secretary	12/12	100%

\*Term as Chairman ended in April 2017; member from May-December 2017

\*\*Appointed as Chairperson in May 2017

\*\*\*Term expired in April 2017

\*\*\*\*Appointed as member in May 2017



The **Audit Committee** is designated to provide independent oversight for the Bank's financial reporting process, corporate governance, system of internal control and 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, two or majority of whom are independent, including the committee chairperson. These 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	%
Jose T. Pardo,* Independent Director	Chairman	5/5	100%
Eduardo A. Sahagun,** Independent Director	Chairman	9/9	100%
Samson C. Lim, Independent Director	Member	12/14	86%
Amelia B. Cabal	Member	13/14	93%
Emma B. Co, Chief Audit Executive	Secretary	13/14	93%

\*Term as Chairman ended in April 2017

\*\*Appointed as Chairman in May 2017

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, our Credit & Collections Sector Head, and a credit representative from our parent Metrobank.

#### EXECUTIVE COMMITTEE

Members	Position	Attendance	%
Arthur V. Ty	Chairman	4/6	67%
Vicente R. Cuna Jr.	Member	6/6	100%
Jose Vicente L. Alde	Member	6/6	100%
Rosanna F. De Vera, Metrobank Representative	Member	3/6	50%
Mary Myleen M. Masanque, PSBank Representative	Member	6/6	100%
Jose M. Manuel Jr.	Secretary		
Emmelyn B. De Pedro	Alternate Secretary	6/6	100%

The **Related Party Transactions Committee** 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 (RPT) COMMITTEE

Members	Position	Attendance	%
Jose T. Pardo,* Independent Director	Chairman	12/12	100%
Samson C. Lim,** Independent Director	Chairman	8/8	100%
Amelia B. Cabal***	Member	3/4	75%
Benedicto R. Arcinas****	Member	4/4	100%
Eduardo A. Sahagun*****	Member	7/7	100%
Emma B. Co, Chief Audit Executive	Resource Person	11/12	92%
Gilbert L. Nunag, Chief Compliance Officer	Resource Person, Secretary	12/12	100%

\*Term as Chairman ended in April 2017; member from May-December 2017

\*\*Appointed as Chairman in May 2017

\*\*\*Term Expired in April 2017

\*\*\*\*Term expired in April 2017

\*\*\*\*\*Appointed as member in May 2017; Term expired in November 2017

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*	Chairman	4/4	100%
Vicente R. Cuna Jr.	Member	4/4	100%
Ma. Soledad D.S. De Leon	Member	4/4	100%
Benedicto Jose R. Arcinas **	Member	4/4	100%
Reuel R. Javier, Trust Officer	Member	4/4	100%

\*Appointed as Chairman in July 2017

\*\*Term as Chairman ended in June 2017; member from July-December 2017

**Board Meetings.** In 2017, our Board had 12 regular meetings, in addition to the annual stockholders' and organizational meetings. Our directors logged a 95% attendance rate. Attendance records to Board meetings in 2017 are summarized below:

#### BOARD ATTENDANCE IN MEETINGS

Directors	Position	Attendance	%	ASM
Jose T. Pardo	Chairman and Independent Director	12/12	100%	Yes
Arthur V. Ty	Vice Chairman/ Executive Director	11/12	92%	Yes
Samson C. Lim	Independent Director	12/12	100%	Yes
Benedicto Jose R. Arcinas	Independent Director	11/12	92%	Yes
Eduardo A. Sahagun*	Independent Director	7/9	78%	Yes
Vicente R. Cuna Jr.	President/ Executive Director	12/12	100%	Yes
Amelia B. Cabal	Non-Executive Director	11/12	92%	Yes
Ma. Soledad D.S. De Leon	Non-Executive Director	12/12	100%	Yes
Jose Vicente L. Alde	Executive Director	12/12	100%	Yes

\* Mr. Sahagun was elected as Independent Director during the Annual Stockholders' Meeting in April 2017.

#### 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 (AMLC) 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 a new committee created in 2017 that 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.

