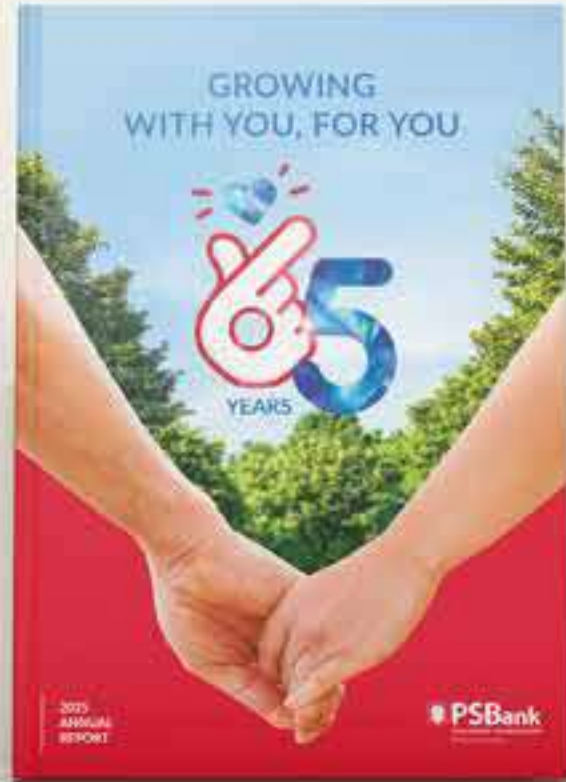


GROWING
WITH YOU, FOR YOU



2025
ANNUAL
REPORT

 **PSBank**
PHILIPPINE SAVINGS BANK
Metrobank Group



ABOUT THE REPORT

For PSBank, 65 years of growth has never been a solo journey. It has been shaped by the trust of our customers and our commitment to evolve with them—adapting to their changing needs and everyday realities.

Through the years, we have grown alongside our customers. Every innovation, digital advancement, and sustainable effort reflects our drive to make banking simpler, more seamless, and more relevant.

Guided by our purpose to deliver a simple and effortless experience, we remain grounded in what matters most: putting our customers' best interests first while building lasting value.

In celebrating our 65th year, we are not just looking back at the years behind us; we are looking forward to the lives we are helping build today. Our growth has always been, and will always be, a reflection of yours—our customers, our employees, regulators, business partners, shareholders, and communities.

We are growing with you, for you.

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ABOUT PSBANK

OUR ROOTS:

WHERE GROWTH BEGAN

Vision

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

Mission

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



Our Business

Philippine Savings Bank (PSBank) is the thrift banking arm of the Metrobank Group, one of the largest financial conglomerates in the Philippines.

Our core business is primarily consumer banking.

Our Customers

We serve retail customers and small and medium enterprises (SMEs), offering products and services that meet their financial needs.

How our customers see us:

Net Promoter Score® (NPS)

NPS measures the willingness of clients to recommend PSBank based on their relative experience with our various touchpoints – a method of calibrating loyalty and advocacy; and classifying respondents as promoters, passives, and detractors.



Customer Satisfaction (CSAT) Rating

CSAT survey is our metric to measure the customers' satisfaction with our service where a 5-star rating scale is used.



Our Channels

- 250 branches
- 508 ATMs
- PSBank Mobile
- PSBank Online
- PSBank Business Online Buddy (Corporate Internet Banking)
- PSBank LiveChat
- ISSA Chatbot
- Official Social Media Accounts
- Customer Experience Hotline

Our Shareholders

88.38%

Metropolitan Bank & Trust Company

1,420

Common shareholders on record as of 27 February 2026

1960 – 1981
Foundation & Ownership Transformation

- 1960** – PSBank founded by Dr. Guillermo A. Picache in Manila
- 1973** – Dolor Family bought majority shares
- 1981** – Metrobank acquired majority shares, making PSBank their consumer & retail banking arm

1994 – 2001
National Expansion & Public Listing

- 1994** – First publicly-listed savings bank
- 1995** – Granting of quasi-banking license (previously granted to commercial banks only)
- 2001** – 100-branch milestone

2005 – 2011
Scale, Profitability & Digital Entry

- 2005** – 150 branches, 100+ ATMs
- 2007** – First ₱1B Net Income + launch of Online Banking
- 2011** – ₱2B Net Income + ranked as the strongest savings bank in Asia Pacific by The Asian Banker

2014 – 2019
Digital Leadership & Brand Excellence

- 2014** – Launch of PSBank Mobile + LiveChat (industry's first real-time chat)
- 2016** – Received first BSP Pagtugon Award + 250 branches
- 2019** – ₱3B Net Income + BSP recognition for Digital Transformation

2020–2024
Resilience, Sustainability & Record Growth

- 2020** – Major digital adoption surge during COVID-19
- 2022** – Profit recovery to ₱3.68B Post-Pandemic
- 2023** – ₱4.53B Net Income + 100% renewable energy for Head Office
- 2024** – All-time high ₱5.21B Net Income

2025

- The Bank issued ₱5 billion in two-year bonds, with the offer period cut to one day after demand exceeded six times the initial offering
- The Bank fully digitalized its account opening process via app
- PRSC reaffirmed PSBank's highest Issuer Credit Rating of PRS Aaa (corp.) with a Stable Outlook

CHAIRMAN'S MESSAGE

For you, with you:

65 years of partnership

Over the past 65 years, PSBank has experienced many cycles of growth and uncertainty—both in the global economy and here at home. Through these changes, we have continued learning, adapting, and serving the needs of our customers.

The year 2025 was no exception. The global economy remained resilient despite ongoing trade frictions. Consumer sentiment improved, monetary policies eased, and inflation slowed. At the same time, growth remained fragile. Geopolitical tensions, shifting trade policies, financial market volatility, and broader uncertainty continued to weigh on the global outlook.

The Philippine economy expanded by 4.4% in GDP, weaker than the 5.7% posted in 2024. Excluding the pandemic years, this represented the slowest pace in five years since 2011. The deceleration reflected the impact of adverse weather on economic activity and the government-related challenges. Household consumption, which accounts for more than 70% of GDP, also moderated to 4.6% from 4.9% the previous year.



THROUGHOUT THESE UNCERTAINTIES, **TRUST** IS ONE THING THAT KEPT US AT PSBANK STEADY AND MOVING FORWARD.



An Enduring Relationship Built on Trust

Against this challenging backdrop, 2025 was a year that required **steadiness and discipline**. Throughout these uncertainties, trust is one thing that kept us at PSBank steady and moving forward.

Trust is built over time—by listening, adapting, and remaining committed to safeguarding our customers' interests. It is reflected in the care and prudence that shape the products, services, and experiences we provide.

At PSBank, we strive to live up to our brand promise: **Simple lang. Maasahan.**

In a financial environment that continues to grow more complex, delivering simplicity requires continuous effort. We remain focused on improving processes, strengthening our capabilities, and expanding digital access so that banking becomes more convenient for our customers.

At the same time, we remain mindful of the need to balance innovation with sound risk management. Our capital strength, diversified portfolio, and experienced management team help position us to navigate uncertainties while continuing to support the needs of our customers.

By maintaining a long-term perspective and focusing on sustainable growth, we have been able to build lasting relationships with our customers and our people. These relationships have helped sustain the Bank through changing economic conditions.

Growing Beyond 65

The Philippine banking industry has evolved significantly over the decades. In earlier years, banks operated on a smaller scale and relied largely on manual, paper-based processes to support a growing economy.

Today, banking has become increasingly digital, accessible 24/7, and shaped by rising customer expectations for seamless and secure services. Meeting these demands requires continued investments in systems, talent, and cybersecurity, as well as close adherence to evolving regulatory standards.

As we look ahead, PSBank will continue focusing on areas where we can serve our customers most effectively.

We will work to expand our consumer loan portfolios, support small and medium enterprises through financing and technology-enabled solutions, and broaden our deposit base by making our services more accessible across multiple channels.

Our aim is to help our customers navigate changing conditions. We will continue striving to deliver service with the same level of *malasakit* that our customers have come to expect—whether through our branches or our mobile and online platforms.

We also remain committed to responsible growth—helping our clients achieve their financial goals while preserving the strength of our balance sheet. Maintaining prudent banking practices, building buffers across economic cycles, and setting aside adequate reserves will remain central to how we manage risks.

As we mark 65 years as a consumer bank, we are reminded that our progress has been made possible by the continued trust and support of our customers.

For this, we are deeply grateful. Thank you for your enduring trust in our institution.

[SIGNED]

VICENTE R. CUNA, JR.
CHAIRMAN

PRESIDENT'S REPORT



“
THE BANK CONTINUES TO RESPOND WITH SOLUTIONS THAT ADDRESS REAL NEEDS AND CHANGING EXPECTATIONS.

Together, we keep growing

In my almost 2 decades with PSBank, I have had the privilege of witnessing the Bank's transformation firsthand and growing alongside it.

For 65 years, adapting to change has been part of PSBank's journey. As the financial landscape evolved, the Bank continued to move forward—expanding its offerings and investing in digital innovation to make banking simpler, faster, and more accessible for customers.

Working closely with colleagues across the organization over the years also reinforced an important lesson: progress is rarely achieved alone. **Growth happens when people are empowered to contribute, collaborate, and take ownership. In many ways, that mindset reflects how PSBank itself has continued to evolve.**

Evolving with You

Keeping people at the center has long been part of PSBank's culture. **By listening closely to customers, employees, and stakeholders, the Bank continues to respond with solutions that address real needs and changing expectations.**

This approach has helped PSBank remain steady and responsive even as conditions change. A culture built on open dialogue, shared accountability, and trust have strengthened engagement across teams and deepened the relationships that sustain the Bank's progress.

The results of this focus were reflected in our performance in 2025. The Bank reported a net income of PHP 3.5 billion. Net interest income rose 7% to PHP 13.17 billion, while increase in operating expenses was capped at 3.6% to PHP 9.56 billion, reflecting continued discipline in managing costs.

Total loans grew 8% to PHP 155 billion while deposits expanded by 9% to PHP 180 billion. Capital reached PHP 46 billion with the Bank's Capital Adequacy and Common Equity Tier 1 ratios ending strongly at 24.3% and 23.3%, respectively—both well above regulatory requirements.



At the same time, PSBank continued to invest in its people and digital capabilities. Services such as simplified account opening through PSBank Mobile extended access beyond branches, fostering financial inclusion while contributing to deposit growth. These advancements both empowered our workforce and strengthened engagement with customers.

Even as new solutions were introduced, the Bank remained anchored in its values. Our people continue to play a central role in every interaction. **By combining innovation with malasakit, PSBank strives to be a maasahan partner for customers at every touchpoint.**

For 65 years, this commitment to listening, adapting, and putting people first has guided PSBank's journey. It continues to shape how we grow with our customers—supporting them through different stages of life and building lasting relationships along the way.

Building the Future for You

Recent economic headwinds and geopolitical developments remind us of the importance of caution and prudence. Guided by forward-looking risk management, PSBank will continue strengthening its financial position to remain resilient while lending responsibly. Our goal is to ensure that customers can rely on the Bank even in uncertain times.



Proceeds from our bond issuance in 2025 further strengthened our funding base and provided long-term resources to support measured expansion, particularly in our core consumer and SME lending businesses. **We will also continue investing in digital innovation and infrastructure to improve efficiency and enhance customer experience.**

As we look toward 2026, the macroeconomic landscape remains complex, shaped by global economic and political developments, inflationary pressures, market volatility, and evolving regulations. In this environment, the Bank remains focused on sustainable, high-quality growth—expanding deposits, strengthening the loan portfolio, advancing digital initiatives, and investing in our people.

For 65 years, this commitment has guided PSBank through many cycles of change. It will continue to guide us as we grow with you and for you—creating opportunities, building resilience, and supporting your aspirations.

We look forward to continuing to serve you in the years ahead.

[SIGNED]

JOSE VICENTE L. ALDE
PRESIDENT

FINANCIAL HIGHLIGHTS

OUR GROWTH IN NUMBERS



PROFITABILITY (VS 2024)

- ▼ Net Income
32.77% to PhP 3,501,484,938
- ▼ Total Non-Interest Income
9.25% to PhP 2,741,445,847
- ▲ Total Non-Interest Expenses
3.57% to PhP 9,563,968,917
- ▲ Provision for Impairment and Credit Losses*
1,002.32% to PhP 2,363,799,968
- ▼ Share in Net Income of a Joint Venture
26.17% to PhP 50,221,867

* Allowance for credit losses under BSP Cir. No. 956

SELECTED RATIOS

Return on Equity (ROE)
2025 7.76%
2024 12.36%

Return on Assets (ROA)
2025 1.54%
2024 2.29%

Capital Adequacy Ratio
2025 24.35%
2024 23.56%

PER COMMON SHARE DATA (VS. 2024)

Net Income per Share

▼ Basic
32.77% to PhP 8.20

▼ Diluted
32.77% to PhP 8.20

▲ Book Value
4.52% to PhP 108.00

SELECTED BALANCE SHEET DATA (VS. 2024)

▲ Gross Loans
7.78% to PhP 155,084,700,479

▲ Total Assets
9.68% to PhP 237,300,366,254

▲ Deposits
9.29% to PhP 179,838,976,213

▲ Total Equity
4.52% to PhP 46,099,893,658

OTHERS

Total Cash Dividends Declared

2025 PhP 1,280,578,248
2024 PhP 1,280,578,248

Headcount (vs. 2024)

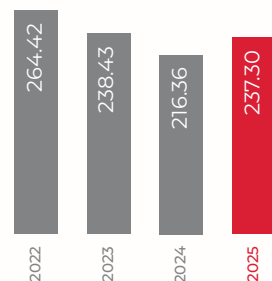
▲ Officers
0.76% to 1,192

▼ Staff
1.01% to 1,672

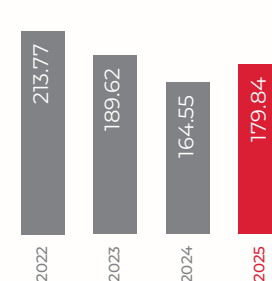
Net Income
(in billion PhP)



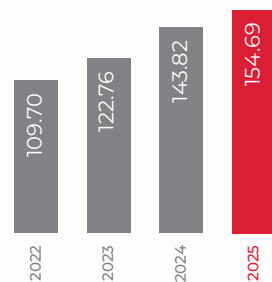
Total Assets
(in billion PhP)



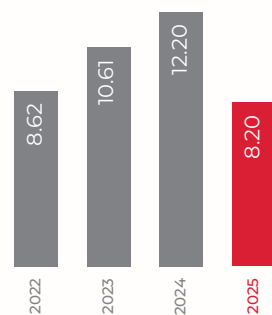
Total Deposits
(in billion PhP)



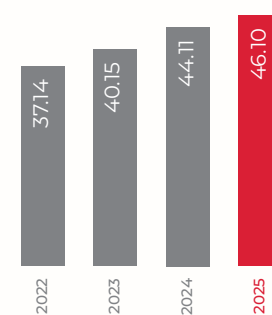
Total Loans & Receivables
(in billion PhP)



Earnings Per Share
(in billion PhP)



Capital Funds
(in billion PhP)



STATEMENTS OF CONDITION (IN PHP)

ASSETS

	December 31 2025	December 31 2024	December 31 2023
Cash and Other Cash Items	3,625,458,277	4,779,897,972	13,163,418,548
Interbank Call Loans Receivable and Securities Purchased Under Resale Agreements	5,602,790,000	400,000,000	6,989,635,680
Investments	61,721,111,410	56,289,111,219	84,667,159,987
Loans and Receivables	154,687,949,618	143,823,452,568	122,764,412,226
Investments in a Joint Venture	904,205,415	892,036,809	870,178,530
Property and Equipment	3,054,792,516	3,193,122,788	3,141,957,377
Investment Properties	3,532,606,835	3,640,816,902	3,934,950,184
Other Assets	4,171,452,183	3,338,334,328	2,901,583,422
Total	237,300,366,254	216,356,772,586	238,433,295,954

LIABILITIES AND EQUITY

Liabilities

Deposit Liabilities	179,838,976,213	164,553,029,106	189,622,703,788
Bills Payable	-	-	271,896,461
Bonds Payable	4,961,054,417	-	-
Other Liabilities	6,400,441,966	7,697,815,422	8,384,537,789
Total	191,200,472,596	172,250,844,528	198,279,138,038

Equity

Common Stock	4,268,594,160	4,268,594,160	4,268,594,160
Capital Paid in Excess of Par Value	11,418,563,257	11,418,563,257	11,418,563,257
Surplus Reserves and Surplus	31,650,724,398	29,429,817,709	25,501,953,541
Fair Value Reserves on Financial Assets at FVOCI	(176,586,764)	16,969,885	70,794,457
Remeasurement Losses on Retirement Plan	(1,073,523,112)	(1,038,514,167)	(1,129,174,728)
Equity in Remeasurement Gains on Retirement Plan of a Joint Venture	2,347,778	2,421,056	6,178,352
Equity in Hedge Reserves of a Joint Venture	-	-	9,707,213
Cumulative Translation Adjustment	9,773,941	8,076,158	7,541,664
Total	46,099,893,658	44,105,928,058	40,154,157,916
Total	237,300,366,254	216,356,772,586	238,433,295,954

STATEMENTS OF INCOME (IN PHP)

Years ended December 31	2025	2024	2023
Interest Income	17,481,930,069	16,873,125,447	17,624,265,411
Interest Expense	4,309,515,042	4,575,585,336	5,798,088,503
Net Interest Income	13,172,415,027	12,297,540,111	11,826,176,908
Net Service Fees and Commission Income	1,643,651,730	1,815,578,735	1,727,158,977
Other Operating Income	1,097,794,118	1,205,357,750	1,591,580,289
Total Operating Income	15,913,860,875	15,318,476,596	15,144,916,174
Other Expenses	11,927,768,886	9,448,869,584	10,342,231,699
Share in Net Income of a Joint Venture	50,221,867	68,022,770	86,340,894
Provision for (Benefit from) Income Tax	534,828,918	729,187,367	357,963,505
Net Income	3,501,484,938	5,208,442,415	4,531,061,864



PRODUCTS & INNOVATIONS

THEN AND NOW: ALWAYS GROWING

1960
Among the first banks to offer Mon-Sat banking without noon break, extended hours, and early electronic banking systems.

1968
First Private Bank to install an online computer system to enable clients to deposit or withdraw at any branch.

1992
Started offering auto financing with fast credit decision.

1993
Received permit to operate trust and investments department.

1994
Joined the BancNet ATM network.

2010
Introduced Prime Rebate, a loan rebate program rewarding early and on-time payments.

2009
Launched our 24/7 Customer Experience Hotline and introduced "Isang tulong lang" 24-hour credit decision for Auto Loan.

2007
Launched PSBank Remote Banking, offering online account services and fund transfers. (now PSBank Online)

2005
Started offering Money Card, the first all-digital credit line accessible via ATM. (now PSBank Flexi Personal Loan)

2000
Introduced PSBank Flexi Loan, one of the Bank's first personal loan products.

2011
First offered the PSBank Debit and Prepaid Mastercards.

2012
Launched PSBank e-Credit.

2013
Introduced Kiddie and Teen Savers accounts.

2014
Pioneered LiveChat, the local banking industry's first real-time chat service, and launched PSBank Mobile, the Bank's entry into mobile banking.

2015
Launched Queue Anywhere, enabling customers to secure a queue number in advance for branch transactions.

2017
Pioneered Cardless Withdrawal and introduced PayMe, letting users request funds from other PSBank mobile users. The bank also released new EMV cards.

