

## **Robinsons Bank Balance Conversion Terms and Conditions**

The terms and conditions provided herein shall govern the use of the Balance Conversion (the “Installment Plan”) of Robinsons Bank Corporation (the “Robinsons Bank”). By availing and using the Installment Plan, the Cardholder agrees and signifies to be bound by these terms and conditions, and Privacy Consent and Notice (PCN). If the Cardholder does not agree to these terms and conditions, Cardholder shall refrain from availing the Installment Plan.

These terms and conditions shall be in addition to the Terms and Conditions Governing the Issuance and Use of Robinsons Bank Credit Cards which shall be deemed incorporated herein. Capitalized terms not specifically defined herein shall have the meaning given in the Terms and Conditions Governing the Issuance and Use of Robinsons Bank Credit Cards.

### **Eligibility Requirements:**

- The requester must be the principal Robinsons Bank Credit Cardholder (the “Cardholder”).
  - The Robinsons Bank Credit Card must be in active and current status.
  - The minimum Balance Conversion amount is Three Thousand Pesos (P3,000).
  - The requested amount must be up to eighty percent (80%) of the assigned credit limit or equal to the statement balance, whichever is lower.
  - Not applicable to Robinsons Bank Corporate Credit Card.
1. Balance Conversion is a credit card facility that allows Robinsons Bank Principal Credit Cardholder to convert a portion or entire Total Amount Due of the latest Electronic Statement of Account (the “eSOA”) to monthly installment. The approved Balance Conversion transaction is not eligible to earn Rewards Points.
  2. Upon application, the Cardholder agrees:
    - a) To be bound by the terms and conditions of the Balance Conversion, Privacy Consent and Notice (PCN), and the terms and conditions governing the issuance and use of the Robinsons Bank Credit Card. These Terms and Conditions are in addition to applicable Account Agreement and/or other rules that may apply to the Cardholder’s Account with Robinsons Bank.
    - b) That the application is based on the Cardholder’s instruction that he/she is applying for Balance Conversion.
    - c) That the Cardholder attests to the correctness of the details provided during application and agrees to the processing of such information for the purpose of evaluating and implementing Cardholder’s instructions. Robinsons Bank shall not be liable to any errors and/or damages resulting from its use and reliance to the information provided by the Cardholder during the application.
    - d) That this application serves as authority by the Cardholder to Robinsons Bank to convert to installment the requested Balance Conversion amount.
    - e) To authorize (not to oblige) Robinsons Bank to contact and/or notify the Cardholder through SMS as to the status of his/her application.

3. A corresponding processing fee shall be charged to the Cardholder's account, in one-time or installment basis, per approved application. The fee will be billed separately and appear in the next eSOA.
4. For applications submitted through the Robinsons Bank website:
  - a) Once submitted, it is considered final. It is irrevocable and cannot be cancelled.
  - b) Only one application is allowed to be processed per cardholder, per day.
5. The Balance Conversion application shall be subject to verification and credit approval by Robinsons Bank.
6. Robinsons Bank has the absolute right to approve or reject Balance Conversion application. In case of rejection, Robinsons Bank is of no obligation to notify the Cardholder and disclose the reason thereof.
7. If the Cardholder has insufficient credit limit at the time of the application:
  - a) The Cardholder may request for a lower amount if application is done through phone.
  - b) Robinsons Bank has the absolute discretion to approve a lower amount or decline the application without the need of informing the Cardholder if application is done through email or online channel.
8. In the event the Robinsons Bank approves the application, the total Balance Conversion amount shall be subject to the Balance Conversion Terms and Conditions ("Terms and Conditions") and all applicable conditions under the Terms and Conditions governing the issuance and use of the Robinsons Bank Credit Card and all related provisions of the Robinsons Bank Installment Plan.
9. Once the Balance Conversion application is approved:
  - a) It is irrevocable and cannot be cancelled;
  - b) The applicable processing fee shall be deducted from and must not exceed the Cardholder's credit card limit;
  - c) The monthly amortization shall be based on the principal amount divided by the chosen term and shall form part of the Total Amount Due in the Cardholder's eSOA.
  - d) The Cardholder agrees to pay at least the Minimum Amount Due.
  - e) The monthly amortization including other transactions, if there is any, shall form part of the Total Amount Due and shall be included in the computation of Minimum Amount Due for each eSOA.
10. The processing fee is subject to change in accordance with the prevailing market rates under the same Terms and Conditions. Provided that Cardholder shall be informed of the prevailing fee at the time of application.
11. If the Cardholder revolves all or portion of the Total Amount Due, the account shall be subject to computation of Finance Charge and any applicable fees and charges.
12. Any over limit amount due to the billing of the monthly amortization or billing of the monthly amortization together with the applicable processing fee shall be subject to over limit fee.
13. If the Cardholder requested for cancellation or pre-termination (payment acceleration) of the approved Balance Conversion application, Robinsons Bank reserves the right to charge the Cardholder an Installment Termination Service Fee of five percent (5%) of the remaining Balance Conversion principal amount. The remaining installment balance including remaining processing fee, if any, shall be billed in full in the next eSOA together with the Installment Termination Service Fee.