### 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 role of the IAG is to provide independent, objective assurance and consulting activity that is guided by a philosophy of adding value to improve the operations of the Bank. It assists 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, with strict accountability for confidentiality and safeguarding records and information, is authorized to have:

1. Full, free, and unrestricted access to all bank functions, records/documents, physical properties, and personnel pertinent to carrying out any engagement;
2. Direct and unrestricted access to senior management and the Audit Committee;
3. Allocate resources, set frequencies, select subjects, determine scopes of work, and apply the procedures and techniques required to accomplish audit objectives;
4. Obtain necessary assistance of 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 2017 was PhP19.41 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 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 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 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 days but not more than 30 days from the date the cash dividends are declared/ approved by the Board. With respect to stock dividends, the record date should also be not less than 10 days but not more than 30 days from the date of the stockholders' approval. However, the set record date should not be less than 10 trading days after the Philippine Stock Exchange (PSE) has received the notice of declaration of stock dividend.

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.

The aggregate amount of quarterly cash dividends declared by the Bank in 2017 stood at PhP720.76 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. Beginning 2018, this annual performance rating exercises will be expanded to also include that of the Chairman of the Board, the Chief Risk Officer, the Chief Audit Executive, the Chief Compliance Officer 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.
- Regular partnership with Manila Doctors Hospital on annual medical missions. For 2017, PSBankers joined the Medical Mission in Rizal, Cagayan in April.
- PSBank adopted a portion of the Arroceros Park, touted as the last remaining rainforest in Metro Manila. PSBankers conducted two clean-ups last March and April 2017.

### 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.** In July 2017, the Bank conducted an Evacuation and Fire Drill. This aims 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.

For the head office, a total of 1,219 employees participated and evacuated the building within 15 minutes, which is the standard 15-minute evacuation time. Also in the same month, all head office employees performed the initial quake response of "duck-cover-hold" though there was no actual evacuation done.

For the branches, a total of 1,962 employees performed the initial quake response of "duck-cover-hold" and evacuated their branch within the 15 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 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. In 2017, employees from different units and branches joined the first ever bank wide sportsfest. Activities like basketball, volleyball, bowling, and badminton tournaments were also some of the Bank's most anticipated events.

Health advisories on Malaria and Japanese Encephalitis, as well as infomercials on proper handwashing, were disseminated to all PSBankers for information and proper guidance. The annual physical exam was one 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 our nurses are on duty everyday. 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 the 2017 BAA Bowling Competition, PFA Bowling Tournament, and BAIPHIL Dance Contest.

**Spiritual Needs.** Holy Mass happens every First Friday and during Holy days of Obligation like Ash Wednesday and Immaculate Conception. Different groups sponsor each mass, while the PSBank Glee Club serves as the mass choir.