2016
Launch of the Bank's official social media pages, with a 3 to 5-minute average response time to social media posts and queries.

2018
Started offering 1-day credit decision for Home Loan and launch of online application for Flexi Personal Loan.

2019
Introduced Mobile Check Deposit and PaSend for cardless cash transfers.

2020
Launched Peso Time Deposit placement via app, payments and transfers via QR Ph, and FB Chatbot ISSA - Interactive Speedy & Simpleng Assistant.

2021
Introduced online account opening and real-time in-app Autosweep & Easytrip RFID reloading via mobile app.

2023
Enabled ATM activation and PIN change via PSBank Mobile or Online.



2025

Achieving growth is an exciting milestone, but it also brings the challenge of staying ahead—remaining relevant, deepening customer loyalty, and avoiding the stagnation that can erode market share. For PSBank, growth means staying agile and forward-looking, ensuring that our innovations are scalable, sustainable, and responsive to the evolving needs of a growing and increasingly diverse customer base.

In 2025, PSBank sharpened its focus on delivering a seamless customer experience across every touchpoint. Central to this effort was the fully digital account opening process through the PSBank Mobile App. Designed with convenience and accessibility in mind, this paperless solution allows new customers to open a Peso Savings or Prepaid account using only a smartphone, a valid primary ID, and a selfie.

Powered by e-KYC (Electronic Know Your Customer) technology, the onboarding process uses automated ID recognition and facial verification, eliminating the need for branch visits, manual reviews, or video call verification. Within minutes of approval, customers can begin using their account through the app—making fund transfers, paying bills, and performing cardless withdrawals. Customers may also opt to have their ATM card delivered directly to their home.

This self-service feature reflects PSBank's commitment to making banking simpler, faster, and more accessible—allowing customers to open an account anytime, anywhere.

Digital Onboarding Benefits

- Self-Service Onboarding:** Designed to be completed entirely through the app in just a few taps.
- Automatic Verification:** Utilizes automated ID recognition and facial recognition (selfie) technology, replacing the previous manual review, and video-call verification methods.
- No Initial Deposit/Branch Visit:** New applicants can open a savings account with no initial deposit or maintaining balance.
- Quick Approval and Functionality:** The account is immediately active for use in the mobile app once approved, allowing for immediate fund transfers, bill payments, and cardless withdrawals.
- Optional Card Delivery:** Customers still have the option to request for an ATM card to be delivered to their home.

Our Facebook Chatbot, ISSA, continues to simplify banking experiences with new automated features. Customers can now request essential loan documents like payment summaries and certifications to be sent to their email via ISSA. For those with full paid accounts, ISSA also facilitates the scheduling and release of collateral documents for convenient pickup at the PSBank Head Office.

These new features significantly reduce processing time while improving transparency and convenience for customers. By combining automation with responsive digital support, ISSA continues to play an important role in making everyday banking interactions easier and more efficient.

Through these innovations, PSBank continues to anticipate customer needs and adapt to a rapidly evolving digital landscape—ensuring that as the Bank grows, it remains firmly focused on delivering better experiences for every customer we serve.

ACHIEVEMENTS

Asia-Pacific Stevie Award for Innovation in Annual Reports

Marketing Excellence Award for Mobile Marketing

Quill Awards for Communication Skills in Publications & Social Media

Silver Anvil Award for Public Relations Tools (Multimedia)

2025 SSS Balikang Bayan - Best Disbursement Partner

ACGS Double Golden Arrow Recognition for Outstanding Corporate Governance

Strengthening Systems for Better Service

Beyond customer-facing innovations, the Bank also invested in strengthening internal systems and processes in 2025 to support faster, more reliable, and more efficient service delivery.

Enhancements to PSBank Mobile and PSBank Online improved overall system performance and user experience. These included server upgrades for faster document uploads during online account opening and ATM service requests, improved login and account display performance, enhanced application speed and efficiency, and the introduction of international login capabilities. Security features were also strengthened to ensure safer and more reliable digital banking transactions.

On the operational side, PSBank rolled out several initiatives to streamline processes across the organization.

The Account Opening Module was implemented across all branches nationwide, strengthening the efficiency and consistency of deposit account processing. The deposit application process for branches was also refined to improve workflow and reduce processing time. Additionally, instructions for Debit ATM card activation and PIN changes were integrated across the PSBank website, mobile app, and online platform, ensuring customers receive consistent guidance regardless of the channel they use.

Significant improvements were also made to ILAPS (Intranet Loan Application Processing System) for SME lending. **Enhancements across the entire workflow—from encoding to credit decision—enabled faster processing times, more accurate data capture, and improved productivity in loan evaluation.**

To further strengthen internal systems, PSBank deployed Infobanker (Trust System) across all Head Office and

branch users, replacing the previous platform with a more efficient and reliable solution. Meanwhile, **iCentral, the Bank's intranet portal, was upgraded with Invenire, an AI-powered chat and search tool that allows employees to quickly locate policies, procedures, and answers to common queries.**

Together, these improvements reinforce PSBank's commitment to continuous innovation—not only in customer-facing products but also in the systems and processes that enable the Bank to serve its customers more effectively.



FEATURED CLIENT

GROWING THROUGH LIFE, TOGETHER

A STORY OF TRUST, MILESTONES, AND A PARTNERSHIP THAT GREW THROUGH THE YEARS

Through Every Stage, Together

What began as a simple savings account grew into a lasting partnership that supported dreams, family, and life's milestones.

When Emmylou Ofina was in her early twenties, a PSBank branch had just opened beside her workplace in Putatan, Muntinlupa. She opened a savings account for convenience—but what started as a practical choice more than 28 years ago became the beginning of a relationship that would accompany many milestones in her life.



From Small Steps to Big Dreams

Back then, Emmylou and her then-boyfriend each opened their own accounts as they began saving for the future they dreamed of building together. It was a small step, but one that marked the start of a shared journey—not only as a couple, but also as longtime PSBank account holders.

What initially drew them to the Bank was its convenience. But what kept them coming back over the years was something far deeper: the genuine care and *malasakit* they experienced in every interaction, a warmth that made PSBank feel like a part of their lives.

“Entering PSBank feels like entering your family home,” Emmylou shared. “You feel the warmth right away, like you’re always welcome.”

Over time, the familiar faces at the branch became part of their story. Among them was Jeromee Yao, who was still working behind the counters when Emmylou first opened her account. What started as a simple client-banker interaction gradually grew into a friendship built over years of shared moments.

From quick greetings during bank visits, the conversations slowly became more personal—asking about family,

celebrating milestones, and checking in on one another's lives.

Through the years, that connection grew naturally, reflecting the genuine care the branch extended to its clients.

“These relationships grow over time,” Emmylou said. “From simple hellos, it becomes asking about your daughter, how work is going, or how life has been. We feel blessed to have found kind and nurturing bankers in our PSBank team.”

As Emmylou and her husband built their careers and started their family, their relationship with PSBank grew as well. **Beyond their savings accounts, they eventually turned to the Bank for both an auto loan and a home loan—important steps as they worked toward building a comfortable life for their growing family.**

At the same time, Emmylou continued expanding her dental practice, and having a trusted financial partner gave them the confidence to pursue their plans.

“Having a trusted banking partner beside us gave us the confidence to take risks—like taking on loans—knowing that the bank has our back, and of course trusting Jeromee's insights and opinions with regards to our finances,” she explained.

A Journey That Keeps Growing

Nearly three decades later, PSBank remains part of the Ofina family's story. When their daughter recently got married, Emmylou and her husband shared a familiar piece of advice with the young couple: start their own journey with PSBank.

For Emmylou, it was more than a financial suggestion—it was a wish for them to experience the same care and guidance that had accompanied her family through the years.

Looking back, she sees their journey with PSBank as more than just banking. “It feels like we were guided to a place that truly cares,” she said. “A place with people who welcome you with big smiles and even bigger hearts.”

From their first steps as young professionals to building a home, raising a family, and celebrating new beginnings, PSBank has remained part of their journey—growing alongside them through every stage of life.



PEOPLE EXPERIENCE

GROWING WITH OUR PEOPLE

For PSBank, growing the business goes hand in hand with the growth of PSBankers. Meaningful customer experiences, product innovation, and simple, reliable service are only possible when our people are continuously learning, improving, and empowered to push boundaries.

Building on the momentum of previous initiatives—2023 as the Year for the People and 2024 as the Year for Workplace Wellness—PSBank set its sights on 2025 as the Year for Growth and Efficiency. This focus reflects the Bank's most pressing business imperative: achieving sustainable growth while strengthening efficiency, accountability, and impact across the organization.

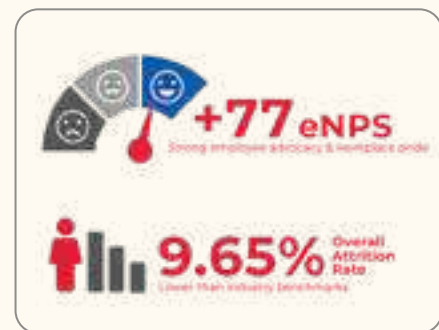
In 2025, PSBank deepened its commitment to building a high-performing and purpose-driven workforce by aligning its people strategies with these priorities. As the country's consumer and retail bank of choice and the largest thrift bank in the Philippines, PSBank recognizes that lasting success begins with empowered and engaged employees.

Growing Our Performance

To reinforce a culture of accountability and excellence, PSBank introduced a new performance management framework called the Growth and Efficiency Alignment Review (GEAR). The framework represents a shift in how performance is defined and rewarded—encouraging PSBankers to move beyond simply meeting expectations toward delivering meaningful impact. By recognizing contributions beyond core roles, GEAR strengthens a performance-driven culture where innovation,

collaboration, and exceptional results are acknowledged and rewarded.

The Bank's people initiatives also delivered strong engagement outcomes. PSBank achieved "Very High" ratings across all Workforce Engagement Scale or WES-60 dimensions, including Company Policies and Goals (3.76/4.00), Dedication (3.75), Working Relationships (3.69), Job Performance (3.68), and Company Support (3.62). Employee advocacy remained strong, with an Employee Net Promoter Score (e-NPS) of +77, reflecting a workplace where employees are proud to belong.



Growing Our Talents

Strengthening the Bank's talent pipeline remained a priority in 2025. Recruitment initiatives such as Earn & Learn continued to attract promising talent, resulting in 267 new PSBankers joining the organization during the year. Nearly 40% of hires came through the Talent Findr employee referral program, underscoring employees' confidence in recommending PSBank as an employer of choice.

Learning and development also expanded through the PSBank Business

Campus (PBC), the Bank's central learning hub. In 2025, PBC delivered 133,657 training hours, a 23% increase from the previous year, providing targeted programs that strengthened leadership capabilities, technical expertise, and service excellence.

Leadership development initiatives such as SPEED AX-L, RISE, and BEST prepared employees for critical leadership roles, while internships through the ACES Program helped cultivate the next generation of banking professionals.



Growing Our Culture

Beyond performance and learning, PSBank continued to nurture a vibrant and supportive workplace culture. Employee clubs, wellness initiatives, and volunteer programs under #PSBayanihan encouraged collaboration, creativity, and community engagement.

Through these initiatives, PSBankers strengthened their shared sense of purpose—supporting one another while making a positive impact beyond the workplace. These efforts earned national recognition, with PSBank named among the Philippines' Best Employers for 2026 by Philippine Daily Inquirer and Statista. The recognition affirms the Bank's commitment to cultivating an environment where people grow, thrive, and contribute to the Bank's long-term success.

110 graduates

from various management training programs of the **PSBank Business Campus**

- 37 | Graduates from Head Office-based Ladderized Programs
- 41 | New Branch Service and Control Officers from the the Staff Professional Enhancement and Educational Development Accelerated Learning (SPEED AX-L) program
- 23 | Branch Heads graduated from the Redefining Institutional Sales Efficiency (RISE) Program
- 9 | Graduates from the Information Technology Officership Program (ITOP)

341 Branch Officers for Branch Operations Upgrade Training (BOUT)

118 New Accounts Clerks (NAC) certified from the NAC Step-Up Program

25 Branch Heads took part in Branch Elevation Strategic Training (BEST)

11 Mindanao Next-Gen Leaders in the first localized SPEED AX-L run in the area



We launched **Humand**, a new platform for employee communication, collaboration, and engagement.

100% Activation in the first week of launch

95% Weekly active users

+10 hours Saved in issue resolution time



Employee Clubs

- PSBank Chorale
- Windows, Mirrors, and Portals: The PSBook Club
- ARTe Club
- Eco-Warriors Club
- Indayog Dance Club
- Power Striders - PSBank's Official Running Club
- Basketball Club
- PSBikers' Klub



Cause-Oriented Events Joined by #PSBayanihan Volunteers

- Immersion Activity at Batino Elementary School with Resources for the Blind
- Reed Cotton Plant Saplings Rebagging at the Million Trees Nursery & Eco-Learning Center
- Toyota Environmental Challenge 2030 Coastal Reforestation Tree Planting
- Takbo Para sa Kalikasan Run Series and Tree Planting
- World Oceans Day Coastal Clean Up Drive



Beneficiaries of PSBank's Corporate Social Responsibility (CSR) Efforts Through Donations and PSBayanihan initiatives

- Metrobank Foundation Outstanding Filipinos
- World Vision Philippines
- Resources for the Blind
- Chosen Children Village Foundation
- Sandiwaan Center for Learning
- Manila Doctors Hospital
- Amado V. Hernandez Elementary School
- Order of Augustinian Recollects / Cofradia del Transito de Nuestra Señora

Physical Wellness

- Let's Dance! Zumba Dance Classes
- Desk-xercise Programs – Healthy Eating, Healthy You Branch Visits
- Participation in Various Fun Runs
- Vaccination Drives for Flu, Cervical, Pneumonia, and Shingles
- Let's Ask Doc! Guide to a Healthy Diet for PSBankers
- Weight Loss Challenges
- Wednesday Wellness at the PSBank Canteen
- It's a G! Gym Time, Good Time



Mental & Emotional Wellness

- Annual Mental and Emotional Well-being (AMEW) Check-up
- Year-round Psychological Consultations and Interventions
- #SelfcareSunday and Mental Health Tuesday via Humand

Spiritual & Social Wellness

- First Friday Masses
- Musalla for Muslim PSBankers during Ramadan
- Spiritual Journey through Holy Week Lenten Lessons
- #FellowshipForAll - Monthly Fellowship (open to all denominations)
- Hope, Help, and Health in a Huddle



FEATURED PSBANKER

FROM INTERN TO LEGACY: A JOURNEY OF SHARED GROWTH



Narciso San Pedro
Branch Service and Control
Officer, Malolos Branch
PSBanker since 1985

In the four decades that he has been a PSBanker, Narciso "Archie" San Pedro has experienced steady growth—as a banker, as a person, and as part of a community built on trust and service. His journey began as an on-the-job trainee at PSBank Malolos during college. "Even then, I already felt a sense of belonging. The culture of service, professionalism, and genuine care for clients drew me in," he recalled.

Seeing his dedication as a trainee, the Chief Accountant encouraged him to apply for a regular position. In 1985, Archie officially joined PSBank as an accounting clerk at the Malolos branch. **He still remembers the excitement of his first day: being part of a respected institution made him feel that his biggest dream—to become a banker—had finally come true.**

Through the Years

Archie's first assignment was as a Current Account Bookkeeper at Tabora Branch. "What I enjoyed most was serving clients and creating a welcoming atmosphere. I took it upon myself to make every client feel at home in the branch," he said. **Over time, he learned that banking was not just about transactions; it was about building trust with clients and understanding their needs, even the unspoken ones.**

His responsibilities evolved steadily. In less than five years, he passed the Management Training Course for officership, opening new opportunities across the Bank. Archie served as Accounting Assistant in multiple branches, Account Officer for mortgage services at Malolos Business Center, and Administrative Assistant to the Area Head before becoming a Branch Service and Control Officer. Each role taught him adaptability, people skills, and the importance of fostering strong relationships with clients and colleagues.

Growing with PSBank

Archie's journey mirrors the growth of PSBank itself. **"As I grew with PSBank, I noticed how customer needs and expectations changed.**

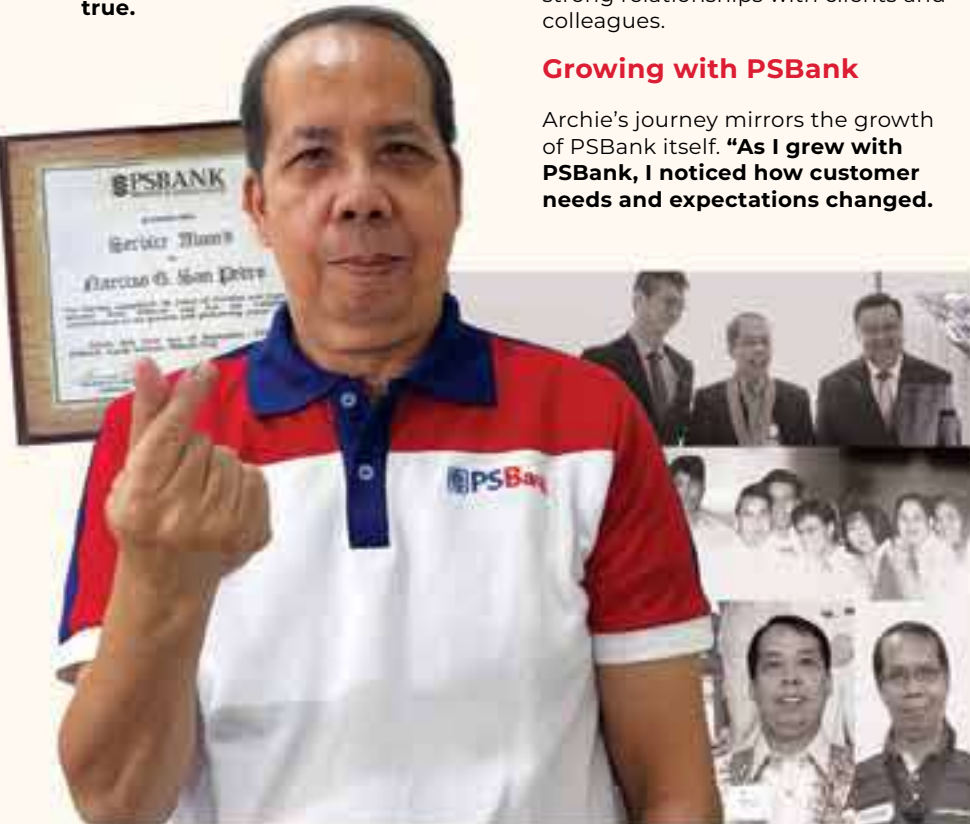
"The Bank and I have evolved together, supporting each other through challenges and successes."

Before, clients were simple—they came, got served, and left. Today, our relationships feel more like family," he observed. Over the years, the Bank has continued to innovate—improving systems, introducing new products, and embracing technology, all while keeping a strong focus on customers.

Some of his proudest milestones include receiving the AMLAC Excellence Award in 2017 and the "Maaasahan Award" from Customer Experience in 2018. Archie credited mentors like Mr. Balagtas, former Branch Head of Malolos, and the support of colleagues and family for helping him grow with confidence. The Bank also provided him the stability to support his family, travel, and create meaningful life experiences.

Reflecting on his 40-year journey, Archie sees a story of shared growth. "Growing with You, For You" reflects my long-standing commitment to PSBank. It symbolizes how the Bank and I have evolved together, supporting each other through challenges and successes."

Archie's journey is a testament to dedication, loyalty, and the power of relationships. It reminds us that true success is measured not only in milestones, but in the hearts touched along the way.



