

Always Here For You

20 Annual
21 Report



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About the Cover

Always Here for You

Crises test true partnerships. Robinsons Bank continues to prove its unwavering commitment to deliver the best customer experience no matter what. Through the economic, social and health challenges that still beset the country, Robinsons Bank stands as a beacon of support for its clients.



Vision

We are the Bank of Choice driven to fulfill your changing needs

Core Values

- C oncern
- E xcellence
- L eadership
- T eamwork
- I ntegrity
- C hange

Mission

Aiming to be better everyday. Committed to provide to the:

- Customers - best experience
- Employees - winning culture
- Owners - outstanding returns
- Community - responsive organization

Who We Are

Robinsons Bank Corporation (RBank) is the financial services arm of the JG Summit Group of Companies.

It is 60.0% owned by the JG Summit Capital Services Corp. (JGSCSC) and 40.0% owned by Robinsons Retail Holdings, Inc. (RRHI). It is a full-service commercial bank and has for its cornerstone a business portfolio of market leaders, a solid financial position and a formidable management team which serve the banking requirements of its customers, business partners and the general banking public through its wide array of products and services.

In 2020, the Bank launched a new 5-year strategic initiative, Roadmap 2024, which aims to position the Bank among the Top 11-13 Philippine banks in terms of assets by 2024, via organic growth. Through this roadmap, the Bank aspires to deliver targeted and tailored customer experience to accelerate acquisition and drive retention; expand distribution networks efficiently and cost-effectively to reach broader markets; strengthen organizational structure to support rapid growth; accelerate digital transformation and develop strong digital technology that drives innovation; and develop a strong RBank brand.

Amid the global health crisis that struck in 2020, RBank continued to prove its agility and resilience as it was able to quickly adapt and innovate its products and services to remain responsive to the needs of its customers. Robinsons Bank continued to gain recognition for its growing performance and digital innovation including: **Service Innovation of the Year (RBank Sign Up)** and **Consumer Finance Product of the Year (GO!Salary Loan Online)** from the Asian Banking and Finance Retail Banking Awards; **Most Innovative Digital Banking Services** from The Global Economics and Global Business Review Magazine; and **Best Commercial Bank**, awarded by the International Business Magazine and World Economic Magazine.

Driven by its vision and mission, Robinsons Bank will continue to innovate by developing new products and services and accelerating its digital transformation initiatives, to provide better customer experience and to support growth.



Ownership Structure



Core Businesses



Ecosystem Plays



Core Investments



Robinsons Bank, the financial services arm of the JG Summit Group of Companies, is one of the fastest growing commercial banks in the Philippines in terms of capitalization and asset size. The bank is **60.0%** owned by JG Summit Capital Services Corporation, a wholly-owned subsidiary of JG Summit Holdings, Inc. and **40.0%** owned by Robinsons Retail Holdings, Inc., a listed company since November 2013.

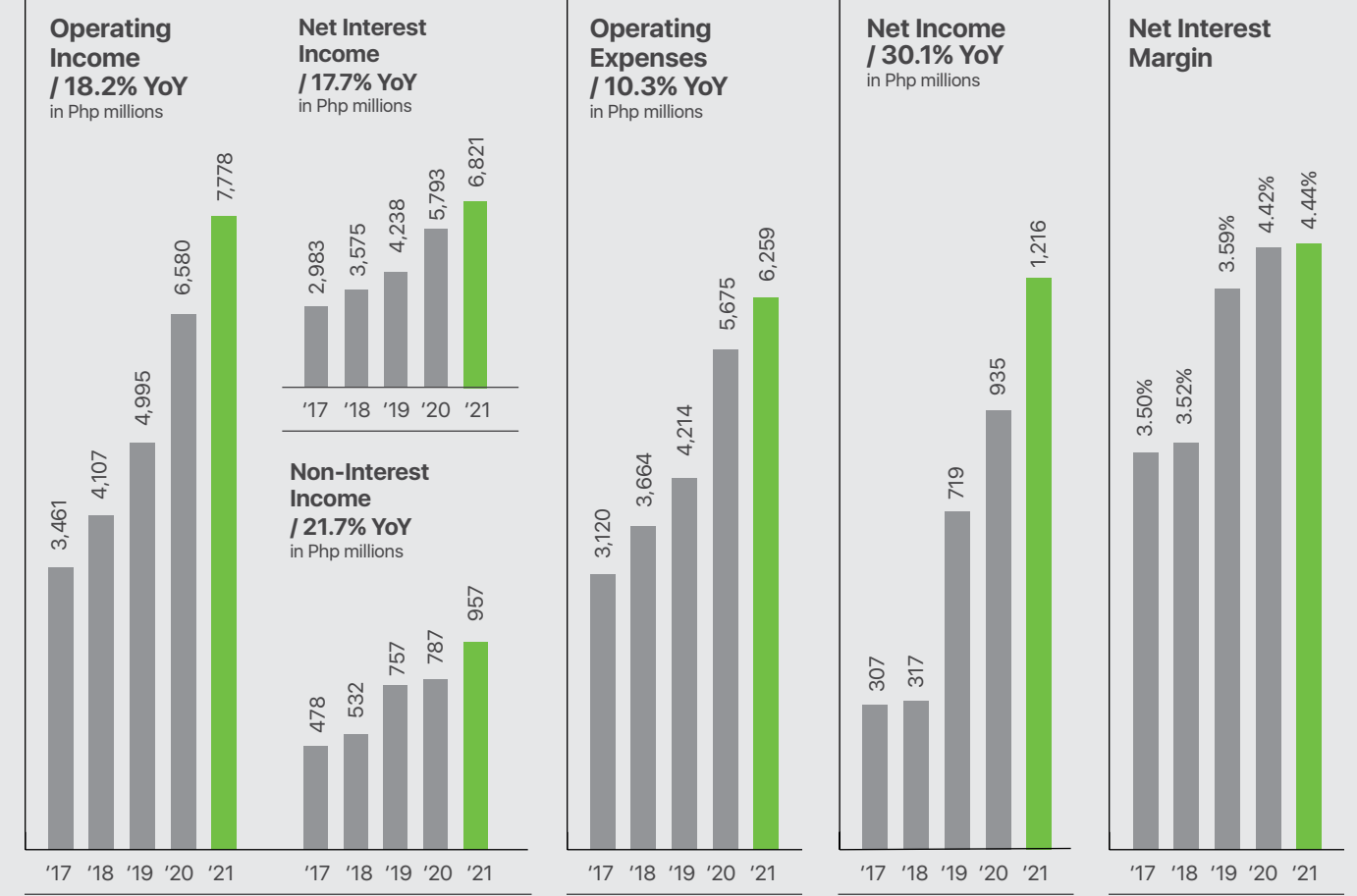


Consolidated Financial Highlights

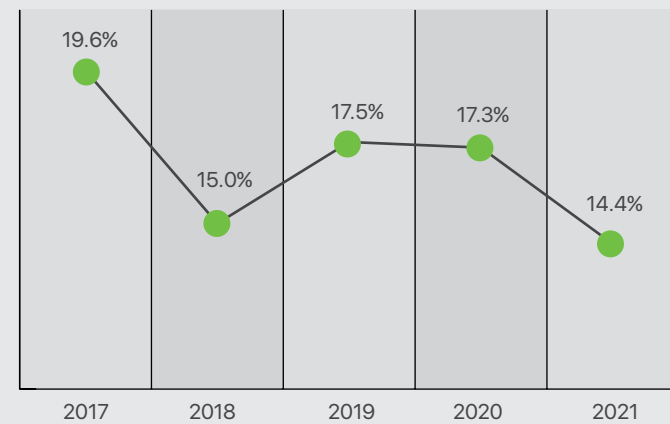
Balance Sheet



Profitability



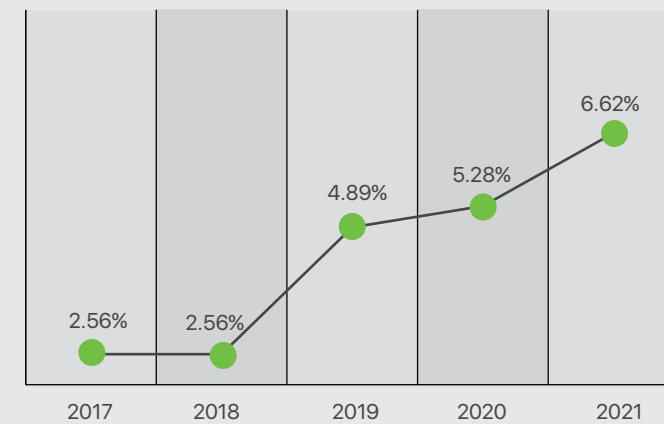
Capital Adequacy Ratio



CET 1 Capital Ratio



Return on Equity



Return on Assets

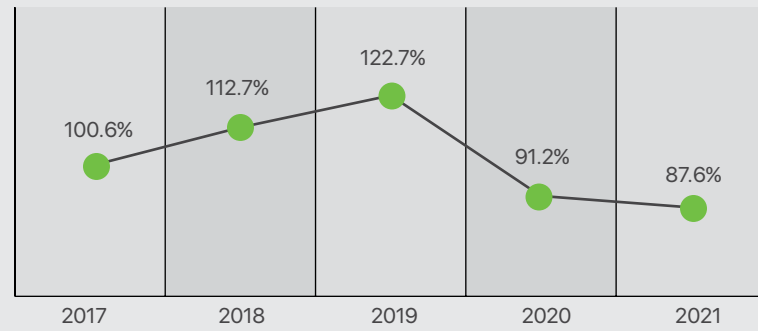


Consolidated Financial Highlights

Asset Quality

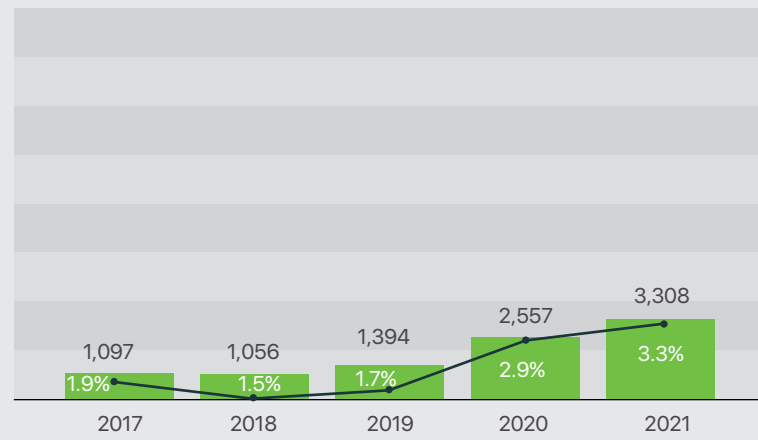
NPL Coverage

Conso (%)



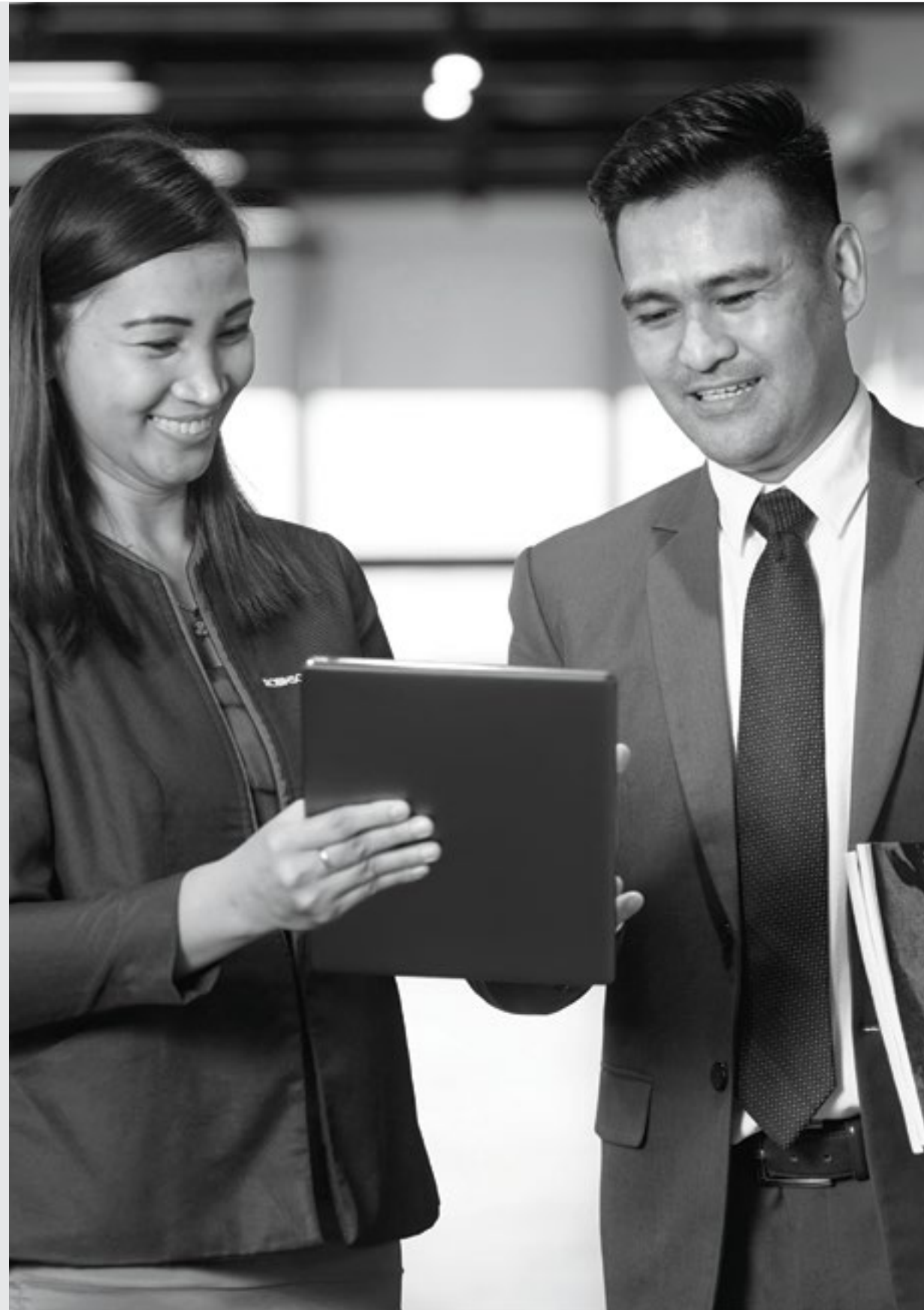
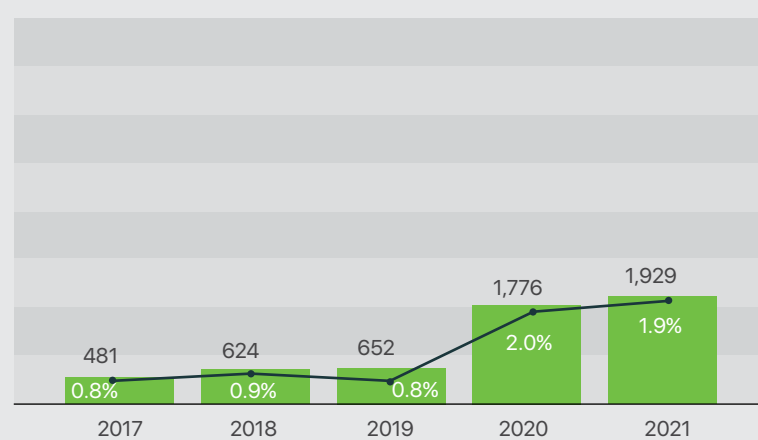
Gross Non-Performing Loans

■ Volume/29.4% YoY in Php millions
● Gross NPL Ratio in %



Non-Performing Loans (Net of Specific Allowance)

■ Volume in Php millions
● Net NPL Ratio in %



Network

	RBank	LSB	Total
Branches	161	28	189
Regular Branches	154	14	168
Branch-lite Units	7	14	21
Automated Teller Machines (ATMs)	355	19	374