14. In cases of suspension or cancellation of the Robinsons Bank Credit Card due to breach in the Terms and Conditions governing the issuance and use of the Robinsons Bank Credit Card, Robinsons Bank shall render the outstanding balance of all approved Balance Conversion applications due and demandable without the need of informing the Cardholder.

#### Consent to Disclosure/Provision of Information

1. By using the Installment Plan Online Channel, the Cardholder acknowledges and accepts that: (a) Robinsons Bank may use, collect and process technical data and related information that identifies his/her device, including but not limited to his/her unique Device ID, operating system, application software, and peripheral hardware; (b) Robinsons Bank may collect, use and process his/her personal data/information in relation to services and facilities covered under the Installment Plan Online Channel; (c) there is disclosure of Cardholder's personal, sensitive personal, and financial information (hereafter, the "Disclosed Information") to Robinsons Bank's Affiliates or Participants or such other third party or their sub-processors exclusively for the purpose of providing and facilitating its services under the Installment Plan Online Channel in accordance with these terms and conditions and Robinsons Bank's Privacy Consent and Notice (PCN). Such disclosure and use of information may be necessary or inevitable for the purposes of giving effect to any Electronic Instruction from the Cardholder and/or facilitate or enable his/her use of Installment Plan Online Channel. Failure to allow such disclosure, access to or use of Cardholder's Information may result in Robinsons Bank's inability to offer or continue to offer the services and facilities related to Installment Plan Online Channel.
2. In the event the Cardholder provides personal, sensitive personal and financial information, relating to third parties, Cardholder: (a) confirms that he/she has obtained their consent or are otherwise entitled to provide this information to Robinsons Bank and for its use in accordance with his/her specified transaction/s with Robinsons Bank; (b) agrees to ensure that the personal, sensitive personal and financial information of the said third parties is accurate; and (c) agrees to update us in writing in the event or any material change to the said personal, sensitive personal and financial information.
3. Cardholder will provide Robinsons Bank with any information or documentation that it may reasonably request relating to his/her use of Installment Plan Online Channel and shall cooperate with Robinsons Bank in any related investigation or litigation.
4. Robinsons Bank's authority to collect, use or disclose the Disclosed Information as set out in Consent to Disclosure/Provision of Information (1) above shall survive the termination of the Cardholder's use of Installment Plan Online Channel covered under this Terms and Conditions insofar as such continued collection, use or disclosure of the Disclosed Information remains necessary to fulfill any and all legal obligations Robinsons Bank may have relative to the prior provision of Installment Plan Online Channel, to fulfill any legitimate interests of Robinsons Bank, to comply with existing laws and regulations, the protection of Robinsons Bank's lawful rights and interests in legal proceedings and/or in the establishment, exercise or defense of Robinsons Bank's legal claims. The rights and abilities of Robinsons Bank under Disclosure/Provision of Information (1) above shall be in addition to and without prejudice to its other rights of disclosure pursuant to the Terms and Conditions, Privacy Consent and Notice (PCN), and Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.
5. The Cardholder agrees that he/she has full and sole responsibility over the truthfulness and accuracy of the personal data he/she will provide Robinsons Bank in relation to the services. Neither Robinsons Bank nor any of its personnel shall be liable for any loss or damage suffered by

the Cardholder or any user as a result of any disclosure of any information which the Cardholder has consented Robinsons Bank to collect, use or disclose for the purposes provided in this section or where such collection, use or disclosure is allowed under the applicable laws in the Philippines.