FEATURED PSBANKER

FROM STAFF TO SENIOR OFFICER: RISING THROUGH THE RANKS

Maria Lilibeth Soriano-Santos
Vice President | Systems
Operation and Infrastructure
Division Head
PSBanker since 2005

Maria Lilibeth "Beth" Soriano-Santos began her journey with PSBank in August 2005 as a technical support staff, assisting Head Office and branch users. At the same time, the Bank needed someone to manage its data center infrastructure, and she was entrusted with this responsibility. "Though my role was supposed to be technical support, I was given the chance to manage the Data Center Server and Storage Infrastructure," she recalled. "It was a bigger scope and challenged me to focus on learning the technologies deployed in the Bank."

Her early years offered invaluable opportunities for growth. PSBank's leadership supported her mentorship, with Victor Saplala, her former immediate head, entrusting her with critical systems and nominating her as a successor, while Neil Estrellado, Senior Vice President and Information Technology Group Head, encouraged her to lead initiatives and design solutions. **"Their guidance, along with the examples set by former PSBank presidents and current president, Jose Vicente Alde, instilled integrity, grit, and resilience—values that anchored me as I took on greater responsibilities,"** Beth shared.

As her career progressed, Beth's growth mirrored the Bank's own. **She strengthened operational resilience, improved system availability, and aligned IT services with strategic priorities.** Among her proudest achievements was building the IT infrastructure for Sumisho Motor Financing, the first company in which PSBank held a 50% stake. "I was tasked to put up the IT infrastructure from scratch," she recalled. "My immediate heads and then-president Pascual Garcia III kept their lines open as I orchestrated the whole build-up."

Wired for Growth

Challenges along the way—from retaining top IT talent to managing unexpected technical incidents—shaped her approach to leadership.



"With dedication, support, and opportunity, anyone can grow, thrive, & lead—and PSBank will be there every step of the way."

"To address these challenges, I transitioned the team to a cross-functional, full-stack model and made sure everything was well documented," she explained. "This helped strengthen operational continuity and ensured seamless service for our customers."

PSBank has also been a foundation for her personal milestones. **"From paying off my home to building a rest house and enjoying family vacations,**

the Bank has been my ultimate safety net," Beth said. Inspired by her mentors, she now guides younger colleagues, giving them exposure to challenging projects and helping them develop both technical and collaborative skills.

Looking ahead, Beth is energized by PSBank's ongoing digital transformation, including cloud solutions and AI-driven systems. "The next generation of PSBank leaders are tech-savvy and astute," she shared. **"With the right guidance, they can bring innovation directly to clients, carrying forward the 'Growing with You, For You' spirit."**

Beth's journey from technical support staff to Vice President shows that growth comes from dedication, perseverance, and the opportunities provided by a supportive environment. For Beth, PSBank has been more than a workplace—it has been a partner in her development, a place to take on challenges, and a community where she has been able to make a meaningful difference every step of the way.

SUSTAINABILITY REPORT

SUSTAINABLE GROWTH

Our commitment to sustainability is rooted in our mission to enable products, services, and operations that contribute to social and environmental sustainability. In pursuit of this commitment, we report our environmental, social, and governance (ESG) impacts to promote transparency, accountability, and responsible banking.

Our sustainability principles and roles are embedded within our Corporate Governance Committee, Audit Committee, and Risk Oversight Committee Charters. We implement sustainability with the Board of Directors providing strategic oversight. The Chief Risk and Sustainability Officer is responsible to integrate these in the enterprise risk management. The Senior Management executes the sustainability strategies, ensuring alignment of its products, services and day-to-day operations.

Our Sustainable Finance Framework delineates our guiding principles on environmental sustainability, social sustainability, and good governance in accordance with BSP Circular No. 1085. These principles support the Philippine Development Plan and UN Sustainable Development Goals by strengthening our capabilities, aligning with local and international standards on limiting adverse effects of environmental and social impacts, and supporting financing that promote lasting benefit for both clients and society while reducing pressures on the environment.

Supplement to our Sustainable Finance Framework is the Environmental and Social Risk Management (ESRM) Policy Manual which provides the guidelines for addressing environmental and social risks in our operations, credit business, and investment activities to comply with the requirements under BSP Circular No. 1128 and 1147. The ESRM system adopts a five-point cycle that includes Risk Identification and Assessment, Risk Measurement, Risk Mitigation and Control, Monitoring, and Reporting of E&S risks. These points enable robust policies, processes, and controls to meet our low appetite for E&S risks and strengthen

our capability to withstand disruptions, quickly resume operations, and continue to provide financial services to our clients.

We perform assessments of physical risks involving assets, loans with collateral, and third-party service providers. These consider severity and frequency of climate hazards, enabling to mitigate and further reduce residual risk exposure. Our in-house tools allow measurement and management of our E&S risk and physical risk exposures based on industry acceptable parameters. We endeavor to extend these tools to cover climate risks. In addition, our Internal Capital Adequacy Assessment Process (ICAAP) exercise includes an assessment of our resilience against transition risk arising from evolving environmental, social and governance initiatives, as well as geopolitical disruptions. The ICAAP results are reported regularly to our Risk Oversight Committee.

We identify our Business Loans that contribute to climate change adaptation and mitigation based on Philippine Sustainable Finance Taxonomy Guidelines. These are likewise reported to the Risk Oversight Committee quarterly, along with our contributions in the three focus SDGs, outstanding E&S risk and physical risk exposures, and other sustainability-related initiatives.

We have the Sustainability Reporting Policy manual that provides guidance and standards for data collection, aggregation, analysis, and reporting of ESG information consistent with the requirements of SEC and BSP.

Contributions to UN Sustainable Development Goals

We have identified three UN SDGs as our areas of focus up to 2030 and plan to expand on our capabilities for the inclusive growth of the Philippines' Social and Environmental areas in the coming years.

SDG 8 – Decent Work and Economic Growth

This is anchored on promoting sustained, inclusive and sustainable economic growth, as well as productive employment and decent work for all. We support this objective by increasing our non-retail portfolio, particularly our Small and Medium Enterprise (SME) loan portfolio, serving a diverse range of sectors, including real estate, household employment, engineering construction and wholesale trade.

We offer financial solutions such as term loans, credit lines, letters of credit and trust receipts, bills purchase, and discounting lines to help meet the capital requirements of SMEs, support acquisition of fixed assets, and funding for day-to-day operations. By financing the needs of the country's SME sector, we help enable business growth and employment generation, and contribute to the broader development of goods and services in the economy, consistent with national development priorities.

As economic activity strengthens through increased consumer spending, business expansion, and government infrastructure projects, we continue to see opportunities to our support for SMEs and their role in driving economic progress.

SDG 9 – Industry, Innovation, and Infrastructure

We strive to build sustainable industrialization and foster innovation that creates lasting value for stakeholders, covering key areas, including the following:

People - empowering employees with digital tools for HR support, training, communication, and engagement

Systems, policies, and procedures - strengthening governance and risk management through digital transformation

Products and services - developing innovative, inclusive, and accessible solutions to meet evolving customer needs

SDG 13 – Climate Action

We support Climate Action with transition to renewables for Head Office and select Bank-owned branches, energy consumption reduction, waste management, materials reduction, and support for sustainable transportation and other conservation initiatives.

We use renewable energy for our Head Office electricity. This earns us the International Renewable Energy Certificate (I-REC) which allows us to reduce Scope 2 market-based emission for the period covered. We also have one branch (Los Baños Branch) installed with solar panels with net metering that allows excess energy generated to be fed back to the grid and thus generates additional cost savings. We continue to conduct technical site assessment, financial viability analysis, operational and impact evaluation, regulatory and legal scoping for other Bank-owned branches for solar panel installation.

We support the Philippine government's move towards greener mobility by financing hybrid and electric vehicles (EV). In partnership with our branch network and accredited dealers, we continue to expand our financing support for cleaner transport alternative. We have also invested PHP 110 Mn in Sustainability-Linked Bonds.

Other SDGs

We map industry-specific activities of our business loans portfolio to the most relevant UN SDGs by assessing the borrower's industry (using PSIC codes).



Stakeholders and ESG Materiality

We follow an internal process review to identify topics that are material to environmental, social, governance and economic priorities and their impacts to both our business and our stakeholders from employees, clients, suppliers, regulators, and investors. With the Board of Directors, Senior Management, and employees, we strategize to ensure that the high material issues are managed well for us to continue delivering on our sustainable finance commitment.

Based on our assessment, the material topics are summarized below:

HIGH PRIORITY	MEDIUM PRIORITY	LOW PRIORITY
<ul style="list-style-type: none"> Regulatory Compliance and Adaptation Data Security and Customer Privacy Anti-fraud, Anti-bribery, and Anti-corruption / Whistleblower Protection Digital and AI Risk Governance Customer Welfare and Safety Business Ethics and Good Governance Financial Performance and Economic Value Creation Financial and Systemic Risk Governance 	<ul style="list-style-type: none"> Workplace Health and Safety Market Presence and Access to Financial Services Sustainable Investing and ESG-Aligned Products and Services Labor Relations and Human Rights Workforce Engagement, Capability, and Future Readiness Diversity, Equity, and Inclusion Supply Chain Management and Due Diligence Systemic and Climate Risk Management Business Model Resilience and Innovation Investor and Analyst Engagement 	<ul style="list-style-type: none"> Climate and Resource Resilience Environmental Compliance Waste and Hazardous Materials Management Community Relations and Social Responsibility in Business Partnerships Energy and Resource Efficiency Ecological and Biodiversity Impact Greenhouse Gas (GHG) Emissions and Carbon Management

PSBank Sustainability Report

The annual Sustainability Report of PSBank provides an overview of our ESG performance. It outlines our commitments, key initiatives and impacts toward sustainable growth, responsible banking, and stakeholder engagement. It also discusses the steps we take to integrate the sustainable finance agenda into our core business strategy.

Our Sustainability Report adheres to globally recognized sustainability reporting frameworks and standards to ensure transparency, accountability and comparability. It aligns its sustainability initiatives with priority United Nations Sustainable Development Goals (UN SDGs). It follows the Global Reporting Initiative standards to disclose material sustainability topics, performance indicators, and management approaches. It also complies with the guidelines of the Bangko Sentral ng Pilipinas (BSP) and the Philippine Securities and Exchange Commission (SEC) on requirements on sustainability and regulatory reporting.

Our performance in 2025 is summarized below:

TOPICS	DISCLOSURES
ECONOMIC	<i>We generate, distribute and sustain value.</i>
DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED	<ul style="list-style-type: none"> Economic Value Generated at PHP 13.68 Bn Economic Value Distributed: <ul style="list-style-type: none"> Taxes given to government at PHP 2.14 Bn Dividends given to stockholders and interest payments to loan providers at PHP 1.28 Bn Local Suppliers at PHP 4.01 Bn Investment to communities at PHP 10 Mn
ANTI-CORRUPTION	<ul style="list-style-type: none"> Anti-corruptions policies and procedures communicated to all employees and business partners Anti-corruption training attended by all employees, directors and management Zero incidents of corruption
ENVIRONMENT	<i>We measure and manage our resource consumption and their impact to the environment, and ensure compliance with relevant environmental laws.</i>
RESOURCE MANAGEMENT	<ul style="list-style-type: none"> Energy Consumption <ul style="list-style-type: none"> Renewable sources: 19,630.92 GJ Electricity: 15,078,669.98 kWh Gasoline: 401.73 GJ LPG: 0 GJ Diesel: 5,086.84 GJ Water Consumption <ul style="list-style-type: none"> Water withdrawal: 855.50 cubic meters Water consumption: 67,833.56 cubic meters Water recycled: 0 cubic meters Materials <ul style="list-style-type: none"> Renewable: 49,517.22 kg Non-renewable: 48.42 kg Ecosystems and Biodiversity <ul style="list-style-type: none"> No operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas No habitats protected or restored No IUCN Red List species and national conservation list species with habitats in areas affected by our operations
ENVIRONMENTAL IMPACT MANAGEMENT	<ul style="list-style-type: none"> Air Emissions - GHG <ul style="list-style-type: none"> Scope 1 absolute emission at 371.73 tCO₂e, which includes the Bank's mobile and stationary combustion Scope 2 absolute emission: location-based at 4,560.77 tCO₂e; market-based at 857.21 tCO₂e Scope 3 absolute emission at 147,428.11 tCO₂e, covering the emissions from business travel, leased assets, and auto loans Air Emissions - Pollutants <ul style="list-style-type: none"> Zero NOx, SOx, Persistent organic pollutants (POPs), Volatile organic compounds (VOCs), Hazardous air pollutants (HAPs), Particulate matter (PM) Solid Waste at 95,987.40 kg Hazardous Waste at 38.00 kg Zero effluents discharged and recycled
ENVIRONMENTAL COMPLIANCE	<ul style="list-style-type: none"> Zero monetary fines for non-compliance with environmental laws and/or regulations Zero non-monetary sanctions for non-compliance with environmental laws and/or regulations Zero cases resolved through dispute resolution mechanism

TOPICS	DISCLOSURES
SOCIAL	We continue to advance our social performance through initiatives that support employee development, stakeholder engagement, and community well-being.
EMPLOYEE MANAGEMENT	<ul style="list-style-type: none"> Employee Hiring <ul style="list-style-type: none"> Total count: 2,864; 64% female, 36% male Attrition rate: -0.31% Ratio of lowest paid employee against minimum wage: Zero Employee Benefits <ul style="list-style-type: none"> Statutory: SSS, PhilHealth, Pag-IBIG Fringe and other benefits: medical, employee loan, burial assistance, life insurance, death benefit, paid leaves, and other incentives Employee Training and Development <ul style="list-style-type: none"> Total training hours provided to employees: 45,059 hours male; 88,598 hours female Average training hours provided to employees: 48 hours/employee male; 44 hours/employee female Labor Management Relations <ul style="list-style-type: none"> All rank and file employees including probationary employees are covered with Collective Bargaining Agreements. Diversity and Equal Opportunity <ul style="list-style-type: none"> 64% female, 36% male 311 employees from indigenous communities and/or vulnerable sector
WORKPLACE CONDITIONS, LABOR STANDARDS, AND HUMAN RIGHTS	<ul style="list-style-type: none"> Occupational Health and Safety <ul style="list-style-type: none"> 5,670,720 safe man-hours 3 work-related injuries Zero work-related fatalities and ill-health 3 safety drills conducted Labor Laws and Human Rights <ul style="list-style-type: none"> Zero legal actions or employee grievances involving forced or child labor There are policies on forced labor, child labor, human rights that explicitly disallows of labor laws and human rights in the workplace
SUPPLY CHAIN MANAGEMENT	<ul style="list-style-type: none"> There are policies for supplier accreditation. These consider forced labor, child labor, human rights, bribery, and corruption.
RELATIONSHIP WITH COMMUNITY	<ul style="list-style-type: none"> No operations with significant impacts on local communities.
CUSTOMER MANAGEMENT	<ul style="list-style-type: none"> Customer satisfaction study with result of customer effort score at 6 out 7. Zero substantiated complaints on product or service health and safety, marketing and labelling and customer privacy 1,558 addressed complaints on customer privacy Zero customers, users and account holders whose information is used for secondary purposes
DATA SECURITY	<ul style="list-style-type: none"> Zero data breaches, including leaks, thefts and losses of data that are reportable to National Privacy Commission (NPC).

TOPICS	DISCLOSURES
UN SUSTAINABLE DEVELOPMENT GOALS	We have identified three SDGs as our area of focus.
SDG 8 – DECENT WORK AND ECONOMIC GROWTH	<ul style="list-style-type: none"> PHP 7.03Bn outstanding SME loans PHP 3.45Bn SME Loans extended to new clients
SDG 9 – INDUSTRY, INNOVATION AND INFRASTRUCTURE	<ul style="list-style-type: none"> Continued development of sustainability-related technologies focusing on process optimization, automation and digitization Improved IT project process to include measurement of sustainability benefits, including efficiency gains, cost reduction, stronger controls and increased system usage.
SDG 13 – CLIMATE ACTION	<ul style="list-style-type: none"> Extended contract for 100% renewable energy source with I-REC for Head Office Los Baños branch installed with solar panels with net metering Continued assessment of branches for solar panel installation

Below is a mapping of the Bank’s Sustainability discussions against the SEC requirements and GRI Reporting Framework:

SEC STANDARD DISCLOSURE	GRI CONTENT INDEX	PSBANK SR SECTION NAME
GENERAL DISCLOSURES		
Contextual Information	GRI 2-1: Organizational details	About PSBank
Materiality Process	GRI 3-1: Process to determine material topics	Materiality
ECONOMIC		
Economic Performance – Direct Economic Value Generated and Distributed	GRI 201-1: Direct economic value generated and distributed	Economic Performance – Direct Economic Value Generated and Distributed
Climate-related Risks and Opportunities	GRI 201-2: Financial implications and other risks and opportunities due to climate change	Economic Performance – Management of Environmental Risks and Opportunities
Procurement Practices – Proportion of Spending on Local Suppliers	GRI 204-1: Proportion of spending on local suppliers	Procurement Practices – Proportion of Spending on Local Suppliers
Anti-corruption – Training on Anti-Corruption Policies and Procedures	GRI 205-2: Communication and training about anti-corruption policies and procedures	Anti-corruption – Training on Anti-Corruption Policies and Procedures
Anti-corruption – Incidents of Corruption		Anti-corruption – Incidents of Corruption

SEC STANDARD DISCLOSURE	GRI CONTENT INDEX	PSBANK SR SECTION NAME
ENVIRONMENT		
Resource Management – Energy Consumption within the Organization	GRI 302-1: Energy consumption within the organization	Resource Management – Energy Consumption
Resource Management – Reduction of Energy Consumption	GRI 302-1: Energy consumption within the organization	Resource Management – Energy Reduction
Resource Management – Water Consumption within the Organization	GRI 303-1: Interactions with water as a shared resource GRI 303-3: Water withdrawal	Resource Management – Water Consumption
Resource Management – Materials Used by the Organization	GRI 301-1: Materials used by weight or volume GRI 301-2: Recycled input materials used	Resource Management – Materials Used
Resource Management – Ecosystems and Biodiversity	GRI 101-5: Locations with biodiversity impacts	Resource Management – Ecosystems and Biodiversity
Environmental Impact Management – Air Emissions - GHG	GRI 305-1: Direct (Scope 1) GHG emissions GRI 305-2: Energy indirect (Scope 2) GHG emissions GRI 305-3: Other indirect (Scope 3) GHG emissions GRI 305-4: GHG emissions intensity GRI 305-6: Emissions of ozone-depleting substances (ODS)	Environmental Impact Management – Greenhouse Gas (GHG) Emissions, Emissions per Type of Gas, Scope 3-Indirect Emissions, GHG Emission Intensity
Environmental Impact Management – Air Emissions – Air Pollutants	GRI 305-7: Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Environmental Impact Management – Air Emissions – Air Pollutants
Solid and Hazardous Wastes – Solid Wastes	GRI 306-3: Waste generated GRI 306-4: Waste diverted from disposal GRI 306-5: Waste directed to disposal	Environmental Impact Management – Solid Waste
Solid and Hazardous Wastes – Hazardous Wastes	GRI 306-3: Waste generated GRI 306-4: Waste diverted from disposal GRI 306-5: Waste directed to disposal	Environmental Impact Management – Hazardous and Non-Hazardous Wastes
Solid and Hazardous Wastes – Effluents	GRI 306-3: Waste generated GRI 306-4: Waste diverted from disposal GRI 306-5: Waste directed to disposal	Environmental Impact Management – Effluents
Environmental Compliance – Non-compliance with Environmental Laws and Regulations	GRI 2-27: Compliance with laws and regulations	Environmental Compliance – Compliance with Environmental Laws and Regulations
SOCIAL		
Employee Management – Employee Hiring and Benefits – Employee data	GRI 2-7: Employees GRI 405-1: Diversity of governance bodies and employees GRI 401-1: New employee hires and employee turnover	Employee Management – Workforce Diversity, New Employee Hires and Employee Turnover
Employee Management – Employee Hiring and Benefits – Employee benefits	GRI 201-3: Defined benefit plan obligations and other retirement plans GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part time employees	Employee Management – Employee Benefits
Employee Management – Employee Training and Development	GRI 404-1: Average hours of training per year per employee	Employee Management – Employee Training and Development