Headcount

ROBINSONSBANK
A Commercial Bank

1,986

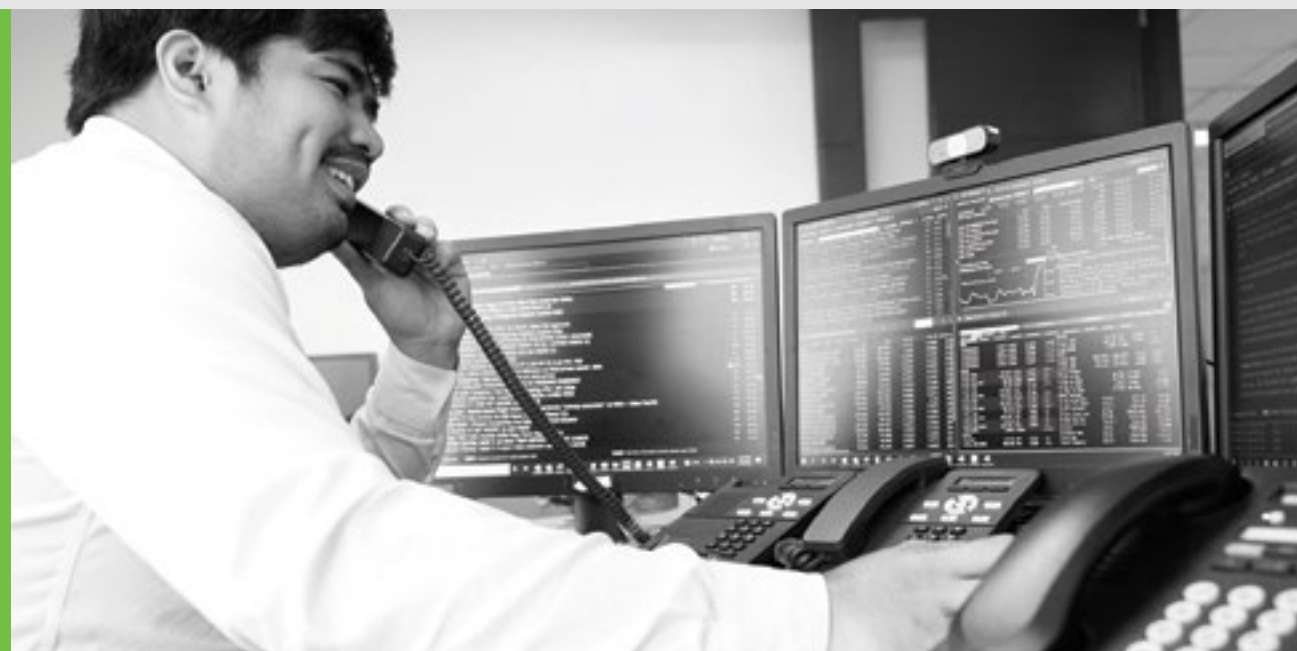
LEGAZPISAVINGS
a subsidiary of ROBINSONSBANK

355

Total: 2,341



Consolidated Financial Highlights



Financial Highlights	Consolidated		Parent Bank	
	2021	2020	2021	2020
Balance Sheet (in PHP million)				
Total Assets	179,770	151,147	177,469	148,981
Trading and Investment Securities	35,006	27,452	35,017	27,462
Liquid Assets	74,671	59,083	73,978	58,310
Gross Loans	99,212	86,753	97,085	84,942
Deposits	152,987	117,447	150,806	115,393
Capital	18,437	18,326	18,437	18,326
Profitability (in PHP million)				
Net Interest Income	6,821	5,793	6,522	5,445
Non-Interest Income	957	787	922	846
Non-Interest Expense	4,955	4,573	4,640	4,276
Pre-Provision Profit	2,824	2,007	2,804	2,015
Allowance for Impairment Losses	1,304	1,102	1,276	1,051
Net Income	1,216	935	1,216	935

Financial Highlights	Consolidated		Parent Bank	
	2021	2020	2021	2020
KEY FINANCIAL INDICATORS				
Profitability				
Return on Average Equity	6.6%	5.3%	6.6%	5.3%
Return on Average Assets	0.7%	0.7%	0.7%	0.7%
Margins and Liquidity				
Net Interest Margin	4.4%	4.4%	4.3%	4.2%
Gross Loans to Deposit Ratio	64.9%	73.9%	64.4%	73.6%
Liquid Assets to Total Assets	41.5%	39.1%	41.7%	39.1%
Liquidity Coverage Ratio	149.8%	133.5%	148.8%	131.0%
Net Stable Funding Ratio	126%	127%	126%	127%
Cost Efficiency				
Cost to Income Ratio	63.7%	69.5%	62.3%	68.0%
Cost to Average Assets Ratio	3.0%	3.2%	2.8%	3.1%
Asset Quality				
Gross NPL Ratio	3.3%	2.9%	2.4%	1.3%
NPL Cover	87.6%	91.2%	115.2%	192.3%
Capital and Leverage				
Capital Adequacy Ratio	14.4%	17.3%	14.5%	17.4%
CET 1 Capital Ratio	13.7%	16.4%	13.8%	16.5%
Tier 1 Capital Ratio	13.7%	16.4%	13.8%	16.5%
Basel III Leverage Ratio	7.8%	9.8%	7.8%	9.8%
Shareholder Information				
Net Income per Share				
Basic	0.81	0.62	0.81	0.62
Diluted	0.81	0.62	0.81	0.62
Book Value per Share	12.29	12.22	12.29	12.22
Cash Dividends Declared	0	0	0	0
Manpower				
Headcount	2,341	2,307	1,986	1,919
Officers	1,126	1,024	1,050	952
Staff	1,215	1,283	936	967
Distribution Network				
Branches*	189	173	161	154
ATMs	374	354	355	335

*includes 21 branch-lite units (7 RBank & 14 LegazpiSavings BLUs)

Chairman's Message

”

We have progressively adapted to the new ways of doing things and launched digitization initiatives to address the direct and immediate needs of our customers impacted by the pandemic.



Banking Solutions

Dear Stakeholders,

Robinsons Bank remains resilient and sustained its performance in 2021 as we outperformed our financial results last year.

With the country starting to recover from the pandemic, we have progressively adapted to the new ways of doing things and launched digitization initiatives to address the direct and immediate needs of our customers impacted by the pandemic. The Bank used technology to meet the high-touch interactions and deliver more complex products and services to elevate the customer experience. The impact is now apparent in RBank.

As the pandemic reshapes the banking behavior of the customers and having a customer-centric mindset, the Bank continues to innovate to address our customers' pain points. We need to find ways to enable our customers to perform banking activities given the travel restrictions and lockdowns.

Online became the way to go and through agile execution, we launched the RBank Digital (RDX) mobile app that provided an enhanced digital banking experience for our customers. With digitization as a tool, the lockdowns opened opportunities for us to onboard customers and increase their engagement with our new digital channel. RDX now is the main platform for our retail customers, covering the entire customer

with Innovation

lifecycle from acquisition, cross-sell, transaction, and retention, covering all the Bank's products. Enrolling in RDX is quick, simple, and instantaneous. Now, our customers can do banking anytime, anywhere.

Together with our 189 branches remaining operational while observing proper protocols, especially during lockdowns, we are committed to putting our customers at the front and center by delivering an undisrupted banking experience. Despite the restrictions, to bring closer our services to our customers, we opened seven new branches in 2021: (1) N. Domingo, (2) Sumulong-Antipolo, (3) Cebu I.T. Park, (4) La Union, (5) La Carlota, (6) Cebu Business Park, and (7) Galleria. In 2021, we achieved another milestone as we opened our first Regional Office in Cebu which we call Regional Business Banking Center. This is a one-stop shop that aims to make banking solutions more accessible to the public which includes the branch, desk for consumer and corporate lending, transaction banking for electronic collection, disbursement arrangements, other cash management services, and Treasury and Trust for other investment options.

While our branch transactions grew by more than 20%, our digital transactions rose by almost 140% and we catered to more than 4.0 million transactions of our customers. Since its launch, there has been a remarkable increase in the number of digital-first banking customers. We experienced an accelerated shift in our customers' behavior toward digital banking and the new adopters of online banking increased. Hence, with an agile mindset, we continue to upgrade and enhance RDX with new features regularly to highlight its flexibility and offer our customers better services. Among the features launched in 2021 were: InstaBalé payroll loans; RRemit remittance to Cebuana Lhuillier; e-Gov payments to government merchants; Robinsons Rewards Redemption; account opening in RBank Digital for existing customers; fund transfer via email or mobile number; and credit card transaction history, among others.

Moreover, innovative products and services were introduced throughout the year. We introduced InstaBalé, an innovative financial product that allows eligible employees to make a cash advance on their upcoming salary credits via the RBank Digital App. Also, we enabled in the Bank's app the eGOV Payments which allows RBank account holders to pay PCHC (Philippine Clearing House Corporation) PayGate merchants. We created a variant of our checking account and we launched QuickCheck, a checking account that offers a lower minimum balance remaining compared to the Bank's regular checking account, to be able to reach a specific target market through corporate engagements. And to provide immediate funds to suppliers by getting paid ahead of time through an approved invoice, we initiated the Supply Chain Financing.



Chairman's Message


140%
 Rise of Digital Transaction


4M
 Catered Customers


20%
 Growth of Bank Transaction


7
 New Branches

To support financial inclusion and help uplift the lives of our customers, we launched a savings account product created for cooperatives to promote financial inclusion by making it accessible to the members which many remain unbanked. A loan program for sugar planters for small and medium planters was also offered. We also rolled out Agency Banking (RBankMo) app that allows agents to perform outsourced banking services such as balance inquiry, cash-in/out, bills payment, account opening, and remittance. As of December 2021, we had onboarded more than 120 cash agents nationwide.

As part of the Bank's Corporate Social Responsibility, we launched the Transact and Donate CSR, where Php0.50 will be donated to a scholarship fund for every financial transaction done in the RBank Digital App.

True to our vision of fulfilling the customers' changing needs, RBank has invested in UNICON Insurance Brokerage Corporation, allowing the Bank to offer a wider range of insurance services to the public. RBank acquired more than 85,000 unissued common shares of the brokerage firm, equivalent to 40% of UNICON's total outstanding stocks. In February 2021, RBank also entered into a joint venture agreement with Robinsons Land Corporation, Robinsons Retail Holdings, Inc., and Tyme Global Limited to establish GoTyme Bank Corporation (GoTyme). RBank's equity investment represented 20.00% ownership of GoTyme.

As we journey towards the end of the pandemic and to a new chapter, we promise to continue serving and developing innovative products and services for the welfare of our customers and the community we serve.

We are honored that all these efforts to provide our customers with the best products and services are being recognized by the local and international award-giving bodies which inspire us to improve further. In 2021, RBank Sign Up



was recognized as the Most Innovative Digital Product in the Philippines and Robinsons Bank received the Most Innovative Banking Credit Card Program in the Philippines by the World Economic Magazine Awards. Robinsons Bank DOS Mastercard was named the Best Banking Credit Card Program in the Philippines 2021, IPONsurance as the Best Bancassurance Product in the Philippines 2021, and RBank Digital as the Best Mobile Banking App in the Philippines for 2021 awarded by the International Business Magazine. Robinsons Bank received the Most Innovative Digital Banking Services – Philippines 2021 and IPONsurance was named Best Bancassurance Product – Philippines 2021 by The Global Economics Awards 2021. RBank Sign Up was named Service Innovation of the Year 2021 and GO! Salary Loan Online was recognized as the Consumer Finance Product of the Year 2021 by Asian Banking and Finance Retail Banking Awards 2021. RBank Sign Up was named Best Electronic Delivery Channel 2021 Bank by the Marketing Association of the Philippines. Lastly, Global Business Review Magazine recognized Robinsons Bank as the Most Innovative Credit Card Philippines 2021 and Most Innovative Digital Banking Services Philippines 2021.

To my fellow RBankers, the management and the employees, I would like to express my deepest appreciation for your outstanding performance and shared passion to rise above the challenges and deliver Robinsons Bank to where we are today. On behalf of Robinsons Bank, I would like to thank our customers for their unfaltering support and patronage. We are committed to delivering the best customer experience and we will brace the challenges that we will face ahead with grit.

Maraming salamat po!


Lance Y. Gokongwei
 Chairman

President & CEO's Report

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In 2021, we surpassed our planned total assets, loans, and deposits. In 2022, we intend to do it again supported by our key initiatives in place ensuring that we continue to adapt to the rapidly changing needs and expectations of our customers.

Delivering another year of

Dear Stakeholders,

The Philippine economy started to open up after the pandemic hit and we at Robinsons Bank took this opportunity to outperform our last year's performance. Not only did we confidently withstand the health crisis, but we are now in a position to push our progress further. It is with great pride that I report to you the outstanding results of our operations.

Operating Environment: Reopening of economies

The economic impact of the COVID-19 pandemic has begun to dissipate which led to the reopening of economies. The World Bank estimated that the global economy grew by 5.7% in 2021, up from a 3.4% contraction in 2020. Headwinds to the recovery remain as the emergence of COVID-19 variants can push back economies to lockdowns. Supply-side risk to inflation continues to be persistent, pushing central banks to partially unwind their accommodative monetary policies.

On the domestic front, the country's economy grew by 5.7% in 2021, within the government's target, due to the base effects and the recovery of the country's major growth drivers. The economy has successfully withstood tighter restrictions from the resurgence of cases fueled by the Delta and Omicron variants of the corona virus disease.

Stellar Performance

The full-year inflation breached the central bank's target and increased to 4.5% in 2021 as the domestic supply of pork remain battered by the African swine fever. The rising oil prices were also contributing to the above-target inflation rate.

While the economy recovers from the pandemic, the Bangko Sentral ng Pilipinas (BSP) kept its record-low policy rate at 2.0% for the whole year. Policy rate cuts started as early as February 2020 and the succeeding cuts resulted in a cumulative reduction of 200 basis points. The reserve requirement ratio was also reduced and maintained at 12.0%.

The Philippine Banking System (PBS) has shown signs of strength as it holds out against the pandemic for nearly two years. The total PBS assets accelerated by 7.05% to Php 20.83 trillion, compared to 6.10% growth last year. The total PBS loan portfolio (net) bounced back to 4.65% to Php 10.99 trillion, from a 2.35% decline in 2020. Meanwhile, total PBS deposits continued an expansionary path which rose by 8.74% to Php 16.24 trillion.

Against this operating backdrop, Robinsons Bank maintained financial stability and remained committed to our customers by delivering another year of stellar



Php 179.77B

Total Assets, 18.95% higher than the Php 151.15B level in 2020



Php 99.21B

14.36% Growth in loan portfolio



Php 1.3B

Provision allotted to further provide ample buffer for probable loan losses

performance. RBank posted strong growths in assets, loans, deposits, and profitability.

Sound Financial Results

RBank concluded 2021 with Php 179.77 billion in total assets, 18.94% higher than the Php 151.15 billion level in 2020, expanding 2.7x faster than the industry growth. This was supported by the broad-based build-up in the Bank's lending portfolio and treasury investments leading the Bank to improve its industry ranking by a notch to 17th among the 46 universal and commercial banks (UKBs) in the country from 18th in 2020.


Despite a pandemic-impacted environment, the Bank's gross loan portfolio managed to sustain its expansion track and grew by 14.36% to Php 99.21 billion in 2021. This was supported by the 17.43% increase in consumer loans and the 12.31% improvement in commercial loans. Growth in consumer loans was driven by the strong performance of real estate loans, which rose by 23.02% to Php 29.72 billion. The Bank also continued to perform better than the industry, growing 2x faster. This maintained RBank's ranking in terms of total loans among UKBs at 15th place.

President & CEO's Report

In terms of asset quality, the Bank remained better than the industry in 2021. The Bank's non-performing loans (NPL) ratio amounted to Php 3.3 billion, equivalent to an NPL ratio of 3.3% as of yearend. This was better than the industry's 4.10% NPL ratio, net of interbank loans. To further provide ample buffer for probable loan losses, the Bank has allotted Php 1.3 billion in provisions, 18.3% more than Php 1.1 billion provisions set in 2020.