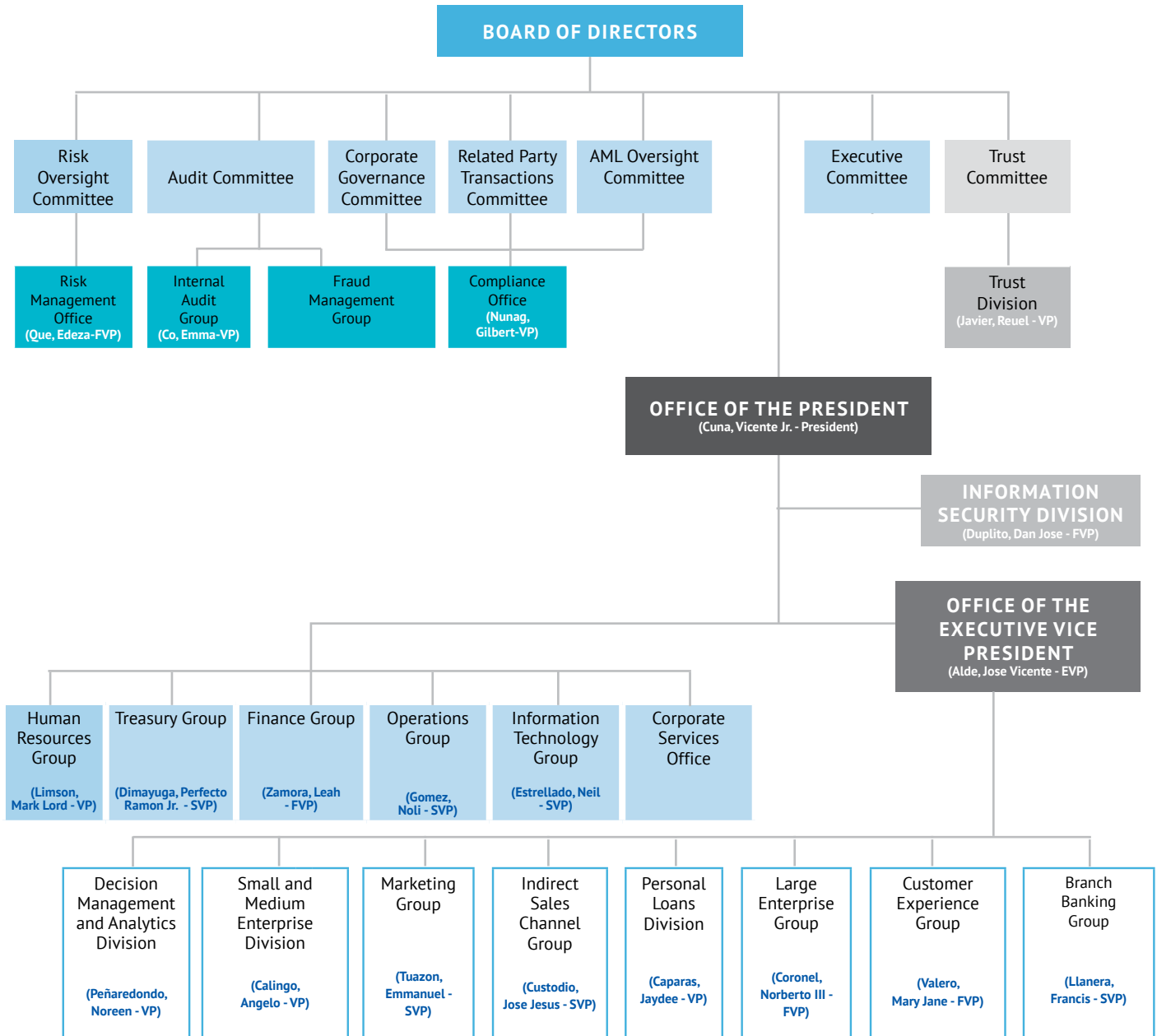
**Family Welfare Program.** PSBank is also a family-oriented institution with events like the Kiddie Party, where employees and their children got to enjoy quality bonding time. In 2017, we held the Kiddie Carnival Christmas attended by 120 kids from head office and branches. To make it more memorable, we invited 30 kids from the Kanlungan sa Er-ma, Inc. to join this activity. The Kanlungan sa Er-ma Ministry, Inc. is a child-caring agency that provides the street children with care, protection, rehabilitation and education in response to the growing menace of abuse and exploitation of children in Metro Manila.

**Employee Events.** The Bank also supports its employees' interests and talents. In 2017, the PSBank Dance Club joined the BAIPHIL Street Dance Competition for the first time and was one of the finalists. In December 2017, the PSBank Glee Club held its first benefit concert. The proceeds went to the Club's chosen charity - Resources for the Blind.

**LDE Trainings.** In 2017, PSBank conducted 130 external trainings attended by 323 participants. We were also able to run 86 internal training programs on top of the usual trainings for New Employees, SPEED and XCEED.

External Trainings	
Total # of trainings	120
Total # of Employees	323
Internal Trainings Neo	
# Batches	22
Headcount	297
SPEED	
# Batches	2
Headcount	25
XCEED	
# of Wave	2
Headcount	26
Other Internal Training Programs	
Total # of Trainings	86

## OUR ORGANIZATION



### 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



# MEET OUR BOARD

GET TO KNOW THE PEOPLE

WHO ENABLE PSBANK TO

DELIGHT ITS STAKEHOLDERS

The Board of Directors sets the overall direction of the Bank and enables management to achieve its objectives. The Board ensures that the interests of PSBank, its customers and stakeholders, are protected and upheld.



**1 JOSE T. PARDO**

*Chairman/Independent Director  
Filipino, 78 years old*

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, Bank of Commerce. Chairman, ECOP Council of Business Leaders, PCCI Council of Business Leaders, Philippine Business Center Inc., Foundation for Crime Prevention (until August 2017). Co-Chairman, De La Salle Philippines (until December 2017). Independent Director, JG Summit Holdings, Inc., National Grid Corporation of the Philippines, ZNN Radio Veritas, Monte Oro Grid Resources Corporation, Araneta Hotels, Inc. and League One Finance and Leasing Corporation. Education: BS Commerce-Accountancy, De La Salle University. MBA, First graduate of the Harvard-DLSU Advisory Program.