SEC STANDARD DISCLOSURE	GRI CONTENT INDEX	PSBANK SR SECTION NAME
Employee Management – Labor-Management Relations	GRI 407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Employee Management – Labor Management Relations
Employee Management – Diversity and Equal Opportunity	GRI 405-1: Diversity of governance bodies and employees	Employee Management – Diversity and Equal Opportunity
Workplace Conditions, Labor Standards, and Human Rights – Occupational Health and Safety	GRI 403: Occupational safety and health	Employee Management – Occupational Safety and Health
Employee Management – Workplace Conditions, Labor Standards, and Human Rights – Labor Laws and Human Rights	GRI 402: Labor/ Management Relations GRI 408: Child Labor GRI 409: Forced or compulsory Labor	Workplace Conditions, Labor Standards, and Human Rights – Labor Laws and Human Rights
Supply Chain Management	GRI 204-1: Proportion of Spending on Local Suppliers	Supply Chain Management
Relationship with Community – Significant Impacts on Local Communities	GRI 413-1: Operations with local community engagement, impact assessments, and development programs	Relationship with Community – Significant Impacts on Local Communities
Customer Management – Customer Satisfaction		Customer Management – Customer Satisfaction
Customer Management – Health and Safety	GRI 416: Customer Health and Safety	Customer Management – Health and Safety
Customer Management – Marketing and Labelling	GRI 417: Marketing and Labelling	Customer Management – Marketing and Labelling
Customer Management – Customer Privacy	GRI 418: Customer Privacy	Customer Management – Customer Privacy
Data Security	GRI 410: Security Practices GRI 418: Customer Privacy	Data Security
GOVERNANCE		
–	GRI 2-12: Role of the highest governance body in overseeing the management of impacts	Board Oversight
–	–	Systemic Risk Management
–	GRI 205-2: Communication and training about anti-corruption policies and procedures	Business Ethics
–	GRI 2-25: Processes to remediate negative impacts	Grievance Mechanism for Whistleblowers
	GRI 2-29: Stakeholder engagement	Stakeholder Management
UN SUSTAINABLE DEVELOPMENT GOALS		
Product or Service Contribution to UN SDGs	–	Contributions to UN Sustainable Development Goals



FEATURED CLIENT

GROWING A COOL PARTNERSHIP

Being one of the pioneer mechanical engineers in the country and with over 70 years of experience in the air-conditioning industry, Engineer Conrado Acedillo Sr. had seen it all when it comes to aging and energy inefficient buildings.

While buildings continue to be at the heart of daily urban life, they now present a huge challenge for owners, regulators, and communities because they consume about a third of global energy and contribute up to 37% of total greenhouse gas emissions. But when modernized, these aging buildings could cut global energy demand by 12%.

Energy efficiency has emerged as a hot-button topic for many countries in the world, including the Philippines where electricity prices are among the highest in Southeast Asia. Engr. Acedillo saw this as an opportunity for his company, Hi-Cool Engineering Corporation, to present sustainability solutions and promote practices that help reduce carbon footprint.

For 46 years now, Hi-Cool Engineering Corporation has been carving a reputation as a leading provider of cost-efficient, durable and reliable water-cooled packaged and centralized air-conditioning systems and ventilation systems for different institutions. It is also the exclusive distributor in the Philippines of packaged screw type air-conditioning equipment which is the only one of its kind in the market, fully manufactured in Hitachi Shimizu, Japan.

In mid-2000, Hi-Cool Engineering started retrofitting office buildings with highly centralized air-conditioning systems through an engineering innovation that did not cause disruption to clients' operations. It did not take long for the company to steadily grow its retrofitting business, which has become a significant driver of its revenues.

Its retrofitting and other green technology solutions attract clients—high-rise buildings, shopping malls, theaters, sports complexes, manufacturing plants and the like—that seek significant savings in power consumption. Some of its clients have even won the Don Emilio Abello Energy Efficiency Award from the DoE.

While convincing building owners remains a challenge because of the high upfront cost, the company has been successfully positioning retrofitting as an economic necessity as well as a sustainability measure. "If you save on electricity, you are helping mitigate global warming. For every kilowatt hour you save, there is a corresponding reduction in carbon emission," said Engr. Acedillo.

When the 2008 global financial crisis disrupted supply chains and led to the sharp rise in the cost of materials, Hi-Cool Engineering was forced to borrow from a bank to stock up on equipment inventory from Japan before its principal increased the price. Among the lenders that supported the company's needs was PSBank.

Over the years, the relationship between Hi-Cool Engineering and PSBank has blossomed into a partnership because PSBank understands the client's business and requirements.

"Cash flow is very important in any business. We are fortunate to have found a bank we can count on. We appreciate the Bank's flexibility and efficiency, especially during critical times when expected collections don't come through. Our product involves installation so project turnover takes time. We sometimes had to urgently draw from the credit line to bridge funds for day-to-day operations and payables to our subcontractors or to suppliers for materials needed to finish the project," said Hi-Cool Engineering's Theresa "Terry" Acedillo-Lapuz, Director for Marketing & Business Development.

Cash flow is very important in any business. We are fortunate to have found a bank we can count on.

The company also credits PSBank's Relationship Manager and staff for being approachable and responsive. "They give clear instructions on the loan application and they guide us all throughout the process."

As the company pursues the path to sustainable growth, it sees PSBank as a steady, reliable partner in the journey.

"So our clients will not be charged any upfront cost, we need to spend for the initial investment and will need financial support. We also aim to expand to other markets like in industrial sites and need support for bigger operations."

The company also vowed to continue pushing for energy efficiency and grow its retrofit business "which is more fulfilling as we are able to help clients bring down their energy use," said Terry. "We hope to offer energy savings performance contract or cooling as a service business model to our clients in the future."

RISK MANAGEMENT

KEEPING GROWTH IN BALANCE

PSBank has been on a steady growth path in the past 65 years. We realize that determining how to properly scale and put systems in place are key to sustainable growth.

Thanks to an effective and prudent risk management strategy, the Bank can counter threats even before they emerge, building trust and confidence among customers, employees, regulators, investors, and shareholders.

The key to effective risk management lies in the ability to identify and monitor such risks, striking a good balance with organizational objectives and business opportunities. Performing this tight balancing act is an essential element of PSBank's Enterprise Risk Management (ERM).

Using a set of qualitative standards and quantitative metrics, we are able to determine our risk appetite. These are aimed at maintaining a 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 versus established trigger levels and limits. To avoid a breach in our risk limits, we institute a hierarchy of approval and observe escalation processes. Reports on our risk profile are presented to the Senior Management and the Board of Directors. Board-approved risk manuals are revisited annually or more frequently based on the changing risk environment and evolving regulatory landscape.

Risk Management Structure

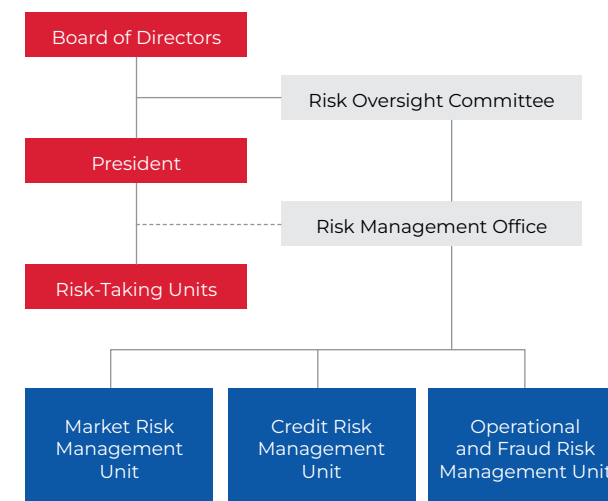
Our Board of Directors takes the lead on all major risk management initiatives. It approves broad strategies and policies, and ensures that these are consistent with our overall objectives. The Risk Oversight Committee (ROC) is composed of at least three members of the Board, the majority of whom are independent directors, including the Chairperson who does not chair the Board or any other committee. The ROC members possess expertise and knowledge of our 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 Senior Management, support the ROC in the fulfillment of its duties and responsibilities.

The RMO is independent from executive functions, business line responsibilities, operations and revenue generating functions. It reports directly to the Board through the ROC. (See our Risk Organization below.)

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 our 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 our internal capital adequacy assessment on an ongoing basis;
- Monitoring and assessing decisions to accept particular risks whether or not 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 risk assessments and monitoring.

Types of Risks

The nature of our business exposes us to different types of risks.

Credit Risk

This arises when a counterparty fails to meet its contractual obligations. Due to our low tolerance for nonperforming loans, our lending business follows strict 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 is required to understand and adhere to these policies.

Our product manuals 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 conducted within our overall risk appetite and meet the Board-approved credit risk thresholds. We hold regular audits across our organization. The Board, through the ExCom, CreCom, and ROC ensures that all business segments follow sound credit policies and practices.

We assess our portfolio growth and health using key performance indicators. We use Expected Credit Loss (ECL) models to measure the credit quality of financial assets, credit scoring models and decision systems for consumer loans, and borrower risk rating models for SME loans, as approved by the Board. We carry out stress testing analyses using Board-approved statistical models, relating the default trends to macroeconomic indicators.

Credit Concentration Risk

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

We compute additional risk-weighted assets attributed to credit concentration following the methodology of the Metrobank Risk Group. Concentration risk is scoped in two dimensions: name (or concentration due to specific obligors) and industry (or concentration due to specific industries).

Market Risk

This covers the areas of trading, interest rate, and liquidity risks. Trading market risk is the risk to earnings and capital arising from changes in the value of trading portfolios of financial instruments. Interest rate risk arises from movements in interest rates. The Assets and Liabilities Committee (ALCO), ROC, and the Board regularly review our market risk policies and implementing guidelines to ensure that these are up-to-date, in accordance with our low appetite for market risks, and in line with changes in the economy, environment, and regulations. The ROC and the Board set a comprehensive market risk limit structure and define the parameters of market activities that we 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 and Foreign Exchange (FX) that are marked-to-market daily. We use BSP-approved Type 3 Derivative License for plain vanilla FX forwards to manage our FX risk against adverse exchange rate movements.

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 VaR, and comply with regulatory standards. We closely monitor our daily profit and loss against loss triggers and stop-loss limits. These ensure that our trading activities are in line with our low tolerance for market risk.

Interest Rate Risk

We have a risk management system and processes to quantify and manage interest rate risk in the banking book. We use measurement tools such as Interest Rate Repricing Gap, Earnings at Risk (EaR), Delta Economic Value of Equity (ΔEVE), and Sensitivity Analysis. An independent auditor regularly validates all these models.

Interest Rate Repricing Gap is a tool that distributes rate sensitive assets and liabilities to predefined tenor buckets according to time remaining to their maturity (if fixed rate) or repricing (if floating rate). Items lacking a definitive repricing schedule (e.g., current and savings accounts) are assigned to repricing tenor buckets based on analysis of deposit behavioral patterns, past experience and/or expert judgment.

EaR is a tool used to evaluate the sensitivity of the accrual portfolio to changes in interest rates in the adverse direction over the next 12 months. We calculate our EaR using a historical simulation on interest rate volatility using 1,300 data points. Based on this, EaR is derived as the 99th-percentile biggest drop in net interest income. We use various stress scenarios such as largest historical movement in interest rates, predefined increase in interest rates, flattening and steepening yield curves. We use Delta Economic Value of Equity (ΔEVE) to measure changes in the net present value of our banking book at different interest rate shocks and stress scenarios. It reflects changes in the economic value of equity over the remaining life of the assets and liabilities, i.e. runoff assumption. ΔEVE is calculated by slotting the notional repricing cash flows arising from rate sensitive assets and liabilities into pre-defined tenor buckets. The present value of the net repricing cash flows is then calculated using various interest rate scenarios or changes in the yield curve such as steepener, flattener, parallel up, parallel down, short rates up and short rates down.

We generate and monitor our EaR and ΔEVE exposures and assess these vis-à-vis limits which are based on a percentage of net interest income or capital. Aside from the EaR and ΔEVE, we perform regular sensitivity and stress testing analysis on our banking book to further broaden our forward-looking analysis. This way, our management can craft strategies to address and/or mitigate probable risks, if necessary. The EaR, ΔEVE and stress testing reports are prepared monthly.

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

Liquidity Risk

Liquidity risk is the inability to meet obligations when they fall due without incurring unacceptable losses. 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 various conditions. Stress testing enables us to gauge our capacity to withstand both temporary and long-term liquidity disruptions.

Our Liquidity Contingency Funding Plan (LCFP) helps us anticipate a liquidity crisis under various stress scenarios. Liquidity limits for normal conditions cap the outflows on a cumulative basis. We discourage dependence on Large Fund 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. We have zero appetite for non-compliance with liquidity requirements and ensure this through the close monitoring and management of our High Quality Liquid Assets vis-a-vis our net cash outflows. Our Liquidity Coverage Ratio (LCR) and Net Stable Funding Ratio (NSFR) are managed on a daily basis to ensure our strong liquidity posture and compliance with the regulatory ratios.

Operational Risk

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

We have zero appetite for fraud and constantly improve our policies, processes, and tools to prevent these instances. We also have zero tolerance for non-compliance to our internal policies as well as applicable local regulations and laws. As part of ensuring an appropriate risk management environment, the operational risk framework is consistently implemented throughout the organization. We recognize the principle of having three levels of defense in mitigating operational risk exposures, namely: the first level involves all personnel, the second are the risk and compliance teams, and the internal audit team is third.

Our Board-approved, bankwide organizational chart clearly establishes areas of management responsibility, accountability, and reporting lines for all senior officers. Senior Management is responsible for developing policies, processes, and procedures for managing operational risk in all the Bank's material products, services, processes, and systems. Operational risk management policies and frameworks are regularly reviewed and updated, subject to ROC and Board approval to ensure that they remain relevant, effective and aligned with those of the parent bank. Performance gaps are identified and resolved by strengthening existing controls and implementing additional controls. Risk awareness is implemented through various training curricula that the PSBank Business Campus designs and implements. This is a key component and embedded in the regulatory training for all employees. For high-potential and high-performing employees undergoing management training, this is also reinforced in the core courses of the Ladderized Programs for Head Office units and the flagship programs for Branch Banking, including the Staff Professional Enhancement and Educational Development - Accelerated Learning (SPEED AX-L), Redefining Institutional Sales Efficiency (RISE), and Branch Elevation Strategic Training (BEST).

Our products and operating manuals, policies, and procedures spell out internal controls that our business and operating support units implement. 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 in close coordination with our parent bank. We perform this vis-a-vis the Board-approved operational loss thresholds and benchmarks and through the ORM tools such as the Institutional Key Risk Indicator (KRI) Report, Business Unit Level (BU Level) KRI Report, Risk Incident Report (RIR), Risk and Control Self-Assessment (RCSA), Loss Event Database (LED), and various Risk Assessments. These operational risks are regularly monitored and reported to senior management, and Board through the ROC. The Bank has a robust Business Continuity Plan (BCP) and a Disaster Recovery Program (DRP) - including bank-wide call tree testing, BRC activation, BCP simulation, and evacuation drills - that are reviewed and tested annually for continuous improvement and to strengthen preparedness, enabling sustained operations, stakeholder protections, and effective response to unforeseen challenges.

Technology Risk

This 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 audit 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 so we can make quick and well-informed business decisions. We continuously venture into core business process automations, key system enhancements, and information security solutions while ensuring we meet our low appetite for technology risks.

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

We have a bankwide IT Risk Management Framework which is being revisited annually to ensure its conformity with existing and/or latest bankwide processes and compliance with related local regulatory requirements. This defines the responsibilities of all employees involved in identification, assessment, reporting, and management of technology risks and the guidelines that govern the IT Risk Management process. This provides for the annual conduct of IT Risk Assessment to identify, assess, monitor and control the technology-related risks.

We have an IT Steering Committee that oversees IT performance and institutes appropriate controls to manage significant IT issues. The Information Technology Group (ITG) and Information Security Group (ISG) provide support through their technology and information security initiatives, projects and well-defined policies and controls.

Legal Risk

This is the potential loss arising from regulatory or legal action, disputes for or against us, failure to correctly document, enforce or adhere to contractual arrangements, inadequate management of non-contractual rights, or failure to meet non-contractual obligations. We have low tolerance for legal risks and employ a legal review process to control and manage these risks.

The Legal Services Division plays a significant role in protecting the Bank's rights and interests by ensuring that legal activities of the Bank are carried out in accordance with laws and regulations, established legal processes, prescribed practices, customary or ethical standards, Bank policies and goals. The Legal Services Division also conducts necessary legal review

of products, services, policies, manuals, bank documents including legal capacities of the parties to a transaction. Legal risk is difficult to measure, but it can be defined, understood, and controlled with the end view of limiting and minimizing exposure to such risks. The Legal Services Division conducts legal risk assessment of cases filed against the Bank and recommends legal risk mitigation measures. The appropriate actions include reducing exposures of sources of legal risk, establishing an appropriate legal risk management process and strengthening the compliance function in the Bank. The legal risks are tracked in the monthly Institutional KRIs and Business Unit Level KRIs of the Legal Services Division, and breaches with the corresponding action plans are reported by the Operational and Fraud Risk Management Unit to the ROC and Board.

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. Guided by our Compliance Office, we continuously promote a strong culture of compliance. The Bank's internal policies, local rules and regulations, and laws support our zero appetite for regulatory risk amid an ever dynamic banking regulatory landscape and zero tolerance specific to Money Laundering and Terrorist Financing (ML/TF) risks.

Strategic Risk

This 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. We utilize both tangible and intangible resources to carry out our business strategies and meet our low appetite for strategic risk. These include communication channels, operating systems, delivery networks, and managerial capacities and capabilities.

Reputational Risk

This refers to the current and prospective impact of negative public opinion on our earnings or capital which may affect 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 to support our zero tolerance for reputational risk. To further mitigate reputational risk, we have policies and procedures on financial consumer protection, client complaint handling, employee conduct and the use of social media, and crisis management.

Reputational risks may also arise from our outsourced services. These are part of items assessed and approved by our Outsourcing Oversight Committee, and by the Board, whenever needed. We have a Crisis Management Team that formulates, implements, and coordinates the approach to managing a reputational event. Our Emergency Committee (EMCOM) ensures the management and monitoring of the effective implementation of our Business Continuity Plan (BCP) related to an emergency situation or event which may lead to disruptions on critical operations and reputational damage. Reputational risk controls are established through the source risk areas of credit, market and operational risks. Management and reporting of the reputational events are performed by the business units,

as the first line of defense, through the established risk indicators.

Risks Related to Trust

These risks take into account the impact of compliance, reputational, or operational risks on our managed funds. These are part of the overall risks taken by the Bank or the enterprise risk. The Trust Committee oversees the implementation of the risk management framework for Trust and ensures that controls are in place relative to fiduciary activities. The Trust Division is governed by risk management and various policies and procedures for trust.