The asset growth has been funded by an equally strong improvement in deposits. Total deposits jumped by 30.26% in 2021 reaching Php 152.99 billion from Php 117.45 billion a year ago, growing 4.3x faster than the industry. CASA expanded by 102.53% to Php 82.79 billion from Php 40.88 billion a year ago. This buildout resulted in an improvement in the Bank's industry ranking in terms of deposits by two notches to 16th place in 2021, up from 18th the previous year.

By the end of 2021, our capital stood at Php 18.4 billion. The Bank's capital adequacy ratio at 14.38% and the common equity tier ratio at 13.66% are both conformably above the minimum regulatory requirements.


Php 152.99B
 30.26% Total Deposits
 in 2021 from Php 117.45B


Php 18.4B
 Capital in 2021


Php 1.22B
 Net Income

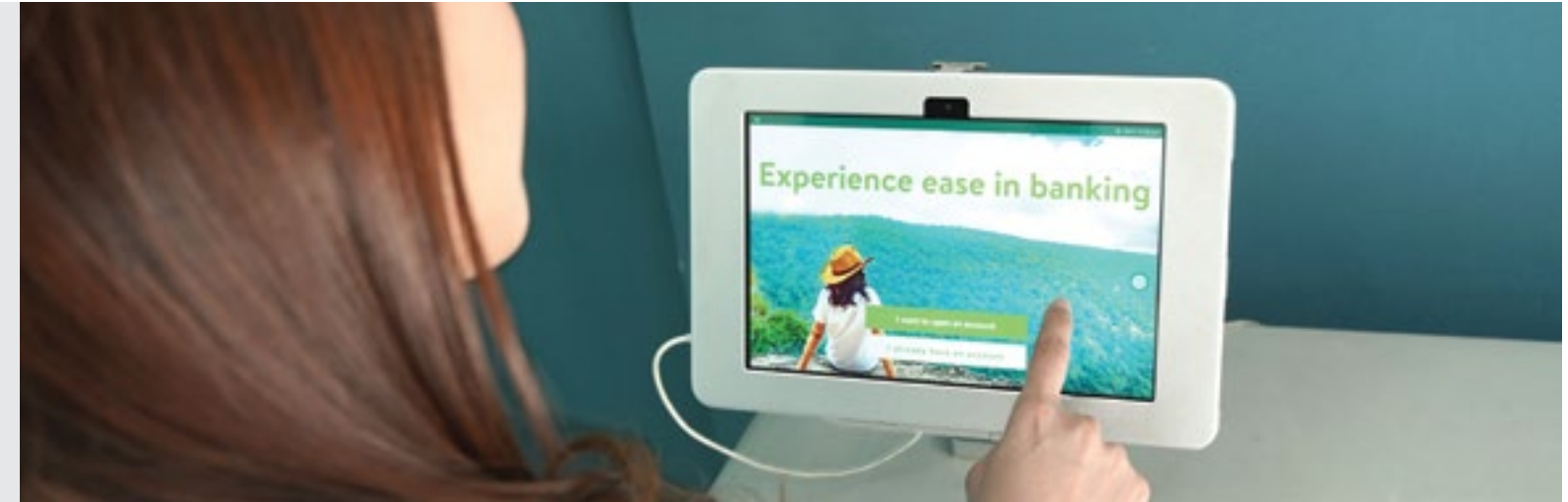

Php 6.82B
 17.74% Net Interest
 Income Growth

Resilience was also evident in the Bank's profitability. We delivered record profitability despite a challenging year. Our net income breached the billion mark. The successful implementation of our strategies, combined with our employees' effort to deliver quality products and services to our customers, brought RBank's net income to Php 1.22 billion in 2021, 30.12% higher than the performance in 2020.

Net interest income grew by 17.74% to Php 6.82 billion compared to Php 5.79 billion in the same period last year. The strong performance of the core income is driven by the good mix of growth in interest income and reduced interest expense. The interest income improved to Php 8.21 billion by 6.07%, while the interest expense dropped by 27.02% to Php 1.49 billion from Php 2.03 billion in 2020. This led to an increase in the Bank's net interest margin (NIM) to 4.44%, whereas the industry's NIM dropped to 3.47%.

Fee income likewise improved by 21.70% to Php 957.30 million in 2021, as service fees and commission income, as well as miscellaneous income, grew in spite of smaller trading gains. Service fees and commission income increased by 55.48%, driven by credit-related fees, while miscellaneous income turned positive following the sale of investment properties.

We remained prudent in our operations despite the implementation of various digitalization initiatives and innovations.




Operating expenses modestly increased by 11.9% to Php 4.57 billion, driven by information technology-related expenditures. The Bank's cost-to-income ratio likewise improved to 63.7%, from the prior year's 69.5%.

With the exceptional performance of earnings, the Bank's return on equity improved by 134 basis points to 6.62% in 2021 from 5.28% in 2020. Similarly, return on assets increased to 0.73% in 2021 from 0.66% in 2020.

To top it all off, the Bank received the several noteworthy awards in 2021, such as the Best Commercial Bank - Philippines 2021 from the International Business Magazine, the Fastest Growing Commercial Bank - Philippines 2021 from the Global Business Review Magazine Awards 2021, and the Best Commercial Bank - Philippines 2021 from the World Economic Magazine Awards 2021, among others.

Operating in the new normal, our 2021 performance has set us up to start 2022 in a good position. For this coming year, we are more driven to deliver better overall performance. Our goal is to further improve our industry rankings while preserving our asset quality. In 2021, we surpassed our planned total assets, loans, and deposits. In 2022, we intend to do it again supported


Php 953.30B
 21.70% Fee Income
 improvement


Php 4.57B
 11.9% Increase in Operating
 Expenses driven by
 Information technology-
 related expenditures


63.7%
 Cost-to-Income Ratio
 Improvement


6.62%
 Return on Equity
 Improvement

by our key initiatives in place ensuring that we continue to adapt to the rapidly changing needs and expectations of our customers.

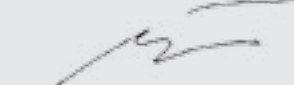
We remain firm in our commitment to providing the best customer experience to our customers, winning culture for our employees, outstanding returns to our owners, and a responsive organization to our community.

All of these will not be possible without the invaluable guidance and contribution of our Board of Directors to steer the Bank to our desired destination.

Appreciation goes to the strong 2,329 "RBankHeroes" who continue to deliver unwavering "malasakit" to all our customers with or without the pandemic.

Most of all, thank you to all our customers for your continued trust and confidence in Robinsons Bank.

*In Robinsons Bank,
 the future is bright.*


Elfren Antonio S. Sarte
 President & CEO





Operational Highlights

The year 2021 was a year of recovery from the prevailing pandemic. As COVID-19 cases gradually declined, the economy slowly started to open up. Consumers began to resume their normal activities signifying that they have regained their confidence in businesses. Economic activity continued to pick up as the Philippine government accelerated its vaccination drives and lifted community restrictions.

For Robinsons Bank, business continuity remained to be the top priority especially with the seasonal surge in COVID-19 cases. When incidents were rapidly increasing during the first quarter, RBank ensured to continue providing its financial services to its customers. Majority of its branches remained operational under shortened banking hours during the 1st quarter surge.

By May 2021, the Bank was already 100% operational under regular banking hours resulting from the easing of community restrictions.

Operational Highlights



Retail Banking Segment

RBank continued to strengthen its geographic footprint as it opened seven new branches (N. Domingo, Sumulong-Antipolo, Cebu I.T. Park, La Union, La Carlota, Cebu Business Park, and Galleria) and reopened two (Tacloban, and J.P. Rizal) as of December 31, 2021. The bank achieved a milestone with its first Regional Office – Cebu Regional Business Banking Center (RBBC). Considered as a “one-stop shop” for RBanks’ diversified products and services, the RBBC provides financial solutions such as deposits, loans, electronic collection and disbursement arrangements, other cash management services, and Treasury for other investment options. RBank closed the year with a total of 161 branches, and 355 ATMs (172 offsite and 183 onsite) strategically located nationwide.

Furthermore, the Retail Banking Segment’s (RBS) total deposit balance grew by 64% from take-off, better than the industry’s deposit growth rate of 8.8%, allowing RBS to achieve 136% of its full year total deposit plan. Peso CASA level ended higher vs.

take-off by 104%. Furthermore, the Retail Banking Segment’s (RBS) total deposit balance grew by 64% from take-off, better than the industry’s deposit growth rate of 8.8%, allowing RBS to achieve 136% of its full year total deposit plan. Peso CASA level ended higher vs. take-off by 104%, better than the industry growth rate of 17.5% and exceeded RBank’s full-year Peso CASA plan with a 183% target achievement. Additionally, RBS’s Time Deposit promos made a significant contribution to the Bank’s short and long term Peso Term deposits. Foreign Currency Deposit (FCDU), on the other hand, was also up by 17% from take-off, with increment contributed by the year-long TD campaigns.

In 2021, RBank renewed its strong and strategic bancassurance partnership with Prulife UK. The Bank was able to exceed its 3-year agreed annual premium equivalent (APE) target, ending 2020 at 130% target achievement. As of end 2021, RBank’s bancassurance business likewise exceeded its plan at 103% full year achievement. To expand the bank’s insurance product line to include non-life insurance, RBank also established a strategic alliance with Unicon Insurance Brokers Corporation in April 2021, utilizing the branch network as additional distribution channels.

Through intensified multi product selling activities across all branches, RBS has contributed significantly, in the form of the following percentage of RBS channel contributions across products and services of the Bank’s other business units as of December 2021.



Operational Highlights

Consumer Banking Segment

Despite the continuing pandemic, RBank continued to provide Filipinos with the opportunity to fulfill their dreams with the help of its GO!Loans. With increased lending activities, the consumer's loan growth was driven by increased digital touchpoints, cross-selling strategies, and development of affordable financial packages that will make loans more accessible to Filipinos.



The Auto industry reflected a 20% growth marking a recovery after a pandemic upset demand in new vehicles. RBank was able to increase loan bookings by 12.78% 2021. This was largely driven by the cross-selling initiatives of RBank's branch network.



RBank's GO!Housing Loan continued to deliver an astounding growth with a 5-year CAGR of 39%. Amid the economic downturn brought by the pandemic, its loan portfolio increased by 27% by end of 2021. Additionally, the Bank was also able to successfully drive GO!Housing Loan borrowers to open an account through the RBank Sign Up app.



Furthermore, GO!Motorsiklo Loans felt the increasing demand of individuals for mobility and an own vehicle as an alternative to riding the public transport. As the Bank's diverse market also consisted of middle class and marginalized income, affordable financing packages were made available through its accredited dealer partners. Loan bookings grew by 35% and loan portfolio increased by 8%. GO!Motorsiklo maintained a healthy loan portfolio as it remained cautious in extending loans to highly impacted individuals and industries. Its Non-Performing Loans (NPL) is at 6%, lower than the industry's ratio.

In line with the digital roadmap of GO! Motorsiklo Loan, the Bank implemented another automation via paperless electronic Motorcycle Loan Documents (eMCDO). This new system enhanced the documentation execution and reduced physical contact that benefited the customers. The Bank also changed its Loan Origination System from FICO to Caishen which is a fully integrated loan approval system.



Customer Success Stories

I left my old job when the pandemic started. My friends told me that I could earn more by being a GRAB delivery driver because of movement restrictions. To get the GO Motorsiklo loan from Robinsons Bank was so easy. I just inquired, submitted the requirements, they did the credit investigation and approved the loan based on what I said was my weekly salary. It was very fast and this helped me get back on my feet quickly and adapt to the challenges of the pandemic.

Leoncio Tindugan
GRAB Delivery Rider



I availed of the Robinsons Bank GO Motorsiklo Loan when I realized how difficult it is to get transportation during the Pandemic. It was so easy and convenient to get a loan from Robinsons Bank. The staff were very helpful and processing the application was very smooth. It took about a week for approval. It could have been shorter but I applied for the loan during the holiday season. The interest rate is very reasonable and I even get rebates when I pay on time! This is one of the first major investments that I have made and I'm glad I did it with Robinsons Bank.

Patricia Polillo
Financial Solutions Associate



Operational Highlights

Customer Success Stories



I availed of GO Salary Loan five times since I was hired in December 2004. Online application makes it more convenient and approval is very quick. I use the loan to support my siblings' college tuition fees, purchase essential gadgets and for house repairs. Having the privilege to apply for GO Salary Loan is a great help to me as an employee.

Iren Maano Capacia
HR Manager C&B
Robinsons Supermarket Corporation

GO Salary Loan helped me to continue supporting the daily needs of my family while completing my dream home. It is convenient, quick, with lower interest than other loans. The employee portal made things even faster, allowing for processing and approval in a day or two. My AO Che de la Torre has been very responsive and helpful. Che was instrumental in getting my concerns resolved — even if the concern does not directly relate to her duties or even when she was on leave. I look forward to continuing my relationship with the RBank and maybe try other products that may be available to me.

Catherine Marie Drilon Gancayco
Director/Lawyer, JGSHI Corporate Center Unit
GO!Salary Loan User

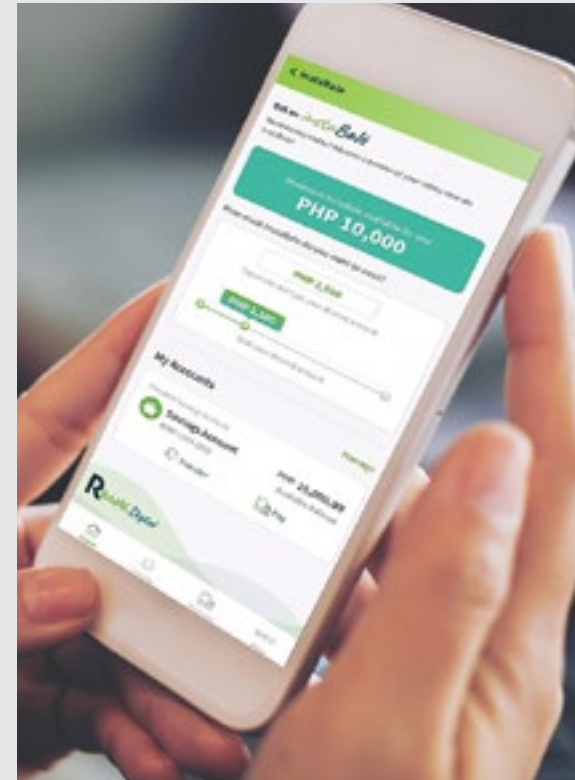


I have availed of the GO! Salary Loan three times already. The staff have always been very helpful and processing is very quick.

Marlon Arruejo Aguimbag
Safety and Risk Manager
Crowne Plaza Manila Galleria



Understanding the immediate financing needs of employed individuals, RBank's Go! Salary Loan Online continued to provide a fast and convenient way of applying for a personal loan. Through its digital platform, more than 10,000 employees from various accredited companies experienced the ease of applying for a personal loan. In 2021, the Go! Salary Loan received its second recognition as an innovative product as it received the Consumer Finance Product of the Year 2021 award given by Asian Banking and Finance Retail Banking Awards 2021, in addition to the award it received from the Global Economic Awards 2020 as the Most Innovative Digital Transformation Initiative Philippines.



Cognizant of the needs of employees in the grassroots level, the Bank launched the InstaBalé loan in June 2021. InstaBalé is a cash advance facility that allows eligible payroll accountholders of the Bank to advance a portion of their salaries during the "petsa de peligro", a period usually just before regular salary release dates. With just few clicks in the Robinsons Bank digital app, funds are received in minutes. Employees also need not worry about missing the payment due date since the cash advance availed of is automatically charged in the next payroll.

Customer Success Stories



It's like finding someone you can run to. When you need an emergency fund InstaBalé is just a click away. The service fee is very minimal. It is hassle-free because you don't need to transfer your payment – it is automatically deducted once your salary is uploaded.