**2 ARTHUR V. TY**  
*Vice Chairman*  
*Filipino, 51 years old*

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

**3 VICENTE R. CUNA JR.**  
*Director/President*  
*Filipino, 56 years old*

Director/President since 2013. Director, Metropolitan Bank and Trust Company\* Chairman, Orix Metro Leasing & Finance Corporation. Director/Chairman, ORIX Auto Leasing Philippines Corp., ORIX Rental Corp., OMLF International Trading Development Corp., OMLF Insurance Agency, Inc. Education: A.B. Economics, De La Salle University.

**4 JOSE VICENTE L. ALDE**  
*Director*  
*Filipino, 51 years old*

Director since April 2016. Director, Sumisho Motor Finance Corporation. Executive Vice President, Philippine Savings Bank\*. Education: Bachelor of Computer Science, University of the Philippines, Diliman. Master in Business Management, Asian Institute of Management.

\* Publicly listed company



### 5 SAMSON C. LIM

*Independent Director*  
*Filipino, 69 years old*

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. Vice President for Tourism, Philippine Chamber of Commerce and Industry. Education: BS Liberal Arts, Cum Laude, Ateneo de Manila University. Masters in Business Economics (MBE), University of 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 AMELIA B. CABAL

*Director*  
*Filipino, 71 years old*

Director since April 2014. Independent Director, Deutsche Regis Partners, Inc., Ionics EMS, Inc., and Ionics Inc. Bank Supervisor, Metropolitan Bank (China) Ltd. Education: BS Commerce Major in Accounting, Far Eastern University. Advanced Management Program, Harvard Business School and Asian Institute of Management. Pacific Rim Banking Program, Pacific Coast Banking School/ University of Washington, Seattle, USA. Top Management Program-Bangkok.



### 7 MA. SOLEDAD D.S. DE LEON

*Director*  
*Filipino, 59 years old*

Director since April 2016. Chairman of the Board/ Treasurer, Casa Medica, Inc., 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., St. Patrick College. President/Treasurer, SODEL Realty Inc. Vice President/ Treasurer, Fil-Homes Realty Development Corp., Candelaria Rural Bank, Candelaria Luzon. Vice President, Lipa Golden Land Development, Inc. Education: BS in Business Administration Major in Business Management, St. Paul College of Manila. International Management Studies, University of California- Los Angeles, USA.



**8 BENEDICTO JOSE R. ARCINAS**

*Independent Director  
Filipino, 61 years old*

Independent Director since April 2012. Director & General Manager, Arcinas Freres, Inc. 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) Boston, USA. Certificate Courses in Small Enterprise Management, Operations Research, Economics, Computer Programming, Harvard University, Cambridge, Massachusetts.



**9 EDUARDO A. SAHAGUN**

*Independent Director  
Filipino, 60 years old*

Independent Director since April 2017. Chairman, Edcommerce Corporation. President & CEO, Union Galvasteel Corporation, Phinma Solar Energy Corporation, and Philcement Corporation. Director, Phinma Property Holdings Corporation and Union Galvasteel Corporation. Education: B.S. 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, Managing Change Program, IMD, Switzerland.



**10 POCHOLO V. DELA PEÑA**

*Corporate Secretary  
Filipino, 51 years old*

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



*\* Publicly listed company*





## 1 JOSE VICENTE L. ALDE

*Executive Vice President • Filipino, 51*  
 Joined October 2007. Member, Executive, Assets and Liabilities, Credit, IT Steering, Anti-Money Laundering Compliance, Personnel and Retirement Committees. Board of Director, PSBank and Sumisho Motor Finance Corp. Former Vice President for Treasury at ABN AMRO Bank. Held various positions in Treasury and Branch Banking in BA Savings Bank. Had stints in sales management at Johnson & Johnson and IT at World Health Organization. Bachelor in Computer Science with Honors, University of the Philippines. MBA, Asian Institute of Management.

## 2 JOSE JESUS B. CUSTODIO

*Senior Vice President • Filipino, 58*  
 Joined December 2001. Head, Indirect Sales Channel Group. Former Head of Auto Loans- Retail Sales, Citytrust Banking Corp. Former Fleet and Floorstock Department Head, BPI Family Savings Bank. BS Business Management, Ateneo de Manila University.

## 3 PERFECTO RAMON Z. DIMAYUGA JR.

*Senior Vice President • Filipino, 56*  
 Joined January 2006. Treasurer (effective January 1, 2017). Former Head, Finance Group. Member, Assets and Liabilities, IT Steering, Personnel, Outsourcing Oversight and Retirement Committees. 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. AB Economics, Ateneo de Manila University. MBA, University of the Philippines.