Environmental and Social Risk

Environmental and social risk arises from three key areas: physical risks, which stem from climate hazards like floods and typhoons that can damage assets and disrupt operations; environmental and social (E&S) risks, which involve the potential negative impact of financed activities on communities, ecosystems, and regulatory compliance; and transition risks, which result from shifts in policies, technologies, and market preferences as economies move toward sustainability. These risks can lead to financial losses, legal liabilities, and reputational damage, particularly as regulatory requirements and stakeholder expectations evolve.

To manage these risks, we established a Sustainable Finance Framework (SFF) and an Environmental and Social Risk Management System (ESRMS) to integrate environmental, social, and governance (ESG) principles into financial products, services, and operations. These ensure that sustainability considerations are embedded in credit, investments, operations, capital assets, and third-party engagements, providing a structured approach to identifying and mitigating risks. We also maintain transparency through regular disclosures and annual sustainability reporting, outlining ESG performance, risk exposure, and mitigation measures in compliance with regulatory standards and industry best practices.

As part of our efforts to strengthen risk management, we conduct physical risk assessments to evaluate the impact of floods, typhoons, and other climate hazards on bank-owned properties, capital assets, employee and third-party service provider locations and real estate mortgage (REM) collaterals. These assessments help identify high-risk areas and enhance risk mitigation strategies in operations, lending and investment decisions.

We assess environmental and social risks associated with financed activities within our commercial loan and investment portfolio. We classify accounts into low, medium and high risk following recognized industry frameworks. We integrate the recommendations of the Sustainable Finance Taxonomy Guidelines (SFTG) to ensure that commercial loans and investments align with environmental sustainability standards while contributing to climate mitigation and adaptation, meeting regulatory expectations.

Finally, we consider transition risks in E&S risk evaluation by industry classification. This assessment provides insights into the Bank's overall risk exposure, supporting informed decision-making. In parallel, we conduct stress testing scenario exercises that help identify vulnerabilities and anticipate the potential impact of regulatory changes, ensuring we can plan ahead and adapt effectively in a shifting market landscape.

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.

AUDIT COMMITTEE REPORT

The Audit Committee is authorized by the Board of Directors to assist in fulfilling its oversight responsibilities on the integrity of the Bank's financial statements and financial reporting process, effectiveness of the system of internal controls, risk management frameworks, governance processes, internal and external audit functions, fraud management, and compliance with applicable laws, rules, and regulations.

The Committee comprises four non-executive and independent directors, including the Chairperson. All members possess the necessary professional qualifications, relevant backgrounds, knowledge, and skills commensurate with the Bank's size, operational complexity, and risk profile. The Committee held 12 regular and two special meetings in 2025, and consistently reported its activities to the Board. It also participated in executive sessions with external auditors, non-executive directors, and the Heads of Compliance, Internal Audit, Fraud Management, and Risk Management, as well as with the Board itself, without the Management team present.

Pursuant to its Charter, the Audit Committee oversees the Internal Audit Group (IAG) and the Fraud Management Group (FMG), whose functions are essential to the Bank's strategic, operational, financial, and compliance objectives. The Committee confirmed that IAG and FMG have maintained their independence and authority to fulfill their mandates effectively.

Highlights of the Committee's activities are as follows:

- Financial Reporting and Disclosures:** The Committee reviewed and discussed with the external auditor the audit results on the annual financial statements, key audit matters, and other required communications. The Committee recommended to the Board for approval the Audited Financial Statements (AFS) and related disclosures for the year ending December 31, 2025, and the Independent Auditor's Report, which the Board approved on February 19, 2026. It also proactively discussed with Management the highlights of the monthly consolidated financial reports, including the results of the Bank's operations. The Committee's review is crucial to ensuring the accuracy of financial reporting and compliance with standards. Management is responsible for preparing and fairly presenting the financial statements, while the external auditor provides an independent opinion on their conformity with financial reporting standards.
- Internal Controls and Risk Management:** The Committee monitored and assessed the adequacy and effectiveness of the Bank's internal control system, covering financial reporting, operational, and compliance controls, and risk management framework, including information and systems security policies. This assessment was based on IAG's assurance reviews and FMG's activity reports. The Committee provided valuable insights into identifying significant risk areas and control issues that required greater consideration by IAG and FMG. It also regularly tracked the timely resolution of audit findings and reviewed Management's action plans to ensure effective risk mitigation.
- Internal Audit and Fraud Management:** The Committee performed the following as part of its oversight responsibilities to the internal audit and fraud management functions: (1) reviewed and approved the IAG and FMG annual work plans and budgets, including planning updates to ensure sufficient scope and the adoption of alternative strategies in response to changing environments and volatility; (2) discussed significant issues raised by IAG based on assurance reviews in evaluating the effectiveness of the Bank's governance, risk management, and control processes, including compliance with applicable laws and regulations, Code of Conduct and Bank's policy on reporting of propriety and malpractice; (3) discussed and evaluated FMG's monthly reports on

fraud monitoring, prevention efforts, fraud cases, and investigation results; (4) tracked progress and achievements of IAG and FMG plans, including evaluating the adequacy of staff and other resources needed to effectively perform their duties and achieve their objectives; (5) monitored internal audit activities' compliance with applicable standards, as evidenced by internal and external quality assessments rated "Generally Conforms," indicating adherence to the standards; (6) reviewed and endorsed for Board approval the annual review and updating of the IAG and FMG Charters, as well as policy manual updates to enhance and document the IAG and the FMG processes and procedures; and (7) assessed the annual performance of the CAE and the FMG Head and concluded that both carried out their duties and responsibilities effectively as provided in their respective Charters.

- External Audit:** The Committee provided effective oversight of the external audit function as it assessed SGV's independence, performance, effectiveness, and qualifications and endorsed its reappointment to the Board as the Bank's external auditor. This included appointing SGV's new certifying partner in compliance with applicable regulations governing the selection of external auditors. The Committee reviewed and approved SGV's audit plan and scope of work for the audit of the Bank's 2025 annual financial statements, discussed and reviewed the audit results, and the disposition of the recommendations in the external auditor's management letter. It also assessed and pre-concurred with SGV's independence before engaging its non-audit services (NAS), and endorsed the group-negotiated SGV audit fee and NAS-related fees for Board approval.
- Regulatory Compliance:** The Committee ensured the Bank's compliance with new and existing laws and regulations of the Bangko Sentral ng Pilipinas (BSP) and other regulatory government agencies, as well as with policies contained in the various operations manuals and the Bank's Code of Conduct, through the regular reports of the IAG and the FMG. This has been corroborated by the Bank's overall Robust rating in the latest BSP Report of Examination. The Audit Committee Charter was reviewed and updated to ensure it remains relevant and compliant with regulatory requirements and best practices. The Committee also confirmed, through a self-assessment, that it had effectively fulfilled its responsibilities under its Charter.

The Committee reports that the Bank's governance, risk management, and control processes remain adequate and generally operating properly. This assessment is based on representations from Management and the External Auditor's unqualified opinion on the financial statements and audit results, with no significant control deficiencies noted. In addition, the Bank achieved a 4-Robust rating in the most recent BSP Report of Examination and received the CAE's overall satisfactory assessment that a sound internal audit, control, risk management, and compliance system is in place and effective.

The Committee shall continuously review and monitor Management's activities to ensure compliance with the guidelines established by the Board.

[SIGNED]	[SIGNED]
EDUARDO A. SAHAGUN CHAIRMAN	RUFINO LUIS T. MANOTOK MEMBER
[SIGNED]	[SIGNED]
CECILIA C. BORROMELO MEMBER	RONALD LUIS S. GOSECO MEMBER

CORPORATE GOVERNANCE

GROWING THE BUSINESS THE RIGHT WAY

The world has grown more complex in the past year. Companies are facing a convergence of rising risk, regulatory pressure, geopolitical uncertainty, and accelerated technological change. All these are reshaping effective oversight, with expectations rising, scrutiny getting sharper, and decision-making becoming faster.

As a company grows, so does the need for corporate governance to scale—evolving from informal, founder-led processes to structured, transparent, and compliant frameworks that support long-term sustainability, attract investment, and manage complex risks. Growing effective governance entails developing internal controls, diverse board oversight, technology integration, and clear accountability structures.

For PSBank, building trust among our stakeholders—our customers, employees, regulators, and shareholders—is the essence of good corporate governance. Enhanced reputation through corporate governance practices helps the Bank attract customers, keep top talent, inspire investor confidence, ultimately enhancing our long-term value creation through sustainable growth.

Core Governance Policies

Our annually updated Corporate Governance Manual (CGM) contains the policies and guidelines that we follow. The Manual is posted on our website, www.psbank.com.ph, and on our intranet site, iCentral, for the guidance of all our stakeholders. The policies and guidelines primarily revolve around three basic values that we observe:

Fairness

We see to it that we conduct fair dealings with counterparties and other stakeholders. We ensure that such dealings, especially with our related parties, are made in the regular course of our business, and upon mutually favorable terms. 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 terms and conditions, and that our resources are not misappropriated.

These are 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 RPT policy is regularly reviewed and updated on an annual basis. It was last updated in November 2025 to articulate/clarify some of its provisions and to duly document existing RPT reporting practices.

Our transaction materiality thresholds for RPTs were set on a per transaction type basis, taking into account the high end of their historical ticket sizes, their nature, and our risk appetite. These thresholds are applied on a per single transaction basis for one-time or non-recurring transactions, or the aggregate amount of multiple transactions expected in a year for some arrangements with recurring/continuing transactions. Except for loan transactions to Directors, Officers, Stockholders, and their Related Interests (DOSRI), as well as to subsidiaries and affiliates requiring prior approval of the Board of Directors under existing Bangko Sentral ng Pilipinas (BSP) rules regardless of their amounts, RPTs with amounts within these 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 Board approval prior to their consummation and for stockholders' confirmation in the *Annual Stockholders' Meeting*.



In 2025, the following material RPTs were entered into between the Bank and its related parties (see material RPTs table on the next page and Note 29 of the Audited Financial Statements).

RELATED PARTIES	RELATIONSHIP	NATURE OF TRANSACTION	TERMS & CONDITIONS	ORIGINAL AMOUNT	DEC. 31, 2025 BALANCE
LOANS AND OTHER CREDIT ACCOMMODATIONS					
First Metro Investment Corporation (FMIC)	Affiliate	Annual Renewal of Existing Clean/Unsecured Credit Line	One (1)-year PhP1.0 Billion clean/unsecured stand-by Credit Line for additional working capital purposes and to gap intraday funding requirements available via PNs of up to 30 days with interest rate upon drawdown based on current BSP's Overnight Lending Facility (OLF) rate plus 50-75 basis points (bps) spread which pricing structure is also similarly applied to other large accounts.	1,000	N/A
PSBank Trust Division	Trust Division	Annual Renewal of Existing Domestic Bills Purchase (DBP) Clean Line for PSBank-Trust Division's Clients Under the Same Terms & Conditions	One (1)-year PhP1.0 Billion Domestic Bills Purchase (DBP) Line for the purchase of local and regional checks issued by PSBank Trust Division's clients payable to PSBank Trust Division for outright crediting of their investments, with waivers of DBP charges and CASA ADB requirement which were likewise granted to other unrelated large accounts and long-time borrowers	1,000	N/A
Director of Affiliate-FLI	Corresponding Person of Affiliated Company	Home Loan	Five (5)-year PhP45 Million Home Loan with interest rate of 6.75% p.a. fixed for five (5) years which is lower than the Bank's standard rate in consideration of the borrower's good repeat client and valued depositor status as likewise granted to other non-related HL-acquisition valued borrowers.	45.0	43.1
INTERCOMPANY COUNTERPARTY LINES					
Metropolitan Bank & Trust Company (MBTC)	Parent-Bank	Annual Renewal of Related Intercompany Counterparty Lines of Treasury Group	One (1)-year Clean/Unsecured Line is for Interbank Call Loans (IBCL) only for contingency funding; Secured Line is likewise for IBCL for contingency funding which will be secured by non-risk assets i.e. Government securities (GS) upon availment; and Pre-Settlement Risk Line is for Peso and US Dollar trading of Fixed Income Securities, FX trading transactions and Peso and US Dollar Repo transactions.	Clean – 7,000; Secured –25,000; Settlement –750(same/no changes)	N/A
First Metro Investment Corporation (FMIC)	Affiliate	Annual Renewal of Existing Pre-Settlement Risk (PSR) Line	One (1)-year counterparty line to cover risks for fixed income securities (i.e., corporate bonds, government securities) and FX spot transactions for maximum of T+3 for FMIC's securities trading.	Pre-Settlement – 85 (same/no changes)	N/A
Metropolitan Bank & Trust Company (MBTC)	Parent-Bank	Annual Renewal of Related Intercompany Lines of Trust Division	Counterparty lines for investments in Time Deposit transactions of Trust Accounts (TAs), earmarking of settlement amount of fixed income/equity transactions, settlement of fixed income/equity transactions and investments in Time Deposit transactions of Investment Management Accounts (IMAs)	Clean – 1,000; Pre-Settlement – 5; Settlement – 50 & IMA – 100 (same/no changes)	N/A
First Metro Investment Corporation (FMIC)	Affiliate	Same as above	Counterparty lines for earmarking of settlement amount of fixed income/equity transactions and settlement of fixed income/equity transactions	Pre-Settlement – 70 & Settlement – 700 (same/no changes)	N/A
First Metro Securities Brokerage Corp. (FMSBC)	Affiliate	Same as above	Counterparty lines for earmarking of settlement amount of fixed income/equity transactions and settlement of fixed income/equity transactions	Pre-Settlement – 500 & Settlement – 500 (same/no changes)	N/A
PSBank	Bank Proper	Same as above	Counterparty lines for investments in Time Deposit transactions of Trust Accounts (TAs), earmarking of settlement amount of fixed income/equity transactions, settlement of fixed income/equity transactions and investments in Time Deposit transactions of Investment Management Accounts (IMAs)	Clean – 1,000; Pre-Settlement – No Limit; Settlement – No Limit; IMA – 4,000 (same/no changes)	N/A

RELATED PARTIES	RELATIONSHIP	NATURE OF TRANSACTION	TERMS & CONDITIONS	ORIGINAL AMOUNT	DEC. 31, 2025 BALANCE
INSURANCE					
AXA Philippines (AXA)	Affiliate	Annual Renewal of Bank's Money, Securities, Payroll & Robbery Insurance Coverage	Total sum insured is at PhP2.398 Billion with gross annual premium rate of 0.2458% thereof with a much wider/expanded coverage than those offered by other unrelated insurance providers	5.574	N/A
OTHERS					
AXA Philippines (AXA)	Affiliate	Inclusion of AXA Philippines' new Regular Pay Unit Linked (RPUL) Life Insurance Products-All Shield and Vision Achiever Under the Bank's BSP-approved Cross-selling Arrangement with Affiliate-AXA Philippines	Both products replaced AXA Philippines' former MyLifeChoice (MLC) plan, ensuring competitiveness in the market by addressing client demand for high-value RPUL products, offering both protection and investment opportunities. Their inclusion aligns with client needs and the Bank's commitment to offering valuable financial solutions.	N/A	N/A
First Metro Investment Corporation (FMIC)	Affiliate	Appointment as Arranger and Selling Agent of the Bank's Peso Bonds	Covering all tranches/issuances for the PhP9.05 Billion remaining unissued portion of the Bank's Board-approved PhP40.0 Billion Peso Bond Program. The arranger's and selling agency fees for both related parties are typically at 5 basis points (bps) each, matching the rates of the other/non-related arrangers and selling agents.	N/A	N/A
Metropolitan Bank and Trust Company (MBTC)	Parent-Bank	Appointment as Selling Agent of the Bank's Peso Bonds		N/A	N/A
Toyota-Makati	Affiliate	Accreditation with respect to T-Sure (Toyota Quality Pre-Owned Cars) Product Line for the Bank's Second-Hand Auto Financing	Subject to PSBank's second-hand financing parameters: covering all brands/models of second-hand units available which should not exceed 10 years upon loan maturity; minimum loan amount of PhP300K and a maximum of 70% of appraised value up to PhP1 Million, down payment of at least 30%, maximum term of 48 months for personal use and 36 months for commercial use and standard interest rates based on term. This is to expand the Bank's market reach for second-hand auto financing.	N/A	N/A
Toyota-Bicutan Parañaque	Affiliate			N/A	N/A
Metropolitan Bank & Trust Company (MBTC)	Parent-Bank	New In-sourcing Arrangement for Auto and Home Loans Remedial Management Services	PSBank as service provider of parent-Metrobank with respect to repossession-related activities for Auto Loans and foreclosure and filing of sum of money cases for Home Loans subject to a monthly service fee per account based on PSBank's full cost plus a 4%-7% mark-up subject to a 5% annual escalation. This leverages on the Bank's expertise and best practices and optimizing the Group's resources and costs.	N/A	N/A
Metropolitan Bank & Trust Company (MBTC)	Parent-Bank	Amendments to the Memorandum of Agreement (MOA) Between Metrobank and PSBank for the Cross-Selling of PSBank Credit Mastercard and Other Metrobank Credit Cards	Expansion in distribution channels to also include digital platforms, inclusion of other Metrobank Credit Cards in the cross-selling arrangement, revision in incentive scheme and other commercial terms all aimed at achieving significant growth.	N/A	N/A

Our RPT policy likewise requires our Directors and Officers with personal interest in our transaction (e.g., they themselves or any of their close family members act as our counterparty) to inhibit or abstain from the discussion, approval, and management of such a transaction, except to provide material information to the RPTC or Board about the transaction. Provisions against conflict of interest situations are also stipulated in our Board approved "Code of Conduct" such as the prohibition of self-dealing transactions. Pursuant to Memorandum Circular No. 10 s2019 of the Securities and Exchange Commission (SEC), or the "Rules on Material Related Party Transactions for Publicly-Listed Companies," the Bank also adopted since August 2019 a Board-approved Material Related Party Transactions (MRPT) policy that exclusively applies to related party transaction(s) amounting to at least 10% of its Total Assets based on its latest Audited Financial Statement (AFS), either individually or in aggregate over a 12-month period with the same related party. Save for a few differences in terms of scope, approval, reportorial and disclosure requirements, this separate policy espouses the same key principles in handling related party transactions and is likewise posted in our corporate website and intranet site.

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

Integrity and Accountability

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

Code of Conduct

The 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 the Bank;
- Corrective measures for unacceptable behavior or failure to comply with our rules, such as on Financial Consumer Protection, Anti-Money Laundering/Terrorism Financing, and Data Privacy, and our other policies and procedures;
- Schedule of penalties for attendance and punctuality, required corporate attire, conduct and behavior, dishonesty, health, safety, and security, reporting of violations, information security, and data privacy, among others, and;
- Provisions on management of personal finances, conflict of interest, anti-bribery and corruption, anti-sexual harassment, non-disclosure of information, and insider information.