Josalyn Loral Alora
Export Sales Support
JG Summit Olefins Corporation

InstaBalé really helped me in times of need. It accessible through the RBank App and very convenient to use. In just a few steps, you can now have your salary advance especially during the "Petsa de Peligro".

Christy Capio Benalayo
HR Assistant
URC Calamba



Operational Highlights

Cards Business

With the rise of digital and online transactions, RBank's Credit Card business further strengthened its presence and improved its product and service offerings to remain responsive to the growing demands of the consumers. RBank also leveraged on rapidly growing e-commerce platforms to increase credit card usage and customer loyalty through various credit card promos.

In 2021, Robinsons Bank partnered with Shakey's for a promo that gives cardholders a chance to get up to four pizzas with a monthly accumulated spend of Php 10,000. The strong online marketing campaigns launched by RBank coupled with the popularity of credit card transactions and online food ordering, the Bank achieved 234% of the target volume over the three-month promo which ran from August to October 2021.

Moreover, further leveraging on partnerships, RBank institutionalized a partnership with Lazada and Shopee for their Double-Double sales every month. Total volume from the partnership reached Php 31.2 M, a 132% achievement rate vs target.

RBank continued to offer its Equal Installment Plan which offers Balance Conversion, Convert to Cash, and Balance Transfer. By December 2021, the Bank reached 69% of its achievement rate vs YTD target, with income fees amounting to 122% achievement rate vs YTD target. Launched in June 2021, the Balance Conversion special offer was given as a regulatory relief to cardholders affected by the pandemic.

The fee income garnered from this generated approximately Php 7.077M, with more than 800 availments. In October 2021, the Bank launched an Installment Plan promo to boost volume and fee-based income of the program. This generated a 179% achievement rate vs promo target.

To increase customer loyalty, the Bank granted an automatic credit limit increase for qualified RBank credit card holders. This resulted in a 58% increase in usage by qualified accounts from June to November. Average usage increase of accounts with automatic credit limit increase was 102% as of November 2021.

Further building on the Bank's partnership with Pru Life UK's, a new co-branded credit card was launched. The PruLife UK Card promises a reliable and convenient repayment facility along with exclusive benefits that can fulfill the needs of Pru Life UK's clients.

The Pru Life UK card, offered exclusively by Pru Life to its clients, will enjoy free annual fees, health privileges on drugstore and hospital bills. Cardholders can also make the most out of the card as they can earn rewards points for every purchase, and avail promos and discounts on health and wellness. Platinum cardholders can also enjoy free medical consultations, wearables connected to the Pulse App, free Pru Life lounge access, and travel insurance.



Corporate and Commercial Banking

Corporate & Commercial Banking Segment (CCBS) consists of Account Management Group (AMG), Regional Lending Group (RLG) and Secured Business Loan Group (SBL). AMG services the funding and other financial requirements of medium to top corporations based in the National Capital Region while RLG fulfills the requirements of those based across all the other regions of the country. SBL meanwhile services small & medium size corporations (SME's).

CCBS loan portfolio grew by 12% driven by the active fulfillment of loans to local conglomerates coupled by the continued growth of our Visayas & Mindanao top corporates, the latter increasing by a hefty 56%. This was due to the

beefing up of our Regional Lending Team who aggressively penetrated these markets which have a strong growth potential. While the pandemic has slowed down the growth of our loans, we have maintained our low level of NPL ratio at 1.42%, well below industry ratio of close to 3%.

Our loan product offerings and our quick response help fulfill the working capital requirements of our clients especially during the pandemic and as we fully support them to restart and recover as the economy opens up. And through our partners in our Digital Corporate Banking Group, we will continue to give our corporate clients cash management solutions as well, necessary to help them better navigate the demands of a highly challenging and changing time. In the same token, we in CCBS are striving to get ahead with our digitization in line with improving our processes to better serve our customers.



Operational Highlights



Treasury

The Bank's Treasury business continued to see growth and expansion on the back of challenging market conditions. Its 2021 net interest income before operating expenses increased by 79.4% from the previous year. This was led by wider net interest margins due to the growth in investment securities along with lower funding cost on Special Savings Account (SSA) deposits. Additionally, it was able to post trading gains that contributed to the Bank's net income despite the economic and market challenges of 2021. FX gains, on the other hand, improved due to increased trading activities with counterparties and clients.

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As the Bank's Php 10.0 Billion Corporate Bond matured in 2021, Treasury explored funding options to maintain the low cost of funding with a TD promo by the Branches. The Bank maintained its healthy balance sheet with Treasury SSA deposits and as the BSP kept its accommodative monetary policy stance throughout the year as part of its relief measures to aid liquidity in the financial system.

Treasury Segment likewise pursued its digital initiatives with the rollout of "Electronic Certificates for SSA Placements" and QR codes for Treasury-related forms that clients can conveniently access as needed. Moreover, RBank was able to establish the Cebu Satellite Office last June 2021 to enhance Treasury's coverage and foothold in the Visayas and Mindanao regions. This allowed the Bank to expand its business in the area and meet its clients' investment needs.

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Trust and Investments

As Trust and Investments Group joins the Bank in its vision to focus on customer needs and service, collaboration within the segments and ease of doing business for our clients remains our top priority. In 2021, amid the pandemic, Robinsons Bank launched three (3) new Unit Investment Trust Funds (UITFs) that offer a lower minimum subscription amount of Php 1,000. This is in response to the Bangko Sentral ng Pilipinas' campaign for financial inclusion. Digital touchpoints such as the application tool in our Corporate website and the use of QR codes for account opening documents were utilized for convenience and accessibility.

The Payday Money Market Fund; Equity Index Feeder Fund; and Equity Opportunity Feeder Fund are among the first UITFs in the industry to offer a P1,000 minimum subscription amount. To further make the Bank's investment products more accessible and affordable to the investing public, amendments have been made to the Balanced Fund and Tax-Exempt Retirement Fund, lowering it to Php 10,000 minimum subscription from Php 50,000. Lastly, in view of the BSP Circular 1109, the Bank also implemented a lower minimum placement for the Investment Management Accounts.

The Bank boosted the presence of its investment products through email marketing and social media advertising. The Bank also hosted webinars for its customers to provide market updates, fund performance, and inform them about more investment opportunities to take advantage of. The Bank also hosted product briefings, in partnership with our Target fund

providers Sun Life Asset Management Company, Inc. and ATR Asset Management Group. We focused on upskilling our Frontliners through training and certifications. In collaboration with the Human Resources Management Group (HRMG), a more intensive UITF Certification Program (UCP) for our Branch Sales personnel was rolled out. This was also in compliance with the BSP's regulations on UITF sales and to ensure that RBank's Trust professionals are equipped with the proper knowledge in marketing UITFs.

These initiatives, alongside the market's gradual recovery, contributed to the growth of Trust's Assets Under Management (AUM). By end of year, Trust and Investments Group posted a record-high 36% Year-on-year (YOY) increase in AUM and even with market uncertainties in 2021, the gross revenues improved significantly by as much as 54% YOY. Our Fund managers also delivered good returns of our UITFs, we remained highly competitive with the Peso Money Market, ranking first in terms of YOY returns with a 1.34% YOY ROI. Our Balanced Fund which achieved a 6.68% YOY ROI, and Tax-exempt Retirement Fund which achieved a 2.64% YOY ROI also ranked third and fourth, respectively, within the industry.

For the upcoming year, the Bank will continue to expand its product roster to include more UITFs with lowered minimum investment and top-up amounts, making it accessible to more customers. It will also soon be made available in RBank Digital to cater to digital transactions with customers. To further boost the Bank's assets Under Management, we will continue to grow the investments of our clients—offering more investment outlets, products that will deliver good returns and continuous proactive client servicing from Trust.



Operational Highlights



Digital Banking

Shifting to a Higher Gear

Coming from the height of innovations and digital product development in 2020, Robinsons Bank further solidified its path towards the digital landscape by institutionalizing the Digital Banking Segment of the Bank. The establishment of the Digital Banking Segment, which focuses on delivering digital retail and corporate banking services to customers, reinforces the Bank's thrust towards customer-centricity by leveraging on technology in driving innovation in order to remain responsive to the needs of the Bank's customers.

This organizational transformation allows RBank to focus on key areas such as Digital Retail, Digital Corporate, Digital Payments and Agency Banking. With the goal to onboard more individuals, corporate clients, SME's, merchants, and agents, RBank aims to provide a seamless digital banking experience through continuous innovation and product development.

Digital Retail

Amid the pandemic, RBank continued to leverage on digital innovations in order to remain responsive to the needs of its customers. The RBank Digital mobile banking application played a crucial role in providing Filipinos with a better banking experience, especially in the new normal. RBank Digital lets customers complete their immediate banking transactions such as monitoring their account balance, transferring funds, paying bills, sending remittances, contactless payments via QR and more. Recognizing the unlimited potential that the mobile banking app has to offer, RBank launched an initiative to grow its users and allow them to experience a better and more convenient way of banking.

As the Bank grew its mobile banking app users, it added new features to further improve the customer experience. By early 2021, RBank credit card holders had the capability to enroll their credit cards in RBank Digital so that they can track their transaction history, monitor their balance and remaining credit. This feature was available even to those who do not

have a savings account. Additionally, the RBank Remit was launched. RBank Remit promises an easy, fast, and reliable way of sending remittances to the Bank's partner remittance centers, all through RBank Digital. Currently, RBank Digital users can send to any of the 2,500 branches of Cebuana Lhuillier nationwide.

Moreover, with RBank being one of the first seven implementers of the QR PH or the interoperable QR, app users also began to enjoy the use of the RBank QuickR feature to send payments to merchants who have interoperable QR codes, making it a more convenient contactless payment for users.

Alongside these, RBank continued to make paying bills and fees a breeze with the e-Gov facility. The e-Gov allowed users to pay their government fees through the app, allowing them to skip the long waiting time in lines and to just do it online. Hassle-free payments to OWWA, BIR, LTRFB, SEC, and more can now be enjoyed within the app.

In addition to these, InstaBalé was also launched within the first half of the year. The InstaBalé is available to payroll account holders, allowing them to make a cash advance on their salaries. Employees can skip filling up forms or having to wait long for approval, since they can easily apply for an InstaBalé through RBank Digital. No enrollment is needed, and once approved, the InstaBalé amount is credited immediately to the employee's RBank account. There's no

need to worry about remembering payment due dates, since the availed cash advance is automatically deducted from an employee's upcoming payroll credits.

Towards the end of the year, RBank Digital launched its account opening facility which allows existing users to open another RBank account through the app. It also introduced another way of sending funds to loved ones by using the registered email address or mobile number, currently available for fund transfers between Robinsons Bank accounts.

By end of 2021, RBank Digital's active user base grew by 171% and it also achieved an 136.51% growth in transactions.

RBank Sign up, the Bank's highly-awarded digital onboarding application, also enhanced its product offerings as Filipinos can now open an IPONsurance savings account through the mobile app. This makes owning a savings account with a free life insurance within reach.

With just a single ID, a mobile phone, and e-KYC, customers can open account and receive their bank account details within seconds after completion. Along with the IPONsurance account, RBank Sign Up also offers the following products:

- ATM Savings
- Passbook Savings
- Simple Savings
- RRewards Savings
- IPONsurance Savings

instaBalé

QUICKR
WAY TO PAY

QR Ph

e-GOV
BANCNET

CEBUANA
LHULLIER



Operational Highlights



Digital Corporate

Similarly, Digital Corporate Banking Group developed new products and services for various markets such as MSEs, cooperatives, medium and large corporations, and of course, its existing business accounts.

In 2021, RBank launched the MSE Business Link "MSE B.Link" which offers clients access to multiple basic cash management facilities of the Bank. With this, existing Cash Management Solutions (CMS) can be bundled and offered together to cater to the current needs of the clients under this segment. RBank also launched the Cooperative Account "COOPA", a card-based disbursement facility that allows cooperatives to enjoy a more efficient and cashless way to release funds to its members. To provide business account holders with immediate access to their accounts, RBank initiated the automatic inclusion of e2Banking access for basic account services such as online account inquiry and transfer to own accounts

as part of account opening. This digital solution is offered for free to all our business clients as part of the digital transformation initiative and strategy of the bank.

These initiatives brought in significant growth for the Digital Corporate Banking business of the Bank. By the end of the year, its customer base grew by 44% versus previous year. Monthly activity and engagement rate of enrolled companies in e2Banking also increased to 85%. The Bank also recorded a 16% growth in digital transactions with a 37% increase on value transacted compared to previous year. Availment of CMS facilities also increased by 62% while its contracted CASA posted a growth of 38% from the previous year.

RBank also received recognition in the Gawad Juan Partner Awards 2021 for playing a significant role as JG Summit's partner in the success of the conversion of JG/URC suppliers from check payments to direct credit to account with the launch of "Project Judith (due-date)". This project streamlined account opening and enrollment of JG suppliers.

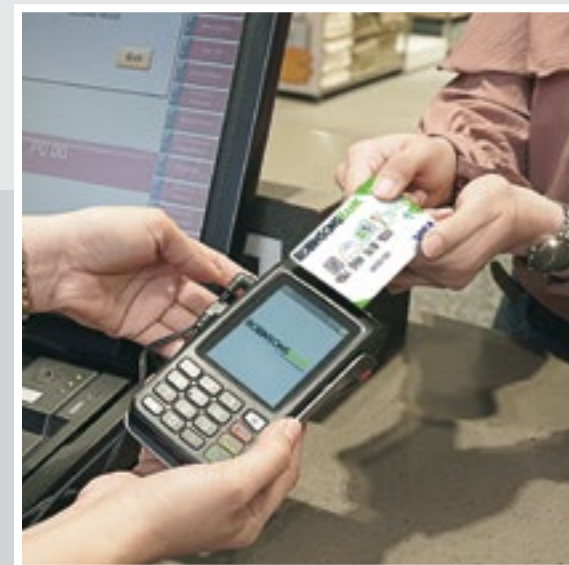
Digital Payments and Agency Banking

As RBank Digital enabled users to send and receive funds from other banks and e-wallets via QR code, RBank merchants also enjoyed the same convenience of receiving QR payments from more customers. With RBank's adoption of the QRPH standard, merchants are able to have wider reach as they can offer clients with a quick and contactless payment option. Additionally, this also makes digital payments more accessible for micro, small, and medium enterprises (MSMEs), giving them the opportunity to make use of a safer, easier, and more affordable digital payment solution.

It also began the deployment of its initiative to increase the payment currency accepted in the Bank's POS to support the co-branded card, the PruLife UK Card. Towards the end of the year, the Bank successfully accredited the first payment facilitator. This strategy gives the Bank access to untapped markets who can potentially enjoy its services.

RBank was once again recognized by VISA as the "Highest Percentage in Contactless Transactions – Acquiring."

Moreover, the Bank's Agency Banking, RBankMo, continued to expand nationwide as it onboarded new cash agents. RBank launched the account opening facility in its agency banking centers, training agents to assist customers in opening an account through Rbank Sign Up via the RBankMo Sign Up app, producing thousands of new accounts.

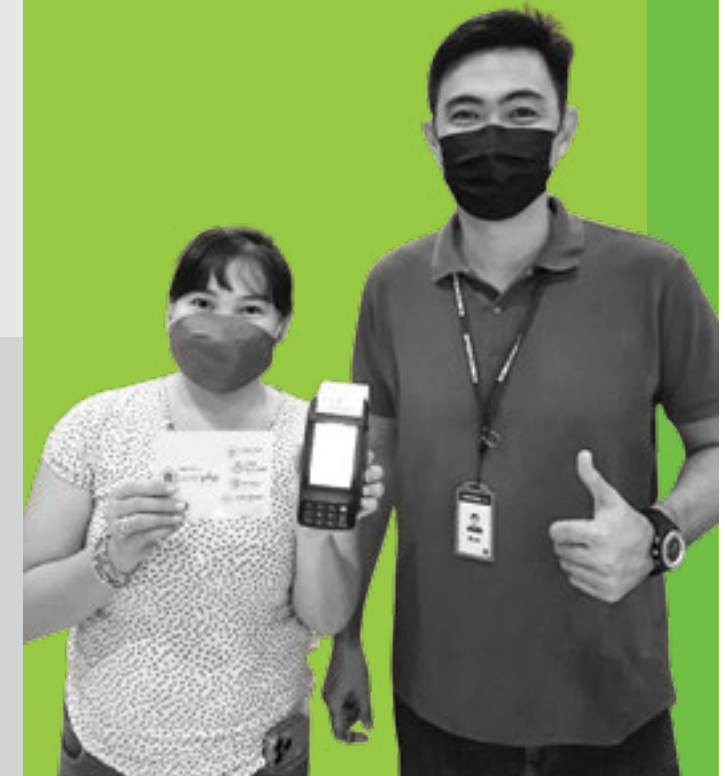


True to its mission of bringing banking closer to many Filipinos, Robinsons Bank's Agency Banking was able to onboard a new agent, a corporation that serves a small community in a remote province in South Luzon. Their registered lines of businesses are in general merchandise, wholesale and retail, and online selling.