## 4 NEIL C. ESTRELLADO

*Senior Vice President • Filipino, 46*  
 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. BS Mathematics, Ateneo de Manila University.

## 5 NOLI S. GOMEZ

*Senior Vice President • Filipino, 52*  
 Joined October 2001. Head, Operations Group. Member, Assets and Liabilities, Policy, Personnel, IT Steering, Anti-Money Laundering Compliance, Outsourcing Oversight, Emergency and Retirement Committees. Former Chief Risk Officer and Head of the Systems and Methods, DBS Bank Philippines. Systems Management Officer, Bank of the Philippine Islands. BS Civil Engineering, Mapua Institute of Technology. Licensed Civil Engineer with Distinction.

## 6 FRANCIS C. LLANERA

*Senior Vice President • Filipino, 46*  
 Joined December 2007. Head, Branch Banking Group. Member, Assets and Liabilities and Anti-Money Laundering Compliance Committees. Former Credit Card Collections Head, Union Bank of the Philippines. Formerly with American International Group's Credit Risk Management. BS Commerce, University of Santo Tomas.

## 7 EMMANUEL A. TUAZON

*Senior Vice President • Filipino, 54*  
 Joined July 2014. Head, Marketing Group. Member, Assets and Liabilities 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. BS Mathematics, University of the Philippines.



**1 MINDA L. CAYABYAB**

*First Vice President • Filipino, 46*  
Joined May 1998. Chief Accounting Officer and Head, Financial Accounting Services Division. Former Senior Auditor, Isla Lipana & Co., Philippine member firm of PricewaterhouseCoopers. Member, Bankers Institute of the Philippines, Inc. BS Business Administration Major in Accounting with honors, Pamantasan ng Lungsod ng Maynila. Certified Public Accountant. With Board of Accountancy Accreditation in Commerce and Industry Practice.

**2 NORBERTO M. CORONEL III**

*First Vice President • Filipino, 57*  
Joined December 2007. Head, Large Enterprise Group. Member, Assets & Liabilities 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. BS Business Management, Ateneo de Manila University. MBA, University of the Philippines.

**3 DAN JOSE D. DUPLITO**

*First Vice President • Filipino, 43*  
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. BS Mechanical Engineering, University of the Philippines.

**4 EDEZA A. QUE**

*First Vice President • Filipino, 45*  
Joined October 2005. Chief Risk Officer, Risk Management Office. Member, Assets and Liabilities, Anti-Money Laundering Compliance, and RPT Committees. Former Credit Risk Manager for Consumer Banking, Standard Chartered Bank. Former Risk Management Officer, American International Group Credit Card Co. Member, Bankers' Institute of the Philippines, Inc. BS Statistics with Honors and MS Statistics, University of the Philippines.

**5 MARY JANE M. VALERO**

*First Vice President • Filipino, 49*  
Joined August 2002. Head, Customer Experience Division. Former Front Office Manager, Mandarin Oriental Hotel Manila. Former Duty Manager, Westin Philippine Plaza. 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.

**6 JOSE MARTIN A. VELASQUEZ**

*First Vice President • Filipino, 52*  
Joined June 2003. Head, General Services Division. Former Head, Asset Liability Management-Foreign Treasury Group, Metrobank. Former Head, Treasury Group, Philippine Savings Bank. Former Deputy Treasurer, First Metro Investments Corporation. Former Market Head for Financial Institutions, BPI Capital Corporation. Former Liquidity Manager, BPI Family Bank and BPI Capital Corporation. BA Economics and BS Commerce Major in Management of Financial Institutions and MBA, De La Salle University.

**7 LEAH M. ZAMORA**

*First Vice President • Filipino, 44*  
Joined April 2010. Controller and Finance Group Head. Member, Assets and Liabilities, IT Steering, Retirement, Outsourcing Oversight and Related Party Transactions Management Committees. Former Vice President for Financial Planning and Analysis, GE Money Bank Philippines. BS Accountancy, De La Salle University. Certified Public Accountant.



## 1 LEO ANTONIO V. ABE

*Vice President • Filipino, 35*

Joined November 2017. Credit Risk Manager, Credit Risk Management Unit. Former 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). BS Mathematics and Masters of Science in Applied Mathematics, University of the Philippines, Diliman.