The Bank did not have any trading transactions with reporting insiders and/or their associates in 2025. Incumbent Directors' level of share ownership and movements throughout 2025 are summarized in the table below:

NAME OF DIRECTOR	POSITION	ROLLFORWARD OF COMMON SHARES					
		BEGINNING		MOVEMENTS		END	
		12/31/2024	%	ADDITIONS	DEDUCTIONS	12/31/2025	%
Vicente R. Cuna Jr.	Chairman & Non-Executive Director	111	0.000026	-	-	111	0.000026
Arthur V. Ty	Vice Chairman & Non-Executive Director	129	0.000030	-	-	129	0.000030
Rufino Luis T. Manotok	Independent Director	100	0.000023	-	-	100	0.000023
Ronald Luis S. Goseco	Independent Director	100	0.000023	-	-	100	0.000023
Eduardo A. Sahagun	Independent Director	111	0.000026	-	-	111	0.000026
Cecilia C. Borromeo*	Independent Director	-	0.000000	100	-	100	0.000023
Jose Vicente L. Alde	Executive Director/President	111	0.000026	-	-	111	0.000026
Ferlou I. Evangelista	Non-Executive Director	100	0.000023	-	-	100	0.000023
Frances Gail E. Male	Non-Executive Director	100	0.000023	-	-	100	0.000023

*One (1) Board seat was vacant as of end-December 2024 due to the demise of Independent Director Mr. Francisco S. Magsajo Jr. in September 2024 and was filled in January 2025 with the election of Independent Director Ms. Cecilia C. Borromeo.

Interlocking Positions

To ensure that any interlocking positions of directors and officers will not result in excessive concentration of economic power, unfair competitive advantage and abusive practices, PSBank maintains a Board-approved Policy on Interlocking Positions which sets forth the measures, requirements and limits pursuant to the pertinent rules and regulations governing interlocking positions. This policy was updated in November 2025 to include the Fraud Management Group (FMG) Head as among those lead control officers whose interlocking position(s), if any, is subject to the approval of the Corporate Governance Committee (CGC) upon the endorsement of the Audit Committee (AC).

Whistleblowing

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

The Bank has whistleblowing hotlines such as iag-expose@psbank.com.ph and fire@psbank.com.ph which can only be accessed by the Internal Audit Group Head and by the Fraud Management Group Head, respectively.

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

PSBank subscribes to and adopts the State’s policy to preserve the integrity and confidentiality of accounts by ensuring that it shall not be used as a money laundering/terrorism financing/proliferation financing site and/or conduit for the proceeds of unlawful activities; and to protect 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 annually updated Board-approved Money Laundering & Terrorism Financing Prevention Program (MTPP).

Our MTPP, as posted in our intranet site for the guidance of all our implementing personnel, primarily revolves around the following basic AML/CFT controls required under existing AML/CFT laws, rules and regulations:

1. Know Your Customer (KYC)/Customer Due Diligence (CDD) and Know Your Employee (KYE);
2. Ongoing Monitoring of Customers and their Transactions;
3. Covered and Suspicious Transactions Reporting;
4. Records Keeping and Retention;
5. Employee Training and Continuing Education; and
6. Compliance with Freeze Orders, KYC Requests, Bank Inquiries, Targeted Financial Sanctions and other AML/CFT rules and regulations of the Anti-Money Laundering Council (AMLC) and the Bangko Sentral ng Pilipinas (BSP).

Our MTPP was last updated in October 2025 to incorporate recent AML/CFT-related regulatory issuances and the AML advisories issued by our Compliance Office. Compliance with the requirements of this MTPP is continuously monitored by our Board-designated AML Compliance Officer (AMLCO) as lead implementer under the Compliance Office.

Transparency and Open Communication

As a publicly listed company and a responsible financial institution, we abide by the various disclosure requirements of the BSP, the SEC, and the Philippine Stock Exchange (PSE). 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 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. Our CGM is reviewed on an annual basis and was last updated in September 2025 to incorporate recent CG-related regulatory issuances and to streamline the annual review/updating process for Board-level committee charters.

Financial Consumer Protection

With customers at the forefront of our priorities and in compliance with BSP Circular No. 857, as amended by BSP Circular No. 1048 and BSP Circular No. 1160 re: “Regulations on Financial Consumer Protection to Implement Republic Act No. 11765, otherwise known as the Financial Products and Services Consumer Protection Act (FCPA)”, our corporate governance system and culture includes a Financial Consumer Protection (FCP) Framework to ensure that financial consumers’ rights are upheld at all times and that consumer protection laws, rules and regulations, standards and practices are duly observed and embedded in our business operations.

This framework comprises FCP Policies and Procedures, FCP Code of Conduct, Consumer Assistance Management System, FCP Training Program, FCP Risk Management System, FCP Compliance Program, FCP Audit Program, and Financial Consumer Education and Awareness Program. The framework revolves around the core principles of consumer protection, namely:

1. Disclosure and transparency;
2. Protection of client information;
3. Fair treatment;
4. Effective recourse;
5. Protection of consumer assets against fraud and misuse; and
6. Financial education and awareness.

This Board-approved FCP Compliance Program was updated in October 2025 to streamline its annual review/ updating process.

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

As part of our corporate-wide risk management system spearheaded by our 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 our 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 effective means of doing so. While positive feedback is welcome, we are more vigilant about negative feedback or complaints as they cover areas for improvement. For data analytics purposes, complaints received from clients are lodged in an automated tracking system to manage our defined turnaround time in resolving them and to serve as a database of all customer complaints, including the record of actions taken. This process is implemented in four steps, namely:

- (1) Acknowledgement;
- (2) Decision/Disposition by designated senior officers;
- (3) Investigation and communication of feedback to the customer concerned; and
- (4) Resolution of complaint.

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

• **Service Recovery Team (SRT):** consists of the Consumer Assistance Management Department. The team is responsible for investigation, resolution, and documentation of all customer complaints and feedback received across all channels. The SRT also works with other departments, divisions, or groups in the implementation of interim and long-term resolution (e.g., process improvement efforts, policy revision, system enhancement, personnel training).

• **Designated Senior Officers:** consists of Senior Officers or Group Heads tasked to provide decision/disposition to the customer complaint.

• **Customer Issue Response Team:** All complaints/feedback that are qualified under fraud or those that may be classified as high risk are immediately escalated to the Customer Issue Response team which consists of the Branch Banking and Operations Group Head, the Customer Experience and Human Resource Group (CXHRG) Head, Information Technology Group (ITG) Head, Collections and Remedial Management Division Head and Chief Compliance & Data Protection Officer. Issues requiring PR solutions or those with media impact are also submitted to the PR and Corporate Communications Head – Marketing Group.

• **Process Owner Representative:** respondents to the complaint. They can also be subject matter experts who may provide valuable inputs in the immediate resolution of the complaint.

• **FCPA Roundtable:** a top-level advisory and action group led by a Senior Officer who acts as a coach. The FCPA roundtable’s primary objective is to create a venue for discussion of customer issues, develop and recommend actions that will lead to continuous structural improvements.

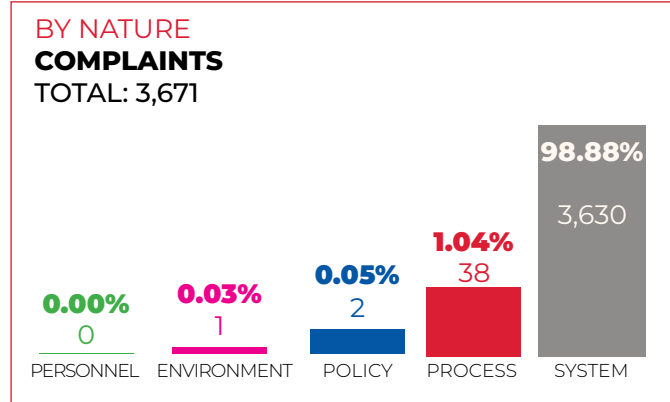
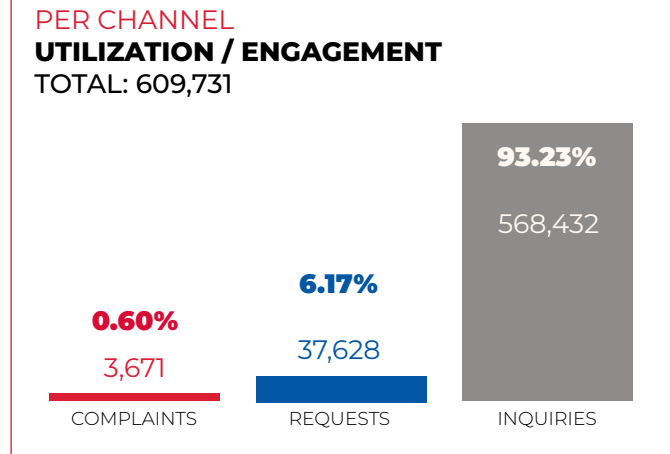
At the end of each day, all customer issues received are reported to a pool of Senior Officers, including the President and the Executive Vice President. The consolidated report is likewise submitted to RMO on a monthly basis as part of the Key Risk Indicator (KRI) reports.

Each valid complaint arising from a service/process lapse shall have a corresponding one demerit point against the responsible personnel’s performance rating.

Safeguarding Creditors’ Rights

The Bank treats all its creditors (e.g. depositors, bond/note holders and service providers) fairly and transparently. It adheres to all applicable laws, rules and regulations governing creditors’ rights and ensures that its obligations are timely met and that its legal covenants/contractual commitments are fulfilled/duly honored which are all anchored on reputational risk management, transparent communication and strict compliance with legal frameworks. It always upholds its creditors’ rights to timely payment, access to financial information and redress to resolve disputes through internal and external mechanisms. All required disclosures are promptly provided through the Bank’s website and the PSE Edge.

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



Data Privacy

PSBank respects and values data privacy rights and makes sure that all personal data collected from its data subjects (i.e. employees, clients & customers, suppliers, etc.) are processed in adherence to the principles of transparency, legitimate purpose, proportionality, quality and security in compliance with Republic Act No. 10173 otherwise known as “The Data Privacy Act of 2012”, its Implementing Rules and Regulations and the related issuances of the National Privacy Commission (NPC). Our Board-approved Data Privacy Policy Manual (DPPM) encapsulates the privacy and data protection protocols/security measures that need to be observed and carried out within the Bank for specific circumstances (i.e. from collection to destruction) directed towards the fulfillment and realization of the rights of our data subjects and protection of personal data against natural dangers such as accidental loss or destruction, and human dangers such as unlawful access, fraudulent misuse, unlawful destruction, alteration and contamination. It was updated in September 2025 to integrate by way of reference the Bank’s Board-approved Artificial Intelligence (AI) Policy, realign with the Bank’s updated Board-approved Policy on Retention and Disposal of Records Containing Personal Information and newly established Board-approved Data Privacy Policy Governing the Use of CCTV Systems, articulate on its independent compliance testing process and incorporate the recent regulatory issuances of the NPC.

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 to ensure long-term sustainability and success. It is primarily responsible for developing, reviewing, and approving our strategic objectives annually and thereafter monitoring and overseeing their effective implementation with due consideration of our risk strategies, corporate governance and corporate values. It monitors management’s performance against set targets and makes sure that appropriate controls and systems of checks and balances are in place and operating effectively.

There are nine (9) Directors in our Board, four (4) of whom are Independent Directors, four (4) are Non-Executive Directors, and one (1) is an Executive Director who is also the President of the Bank. They are all qualified business professionals with the required expertise and experience in directing our strategic path. Their selection was based on their qualifications (i.e., integrity/probity, physical/mental fitness, competence, relevant education/financial literacy/training, diligence and knowledge/experience) without discrimination against gender, age, and ethnic, political, religious, or cultural backgrounds, and therefore achieving diversity in the Board.

We have consistently maintained Independent Directors who provide independent judgment, outside experience, and objectivity. In our nine-seat Board, we have four (4) Independent Directors. This is more than the required minimum number of Independent Directors. We do not have any Non-Executive Director holding a total of more than five Board seats in publicly listed companies.

Non-Executive Directors, including Independent Directors, meet regularly on an annual basis, other than in meetings of the Audit, Risk Oversight, Corporate Governance and other Board-level committees in the absence of any Executive Director and Senior Management, with the external auditor and the Heads of Internal Audit, Compliance and Risk Management functions to scrutinize Management’s performance particularly in meeting our goals and objectives and to determine the integrity of our internal

controls and effectiveness of risk management systems. Further, the Board also meets annually with the Audit Committee without the presence of the President/Chief Executive Officer (CEO) and any other Management team members to discuss and resolve any significant issues.

Our 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 October 2025 an annual refresher program on Corporate Governance via Zoom webinar pursuant to SEC Memorandum Circular No. 20 s2013 and as conducted by Reyes Tacandong & Co., a SEC-accredited training provider. Topics covered in said webinar are (1) Governance in a High Velocity Risk Environment; (2) Board Oversight into a Converging Risk Landscape; (3) Cyber Resilience and Third Party Risk; (4) Financial Crime and AML; (5) Basel IV, Operational Risk and Data Analytics; and (6) Ensuring Top-level Preparedness for Core Banking System Disruptions.

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 as it administers, attends, and prepares the agenda and minutes of Board meetings, and ensures that notices required under the By-Laws and/or applicable rules are given to all Directors and stockholders. Regular Board meetings are also scheduled in advance which are normally set every third Thursday of the month. Directors typically attend Board meetings in person or face-to-face and are given the access/option to attend virtually whenever necessary or as applicable. This is to provide flexibility and convenience to the members of the Board.

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

Board Committees

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

The **Corporate Governance Committee (CGC)** is tasked to assist our Board in fulfilling its duties and responsibilities and monitoring our adherence to the corporate governance principles and guidelines set forth in our Corporate Governance Manual, including the functions formerly

assigned to the Nomination Committee and Compensation and Remuneration Committee which were both dissolved and integrated into this committee since 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).

The **Risk Oversight Committee (ROC)** is responsible for the development and oversight of our risk management program and of the management of sustainability and ESG-related matters as the direct reporting line of the Bank’s Chief Risk and Sustainability Officer (CRSO). The Committee is composed of four (4) members of the Board of Directors. Three or majority of its voting members are Independent Directors, including its Chairperson, who is neither the Chairman of the Board nor of any other Board-level committee. 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).

The **AML Oversight Committee (AMLOC)** is tasked to assist our Board in fulfilling its oversight responsibility over our AML compliance management. It ensures that we comply with the provisions of the Anti-Money Laundering Act (AMLA), as amended, its Revised Implementing Rules and Regulations (RIRRs), the provisions of the Anti-Terrorism Act (ATA), the Anti-Financing of Terrorism Act (AFTA), the Strategic Trade Management Act (STMA) and their Implementing Rules and Regulations (IRRs); the regulatory issuances and orders of the Anti-Money Laundering Council (AMLC) and BSP AML/CFT 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. The Committee is composed of three (3) Directors, all of whom are Non-Executive Directors. The Committee meets monthly and is supported by our Compliance Office (CO).

The **Audit Committee (AuditCom)** is designated to provide independent oversight for our financial reporting process, system of internal control and risk management, internal and external audits, as well as fraud management functions, and monitoring of compliance with Bank policies, applicable laws, rules, regulations, and Code of Conduct. It is composed of four (4) Non-Executive Directors, all of whom are independent, including the Committee Chairperson, who is not the Chairman of the Board of Directors or of any other Board-level Committee. The Committee members have accounting, auditing, 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) and Fraud Management Group (FMG).

Other Board-level committees are as follows:

The **Executive Committee (ExCom)** is primarily tasked to review and approve credit proposals within its limits, as well as provide recommendations or conditions to lending. The Committee is composed of four (4) Directors including the President as voting members, and is supported by our Credit Operations Group Head as non-voting member.

The **Related Party Transactions Committee (RPTC)** is tasked to assist the Board in ensuring that transactions with related parties are reviewed, appropriate restrictions are followed, and corporate resources are judiciously used. The Committee is composed of three (3) Non-Executive Directors, two or majority of whom are Independent Directors, including the Committee Chairperson. It meets monthly and is supported by our Compliance Office (CO).

The **Trust Committee (TrustCom)** is a special committee tasked to be primarily responsible for overseeing the fiduciary activities of the Bank. It is composed of five (5) members, namely: the President, the Trust Officer, two (2) Non-Executive Directors, one of whom is the Committee Chairperson, and an Independent Professional. It meets quarterly, and is supported by our Trust Division.

CORPORATE GOVERNANCE COMMITTEE CGC

MEMBERS

Cecilia C. Borromeo*
Independent Director

Eduardo A. Sahagun
Independent Director

Rufino Luis T. Manotok
Independent Director

Gilbert L. Nunag
Chief Compliance & Data Protection Officer

**Elected in January 2025 and served as CGC Chairperson beginning February 2025.*

POSITION	ATTENDANCE	%
Chairperson	11/11	100%
Member	9/12	75%
Member	12/12	100%
Secretary	12/12	100%

RISK OVERSIGHT COMMITTEE ROC

MEMBERS

Ronald Luis S. Goseco
Independent Director

Jose Vicente L. Alde
Executive Director/President

Eduardo A. Sahagun
Independent Director

Cecilia C. Borromeo*
Independent Director

Edeza A. Que
Chief Risk & Sustainability Officer

**Appointed in April 2025 and served as member beginning May 2025*

POSITION	ATTENDANCE	%
Chairperson	12/12	100%
Member	12/12	100%
Member	12/12	100%
Member	8/8	100%
Secretary	12/12	100%

AML OVERSIGHT COMMITTEE
AMLOC

<u>MEMBERS</u>	<u>POSITION</u>	<u>ATTENDANCE</u>	<u>%</u>
Ferlou I. Evangelista <i>Non-Executive Director</i>	Chairperson	12/12	100%
Vicente R. Cuna, Jr. <i>Non-Executive Director</i>	Member	12/12	100%
Cecilia C. Borrromeo* <i>Independent Director</i>	Member	3/3	100%
Frances Gail E. Male** <i>Non-Executive Director</i>	Member	8/8	100%
Gilbert L. Nunag <i>Chief Compliance & Data Protection Officer</i>	Secretary	12/12	100%

*Served as member from February 2025 until April 2025

**Appointed in April 2025 and served as member beginning May 2025

AUDIT COMMITTEE
AUDITCOM

<u>MEMBERS</u>	<u>POSITION</u>	<u>ATTENDANCE</u>	<u>%</u>
Eduardo A. Sahagun <i>Independent Director</i>	Chairperson	13/14	93%
Rufino Luis T. Manotok <i>Independent Director</i>	Member	14/14	100%
Ronald Luis S. Goseco <i>Independent Director</i>	Member	14/14	100%
Cecilia C. Borrromeo* <i>Independent Director</i>	Member	9/9	100%
Sherwin U. Lee <i>Chief Audit Executive</i>	Secretary	14/14	100%

*Appointed in April 2025 and served as member beginning May 2025

EXECUTIVE COMMITTEE
EXCOM

<u>MEMBERS</u>	<u>POSITION</u>	<u>ATTENDANCE</u>	<u>%</u>
Vicente R. Cuna, Jr. <i>Non-Executive Director</i>	Chairperson	12/12	100%
Arthur V. Ty <i>Non-Executive Director</i>	Member	11/12	92%
Jose Vicente L. Alde <i>Executive Director/President</i>	Member	12/12	100%
Ferlou I. Evangelista <i>Non-Executive Director</i>	Member	12/12	100%
Mary Myleen M. Masanque <i>Credit and Collections Group Head</i>	Non-Voting Member	11/12	92%
Jose M. Manuel, Jr. <i>Legal Services Division Head</i>	Secretary	12/12	100%
Arlyn S. Montebon <i>Legal Documentation Department Head</i>	Alternate Secretary		

RELATED PARTY TRANSACTIONS COMMITTEE
RPTC

<u>MEMBERS</u>	<u>POSITION</u>	<u>ATTENDANCE</u>	<u>%</u>
Rufino Luis T. Manotok <i>Independent Director</i>	Chairperson	12/12	100%
Ronald Luis S. Goseco <i>Independent Director</i>	Member	12/12	100%
Frances Gail E. Male <i>Non-Executive Director</i>	Member	12/12	100%
Gilbert L. Nunag <i>Chief Compliance & Data Protection Officer</i>	Secretary and Resource Person	12/12	100%
Sherwin U. Lee <i>Chief Audit Executive</i>	Resource Person	12/12	100%

TRUST COMMITTEE
TRUSTCOM

<u>MEMBERS</u>	<u>POSITION</u>	<u>ATTENDANCE</u>	<u>%</u>
Frances Gail E. Male* <i>Non-Executive Director</i>	Chairperson	4/4	100%
Ferlou I. Evangelista** <i>Non-Executive Director</i>	Member	3/3	100%
Jose Vicente L. Alde <i>Executive Director/President</i>	Member	4/4	100%
Rommel Enrico C. Dionisio <i>Independent Professional</i>	Member	4/4	100%
Reuel R. Javier*** <i>Trust Officer</i>	Member	1/1	100%
Judy C. Singayan*** <i>Trust Officer</i>	Member	3/3	100%

*Served as member since January 2025 before her appointment as Chairperson in April 2025

**Appointed as member in April 2025

***Mr. Javier served as Trust Officer/member until January 2025 and has resigned and was succeeded by Ms. Singayan effective February 2025.

