



October 22, 2020

Philippine Stock Exchange
9/F PSE Tower, 28th St. cor. 5th 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)

Dear Ms. Encarnacion and Atty. Lirio,

Please be informed that the Board of Directors of Philippine Savings Bank, in its meeting held on October 22, 2020, passed a resolution approving the promotion of First Vice President Mary Jane M. Valero to Senior Vice President effective of December 1, 2020. Currently, Ms. Valero is the Customer Experience & Human Resources Group Head.

Ms. Valero first headed Service Quality (SQ), which has become the foundation of the Bank's strategies on Customer and Employee Experience. She built PSBank's Customer Experience until it evolved into one of the key institutional groups in the Bank. She now heads two (2) institutional units merged under one group – the Customer Experience and Human Resources. Through her experience and leadership, Ms. Valero has been able to develop and deploy various processes, systems, and programs which significantly improved the Bank's foundation on customer and employee experience.

Thank you very much.

Very truly yours,


Jose Vicente L. Alde
President