## 2 ANDRE MANUEL L. ABELLANOSA

*Vice President • Filipino, 54*

Joined February 2003. Head, Treasury Sales and Marketing Division. Former Manager of Securities Distribution Group, BPI Capital Corp. Former Chief Forex Dealer, DBS Forex Corp. BS Management, Colegio de San Juan de Letran. Registered Fixed Income Salesman, Securities and Exchange Commission. Certified Treasury Professional, Ateneo-Bankers Association of the Philippines.

## 3 RAYE CLAUDINE Q. BARON

*Vice President • Filipino, 49*

Joined August 2009. Head, Support Services Sector. Member, Policy, Outsourcing Oversight and Emergency Committees. Former Senior Assistant Vice President for Project Management and Operations Control Department, AIG PhilAm Savings Bank, Inc. BS Business Management, Ateneo de Manila University. MBA, University of the Philippines.

## 4 ANGELO L. CALINGO

*Vice President • Filipino, 37*

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. BSC Major in Management, De La Salle University. MBA, Asian Institute of Management.

## 5 JAYDEE P. CAPARAS

*Vice President • Filipino, 44*

Joined January 2005. Division Head, Personal Loans Division. Former Business Manager, Metro Manila III Area. Former Business Sales Head, Bank of the Philippine Islands. BS Accountancy, Magna Cum Laude and MBA, San Sebastian College, Recoletos Cavite. Doctoral candidate in Business Administration, De La Salle University. Certified Public Accountant.





**6 EMMA B. CO**

*Vice President • Filipino, 55*

Joined December 2001. Chief Audit Executive and Head, Internal Audit Group. Former Senior Manager for Audit, Mercator Group. Former IT Audit Officer, Union Bank of the Philippines. 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.

**7 NOREEN R. DAYPUYAT**

*Vice President • Filipino, 39*

Joined October 2015. Head, Decision Management and Analytics Division. Former Region Head for Data Science, Tiaxa. Former Business Head for Web and Mobile Solutions, Stratpoint Technologies. BS Statistics, University of the Philippines, Diliman.

**8 ADLER D. FERRER**

*Vice President • Filipino, 44*

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. BS in Agriculture, graduated Cum Laude, Ateneo de Cagayan (Xavier University).

**9 DENNIS O. GLORIOSO**

*Vice President • Filipino, 40*

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

**10 MIRASOL B. GUIA**

*Vice President • Filipino, 47*

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. (DIGITEL). BS Computer Science, Pamantasan Ng Lungsod ng Maynila. Master of Technology Management, University of the Philippines.





## 11 ANTONELL S. INTERINO

*Vice President • Filipino, 45*

Joined August 2010. Head, Financial Planning and Reporting Division under the Finance Group. Former Assistant Vice-President and Compliance Officer, BDO Leasing and Finance. Former Senior Analyst, Financial Planning & Analysis Division, GE Money Bank Philippines. Former Audit Team In-Charge, SGV & Co. BS Accountancy, De La Salle University. Certified Public Accountant.

## 12 GLENN CONRAD N. JAO

*Vice President • Filipino, 36*

Joined August 2015. Head, Financial Markets Division. Former Assistant Vice President, United Coconut Planters Bank. Former Senior Manager, Security Bank Corporation. BS Accountancy, De La Salle University. Chartered Financial Analyst.

## 13 REUEL R. JAVIER

*Vice President • Filipino, 46*

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

## 14 MARK LORD D. LIMSON

*Vice President • Filipino, 41*

Joined September 2014. Head, Human Resources Group. Senior Professional in Human Resources - International. Certified MBTI Professional. CHRO Asia's Top 50 HR Leader. 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. BS Business Administration, University of the Philippines.

## 15 MARY MYLEEN M. MASANQUE

*Vice President • Filipino, 42*

Joined November 2011. Head, Credit and Collections Sector. Former Assistant Vice President and Head of Recovery Unit, BDO Unibank, Inc. Former Manager, AIG Credit Cards. AB Communication Arts, Miriam College.

## 16 RHEA ANGELA C. MERCADO

*Vice President • Filipino, 39*

Joined September 2017. Head, Product and Business Development Division. Former Assistant Vice President, Citibank NA. Former Senior Manager, for Integrated Marketing Services, Metrobank. Former Senior Manager for Deposit Product Marketing, Bank of the Philippines Islands (BPI). BA Philosophy, University of the Philippines, Diliman.