This growing corporation now plays a crucial role in making banking services accessible to the community it serves. This province currently has an estimated population of 42,000 from their three municipalities. Due to its geographic location, transportation to other more urbanized areas remains a challenge.

With no functioning ATM and no open bank present in the community, the business, through RBankMo Agency Banking, now serves as the community's alternative bank. They are able to deliver basic banking services, financial aid, and relief to 4Ps beneficiaries.

Two months after launching their RBankMo services, its transactions recorded a significant growth as more residents discovered the banking services that are now brought closer to them than ever.



Operational Highlights

Human Resources Management Group

The Core of R Success

For any business, employees are always considered as the company's greatest asset. This can never be more true for Robinsons Bank, whose employees continue to power the success and growth of the Bank even amid the uncertain environment.

The employees' resilience and passion for service has truly been evident since the onset of the pandemic. Some have gone out of their way to fulfill the needs of the customers while others have shared their knowledge and expertise to create innovations that will allow the Bank to respond to the rapidly changing demands of the market.

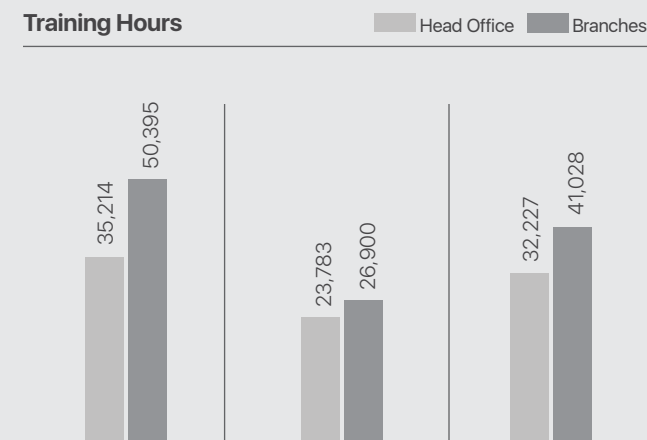
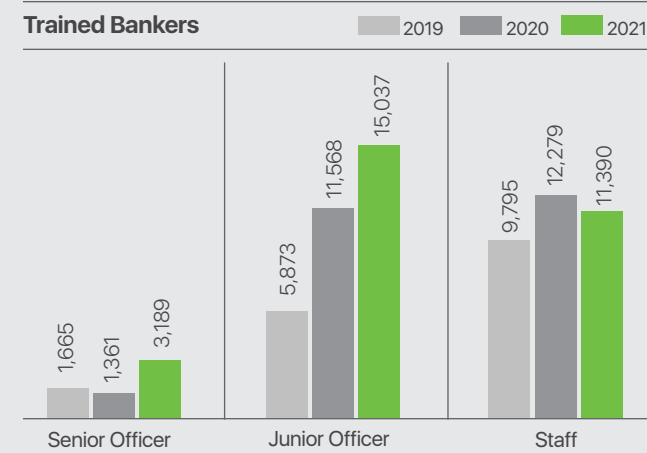
RBankers have always taken pride in its strong sense of service, driven by the cultural transformation that started in 2019, the CX Fortified (CXF). The CXF is a leader-led and inspired program that intends to

deepen and intensify the customer-centric culture within RBank, helping prepare the Bank even before the pandemic. However, as a new methodology came into place during the pandemic, RBank launched its Agile Cascade 101 to further support the CXF. Agility was crucial in building a customer-centric culture.

With AGILE, changes were beyond processes and methodologies. There was a need to upskill employees and train them how to be agile, how to support agile, to embody the values and the right mindset as well. Led by the Human Resources and Management Group (HRMG), workshops were conducted to train 77 Agile Champions that represented the various business units with RBank.

People Development

Along with the Agile Cascade, RBank also provided regular training for its employees to further enhance both their soft and hard skills. The New Hires' Orientation Program is given to newly onboarded employees to equip them with the basic knowledge of the various Bank products, services, and businesses. RBank also conducts mandatory learning sessions to refresh employees on the various regulations that



who lost their battle to the virus. This program witnessed each RBanker voluntarily giving up summer outing allowance to pool together a P700K start up fund.

Through SCF, the Bank provided a Covid Cash Assistance (CCA), which is also a source of funding for the bank's COVID-related initiatives such as costs for RT PCR and antigen testing, among others. It also provided the Covid Emergency Loan (CEL) which assisted employees who have exceeded their HMO's maximum benefit limit and had inadequate funds available.

RBank, in partnership with the Gokongwei Brothers Foundation, was also able to conduct donation drives for the communities affected by Typhoon Odette.

Strengthening the culture of innovation

RBank continued to promote its culture of innovation with the continuous support for the #OutOfTheBox, an idea generation program that aims to further digitization initiatives that are both efficient and effective for the workplace.

Similar to Y2020, the previous year was also challenging as the Bank faced disruptions. However, employees managed to rise above these challenges by implementing various projects across the Bank that aim to improve the way we do things.

Through the active participation of employees, more pain points have been and are being addressed. They continue to build on their innovative spirit and begin to "take the lead" for the implementation of their proposed quick win and big idea projects. This shows how the organization is maturing in the way they do #OOTB. Consistent with the #OOTB Team's objective to help in building a culture of innovation and collaboration within the Bank to improve our client servicing.

the Bank must conform to. These include the Anti-Money Laundering Act, Risk Awareness and Information Security. RBank also conducted its Officers Development Program, providing rigorous training on technical management and leadership for employees that aspire to grow their careers to an officer level.

Providing Employee care

Further to this, the Bank also launched several initiatives that prioritize employee care. COVID-care packages were delivered to employees that were infected with the virus in order to ease burden; food and accommodations were provided to all critical positions when community restrictions rose to Alert Level 2.

RBank launched the Saves for Covid Fund (SCF) which helped pool funds to provide cash assistance to employees severely affected by COVID-19 in the line of duty, and to their families



Customer Success Stories

Always About Friendship

Ms. Ana Gonzales

Prime Power Energie Systems, Inc.,

It has always been about friendship.

It's a friendship that has lasted for two decades, helped the growth of at least three companies, is poised to play an important role in a newly established one and will be passed on to the next generation of budding entrepreneurs.

"I was still an employee of a private company when I first met Ms. Bessie Miranda, Metro Manila 2 Area Head," recalls Ms. Ana Maria Cristina Gonzales, wife of Mr. Elmer I. Gonzales, part owner and senior executive of Prime Power Energie Systems, Inc., Diamond Power Energie Technic, Inc. and Nexus Prime Technik, Inc.

"We just moved to Metro East then and my ex-boss asked me to go look for a bank nearby with whom we can do business," Ms. Ana says. It so happened that Robinsons Bank Metro East just newly opened in the area and the friendship between Ms. Ana and Ms. Bessy was forged.

"From the start, Ms. Bessy gave me a different kind of customer service. Iba talaga. When my husband and I set up our own business in 2008, I personally recommended that we choose Robinsons Bank and Ms. Bessy as our financial management partner."

Prime Power is a provider of engineering and electrical equipment, Diamond Power Energie Technic is engaged in the installation of such equipment and Nexus Prime handles after sales service and preventive maintenance.

The spouses maintain Checking and Savings Accounts, Peso and US Dollar Time Deposits, Bancassurance and have subscribed with LTNCD, Corporate and Retail Treasury Bonds.

"I convinced my husband to bank with Robinsons Bank because I was confident that they will extend to us the highest level of personal proactive service given by Ms. Bessy," says Ms. Ana. "She treats me like a true friend and business partner. She's quick to respond and great at troubleshooting. Even when we moved elsewhere, I still always go to wherever Robinsons Bank branch she manages."

The Gonzales couple opened a medical supplies distribution company in 2021. "We started operations in the midst of the Pandemic," says Ms. Ana. "It was a calculated risk. We were confident that the products we offer are essential during this period and that we have a reliable banking partner to assist us in tapping opportunities even in times of crisis."

"We now also have grown children and we are training them to be entrepreneurs as well," Ms. Ana muses. "Of course, I will encourage them to bank with Robinsons. Actually, Ms. Bessy already convinced us that we should get them a Robinsons Credit Card!"

"I sometimes say that 'Nabudol ako' (I was conned) by Ms. Bessy with her charm back in the days when the word 'budol' wasn't even coined yet," says Ms. Ana. "But it was the type of 'budol' that has made me put my full trust in her and Robinsons Bank to help our businesses grow. Our amazing personal and professional relationship has lasted for so long. We look forward to more years of fruitful friendship ahead."



Forward Thinking

Jocelyn Quimpo-Dionisio

HR, Aspen General Solutions

The COVID 19 Pandemic put a lot of corporate processes to the test, particularly those concerning Human Resources. Heightened health, social, and mobility restrictions necessitated the quick development and implementation of remedial measures aimed at easing the stress imposed upon employers and employees.

"GO Salary Loan has existed as a product offered by Robinsons Bank even before the Pandemic hit in 2020," says Jocelyn Quimpo-Dionisio, the assigned verifier for Aspen Business Solutions, the Philippines' first multi-function, multi-industry shared service formed in 2013 to centralize common transactions across JG Summit Conglomerate.

Ms. Jocelyn is part of the team involved in the transition of Robinsons Bank Salary loan from manual application forms to the faster, more convenient and better Go Salary Loan online version. She endorses GO Salary Loan online applications to the corresponding approvers across the Conglomerate.

According to Ms. Jocelyn, "The fact that an earlier manual version of the GO Salary Loan product was already operational allowed for the quick modification, update and upgrade to a product able to quickly mitigate essential financial concerns experienced by employees".

As part of its forward-thinking initiatives, Robinsons Bank started several on-going process and product-improvement projects prior to March of 2020 using available digital technology.

"At that time, there was a change of management with a new set of officers who were keen to improve employee experience through digitalization," recalls Ms. Jocelyn. "We fixed the employee portal and tried to put access to all possible employee services therein – including the Robinsons Bank Salary Loan which has easier terms and lower interest."

"The availment of loans was a little slow in the beginning because it still entailed some tedious manual processes then," Ms. Jocelyn says. "The onset of the health crisis however, accelerated the improvement of the product and the corresponding acceptance of it by its target market."

The transition also led to better operational efficiencies. "The manual processes involved a lot of paper and paperwork," says Ms. Jocelyn. "There was also the danger of documents being lost or misplaced during transit. The online system streamlined all this and made the application-evaluation-approval journey a lot faster and simpler. It also made revisions and enhancements easier."



Customer Success Stories

Leaving A Legacy

William Tan

William Tan Enterprises, Inc.

William Tan is a petrolhead. He not just loves cars and racing. Practically his whole life has been spent making sure that the motor vehicles around him are supplied with quality fuel, every time, all the time.

"At five years old, I was already helping sell petroleum products," reminisces Tan, owner and head of William Tan Enterprises, Inc., the biggest petroleum wholesaler and retailer in Palawan. "In the 60s, I tagged along with my family who sold five drums or 1,000 liters of gasoline a month to run the only two operating vehicles in our town of Brooke's Point in Palawan – an International

Harvester truck and a Jeep Wagoneer." The vehicles were technically owned by the Tan family but since they were used to transport goods, carry people, as campaign vehicles for politicians, floats for beauty contestants, as emergency vehicles, even as hearses, they were considered a property of the community. "The fuel was transported from Manila, sometimes even from Malaysia which is right outside our backdoor," Tan remembers.

"Starting from that experience, we opened – with Chevron – the first three filling stations in Palawan," Tan says. "Now we are the exclusive Chevron Branded Marketer in Palawan with 33 Caltex Service Stations all over the province."

Being around cars and fuel all the time, Tan naturally got into racing. "I went into kart racing at age 16 and competed in the Carmona Circuit in Cavite, Subic, Macau, China and Thailand. I have several trophies to prove it, too!" Tan proudly exclaims. Now in his 60s, Tan maintains an enviable collection of his favorite supercars. He even has six ready-to-race go-karts.

Tan's business concerns have expanded to include leasing in China Town Mall and Junction 1 Center in Puerto Princesa. The family's other ventures are comprised of WTEI Realty, Happy App and Lucky Panda owned by his lawyer son Patrick, JKT Aggregates owned by another son John and Lorenzo Tan Development, Inc.

All these enterprises are Robinsons Bank customers, availing of one or more of the following services: CASA, Commercial Loans, HRIS Payroll, DPU and PLP. Another son of William, Stephen, has also availed of TD, CASA and Commercial Loans.

"We have been banking with Robinsons Bank since 2016," says Tan. "The Branch Manager Ms. Karen Babas and her team actually came to see me here to introduce their services. Right off, I saw that they can read my mind and my heart. They opened their ears and listened to what my business is and what my requirements are. They give me so much comfort, particularly during the Pandemic. They are really great partners."

Robinsons Bank's proactivity also impresses Tan a lot. "Some of the support the Bank has given us, we did not even ask for! Like extension of new lines. They gave us their trust and confidence and for that, we are very grateful."

Going forward, this is what William tan has to say, "It gives me great pleasure to see all my kids doing very well in business – thanks in a large part to the help and support of Robinsons Bank. But my bigger vision is seeing them pass this legacy on to their children.

"Integral to this big vision is being able to help Palawan grow by helping modernize the old way of doing business. Some people call me a risk-taker but i prefer to be called a visionary -- someone who dreams a lot and dreams big.

"You see, I am following the footsteps and example of the Gokongwei family who dared to dream big and have accomplished so much. I would like to thank Robinsons Bank for sharing my dream of leaving a lasting legacy for my family and my community. I am confident that they will be with me all the way to see this dream turn into reality."



Customer Success Stories

The Best Training of All

Candida S. Gomez

President & CEO, CE Group of Companies

Eugene and Emyl Eugenio

CEO, Metrostar Realty & CEO of C&E Publishing/CE Logic

Well, we can say that our Mom is a woman ahead of her time," proudly say siblings Eugene and Emyl Eugenio, Chief Operating Officer of Metrostar Realty and Chief Operating Officer of C&E Publishing/CE Logic, respectively. They were talking about their mother Candida S. Gomez, President and Chief Executive officer of the CE Group of Companies and named Most Outstanding Chief Executive Officer in 2019 by the Philippine Council of Deans and Educators in Business.

A CPA and a single mom who raised six children, Boss Candy, as she is fondly called by her sons, founded C&E Publishing, Inc. (CEPI) in 1993, CE-Logic INC. (CELI) in 2007 and MetroStar Realty in 2010.

CEPI was established primarily to reprint and distribute foreign medical and science books with acquired copyright license from internal publishers. In 2013, It ventured into digital solutions (eBooks, eLessons, eAssessments, etc.). CEPI now holds an 85% share of the higher education market and is among the top ten for basic education (up to K12), providing both print and digital solutions. To date, it has 16 branches located nationwide as well as online selling platforms.

Aside from print and digital solutions, CE Logic, offers combined information-based solutions that include library automation systems, interactive media systems, and online library resources, including databases and e-journals as well the design and construction of state of the art physical libraries.

Metrostar Realty, an accredited developer, constructs houses in phases which are being funded by a combination of internal cash, pre-selling and loans. The company—known for its good locations, quality builds, competitive pricing and quick delivery—has several completed projects in Quezon City and Bulacan.