Board Meetings. In 2025, our Board had 13 meetings, in addition to the annual stockholders' meeting (ASM) and organizational meeting. Directors logged a 99.15% attendance rate. Attendance records to Board meetings in 2025 are summarized below.

<u>MEMBERS</u>	<u>ATTENDANCE</u>	<u>%</u>	<u>ASM</u>
Vicente R. Cuna, Jr. <i>Chairman and Non-Executive Director</i>	13/13	100	YES
Arthur V. Ty <i>Vice Chairman and Non-Executive Director</i>	12/13	92	YES
Rufino Luis T. Manotok <i>Independent Director</i>	13/13	100	YES
Ronald Luis S. Goseco <i>Independent Director</i>	13/13	100	YES
Eduardo A. Sahagun <i>Independent Director</i>	13/13	100	YES
Cecilia C. Borrromeo <i>Independent Director</i>	13/13	100	YES
Jose Vicente L. Alde <i>President and Executive Director</i>	13/13	100	YES
Ferlou I. Evangelista <i>Non-Executive Director</i>	13/13	100	YES
Frances Gail E. Male <i>Non-Executive Director</i>	13/13	100	YES

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 strategic directions. 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, we have various Management-level Committees tasked as follows:

- The **Assets and Liabilities Committee (ALCO)** manages our assets and liabilities consistent with our liquidity, capital adequacy, growth, risk tolerance and appetite, and profitability goals.
- The **Credit Committee (CRECOM)** regularly reviews and approves 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) shall be filed with the Anti-Money Laundering Council Secretariat (AMLCS) for cases or incidents reported or elevated by various business or operating units of the Bank. It also provides support to our Compliance Office in terms of AML policy review/development, and in addressing AML deficiencies/adverse findings.
- The **Outsourcing Oversight Committee (OOC)** oversees the accreditation of service providers, review and approval/endorsement of outsourcing and in-sourcing proposals, performance monitoring, post-implementation reviews including materiality, environment and social risk assessment and contract renewals in accordance with our Board-approved risk-based Outsourcing, In-sourcing Service Arrangements and Vendor Accreditation Policy Guidelines pursuant to existing BSP rules and regulations on outsourcing and in-sourcing.
- The **IT Steering Committee (ITSC)** monitors IT performance and institutes 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)** manages and monitors 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)** resolves policy and/or procedure-related issues that require escalation or cross-functional discussion for resolution.
- The **Personnel Committee (PERCOM)** assists 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 our Code of Conduct.

- The **Retirement Committee (RETCOM)** exclusively administers our Gratuity and Retirement Benefit Plan.
- The **Related Party Transactions Management Committee (RPTMC)** assists 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/fair terms and conditions.
- The **Investment Committee (INCOM)** establishes investment guidelines and oversees the investment activities of the Bank. It monitors and reports the overall investment results and reviews compliance with investment objectives and guidelines.
- The **Occupational Safety and Health Committee (OSHCOM)** serves as the official planning and policy-making group of the Bank in all matters pertaining to safety and health pursuant to Rule 1040 of the DOLE’s Occupational Safety and Health (OSH) Standards.

Our Governance Vanguard

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 annually updated Bank 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. It was updated in October 2025 to rationalize, simplify and standardize its compliance risk rating system into just three (3) risk levels (i.e. Low, Medium and High) and to streamline its annual review/ updating process.

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.
3. The Internal Audit Group (IAG) as the third line of defense being 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 material requirements of the SEC’s Revised Code of Corporate Governance for Publicly-Listed Companies as embodied in its Board-approved Corporate Governance Manual.

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

Internal Audit

The Internal Audit Group (IAG) is established by the Board of Directors. Its responsibilities are defined by the Audit Committee (AuditCom) as part of its oversight function. The purpose of the internal audit function is to strengthen the Bank’s ability to create, protect and sustain value by providing the Board and Management with independent, risk-based and objective assurance, advice, insight, and foresight.

IAG is led by the Chief Audit Executive (CAE), who reports functionally to the Board through the Audit Committee and administratively to the President. Internal audit activities are governed by the Board-approved Internal Audit Charter, which complies with the Institute of Internal Auditors’ Global Internal Audit Standards and relevant regulatory guidelines.

IAG remains free of conditions that could compromise internal auditors’ ability to carry out their responsibilities impartially, including engagement selection, scope, procedures, frequency, timing, and communication. IAG, with strict accountability for confidentiality and the safeguarding of records and information, has unrestricted access to all Bank functions, records, personnel, and property relevant to any engagement. Internal auditors have no direct responsibility or authority over the activities they review.

IAG periodically communicates the results of IAG’s independent assessments and evaluations of the adequacy, effectiveness, and efficiency of the Bank’s governance, risk management, and control processes to the Board through the Audit Committee, Senior Management, and key stakeholders. The CAE also annually confirms to the Board the organizational independence of the internal audit function and its conformance with the Standards.

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, including that of our President or Chief Executive Officer (our sole Executive Director), are generally based

on the nature of their jobs, positions, and ranks. These are reviewed annually vis-à-vis annual performance scorecards so structured to achieve business objectives and adjusted as needed, based on performance.

Our compensation package for non-officers/rank-and-file employees is in accordance with labor law requirements and is linked to both performance and our contractual obligation under a collective bargaining agreement which include loyalty bonuses for long-term employees.

We also grant fixed bonuses, including a 13th-month pay in accordance with the law, and a performance bonus (non-guaranteed) based on our overall performance, individual performance, and market conditions.

Our Board sees to it that this remuneration strategy is regularly reviewed to ensure that the policy is commensurate with corporate and individual performance, aligned with our long-term interests, compliant with labor laws and regulations, and benchmarked against our industry peers and other market considerations, while also maintaining internal equity.

Except for the President/Chief Executive Officer, 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 the 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 2025 was PhP19.09 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 the 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 total 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. The Bank has adopted an increase matrix that rewards high performers without neglecting those rated as standard performers, or those who were able to perform as expected. Rewarding the most productive encourages others to perform better. This procedure on merit increase comes immediately after the performance appraisal exercise for the employees to relish the fruits of their hard work and contributions to the growth of the Bank.

- **HEIGHTS: Reaching the Peak of Top-notch Performance.** This productivity-based award is given quarterly and annually to an individual or team for achieving exceptional performance. In 2025, top-performing PSBankers from Branch Banking Group, Credit Operations Group, and Indirect Sales Channel Group were recognized for achieving 100% or higher of their target productivity.

- **Job Evaluation.** We regularly conduct job evaluation to measure and benchmark Bank positions vis-à-vis the banking industry and for certain niche roles, with other industries too.

- **Salary Structure Program.** We conduct salary restructuring to ensure that the salaries of the employees are equitable to what the industry offers. The Bank recognizes the need to attract and retain top talent, thus it reviews the existing scale periodically to ensure competitiveness.

Our Senior Management Selection Process

The Bank has pre-defined job descriptions for its Senior Management positions (i.e., those to be held by officers ranking Assistant Vice President & up). It evaluates the qualifications of internal and/or external candidates for the available positions.

Every candidate undergoes a series of interviews by the line head, Customer Experience and Human Resources Group, and the President. Any hiring or appointment to the role is subject to the approval of the President and the Board of Directors.

Our Director Nomination Process

In accordance with our By-Laws, Directors are elected by the vote of the holders of common stock of the Bank in accordance with Section 23 of the Revised Corporation Code of the Philippines and other pertinent applicable laws.

In identifying potential candidates, the Bank may consult whatever resources it deems appropriate, including but not limited to, referrals from existing Directors and officers, recommendations from a third-party search firm or suggestions from stockholders or by checking on the external databases of the Institute of Corporate Directors (ICD) or other professional search firms.

Any stockholder may submit nominations for Directorial positions to the Corporate Governance Committee. Nominating stockholders are required to submit their nominations in writing, together with the Bio-data, acceptance/conformity of the would-be nominee and, in case of a nominee for independent director, a certification that he/she qualifies as such. The Corporate Governance Committee then screens all persons nominated to the Board prior to the Bank's submission of the Definitive Information Statement (DIS) with the SEC which includes the review and evaluation of their qualifications (including the determination of any grounds for disqualification) and whether they possess the knowledge, skills, experience, and particularly in the case of Non-Executive/Independent Directors, independence of mind, given their responsibilities to the Board and in light of the Bank's business, risk profile and strategic directions; have a record of integrity and good repute; have sufficient time to carry out their responsibilities; and have the ability to promote a smooth interaction between Board members. Only nominees whose names appear in the Final List of Candidates shall be eligible for election as director.

Our Retirement and Succession Policy

As a matter of policy, the compulsory retirement age for our regular employees (officers and staff) is at 55 years old. This has been established in our Retirement and Gratuity Plan, duly approved by the Bureau of Internal Revenue. To aid in workforce planning, we review the roster of employees reaching the compulsory retirement age before the end of the applicable year.

Appropriate notification is arranged, and deferential treatment is accorded to retired employees, ensuring that they receive the compensation for their loyal service within 30 days after their effective date of retirement.

In 2025, succession was again among our focus areas for Talent Management. The Bank continued with its comprehensive Succession Planning Program which

consists of five stages: (1) identification of the successor, (2) assessment of the gap, (3) addressing the gap, (4) evaluation, and (5) implementation. This instituted program helps ensure the continuity and viability of the business. Positions that are critical to the business have identified "Ready Now", "Ready in 1 Year", "Ready in 2 Years" and "Ready in 3 Years" replacements, which are reviewed periodically. Potential successors are subjected to Individual Development Plans, which are a combination of classroom trainings, cross-postings, immersions, and/or development assignments. Strategic workforce planning is also implemented annually to ensure that critical positions are filled up and that Talent Acquisition is ready to provide external talents if deemed necessary.

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, we have adopted an age limit of 75 years old as a general rule for Directors. Upon the recommendation of the Corporate Governance Committee, this age limit for Directors may be waived by the Board if such a waiver is deemed to the best interest of the Bank. Our Independent Directors may only serve as such for a maximum cumulative term of nine years, after which the Independent Director shall be perpetually barred from re-election, but may continue to qualify for nomination and election as a non-independent or regular Director. 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 our outstanding capital stock.

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

Unless approved by a majority vote of the Board at a different rate depending on our 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 these comply with the regulatory requirements of the SEC and the BSP.

Dividends are to be paid within 30 days from the dates they were declared/approved by the Board or upon receipt of the necessary regulatory approval, as applicable.

Circumstances which could restrict the payment of cash dividends include, but are not limited to, when the Bank undertakes major projects and developments requiring substantial cash expenditures or when it is restricted from paying cash dividends by its loan covenants. Provided likewise that the Bank is not restricted/prohibited from declaring/paying dividends and that all such regulatory requirements are complied with, the Bank may also declare out of its unrestricted retained earnings and pay out special cash dividends (on top of its regular quarterly cash dividends) at such rate as may also be approved via majority vote of the Board of Directors.

The aggregate amount of quarterly cash dividends declared by the Bank in 2025 stood at PhP1.28 billion. Details are shown under Note 21 of the Audited Financial Statements section.

Our Capital Adequacy and Debt Structure Review Process

In compliance with existing BSP rules and regulations, the Bank has an Internal Capital Adequacy Assessment Process (ICAAP) which aims to identify, measure and manage all material risks to ensure that it holds sufficient capital beyond minimum regulatory and internal capital requirements as aligned with its risk appetite, business strategy and stress testing. It aims to proactively assess the Bank's capital strength, resiliency and recoverability under pressures arising from economic, geopolitical, domestic, international or environment-related events. Embedded also in the ICAAP process is the identification of remedial actions to preserve capital adequacy and liquidity during these scenarios. The results of these ICAAP exercises are reported quarterly to the Bank's ICAAP Management Team (IMT). Approvals of the Risk Oversight Committee (ROC) and the Board of Directors are obtained as part of the Bank's annual ICAAP activities of which results are also submitted to parent-Metrobank. Regular updates on the Bank's compliance with ICAAP-related ratios, semi-annual or as needed, are also provided by the IMT to the ROC and the Board.

On the other hand, the Bank's debt structure is also regularly reviewed by the Board-level Risk Oversight Committee (ROC) and Management-level Assets and Liabilities Committee (ALCO) by analyzing its funding mix, leverage ratios and asset-liability matching to ensure solvency and regulatory compliance. Key focus areas include the ratio of stable customer deposits versus volatile wholesale funding, liquidity coverage, maturity profile of liabilities, debt-to-equity leverage ratio and asset quality indicators.

Our Governance Performance Evaluation

Every first quarter of each year, our Board, individual directors, their respective oversight committees, and all other Board-level committees, as well as the Chairman of the Board, the President and all Management-level committees, the lead control officers (i.e. the Chief Risk & Sustainability Officer, the Chief Audit Executive, the Chief Compliance and Data Protection Officer and the Fraud Management Group Head), as well as directors and officers with interlocking positions conduct annual self-rating exercises on their performance during the immediately preceding calendar year. These annual performance rating exercises also include that of the

entire Bank vis-à-vis the CG principles prescribed under SEC Memorandum Circular No. 19 s2016.

Using scorecards via online survey and based on a combination of quantitative data and qualitative assessment, this exercise aims to gauge their effectiveness and determine areas for improvement vis-à-vis set performance standards that are consistent with our 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 enjoiner to provide suggestions on how to address the deficiencies/improve performance on items rated either "1" or "2".

Our Corporate Governance Committee reviews the scorecard results, which are then summarized and reported to our Board of Directors for notation and, thereafter, regularly tracked in terms of the status of addressing the areas needing improvement.

In 2025, these exercises were completed and reported to the Board in March for which noted areas for improvement were already addressed accordingly.

PROFILES

BOARD OF DIRECTORS

VICENTE R. CUNA, JR.

CHAIRMAN

Filipino, 63 · Chairman since April 2023 · Director since 2013
 Director, Metropolitan Bank and Trust Company* · Senior Executive Vice President/Head, Enterprise Services Sector, Metropolitan Bank and Trust Company*

Education: A.B. Economics, De La Salle University



RONALD LUIS S. GOSECO

INDEPENDENT DIRECTOR

Filipino, 70 · Independent Director since September 2023
 Chairman, Guagua National Colleges · Director, Automated Fare Payments Inc. · President, South Luzon Thermal Energy, Inc. and ETM Philippines Holdings, Inc.

Education: Bachelor of Science, Philippine Military Academy · MBA, Major in International Finance, University of Southern California · Fellow in Finance, Netherlands Institute of Management – Maastricht



ARTHUR V. TY

VICE CHAIRMAN

Filipino, 59 · Vice Chairman since April 2001
 Chairman, Metropolitan Bank and Trust Company*; Metropolitan Bank (China) Ltd.; GT Foundation, Inc.; and Metrobank Foundation, Inc. · Director, GT Capital Holdings Inc.*

Education: BS Economics, University of California - Los Angeles · MBA, Columbia University

RUFINO LUIS T. MANOTOK

INDEPENDENT DIRECTOR

Filipino, 75 · Independent Director since April 2023
 Chairman, Manarsa Holdings Corporation · Independent Director, Manila Medical Services, Inc. and Cebu Landmasters, Inc. · Director, Manotok Bros., Inc.

Education: AB Economics, Ateneo de Manila University · Master of Business Management, Asian Institute of Management · Advanced Management Program, Harvard Business School



JOSE VICENTE L. ALDE

PRESIDENT & DIRECTOR

Filipino, 59 · President since April 2018 · Director since 2016
 Chairman, Sumisho Motor Finance Corporation · Trustee, Chamber of Thrift Banks · Director, Metropolitan Bank and Trust Company* · Director, First Metro Insurance and Reinsurance Brokers, Inc. (FMIRBI)

Education: Bachelor of Computer Science, Cum Laude, University of the Philippines, Diliman · Master in Business Management, Asian Institute of Management



FRANCES GAIL E. MALE

DIRECTOR

Filipino, 50 · Director since April 2024
 Head of Credit Cards, Personal Loans and Retail Digital Channel Group, Metropolitan Bank and Trust Company*

Education: Business Management, University of the Philippines – Cebu · Masters in Business Management, Asian Institute of Management



CECILIA C. BORROMEEO

INDEPENDENT DIRECTOR

Filipino, 66 · Independent Director since January 2025
 Director and Chairperson, Upgrade Energy Philippines, Inc. · Independent Director, Atlantic Gulf & Pacific Company of Manila; Philippine Life Financial Assurance Corporation; Cosco Capital, Inc.*

Education: BS Agribusiness, University of the Philippines · Pacific Rim Bankers Program, University of Washington Executive Education Foster School of Business · International Study on Rural Banking and Finance, Massey University · Advance Bank Management Program, Asian Institute of Management

EDUARDO A. SAHAGUN

LEAD INDEPENDENT DIRECTOR

Filipino, 68 · Independent Director since April 2017
 Chairman, Edcommerce Corporation · Director, Union Galvasteel Corporation; Phinma Property Holdings Corp., T-O Insurance Brokers, Inc., Phinma Corp., Song Lam Cement Joint Stock Company, Cagayan De Oro College, Inc., First Batangas Hotel Corp. · Board of Trustees, Phinma Foundation, Inc. · President & CEO, Phinma Solar Energy Corp.; Union Galvasteel Corp., Philcement Corp., Union Insulated Panel Corp. and Philcement Mindanao Corp.