**17 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 Controllershship Head, UCPB Rural Bank. Former Audit Team In-Charge, SyCip Gorres Velayo & Co. BS Accountancy with Honors, Ateneo de Cagayan (Xavier University). Certified Public Accountant.

**18 JOHN EMMANUEL J. PALAFOX**

*Vice President • Filipino, 41*

Joined April 2007. Head, Systems Development Division. Former Head of the Technology Services Group, SQL\*Wizard, Inc. BS Management Information Systems, Ateneo de Manila University.

**19 ELMER B. ROMBAOA**

*Vice President • Filipino, 50*

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. BSBA Accountancy, National College of Business and Arts. Certified Public Accountant.

**20 REDENTORA ROSE D. SAMIA**

*Vice President • Filipino, 55*

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

**21 ANNA MARGARITA G. SAMSON**

*Vice President • Filipino, 44*

Joined January 2017. Head, Treasury Operations and Loans Support Division. Former Operations Manager, HSBC Electronic Data Processing. Former Vice President and Head for Operations, Maybank ATR KIM ENG Securities. Former Assistant Vice President and Head for Loans Operations, Citibank NA. Former Assistant Vice President, Deutsche Bank Group. BS Accountancy, Philippine School of Business Administration.

**JOY ANNE I. CRISOLOGO**

*Vice President • Filipino, 47*

Joined July 2003. Head, Asset Liability Management Division. Former Assistant Manager in Sales & Distribution Group, BPI Capital Corp. Former Assistant Manager in Liquidity Desk and Treasury Marketing, FEBTC and FEBTC Savings Bank. AB Economics, Assumption College. Certified Treasury Professional, Ateneo-Bankers Association of the Philippines. Registered Fixed Income Salesman, Securities and Exchange Commission.

## METRO MANILA

### CALOOCAN CITY

#### Caloocan

G/F, G. Raymundo Bldg.  
314 EDSA Monumento  
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) 962-4864 / 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

#### EDSA Central

G/L, Unit 111, EDSA Central Square  
3<sup>rd</sup> St., Greenfield District  
T: (02) 637-4005  
F: (02) 637-2601  
psb-edsacentral@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

Midtown Level 1, Alfresco Space 282  
Robinsons Place Manila  
M. Adriatico St., Ermita  
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  
(02) 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) 632-3661  
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  
(02) 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) 942-0604  
parang@psbank.com.ph

**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) 283-6661  
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

## Pasay Taft

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

## PASIG CITY

### 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

### 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 Mutya

Mariposa Bldg., Caruncho  
cor. Suarez Ave., Palatiw  
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

## Cubao - Araneta Center

Spaces 51 to 53, Shopwise Arcade  
Gen. Roxas Ave., Araneta Center, Cubao  
T: (02) 912-6189 / 912-6843  
F: (02) 912-7265  
psb-cubaoaranetacen@psbank.com.ph

## Del Monte

182-A Del Monte Ave., Brgy. St. Peter  
T: (02) 410-0900 / 410-7037  
(02) 742-8727  
F: (02) 415-3501  
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

202 G. Araneta Ave., Brgy. Doña Imelda  
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) 419-0209  
psb-novaliches@psbank.com.ph

**P. Tuazon**

247 P. Tuazon Blvd. cor. 15th 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, Coho Center, 1424 Quezon Ave.  
Brgy. South Triangle  
T: (02) 374-4255  
F: (02) 374-4233  
psb-quezonave@psbank.com.ph

**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**

Amina Bldg., Tierra Bella Subd.  
Tandang Sora Ave.  
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

**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 Road 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 / 722-7575  
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  
(02) 246-8420  
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) 237-9926 / 237-9928  
(02) 246-8204  
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 / 423-1368  
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  
(044) 892-1508 / 326-0102  
pulilanbulacan@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: (044) 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

**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 - McArthur 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.  
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Unit 600, 6/F, Pacific Tower  
6784 Ayala Ave., Makati City  
Tel. No. (02) 811-0845 to 46  
MASAHIKO NAGANO  
*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

Metropolitan Park  
Roxas Blvd. cor. EDSA Blvd. Ext.  
Pasay City  
Tel. No. (02) 581-6168  
YOSHINORI HATTORI  
*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 J. Puyat Ave., Makati City  
Tel. No. (02) 898-8000  
ANICETO M. SOBREPENA  
*President*