"After graduating with a business management degree from La Salle, I worked as my mom's executive assistant with the main task of reviewing emails," says Eugene. "I learned so much from our communications with foreign publishers. I also became aware of the concerns of other departments." As a management trainee, Eugene did the rounds of the other departments and even went out to the field with the sales team.

"But actually, our training started when we were around six or seven years old," recalls Emyl. "During summer, we helped pack the books and ride the delivery vans. When were in college, Mom brought us to business meetings. That's where we learned to appreciate the value of the organization and understand its vision and mission."

The brothers supplemented this hands-on training with higher studies. Both finished their MBAs — Eugene from AIM and Emyl from the Ateneo.

"Our Mom implanted this entrepreneurial mindset in us," adds Eugene. "She allowed us to choose our careers but knew that we are entrepreneurs at heart and gave us the opportunity to be just that."

To sustain the momentum of their diversification and expansion, particularly in the light of the adverse business impact of the COVID-19 health crisis, choosing a reliable financial service and management partner became one of the Group's top priorities.

"We started our banking relationship with Robinsons Bank at the height of the Pandemic in 2020 by availing of their loans and deposits offers," says Eugene. "It's the customer service that clinched it. We wanted an auto loan for the employees and the response of the Robinsons Bank team was really swift – from crafting the loan package to having the clients sign up. The signing up part was a bit tricky because people were afraid to venture out so the Bank went to them instead."

"In the case of MetroStar, we found other banks to be a little bit of too conservative at the time because everything was quite shaky. We are relative newcomers to the industry but Robinsons Bank Trusted us."

Emyl adds, "During the preliminary stages of the partnership, Robinsons Bank did its best to understand our business. It's not exactly easy, specially in the case of C&E Logic with its complicated operations. But Robinsons Bank showed the commitment to know us and establish mutual trust and confidence. Right off, we saw that Robinsons Bank really wants us to join their family and be part of the engagement on a long-term basis.

With the economy starting to pick up, the brothers foresee their business relationship with Robinsons Bank growing stronger. The Group's businesses may be diverse but having a common customer-centric, proactive banking partner brings out the best synergies in the relationship.

"The training we received from Boss Candy, supplemented by what we learned from the academe, allowed us to make the best decision in terms of choosing the right banking partner," says Eugene. "Lalalim pa yung relationship (The relationship will get deeper)," "We've been with Robinsons Bank for just nearly two years but it feels longer. That's what happens when the one you are dealing with makes you feel comfortable and secure."



Customer Success Stories

A Formula for Business Success

Justine Uy

JPark Island Resort Hotel and Waterpark



Justin Uy's formula for success is quite simple. Start early, like selling fashion jewelry while you are still in high school mainly to foreign tourists who love Cebu's beaches during summer. "That was my first exposure to manufacturing," Uy remembers. "But after six months there were more orders because it was winter time in Europe and the US and very few tourists go abroad."

Ok, shift to eggs then. Yes, start a poultry to sell eggs, even if you are still in your teens. "However, a single chick will take five months before it can lay eggs," says Uy. "You have to feed it and take care of it before it makes money for you. If you are raising a thousand chicks, you will need to have money to see to it that they survive and eventually lay eggs that you can sell. I wasn't even 20 years old then and not very many people are willing to lend money to a kid."

So, if poultry and eggs require too much capital investment to be immediately profitable, raise mushrooms. But be ready to wake up really early to harvest the mushrooms at 5 am, so you can get on your motorcycle and deliver them personally to restaurants and select customers by 7 am before you go to school. "The good thing about being hands on in business is that you get a chance to establish a lot of contacts," says Uy. "The mushroom business allowed me to meet restaurant and business owners with whom I established good relationships and learned a lot from."

And while you are selling mushrooms, how about adding dried mangoes to your offer list? "I wanted to be a civil engineer because I love construction," muses Uy. "But my dad suggested that I take up chemical engineering. 'You don't have capital and you have no chance to be in business,' my dad said. I hate chemistry because I think it was boring. But chemical engineering sounded ok."

"In my second year of chemical engineering at the University of San Carlos, I started my business of manufacturing and selling dried mangoes. Why did I choose mangoes? At that time, fresh mango was less than one peso a kilo. I did not have much capital but I was able to convince the farmers that I will pay them once I sold my dried mangoes."

"Actually, it wasn't that easy. I was able to raise capital but I did not know enough about food processing. The first two years were a complete failure and even my partner-brother was ready to give up. I took a crash course in UP about food processing and that helped a lot. In 1980, we made our first export to Hong Kong, -- just 50 cartons of 500 kilos. We now export to more than 50 countries worldwide. We have about 8,000 employees producing more than 200 SKUs. Aside from mangos, we also manufacture banana and ube products for major food companies. We are at a point where we had to establish a plantation and a manufacturing plant in Cambodia to meet the demand."

And even if your current business is successful, dream even bigger and diversify. "The network of business contacts I developed over the years has led to a lot of new opportunities and possibilities," Uy affirms. "One of the best ones was being able to establish JPark Island Resort and Waterpark. How that happened is a full story in itself but let me just say that it was a combination of friendship, trust, opportunities and sound business sense. JPark is 5-star family hotel like no other with a clientele composed of international and local tourists ready for a total holiday experience."

And finally, choose a reliable, dependable and capable bank and financial partner to support you during and beyond your business expansion. "I started banking with Robinsons Bank even during my early dried mango days,"

says Uy. "But the real test of our banking relationship happened over the last two years -- from the onset of the COVID 19 Pandemic, and just as we were starting our JPark expansion."

"I approached Marc Amante. I told him that COVID really hit us hard and that other banks refused to grant new loans to the hospitality industry. Mark immediately understood my requirements and helped expedite the processing and release of the loan so we could continue and finish the project. As of end 2021, our guests have started to come back and occupancy rates continue to rise. With the decline of Covid and the reopening of the economy in 2022, we foresee a bright future ahead."

"This is also why I have decided to make a new investment for another JPark Resort Hotel in a 26-hectare property in Panglao, Bohol that I purchased back in 2017. This is double the size of what we have here in Cebu and only six minutes away from the new airport. It can rival any hotel in Bali and will surely boost foreign and domestic tourism and provide local employment."

"I am fortunate to personally know the members of the Gokongwei family who share the same ideas about business as I do. Robinsons Bank is a great financial institution to partner with because it truly understands the needs of businesses. Mark has been very approachable and always open to suggestions. We are now looking at an even bigger project in the future -- the construction of a world-class Marina with a hotel here in Cebu. I already went to Singapore to have a big architecture firm do master planning."

"Robinsons Bank would be my first priority as a partner in our expansion plans. They helped me when I needed it most and motivated me to go ahead and pursue my vision."



ROBINSONSBANK 2021 AWARDS

BEST COMMERCIAL BANK 2021

Awarded by
International Business Magazine
Global Business Review Magazine

GO!Salary Loan Online BEST BANCASSURANCE PRODUCT 2021

Awarded by
The Global Economics
International Business Magazine

Robinsons Bank DOS Mastercard

BEST CREDIT CARD PROGRAM 2021

Awarded by
International Business Magazine

MOST INNOVATIVE CREDIT CARD

Awarded by
International Business Magazine

MOST INNOVATIVE BANKING CREDIT CARD PROGRAM 2021

Awarded by
Global Business Review Magazine

MOST INNOVATIVE DIGITAL BANKING SERVICES 2021

Awarded by
The Global Economics
Global Business Review Magazine

RBank Sign Up SERVICE INNOVATION OF THE YEAR

Awarded by
Asian Banking and Finance Retail Banking Awards 2021

MOST INNOVATIVE DIGITAL BANKING PRODUCT

Awarded by
World Economic Magazine

BEST ELECTRONIC DELIVERY CHANNEL

Awarded by
Bank Marketing Awards of the Philippines

2ND PLACE CUSTOMER-CENTRIC CULTURE CATEGORY

Awarded in the
JG Pride in Performance

E-Ayuda 3RD PLACE PURPOSE/SUSTAINABILITY CATEGORY

Awarded in the
JG Pride in Performance

Robinsons Bank Treasury

CLIENT EXCELLENCE AWARD 2021

Awarded by
Deutsche Bank

RISING STAR

Awarded in the
JG Pride in Performance

IPONsurance BEST BANCASSURANCE PRODUCT 2021

Awarded by
The Global Economics
International Business Magazine



Sustainability Highlights

The integration of sustainability in banking largely focuses on the pursuit of environmental and social responsibility. With Robinsons Bank's (RBank) vision of fulfilling the customers' changing needs, socially responsible initiatives are being integrated into product designs, ensuring that it creates a positive impact in the lives of customers. Additionally, as Robinsons Bank charted its path towards digitalization, it also brought about positive environmental and social impacts such as reduced paper consumption, manpower efficiency, risk mitigation and more.

Sustainability Highlights

Creating An Environmentally Sustainable Business

RBank recognizes that one of the most pressing environmental concerns in climate change resulting from accelerated economic growth and globalization. With increased carbon emissions come heightened environmental and social risks. The Philippines being one of the countries most vulnerable to climate change has been witness to sea level rising, extreme weather and natural conditions, together with the Gokongwei Group (GG) has taken steps to mitigate risks arising from climate change. The Bank has taken efforts to manage its resources, limit emission of greenhouse gases in its operations and has established consciousness and awareness with respect to energy consumption.

Development of Sustainable Finance.

In 2020, the Bank embarked on the sustainable finance journey in relation to the issuance of BSP Circular 1085 which mandates all banks to transition to a sustainable finance framework. This basically calls for the integration of sustainability in the Bank's overall governance and risk management system, operations and strategy. RBank is currently in the assessment process with respect to activities that will enable it to transition into a sustainable finance framework and the establishment of the Environmental and Social Risk Management System (ESRMS).

Sustainable Operations.

With the constantly evolving business landscape amidst climate change and environment concerns, RBank as been working to measure, manage and reduce the direct environmental impacts of our own operations. Our environmental impacts through a centralized environmental management system and annual report on global energy use, greenhouse gas (GHG) emissions, water use, waste-to-landfill, and green building initiatives and the like are being tracked and monitored. These are hinged on the UN Sustainable Development Goals, as well as the sustainability framework of the Gokongwei Group.

Climate Action. Reduction of carbon emissions.



Managing energy consumption. Setting a benchmark in 2019, RBank began to be more conscious of the environmental impacts of its operations in order to measure its current energy consumption and formulate strategies from thereon to make its energy-saving initiatives more efficient and effective. RBank's total energy consumption* recorded in 2021 is 15,000.22 Gigajoules.

Energy Consumption (TOTAL)

	units	2018	2019	2020	2021
Rbank	GJ	-	16,414.63	6,254.28 GJ	15,000.22 GJ

*Total Energy Consumption Head Office Only

Transitioning to Lower Carbon Power. RBank has been using LED lights in all its rented offices and newly constructed branches. Unlike traditional lighting such as fluorescent lamps, LED lights are more efficient as it lasts longer, are more durable and provide better light quality. 95% of the energy is converted into light while only 5% is emitted as heat. Furthermore, to realize energy savings, RBank carefully chooses the brand and wattage of the LED lights to suit the office and branch space.

RBank has also invested on inverter-type air-conditioning units. While it is at a huge expense, the Bank recognizes that this investment will be cost-efficient in the long run. Moreover, inverter-type air conditioning units reduce power consumption by 40% than traditional ones; and with the absence of constantly turning the unit on and off, power surges and fluctuations are avoidable.

Tracking GHG Emissions. In addition to managing energy usage, Green House Gases (GHG) emissions are also important to track and reduce as these also pose adverse effects to the environment. In 2019, RBank's *total recorded GHG emissions for head office only were at 1,672.13 tCO2.

	units	2018	2019	2020	2021
Rbank	tCO2	-	2,394.75 tCO2	2,439.60 tCO2	1,672.13 tCO2

Employee Engagement and Development. Investing in the institution's greatest asset, our people, enabling them to thrive in the future.



Leadership and People Development. RBank takes pride in its customer-centric culture that is greatly reflected in the quality of service that the employees are giving to its clients. The bank's Human Resource Management Group continues to be a strategic business partner to the organization. Key training programs are designed to ensure constant growth, as well as, engagement of its people, and alignment to Robinsons Bank's thrust of going digital. These learning exposures included internal programs, external, e-learning, virtual trainings, and development programs.

Encouraging Diversity In Employment. RBank sources its talents nationwide, with the highest share in the National Capital Region (NCR), the center of its operations.

The Bank has higher female population in its manpower pool --- that has been the behavior in the past years. Majority of its employees are also millennials and mostly are also from the National Capital Region. The large number on NCR can be attributed to the location of the Bank's Head Office and the number of branches located in NCR.

RBank	
Social	
Total Number of Employees	1,986
Male	767
Female	1,219
Employee age group	
Gen Z (26 and below)	271
Millennial (27-41)	1,305
Gen X (42-56)	378
Baby Boomer (57 and up)	32
Employee breakdown by contract type	
Regular	1,820

RBank	
Social	
Consultant, FTE and Project Based	10
Probationary	166
Employee Length of Tenure	
< 1 year of Tenure	328
1-3 years	559
3-5 years	476
5-7 years	340
7+ years	283
New employee hires	
Permanent or Indefinite	24
Temporary or Fixed term	332
Employee Turnover	
Voluntary	259
Involuntary	30
Parental leaves Availment	
	29
Lost Time Incident	
	0

Talent Development. In 2022, RBankers recorded a total of 72,718.33 hours of training, offering several programs for its employees. Moreover, in 2022 the Bank continued to sponsor a series of webinars on stress management during COVID-19, mental health awareness programs and the like, cognizant that good health and well-being are paramount for its pool of talents.

Investing in learning and development are also provided to prepare employees for a higher role. These are talents who have qualified to take on bigger roles and responsibilities. Promoting these deserving employees is one of the ways we recognize, value, and encourage outstanding employee performance.

Better Choices and Shared Success. Investment in business, products and services that improve quality of life and will eventually enable shared success across all stakeholders.



Sustainability Highlights

Promoting Social Sustainability Through Products and Services

Building BAIS: Equipping planters through access to financial services

Bais is a 3rd class city known as the largest producer of raw sugar in Negros Oriental. The economic activities in the City of Bais revolve around two sugar mills – Central Azucarera de Bais (CAB) and Universal Robina Sugar Milling Corporation (URSUMCO).

RBank Bais Branch opened in 2012 to cater to the banking needs of the sugar planters, especially the URSUMCO planters. At that time, the branch had to compete against the existing top five universal banks established in the area which have a wider network and a comprehensive line of products and services.

The primary goal of the Branch is to uplift the financial ecosystem of Bais by reaching out to various stakeholders in the sugar industry. The rural economy runs primarily on cash, majority of the business transactions are done on a cash basis. The Branch introduced the importance of having and properly maintaining a bank account, access to and proper use of credit, and payment thru other channels than paying in cash. It was a difficult start for the branch personnel of the Branch as the planters were hard to convince to open bank accounts.



The impact of bank branch closures during the pandemic is felt by the sugar planters. In rural areas, there are local factors that larger banks do not understand as they rely more on mobile and online tools and they saw less value in keeping their branches open. Bais Branch grabbed this opportunity, they saw the role they needed to play in the local community and to further support the mandate of Bangko Sentral ng Pilipinas on financial inclusion. Bais Branch implemented significant initiatives to provide effective access to the financial products and services of Robinsons Bank for the sugar planters' needs during the time of the pandemic.

At the height of the pandemic, lockdowns, and uncertainty, Bais Branch helped meet the banking needs of the rural community and staved off the looming impact of poverty. While huge banks' branches only opened two to three days a week, the Bais Branch prioritized in-person banking and opened from Monday to Saturday.

The Branch also introduced "Saturday Banking during milling season" which allows the planters an additional day to transact with the Branch. This is a first in the community. Planters welcomed this new development and considered RBank as a better alternative. In addition, on disbursement

days to planters during Fridays, the Branch opens at 6:00 A.M. to service URSUMCO's requirements in a timely manner.

