



May 6, 2020

**Philippine Stock Exchange**

9/F PSE Tower, 28<sup>th</sup> St. cor. 5<sup>th</sup> Ave.  
Bonifacio Global City (BGC)  
Taguig City, Philippines

**Attention: MS. JANET A. ENCARNACION**  
HEAD - Disclosure Department

**Philippine Dealing & Exchange Corp.**

29F, BDO Equitable Tower  
8751 Paseo de Roxas  
Makati City 1226

**Attention: ATTY. MARIE ROSE M. MAGALLEN-LIRIO**  
HEAD - Issuer Compliance & Disclosure Department (ICDD)

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Dear Ms. Encarnacion and Atty. Lirio,

In compliance with PSE and PDEX regulations, we would like to disclose the following information:

**PSBank Registers Q1 2020 Net Income of Php 646.2 Million**

Philippine Savings Bank (PSBank), the consumer banking arm of the Metrobank Group, recorded a net income of Php646.2 million for the first quarter of 2020. Net interest income grew 21.8% to Php3.2 billion versus the same period last year while net service fees reached Php458.1 million. Net Income for the first quarter of 2020 is lower by 5.1% on increased credit provisioning.

Total loan portfolio as of the first quarter of this year grew by 3.6% to Php165.0 billion coming from the strong demand in the first two months of this year prior to the Enhanced Community Quarantine (ECQ) period. This contributed to total assets growth of 1.8% year-on-year to Php240.3 billion. Low-cost deposits improved by 10.2% reaching Php60.6 billion. Gross non-performing loans is stable at 3.7%.

PSBank's balance sheet remains strong with capital of Php34.8 billion. The Bank's total Capital Adequacy Ratio (CAR) of 17.2% is well above the regulatory minimum of 10%.

"PSBANK has a strong balance sheet and capital position coming into this unprecedented situation. Cognizant of the potential impact of the pandemic to the economy, we decided to exercise prudence by increasing provisions to 150% versus previous year. During the quarantine period, the Bank continued to operate 80% of its branches while keeping in place precautionary measures to ensure that our customers and employees are safe. Both customer and IT support were further strengthened to keep our online banking services available 24/7, this being the alternative banking channel during these times." – PSBank President Jose Vicente Alde said.

To assist customers during this period, the Bank put together an easy-to-use 'Quick Customer Enquiries' module in its website which shows information on daily branch schedules, fraud protection tips, loan payment grace periods, and how-to guides on banking services. PSBank ensured the availability of safe and convenient digital banking services for customers to still do their banking transactions: Check deposit using the PSBank Mobile Check Deposit facility launched in September 2019; Mobile and Online fund transfers via Instapay and Pesonet; PaSend for mobile cash remittances withdrawable from over 1,000 combined PSBank and Metrobank ATMs nationwide; payment of bills via mobile or online; and 24/7 cash availability in PSBank ATMs. PSBank likewise made it easy for customers to reach the bank through various communication platforms: Chatbot "ISSA" via FB Messenger ( Interactive, Speedy & Simpleng Assistant) for quick queries; "LiveChat" if customers wish to interact with our Customer Associates; and our 24/7 Customer Experience Hotline for phone-in concerns.

Thank you very much.

Very truly yours,



**JOSE VICENTE L. ALDE**  
President