### Manila Doctors Hospital

667 U.N. Ave., Ermita, Manila  
Tel. No. (02) 558-0888  
ANICETO M. SOBREPENA  
*Vice Chairman/ Acting President*

### Manila Tytana Colleges

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

\* Replaced by Mr. Pradeep Pant on February 21, 2018

\*\* Dissolved as of December 31, 2017

\*\*\* Replaced by Mr. Constancio B. Tan on March 01, 2018

# MEET YOUR NEEDS

CHOOSE FROM OUR WIDE RANGE  
OF PRODUCTS AND SERVICES



## 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

## 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



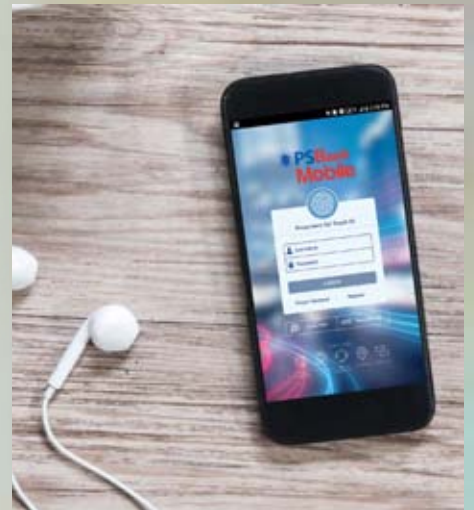
save pa more! 😊



my first car... "fast" 🚗



san ka man naroon 📶



insured ka na ba? 😊



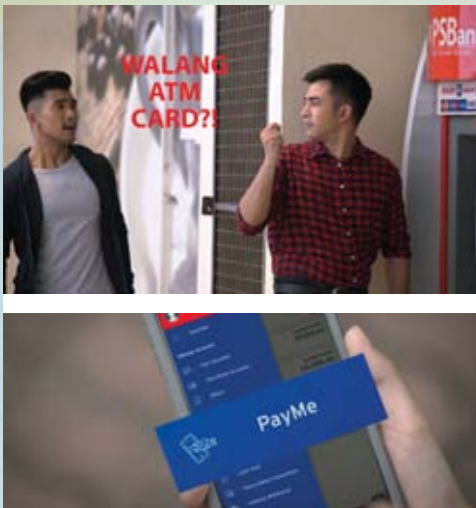
home sweet home 🏠



'pag may excess... invest 📈



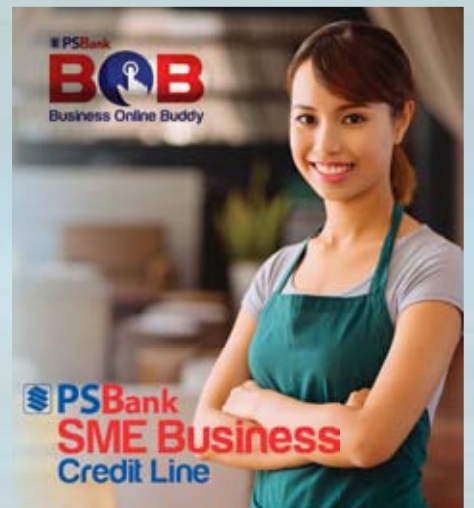
kaya mo ba 'to? 👍



whatever, whenever ✈️



sideline or full time? 🛒



## 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, 23 April 2018, 3:00 p.m.  
PSBank Hall, 19th 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 02 March 2018 was 1,475.

### Major Shareholder

Metropolitan Bank & Trust Company  
Percentage of Stockholdings: 82.675%  
Nationality: Filipino

### 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 2016 and 2017:

Years	Quarters	Highest	Lowest
2016	1st	104.00	95.00
	2nd	107.00	98.10
	3rd	106.00	95.75
	4th	101.00	90.00
2017	1st	91.00	87.00
	2nd	90.50	86.50
	3rd	92.00	87.65
	4th	90.00	87.00

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

### Media

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

### For inquiries or concerns:

Customer Experience Group  
6th Floor PSBank Center  
777 Paseo de Roxas corner Sedeño Street  
Makati City 1226 Philippines  
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  
17th Floor GT Tower International  
6813 Ayala Avenue corner H.V. Dela Costa Street  
Makati City 1227 Philippines  
Tel: (+632) 857-5695  
Fax: (+632) 858-8010



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**Aha**

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