With financial inclusion in mind, the Branch introduced the Bank's cash management solutions such as the cooperative account (COOPA) for the planter members of the sugar association and the batch Electronic Fund Transfer (EFT). It is now easier for the cooperative members to open and maintain a COOPA since it has zero maintaining balance. The batch EFT facility on the other hand made URSUMCO's job efficient. What used to be hours of preparation to settle sugar proceeds now only takes a couple of minutes for the planters to receive their weekly sugar proceeds. These resulted in more productive work on the farm and at the mills.

By offering better services to the planters and the six sugar planter associations, the Branch started to gain market share. The latest census shows that there are 6,537 sugarcane planters in Bais. As of December 2021, the branch onboarded 3,422 clients, 90% of whom are sugar planters and 50% of the sugarcane planters in Bais. The deposit level also improved by 22% to Php 228.7 million from Php 187.6 million in 2020. Branch profitability also continued to rise since it became positive in 2020.



Corporate Governance

Corporate governance is a necessary component of sound business management. The Board of the Bank represents the owners' interests to sustainably increase shareholder value and ensure the long-term success of the business through proper management. In addition to fulfilling its obligations for increased shareholder value, the Board is mandated to protect the interests of other stakeholders include, among others, customers, employees, suppliers, financiers, government and the communities where the bank operates.

The Board is primarily responsible for the observance of governance, including business and risk strategies, organization and financial soundness of the Bank. Corollary to setting the policies for the accomplishment of the corporate objectives, it shall provide for an independent checking and effective oversight of the Management.

Corporate Governance



Composition of the Board

The Board is composed of 11 members elected by the stockholders. All members of the Board are Filipinos and possess all the qualifications and none of the disqualifications to hold a directorship as prescribed under the Corporation Code and existing rules and regulations of the Bangko Sentral ng Pilipinas (BSP) and the Securities and Exchange Commission (SEC). They all passed the fit and proper test for the position of director of the Bank, taking into account their integrity and probity, physical and mental fitness, competence, relevant education, financial literacy and training, diligence and knowledge and expertise. They are known for their independence and professionalism, and for making decisions with complete fidelity to the Bank while cognizant of their responsibilities under existing applicable laws, rules and regulations.

The Board is composed of three types of directors: Executive, Non-Executive and Independent. Five of the members are Independent; two are Executive and the rest are Non-Executive. Majority of the Board members are either Independent or Non-Executive directors.

The five Independent Directors are independent of Management and free from any business or other relationships which could or could reasonably be

perceived to materially interfere with their exercise of independent judgement in carrying out their responsibilities as directors. They hold no interest or relationship with the Bank that may hinder their independence from the Bank of Management or will interfere with the exercise of independent judgment in fulfilling their responsibilities. They are compliant with all the qualifications required of an Independent Director and none of the disqualifications as provided in the MORB. An Independent Director only serves as such for a minimum cumulative term of nine years reckoned from the time of his/her election or the year 2012, whichever is later; after which he/she shall be perpetually barred from serving as an Independent Director but may continue to serve as a Regular Director.

The Executive Directors are either part of the Senior Management (i.e., President) or have a hand in the day-to-day operations as a member of a management committee.

Non-Executive members of the Board are not part of the day-to-day management of banking operations. A sufficient number of qualified Non-Executive members have been elected to promote the independence of the Board from views of the Senior Management.

In 2021, Robinsons Bank onboarded two new directors to the Board.

Corporate Secretary

The Bank's Corporate Secretary assists the Board in its duties and responsibilities primarily to the corporation and its shareholders. His duties and responsibilities, among others, include providing assistance to the Board and the Board committees in the conduct of their meetings, including preparing an annual schedule of Board and committee meetings and the annual board calendar; assisting the chairs of the Board and its committees to set agendas for these meetings; and safekeeps and preserves the integrity of the minutes of the Board and its committees, as well as other documents such as corporate seal, stock certificates, stock and transfer books, records, documents and papers of the Bank. He prepares ballots of annual elections and keeps a complete and updates list of the stockholders and their addresses; stays abreast with relevant laws, governance issuances, relevant industry developments and Bank operations; and advises the Board and the Chairman on significant issues that may arise. The Bank makes sure that the Corporate Secretary attends relevant trainings on corporate governance and other related topics.

Chairman of the Board

The Chairman of the Board ensures that the meetings of the Board are held in accordance with the by-laws; makes certain that the meeting agenda focuses on strategic matters, including all the overall risk appetite of the bank; and guarantees that the Board receives accurate, timely,

relevant, insightful, concise and clear information to enable to make sound decisions. Likewise, the Chairman makes sure that performance of the Board is evaluated at least once a year and discussed/followed-up on.

Board Meetings and Supply of Information

As provided for in the Bank's By-Laws, the Board schedules and holds regular monthly meetings and convenes special meetings when necessary. The Corporate Secretary provides the directors the notice, agenda and meeting materials prior to each meeting. Proceedings of the meeting are properly documented and duly minuted.

In accordance the rules and regulations of the SEC and BSP, the members of the Board attend regular and/or special meetings in person or through teleconferencing and video conferencing which allows the directors to actively participate in the deliberations or matters taken. The Board ensures availability of teleconferencing facilities if and when a director cannot physically attend the meetings by submitting written comments on the agenda to the Corporate Secretary and the Chairman prior to the meeting pursuant to Section 132 of the MORB.

In 2020, all members of the Board have substantially complied with the attendance requirement and actively participated in the deliberations on matters taken up during the regular and/or special meetings.

Corporate Governance

Board of Directors	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage
Lance Y. Gokongwei	12	12	100%
Frederick D. Go	12	12	100%
Elfren Antonio S. Sarte	12	12	100%
Robina Y. Gokongwei-Pe	12	12	100%
Patrick Henry C. Go	12	12	100%
Omar Byron T. Mier	12	12	100%
Angeles Z. Lorayes (January – March)	3	3	100%
Esperanza S. Osmeña (January – February)	2	2	100%
Hermogenes S. Roxas	12	12	100%
David C. Mercado	12	12	100%
Roberto S. Gaerlan	12	12	100%
Catalino S. Abacan (March – December)	10	10	100%
Teodoro M. Panganiban (April – December)	9	9	100%

Executive Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Lance Y. Gokongwei	48	48	100%
Frederick D. Go	48	48	100%
Elfren Antonio S. Sarte	48	48	100%
Omar Byron T. Mier	48	48	100%

Current CG Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Hermogenes S. Roxas (effective - July 2021 - December 2021)	6	6	100%
Teodoro M. Panganiban (effective - April 2021 - December 2021)	9	9	100%
Patrick Henry C. Go	12	12	100%
Roberto S. Gaerlan	12	12	100%
Omar Byron T. Mier	12	12	100%

Former CG Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Angeles Z. Lorayes (Attended January to March 2021)	3	3	100%
Esperanza S. Osmeña (Attended January to February 2021)	2	2	100%
Catalino S. Abacan (Attended March to June 2021)	4	4	100%

Current RPT Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Roberto S. Gaerlan (effective - July 2021 - December 2021)	7	7	100%
Hermogenes S. Roxas	13	13	100%
Catalino S. Abacan (Attended March to December 2021)	11	11	100%
David C. Mercado	13	13	100%
Omar Byron T. Mier	13	13	100%

Former RPT Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Angeles Z. Lorayes (Attended January to March 2021)	3	3	100%
Esperanza S. Osmeña (Attended January to February 2021)	2	2	100%
Teodoro M. Panganiban (effective - April 2021 - June 2021)	3	3	100%

Current Audit Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Mr. Catalino S. Abacan (ID) (elected as Chairman during the Organizational Meeting on June 23, 2021; attended July to December 2021)	6	6	100%
David C. Mercado (ID)	12	12	100%
Teodoro M. Panganiban (ID) (elected as Vice-Chairman on April 25, 2021, and as Member during the Organizational Meeting on June 23, 2021; attended April to December 2021)	9	9	100%
Hermogenes S. Roxas (ID)	12	12	100%
Omar Byron T. Mier (Non-voting)	12	12	100%

Former Audit Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Angeles Z. Lorayes (ID) (Attended January to March 2021)	3	3	100%
Roberto S. Gaerlan (ID) (Attended January to June 2021)	6	6	100%

Corporate Governance

Current Risk Oversight Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
David C. Mercado (ID)	12	12	100%
Catalino S. Abacan (ID) (elected as Vice Chairman effective March 17, 2021)	10	10	100%
Roberto S. Gaerlan (ID)	12	12	100%
Omar Byron T. Mier	12	12	100%
Elfren Antonio S. Sarte	12	12	100%

ITSC Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Teodoro M. Panganiban (effective July 2021 – December 2021)	6	6	100%
Hermogenes S. Roxas	12	12	100%
Exequiel T. Tua	12	12	100%
Eric C. Macalintal	12	12	100%

Former Risk Oversight Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Esperanza S. Osmeña (ID) (Attended January to March 2021)	2	2	100%

ITSC Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Omar Byron T. Mier (Attended from January - June 2021)	6	6	100%

Trust Committee Members	Number of Meetings Held During the Year	Number of Meetings Attended	Percentage of Meetings Attended
Robina Gokongwei-Pe	12	12	100%
Patrick Henry Go	12	12	100%
Lance Y. Gokongwei	12	12	100%
Omar Byron T. Mier (June-Dec 2021)	7	7	100%
Lino Abacan (Mar-May 2021)/	3	3	100%
Esperanza Osmeña (Jan-Feb 2021)	2	2	100%
Lalaine C. Sta. Ana	12	12	100%

Board Committees

In order to increase efficiency and gain deeper focus in specific areas, the Board has created committees which are relative and consistent to the Bank's size, complexity of operations, long term strategies and risk tolerance level. The scope, authority and responsibility of these committees are defined in their respective board-approved charters which are subject to regular review and updated at least annually or whenever there are significant changes.

The Board has appointed the members of the Committees based on the optimal mix of skills and experience which would allow them to fully understand, be critical and objectively evaluate the issues discussed by their committees. To promote objectivity, the Board has appointed Independent Directors and Non-Executive Directors to the greatest extent possible and ensured that such mix will not impair the collective skills, experience and effectiveness of the committees. Each of the committees maintains appropriate records (e.g. minutes of meetings) of their deliberations and decisions, subject to the notation and/or confirmation of the Board. The records document the committees' fulfillment of their responsibilities and facilitate the assessment of the effective performance of their functions which is regularly and periodically conducted.

The Board has established and delegated responsibilities to seven committees, namely: the Executive Committee, the Corporate Governance Committee, the Risk Oversight Committee, the Audit Committee, the Trust Committee, the Related Party Transactions Committee and the IT Steering Committee.

Selection Process for Board and Senior Management

The Bank has a transparent procedure for the nomination and election of directors to the Board. Shareholders regularly nominate candidates who shall be evaluated based on qualifications provided under the MORB and a shortlist of candidates from the nominations. The 11 board seats shall be filled through an election of the shortlisted candidates. Vacancies in the Board of Directors shall be filled up by appointment from a list of nominee-directors recommended by the Chairman and the President and who have undergone evaluation by the Corporate Governance Committee based on the qualifications provided under the MORB for Directors/ Independent directors.

The selection for Senior Management undergoes the regular HR process which includes meeting the fit and proper rule and strict background investigations. Appointment of selected senior officers are submitted for the approval of the Board.



Corporate Governance

President & CEO Evaluation

The performance of the President and CEO is evaluated as a member of the Board and Senior Management. The evaluation results are discussed and approved by the Chairman of the Board of Directors.

Board and Committee Performance Evaluation

Annual performance evaluation of the Board and board committees is conducted through the Corporate Governance Secretariat. Performance evaluation is through a Peer Assessment Questionnaire accomplished by the Directors of their fellow Directors and, for members of the different board committees where the evaluating director is a member.

Senior Management Performance Evaluation

The Bank also has performance evaluation process for Senior Management. The Performance Management System ensures that the Bank's goals and objectives are translated into individual and executable targets or deliverables, and are aligned with the Bank's strategic directions, thrusts, goals and objectives. This is being done annually every first quarter of each year. The Balance Scorecard (BSC) is being utilized for the performance appraisal of each Senior Officer, which sets standard parameters and guidelines in appraising employee performance, to ensure objectivity and fairness.

In addition, individual Leadership Competencies are reviewed by the Line Managers annually as part of the Advancement Planning or Succession Plan, which is presented to the Corporate Governance Committee and Board of Directors.

Education and Training

In accordance with the Corporate Governance Manual and Section 132 of the MORB, the Corporate Governance Committee is responsible for making recommendations to the Board on the required trainings and continuing education of the directors. Relative thereto, members of the Board are required to attend seminars on corporate governance for bank directors from a BSP-accredited training provider upon assumption of the position. The members of the Senior Management likewise regularly attend seminars on corporate governance, Anti-Money Laundering laws and regulations and risk management.

The Bank is committed to continually strengthen its compliance culture through education and training.

The Compliance Group, in coordination with the HRG Training Department regularly conducts employee briefings to raise the level of awareness and understanding of the principles, concepts, and elements of good corporate governance and compliance. All new Bank employees undergo basic orientation on Compliance System, Anti-Money Laundering, Risk Awareness, Information Security, Data Privacy and Corporate Governance. Refresher courses on these topics are annually given to all employees. In addition, tidbits and bulletins are also sent out to all employees as reminders of critical areas on these mandatory topics.

Compensation Policy

The Board of Directors' compensation is a fee or per diem in an amount as may be determined by the Board and paid to each director for attendance to any meeting of the Board, subject to the approval of the stockholders; provided, however, that nothing herein contained shall be construed to preclude any director from serving in any capacity and receiving compensation therefor. The Board, as may be

delegated by the stockholder, shall fix the compensation and other remunerations. Pursuant to a delegated authority, the Board may fix the compensation and other remuneration of any Director of any other officer of the Bank should they be designated to perform executive functions or any special service to the Bank. In no case shall the total yearly compensation of directors, as such directors, exceed 10% of the net income before income tax of the Bank during the preceding year.

The Bank's Senior Management and Key Executive remuneration program encourages the acquisition and retention of high caliber professionals possessing the required experience and capabilities to drive business success. The compensation structure is designed to be at par with the prevailing banking industry rates. Consistent with the Bank's principle of pay for performance or meritocracy and its Remuneration Policy, the Board-approved compensation and BSP approved fringe benefit program which consists of a car plan, various types of leave benefits, allowances and financial assistance in the form of employee loans, are provided to Senior Management and Key Executives. The health and well-being of Senior Management and Executives are likewise monitored through a Group Hospitalization Plan/HMO that provides for extensive Executive Check-up Packages.

Granting of compensation agreements/offer, recommendations for annual merit increases and promotion increases, variable bonuses are approved by the Chairman of the Board.

Remuneration Policy for Employees

The Bank employees' compensation structure is designed to be at par with prevailing banking industry rates. The compensation package is composed of guaranteed compensation, inclusive of statutory and company-initiated bonuses and variable monetary benefits based on the performance for a particular year. Its policy is pay for performance or meritocracy, highlighted by a competitive salary scale, annual merit increases and employee promotion which are hinged on employee performance and attainment of the Bank's Key indicators. On top of the regular compensation, certain sales personnel are provided with a variable compensation scheme based on their achievement of defined categories and their contributions to the Bank's objectives. Competitive fringe benefit programs such as various types of leave benefits, uniform assistance, financial assistance programs in the form of employee personal loans, car plan, vehicle loan, motorcycle plan and housing loan are

provided to eligible employees. The health and well-being of the employees are given importance in the form of Group Hospitalization Plan or HMO Card, the Group Life Insurance and Personal Accident Insurance, Hazard Pay and Medical Assistance.

Retirement and Succession Policy

Except for Independent Directors who are subject to maximum term limits, directors may remain on the Board for as long as they remain to be physically and mentally fit and proper for the position of director and able to discharge their duties pursuant to regulatory requirements for banks. For succession, replacement or vacancy, the Bank's By-Laws provides that vacancies in the Board may be filled by appointment or election of the remaining directors, if still constituting a quorum. Otherwise, the stockholders shall fill such vacancies in a regular or special meeting called for this purpose.