Education: BS Commerce, Major in Accounting, Holy Angel University · Masters in Business Administration, Ateneo Graduate School of Business · Masters in Management Science, Arthur D. Little Management Education Institute (now Hult Int'l Business School), Boston, USA · Senior Management Program, Senior Leadership Program, Managing Change Program, IMD, Switzerland



FERLOU I. EVANGELISTA

DIRECTOR

Filipino, 64 · Director since April 2024
 Consultant / Lecturer, Metropolitan Bank and Trust Company*

Education: Bachelor of Science in Commerce, San Beda University
 Certified Public Accountant



LEAH M. ZAMORA

CORPORATE SECRETARY

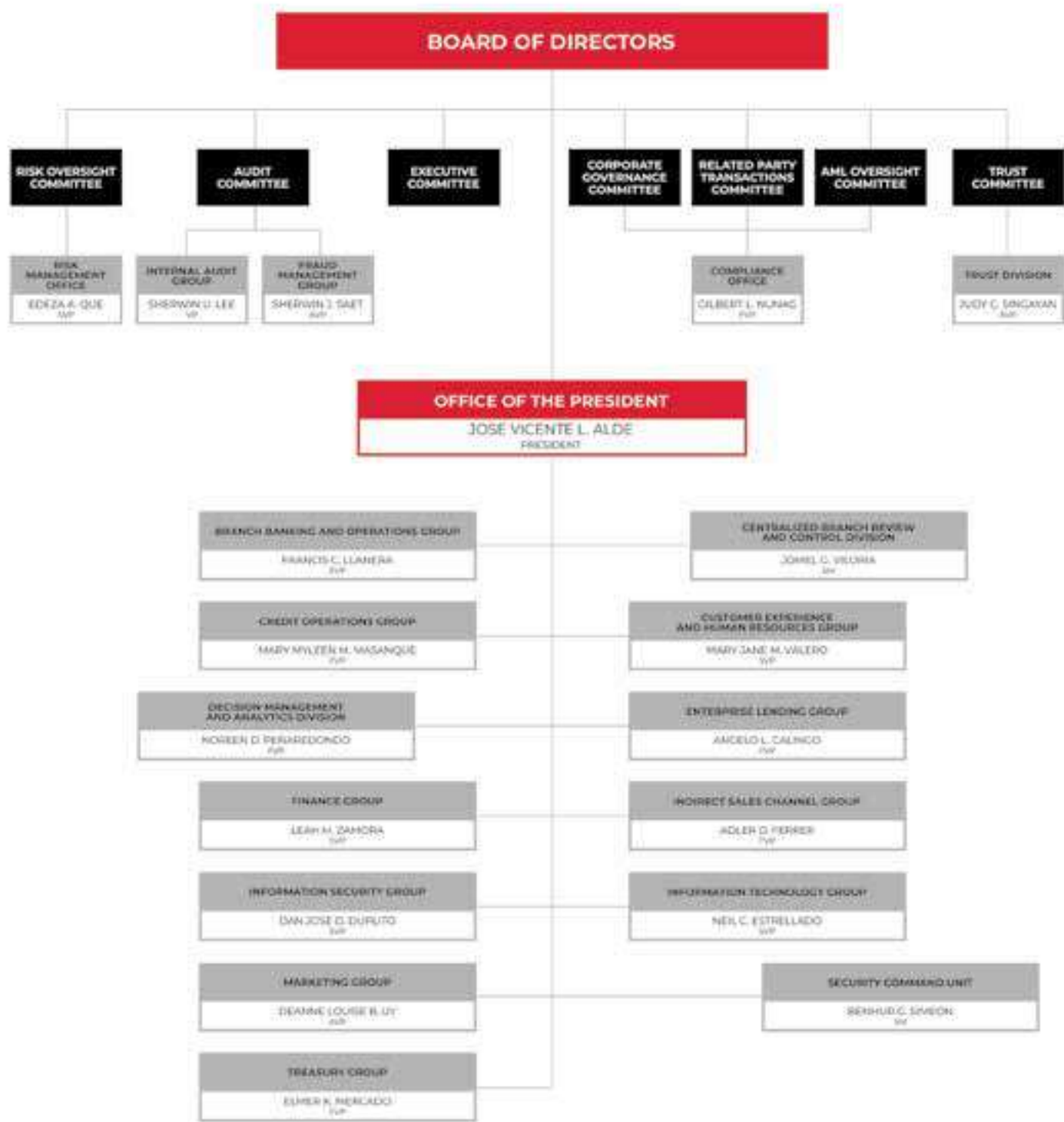
Filipino, 52 · Corporate Secretary since January 2024
 Controller and Finance Group Head, Philippine Savings Bank

Education: BS Accountancy, De La Salle University
 Certified Public Accountant



* Publicly-listed companies

TABLE OF ORGANIZATION



MANAGEMENT COMMITTEES (BANKWIDE)

Credit Committee · Assets and Liabilities Committee · AML Compliance Committee · Outsourcing Oversight Committee · IT Steering Committee · Emergency Committee · Policy Committee · Personnel Committee · Retirement Committee · Related Party Transactions Management Committee · Investment Committee · Occupational Safety and Health Committee

PROFILES

SENIOR MANAGEMENT



NEIL C. ESTRELLADO
SENIOR VICE PRESIDENT

Filipino, 54 · Joined March 2002 · Information Technology Group Head · Member, Outsourcing Oversight, IT Steering, Personnel, and Emergency Committees · Former Project Leader, Overseas Chinese Banking Corp. Ltd. · Former Lead IT Analyst, Development Bank of Singapore · Former Project Manager, DBS Philippines · Former Systems Analyst, Bank of the Philippine Islands · Education: BS Mathematics, Ateneo de Manila University



MARY JANE M. VALERO
SENIOR VICE PRESIDENT

Filipino, 56 · Joined August 2002 · Customer Experience & Human Resources Group Head · Chairperson, Occupational Safety and Health Committee · Secretary, Personnel Committee · Member, Outsourcing Oversight & Retirement Committees · Trustee, PSBank Condominium Corp. · Assoc. Professor, University of Santo Tomas Graduate School · Founder, 4Ts Psychological Services · Education: BS Psychology and BA Guidance and Counseling, St. Scholastica's College, MA in Industrial Psychology (Cum Laude) and PhD in Clinical Psychology (Magna Cum Laude), University of Santo Tomas

Registered Psychologist (RPsy)



FRANCIS C. LLANERA
EXECUTIVE VICE PRESIDENT

Filipino, 54 · Joined December 2007 · Branch Banking Group Head · Member, Assets and Liabilities, Emergency, and Anti-Money Laundering Compliance Committees · Director, Sumisho Motor Finance Corp. and First Metro Insurance & Reinsurance Brokers Inc. · Former Credit Card Collections Head, Union Bank of the Philippines · Formerly with American International Group's Credit Risk Management · Education: BS Commerce, University of Santo Tomas, MBA, Ateneo Graduate School of Business



DAN JOSE D. DUPLITO
SENIOR VICE PRESIDENT

Filipino, 51 · Joined March 2005 · Chief Information Security Officer, Information Security Division · Member, Personnel Committee · 2013 ASEAN CISO of the Year Awardee · Former Consultant for Information Security, Web Development and Linux System Administration · Co-founder of BSP-recognized Information Security Officers Group (ISOG) · Co-Organizer of ROOTCON Hacking Conference (ROOTCON.ORG) · Education: BS Mechanical Engineering, University of the Philippines

Global Certifications: GIAC Strategic Planning, Policy, and Leadership (GSTRT), GIAC Security Leadership (GSLC), GIAC Continuous Monitoring Certification (GMON), GIAC Defensible Security Architect (GDSA), GIAC Advisory Board



EDEZA A. QUE
SENIOR VICE PRESIDENT

Filipino, 53 · Joined October 2005 · Chief Risk and Sustainability Officer, Risk Management Office · Member, Assets and Liabilities, Anti-Money Laundering Compliance, Investment, Outsourcing Oversight, Personnel, and Related Party Transactions Committees · Director, Bankers Institute of the Philippines, Inc. (BAIPHIL) · Former Credit Risk Manager for Consumer Banking, Standard Chartered Bank · Former Risk Management Officer, American International Group Credit Card Co. · Education: BS Statistics (with Honors) and MS Statistics, University of the Philippines



LEAH M. ZAMORA
SENIOR VICE PRESIDENT

Filipino, 52 · Joined April 2010 · Controller and Finance Group Head · Chairperson, Outsourcing Oversight and Retirement Committees · Member, Assets and Liabilities, Investment, IT Steering, Personnel, & Related Party Transactions Committees · Trustee, PSBank Center Condominium Corp · Former Vice President for Financial Planning and Analysis, GE Money Bank Philippines · Education: BS Accountancy, De La Salle University

Certified Public Accountant (CPA)

PROFILES

SENIOR MANAGEMENT



LEO ANTONIO V. ABE
FIRST VICE PRESIDENT

Filipino, 43 · Joined November 2017 · Credit Risk Manager, Credit Risk Management Unit · Asia Pacific Region Retail Risk Manager, Hongkong Shanghai Banking Corporation (HSBC) Limited · Former Senior Risk Analyst, Standard Chartered Bank (Singapore) · Former Application Consultant to SCB, Optimum Solutions (Singapore) · Education: BS Mathematics and Masters of Science in Applied Mathematics, University of the Philippines



ANGELO L. CALINGO
FIRST VICE PRESIDENT

Filipino, 45 · Joined October 2016 · Enterprise Lending Group Head · Member, Assets and Liabilities, and Investment Committees · Former Vice President of Commercial Banking, Citibank NA · Former Assistant Vice President, BDO Leasing & Finance, Inc. · Former Senior Manager, BPI · Education: BSC Major in Management, De La Salle University, MBA, Asian Institute of Management



MARITA S. DIZON
VICE PRESIDENT

Filipino, 49 · Joined January 2004 · Credit Model Manager, Risk Management Office · Former Accounts Manager, Interphil Laboratories, Inc. · Senior Research Executive, TNS Philippines · Education: BS Statistics, University of the Philippines



DONALDSON U. JAO
VICE PRESIDENT

Filipino, 48 · Joined February 2009 · Credit Processing and Evaluation Division Head · Former Director, Taurus Food and Beverage Distributors, Inc. · Education: BS Manufacturing Engineering and Management, De La Salle University



ADLER D. FERRER
FIRST VICE PRESIDENT

Filipino, 52 · Joined December 2006 · Indirect Sales Channel Group Head · Member, Assets & Liabilities Committee · Former Credit Services Head and Former Account Officer for Housing Loans and SME Loans, BPI Family Savings Bank, Inc. · Education: BS in Agriculture, graduated Cum Laude, Ateneo de Cagayan (Xavier University)



DENNIS O. GLORIOSO
FIRST VICE PRESIDENT

Filipino, 48 · Joined June 2008 · Collections and Remedial Management Division Head · Former Asset Manager, Capmark Philippines Ltd. · Former Credit & Collections Supervisor, Avida Land Corporation · Education: BS in Applied Economics, BS in Commerce Major in Business Management, and MBA, De La Salle University



SHERWIN U. LEE
VICE PRESIDENT

Filipino, 53 · Joined September 2008 · Chief Audit Executive and Internal Audit Group Head · Secretary, Audit Committee · Resource person, Related Party Transactions and IT Steering Committees · Education: BS Accountancy, University of the East

Certified Public Accountant (CPA)



JOSE M. MANUEL JR.
VICE PRESIDENT

Filipino, 55 · Joined November 2005 · Legal Services Division Head · Former Lawyer for Citibank Savings Bank (Formerly Insular Savings Bank) · Former Chief Corporate Attorney, National Housing Authority · Former Associate Lawyer, Anuenuevo Law Offices · Education: AB Major in Economics, University of Santo Tomas, Bachelor of Laws, St. Louis University - Baguio



ABRAHAM R. QUIRIMIT
VICE PRESIDENT

Filipino, 47 · Joined July 2009 · Head, Cybersecurity Operations Center under the Information Security Group · Former Programmer, J-SYS Philippines · Former Research & Development Engineer, Advanced World Solution Inc. · Education: BS Mathematics major in Actuarial Science, University of Santo Tomas, PSBank Management Development Program, Asian Institute of Management

GIAC Security Leadership (GSLC) · GIAC Security Operations Manager (GSOM) · GIAC Critical Control Certification (GCC) · Certified Information Security Manager (CISM) · GIAC Advisory Board



ANTONELL S. INTERINO
FIRST VICE PRESIDENT

Filipino, 52 · Joined August 2010 · Head of Financial Planning Division under Finance Group · Former Senior Financial Planning Analyst, GE Money Bank Philippines · Education: BS Accountancy, De La Salle University

Certified Public Accountant (CPA)



MARY MYLEEN M. MASANQUE
FIRST VICE PRESIDENT

Filipino, 50 · Joined November 2011 · Credit and Collections Group Head · Member, Executive, Credit, & Emergency Committees · Former Assistant Vice President & Head of Recovery Unit, BDO Unibank, Inc. · Former Manager, AIG Credit Cards · Education: AB Communication Arts, Miriam College



DENBY B. PEREZ
VICE PRESIDENT

Filipino, 45 · Joined September 2011 · Head of Business Intelligence Division under Finance Group · Former IT Project Manager, Digital Mobile Philippines Inc. (Sun Cellular) · Former Corporate Services Officer, Philam Properties Corporation · Education: BS in Commerce - Business Management, De La Salle University



MA. LEA LILETTE C. ROSALES
VICE PRESIDENT

Filipino, 44 · Joined May 2018 · Remedial Management Division Head · Former Senior Manager, Philippine Bank of Communications (PBCOM) · Former Collections Manager, BDO Unibank, Inc. · Former Collections Officer, AIG Philam Savings Bank · Education: BS Commerce Major in Business Administration, University of Santo Tomas graduated Cum Laude · PSBank Management Development Program, Asian Institute of Management



JOSE MARIANO B. TANCIONGCO
VICE PRESIDENT

Filipino, 50 · Joined May 2007 · Division Head, Branch and Head Office Operations · Vice-Chairperson, Policy Committee · Coordinator, Emergency Committee · Member, Anti-Money Laundering Compliance and Outsourcing Oversight Committees · Education: AB Economics, Centro Escolar University



ELMER K. MERCADO
FIRST VICE PRESIDENT

Filipino, 52 · Joined 2023 · Treasurer · Member, Assets & Liabilities Committee · Chairperson, Investment Committee · Former Asset-Liability Management Division Head, MBTC · Former Treasury Head, Metrobank Card Corporation · Former Account Officer, Phil. Veterans Bank · Former Trust Investment Management Officer, Keppel Bank Phil, Inc. · Former Dealer, Keppel Securities Phil, Inc. · Education: BS Business Administration, Philippine School of Business Administration · Management Economics, Ateneo De Manila University · 1-Year Course on Trust Operations and Investment Management, Trust Institute of the Philippines · Certified Treasury Professional, Ateneo-BAP Institute of Banking



GILBERT L. NUNAG
FIRST VICE PRESIDENT

Filipino, 51 · Joined February 2008 · Chief Compliance & Data Protection Officer · Chairman, Anti-Money Laundering Compliance Committee · Member, Policy, Outsourcing Oversight, and Related Party Transactions Management Committees · Former AVP & Compliance Officer, UCPB Savings Bank · Former AVP, Compliance & Risk Management Division Head, Senior Manager, & Controllership Head, UCPB Rural Bank (merged as UCPB Savings Bank) · Former Audit Team In-Charge, SGV & Co. - CDO Branch · Education: BS Accountancy with Honors (cum laude), Ateneo de Cagayan (Xavier University)

Certified Public Accountant (CPA)



NOEL C. ANG
VICE PRESIDENT

Filipino, 48 · Joined April 2013 · Chief Accounting Officer, Financial Accounting Services Division · Former Financial Information Division Head, Philippine Veterans Bank · Former Tax Accounting Unit Head, Ford Group Philippines · Former Subsidiaries Financial Accounting Unit Head, United Coconut Planters Bank (UCPB) · Former Tax Auditor, Diaz Murillo Dalupan & Company, CPAs · Education: BS Accountancy, Centro Escolar University - Manila, Bachelor of Laws, Arellano University School of Law

Certified Public Accountant (CPA) and Lawyer



MARIA LILIBETH S. SANTOS
VICE PRESIDENT

Filipino, 41 · Joined August 2005 · Systems Operation and Infrastructure Division Head · Member, Emergency Committee · Education: BS in Computer Science and Information Technology (Magna Cum Laude), Asia Pacific College



NOREEN D. PEÑAREDONDO
FIRST VICE PRESIDENT

Filipino, 47 · Joined October 2015 · Decision Management and Analytics Division Head · Former Region Head for Data Science, Tiara · Former Business Head for Web and Mobile Solutions, Stratpoint Technologies · Education: BS Statistics, University of the Philippines



MARIA CECILIA P. RIOS
VICE PRESIDENT

Filipino, 51 · Joined August 2005 · Indirect Mortgage Channel Division Head · Former Banking Center Head, Equitable PCI Bank · Education: Bachelor of Science and Commerce Major in Financial Management, St. Scholastica's College

PRODUCTS AND SERVICES

Savings Accounts

PSBank Kiddie & Teen Savings
 PSBank Peso Personal ATM Savings
 PSBank Peso Passbook Savings
 PSBank Peso OFW ATM Savings

Checking Accounts

PSBank Peso Regular Checking
 PSBank Premium Peso Checking

Time Deposit Accounts

PSBank Peso Time Deposit

Foreign Currency Accounts

PSBank USD Passbook Savings
 PSBank Dollar Time Deposit
 PSBank Euro Passbook Savings

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
 PSBank Payroll Cash Advance (Vale)

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

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

Other Products and Services

PSBank Debit, Prepaid, and Credit Mastercard
 PSBank Mobile and Online
 PSBank Online Account Opening
 PSBank Mobile Time Deposit Placement
 PSBank Mobile Check Deposit
 PSBank QR Transactions
 PSBank Toll RFID & Mobile Reload
 PSBank PaSend Mobile Remittance
 PSBank Cardless Withdrawal
 PSBank Payme

PSBank Business Online Buddy

(Corporate Internet Banking)
 PSBank e-Credit
 PSBank Online Loan Application (Auto and Flexi Personal Loans)
 PSBank Remittance Services
 PSBank Bills Payment Collection
 PSBank & AXA Bancassurance
 PSBank LiveChat
 PSBank ISSA Chatbot Service

SCAN TO KNOW MORE



SHAREHOLDERS INFORMATION

CORPORATE INFORMATION

Philippine Savings Bank
 PSBank Center
 777 Paseo de Roxas corner Sedeño Street
 Makati City 1226 Philippines
 Tel: (+632) 8845-8888
 Website: www.psbank.com.ph

Annual Shareholders' Meeting

Thursday, 23 April 2026, 3:00 p.m. via Cisco Webex

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 27 February 2026 is 1,420.

Major Shareholder

METROPOLITAN BANK & TRUST COMPANY
 % of Stockholdings: 88.38%
 Nationality: Filipino

Market Information

Below are the high and low closing prices of PSB shares as reported on the Philippine Stock Exchange for each quarter of the years ending in 2024 and 2025.

YEARS	QUARTERS	HIGHEST	LOWEST
2025	1st	60.80	56.00
	2nd	59.70	53.10
	3rd	59.20	55.00
	4th	57.95	52.55
2024	1st	56.00	52.00
	2nd	57.00	51.50
	3rd	61.70	53.15
	4th	61.50	57.70

Annual Report in SEC Form 17-A

The financial report included in this report follows the information contained in the SEC Form 17-A of PSBank, 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
 Tel: (+632) 8885-8208 local 8180/8535
 Email: psbasm@psbank.com.ph

Media

Marketing and Communications Division
 8th Floor PSBank Center
 777 Paseo de Roxas corner Sedeño Street
 Makati City 1226
 Tel: (+632) 8885-8208

For inquiries or concerns:

Customer Experience Group
 6th Floor PSBank Center
 777 Paseo de Roxas corner Sedeño Street
 Makati City 1226
 Tel: (+632) 8845-8888 | SMS: (+63) 998-8458888
 Email: customerexperience@psbank.com.ph
 Chat: www.psbank.com.ph

Stockholder Services

For inquiries regarding dividend payments, change of address or account status:
 Metrobank Trust Banking Group - Settlements Department - Stock Transfer Section
 16th floor Metrobank Center
 35th Street corner 7th Avenue
 Bonifacio Global City
 Taguig City 1634
 Tel: (+632) 8857-5694
 Email: stocktransfer@metrobank.com.ph



www.psbank.com.ph

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 24/7 Customer Experience Hotline: (632) 8845-8888
 customerexperience@psbank.com.ph

 PSBank LiveChat via www.psbank.com.ph
 ISSA Chatbot: [Facebook.com/PSBankOfficial](https://www.facebook.com/PSBankOfficial)

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