Members of the Senior Management are covered by the Bank's Multi-Employer Retirement Plan under its parent company JG Summit. It is a non-contributory defined benefit plan covering all regular and permanent employees of the conglomerate. The Retirement Policy covers compulsory early retirement as well as resignation payment schemes for qualified employees based on set criteria.

The Bank has a Succession Management Program for Senior Management whereby high potential candidates from critical functions are identified by the incumbent officers. In coordination with the Human Resources Management Group, an Individual Development Plan is prepared for such candidates to take on the critical positions in case of vacancies. The development plan is updated annually.

Related Party Transactions

In compliance with BSP Circular 895, as amended, the Bank has created a Related Party Transactions (RPT) Committee to support the Board in managing exposures to related parties. Under its policy, the Bank defined related parties to include directors, officers, stockholders, or related interests of the Bank and their close family members. It also includes corresponding persons in affiliated companies, subsidiaries and affiliates, any party that the Bank exerts control over the Bank, and such other entity whose interest may pose potential conflict with the interest of the Bank.



Corporate Governance

The Committee evaluates material RPTs to ensure that these are not undertaken on more favourable economic terms (e.g., price, commissions, interest rates, fees, tenor, collateral requirement) to such related parties that similar transactions with non-related parties are under similar circumstances, that no corporate or business resources of the Bank are misappropriated or misapplied, and to determine any potential reputational risk issues that may arise as a result of or in connection with the transactions.

All material RPTs are evaluated and endorsed by the Committee to the Board for approval. Please refer to the Notes to Financial Statements for the Bank's related party transactions.

Self-Assessment Functions:

Compliance System

The BSP issued Circular No. 747 "Revised Compliance Framework for Banks" as amended by Circular No. 972 to actively promote the safety and soundness of the Philippine Banking System through an enabling policy and oversight environment. Such an environment is governed by the high standards and accepted practices of good corporate governance as collectively designed by the BSP and its supervised institutions. Towards this end, a robust, dynamically responsive and distinctly appropriate Compliance Risk Management System has been put in place as an integral component of the Bank's culture and risk governance framework. In this respect, it is the responsibility and shared accountability of all personnel, officers, and the board of directors.

Part of the Compliance Risk Management System is the Bank's strong compliance infrastructure. The Board of Directors, through the Corporate Governance Committee, exercises oversight implementation of compliance policy, ensuring policies and procedures are followed and corrective actions are taken by the management to address breaches, failures and control deficiencies identified. In its effort to address compliance risk effectively, the Board established the Compliance function and appointed a Chief Compliance Officer who is the lead operating officer on compliance

The Senior Management sees to it that applicable laws and regulations are complied with and, through the Chief Compliance Officer, render periodic reporting of compliance issues that the Bank is beset with. As Bank employees, everyone should conduct business activities in adherence to high standards of honesty and integrity and shall abide by the laws, regulations, rules, standards and codes of conduct and good governance applicable to our banking activities. This may cover observing market rules, managing conflict of interest, proper accounting and recording, applying best practices, compliance with tax laws, developing new products and electronic delivery channels, providing e-banking services ad may also include specific areas such as prevention of money laundering and terrorist financing.

The Bank's Compliance Risk Management System is anchored on a program that ensures proper dissemination of laws, rules and regulations, self-assessment of compliance, validation of self-assessment and monitoring.

The Compliance Group disseminates laws, rules and regulations, including revisions or updates thereon, which affect the different operational areas of the Bank. The individual business units conduct periodic self-assessment of their compliance with relevant laws, rules and regulations through the Compliance Self-Assessment Checklist. Results of the self-assessment are then validated by an independent testing conducted by the Compliance Group. Any exception found in the self-assessment as well as the independent testing are properly reported to the Corporate Governance Committee and subject of close monitoring to ensure they are properly addressed. The compliance program is subject to review and revision as necessary, to be updated with new issuances depending on its effectiveness to achieving excellent compliance and monitoring of compliance risks.

Money Laundering and Terrorist Financing Prevention Program

As approved by the Board and as required by BSP, the Bank implemented a program to combat money laundering and terrorist financing. The Program is regularly updated to comply with RA No. 9160, as amended, BSP Circular No. 1022 and other policies of the State. The AntiMoney laundering (AML) program takes into consideration best practices to combat terrorist financing and is intended to protect the integrity and confidentiality of the accounts of the clients and ensure that the Bank is not used as money laundering site for the proceeds of any unlawful activities.

The Program has been developed to disseminate information which will help the employees understand and prevent money laundering activities, detect and report suspicious transactions, know the Bank's customers better, and understand the penalties of noncompliance; provide the required AML training for responsible Bank officers and personnel; satisfy legal and ethical responsibilities with minimal adverse impact on the Bank's overall daily business responsibilities and performance goals; and protect the Bank as well as its employee's interests.

Laws governing secrecy on bank deposits have been strictly complied with by the Bank when implementing procedures related to combating money laundering and terrorist financing. The Program provides guidance in complying with the Anti-Money Laundering Law as well as other applicable regulations without violating relevant laws and without losing legitimate business or clients in the process.

Internal Control and Audit

The Bank has implemented internal control processes — designed and effected by its Board of Directors, senior management and all levels of personnel — to provide reasonable assurance on the achievement of objectives through efficient and effective operations, reliable, complete and timely financial and management information; and compliance with applicable laws, regulations, supervisory requirements and the Bank's policies and procedures.

The Bank has put in place an adequate and effective internal control framework for the conduct of its business taking into account the size, risk profile and complexity operations. The framework embodies management oversight and control culture, risk recognition and assessment, control activities; information and communication; and monitoring activities and correcting deficiencies.

The control environment of the Bank consists of: the Board which ensures that the Bank is properly and effectively managed and supervised; Management that actively manages and operates the Bank in a sound and prudent manner; the organizational and procedural controls supported by effective management information and risk management support systems; and an independent audit mechanism to monitor the accuracy and effectiveness of the Bank's governance, operations and information systems, including

the reliability and integrity of financial and operational information, the effectiveness and efficiency of operations, the safeguarding of assets and compliance with laws, rules and regulations and contracts.

The Bank's internal audit system reasonably assures the Board, Management and stockholders that the Bank's key organizational and operational controls are faithfully complied with. The Board-appointed Internal Auditor performs the function and reports to the Audit Committee, a board-level committee, which allows the internal audit activity to fulfill its mandate. The Internal Auditor is guided by the International Standards on Professional Practice of Internal Auditing and existing laws, rules and regulations. With the Board appointment, the Chief Audit Officer oversees the implementation of the internal audit system.

Other Governance Policies



Whistleblowing

Employees of the Bank are encouraged to perform the duty of disclosing to their immediate superior existing or potential violations and wrongdoings that they may become aware of. The Bank's Policy on Timely Reporting of Concerns and incidents, otherwise known as the Whistleblowing Policy, serves as a guide for all employees for reporting matters that breach integrity and the Bank's Code of Conduct.



Corporate Governance Manual

The Board adopted the Corporate Governance Manual that embodies the rules, systems and processes of the Bank. The framework governs the performance of the Board and management of their respective duties and responsibilities to stockholders and other stakeholders. The Manual is periodically reviewed with the objective of continually aligning the Bank's policies with the BSP and SEC circulars or issuance on corporate governance including best practices issued by the Basel Committee on Banking Supervision. This ensures that the stockholders, directors, officers and employees are aware of their responsibilities and the business of the Bank is conducted in a safe and sound manner.

Corporate Governance



Code of Ethics and Policy on Conflict of Interest

The Bank's Code of Conduct for Employees exists to develop or pattern

behavior in accordance to the Bank's standards, instill professional conduct, and enforce discipline and order. The Code is implemented by the Human Resources and Management Group. Copies of the Code of Conduct are given to employees upon hiring, while seminars are conducted regularly to further expound on the subject.



Dividend Policy

Subject to the provisions of the Bank's by-laws and the resolution of the Bank's Board, dividends may be declared annually. The Board, however, may only

declare dividends out of its surplus profits or unrestricted retained earnings after making due provisions for the necessary reserves (losses and bad debts) in accordance with the Corporation Code, Securities Regulation Code, General Banking Law, MORB, and all regulations and circulars issued by the BSP.

Consumer Protection Risk Management System (CPRMS)

Pursuant to the BSP Circular No. 857 entitled BSP Regulations on Financial Consumer Protection, Robinsons Bank released Consumer Protection and Risk Management System (CPRMS) Guidelines. Several revisions were made to include recommendations from the internal and external audits (BSP).

The CPRMS Guidelines aim to identify, measure, monitor and control consumer protection risks inherent in its operations. These include both risk to the financial consumer and the Bank.

The Bank also issued other consumer protection policies such as Electronic Banking Consumer Awareness Policy and Trust and Investments Accounts.

The RBC CPRMS Framework:

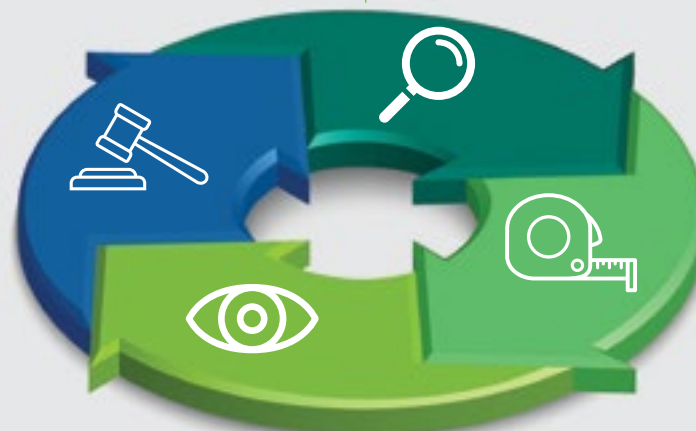
CPRMS Framework

- IDENTIFY** Consumer Protection Standards of Conduct Inherent Risk
- Disclosure & Transparency
 - Protection of Client Information
 - Fair Treatment
 - Effective Recourse
 - Financial Education & Awareness

Evaluate Risk Management

CONTROL

- Board and Senior Management Oversight
- Policies, Procedures and Limits
- Risk Monitoring and MIS
- Compliance Program
- Internal Audit Function



MEASURE Identified Inherent Risk thru CPRMS Guidelines

MONITOR Bank's compliance with the consumer protection policies and procedures

Consumer Protection Oversight Function

The Risk Oversight Committee (ROC) and Board of Directors are primarily responsible for approving and at least annually reviewing the Bank's financial consumer protection risk management policies, procedures, and/or system, as well as the oversight to ensure compliance with the said policies. They are responsible for monitoring and overseeing the Senior Management's performance in managing the consumer protection activities of the Bank.

Senior Management is responsible for the implementation of the consumer protection policies approved by the Board. They are also in charge of managing the day-to-day consumer protection activities of the Bank.

The Enterprise Risk Management Group provides foundation for ensuring that the Bank's consumer protection policies, procedures and practices address and prevent identified risk to the Bank and associated risk of financial loss to consumers.

The Compliance Group ensures that the policies and procedures are consistent with consumer protection policies approved by the Board and addresses compliance with the consumer protection laws, rules and regulations.

The Internal Audit Group provides Senior Management and the Board with analysis, findings and corrective actions or recommendations in meeting the consumer protection objectives.

All business units are responsible for the complete and timely reporting of all requests, queries and complaints (ROCs) received from all contact points of the Bank. They should ensure that all ROCs received are forwarded to the Bank's Customer Care Center Unit.

Service Quality Department

Consumer Assistance Management is handled by the Service Quality Department. Digitization has opened pathways for Robinsons Bank to build relationships to its customers to serve them better. Obsessed with the customer at the heart of service, the Bank received inquiries, requests, feedback and complaints from customers regarding its products and services through digital platforms. Various communication channels through the Customer Care Center such as the hotline, email feedback forms, website, social media, etc. are made available to clients so they can easily contact the Bank regarding these concerns.



Monitors daily inquiries, requests, and complaints received from customers and reports these to the management to provide solutions on the Bank's products and services to ensure service quality at all times.

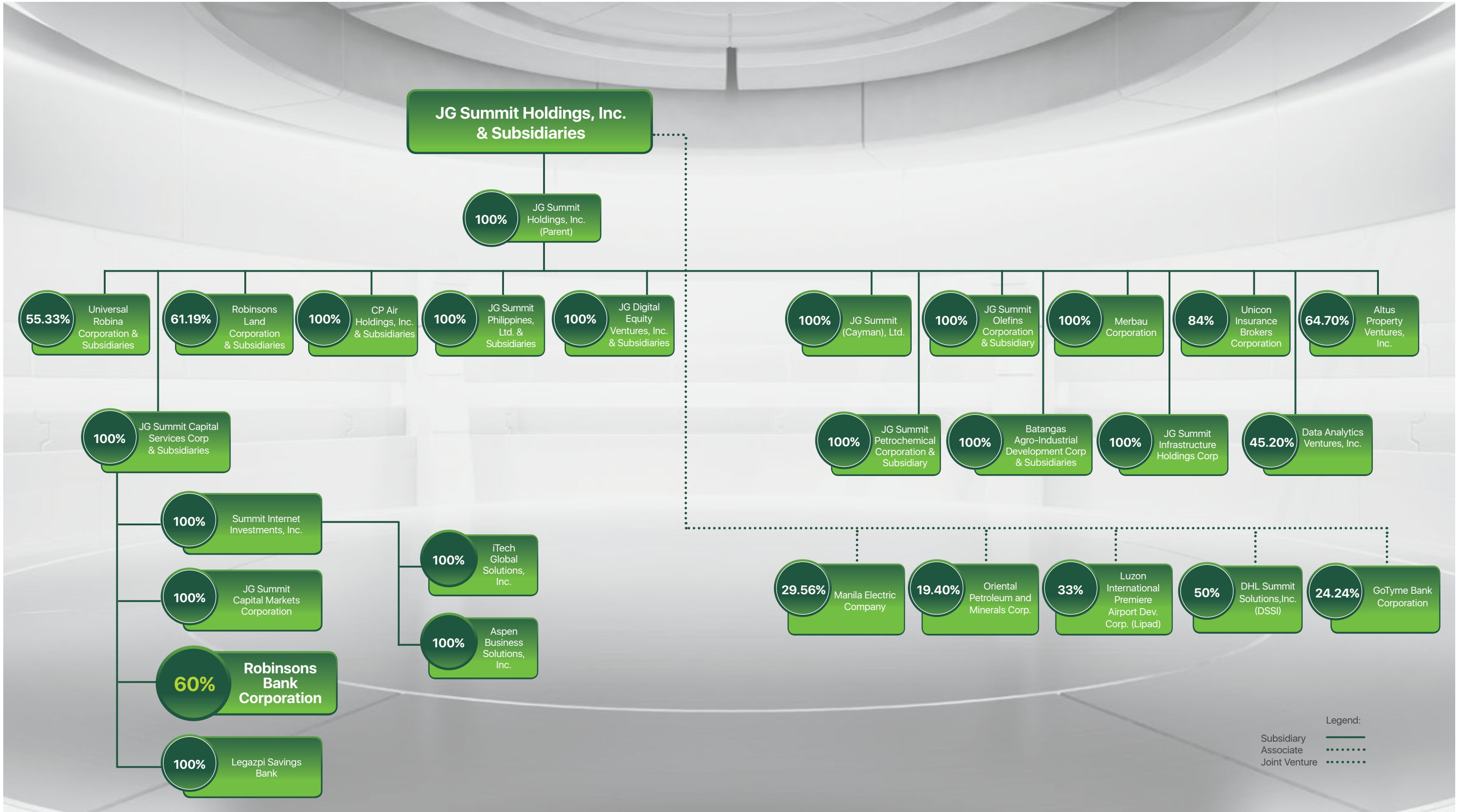


Manages the issues received from customers through the different channels, coordinate with concerned units, and respond to clients in efficient and professional manner within the committed turn-around-time to ensure customer satisfaction.

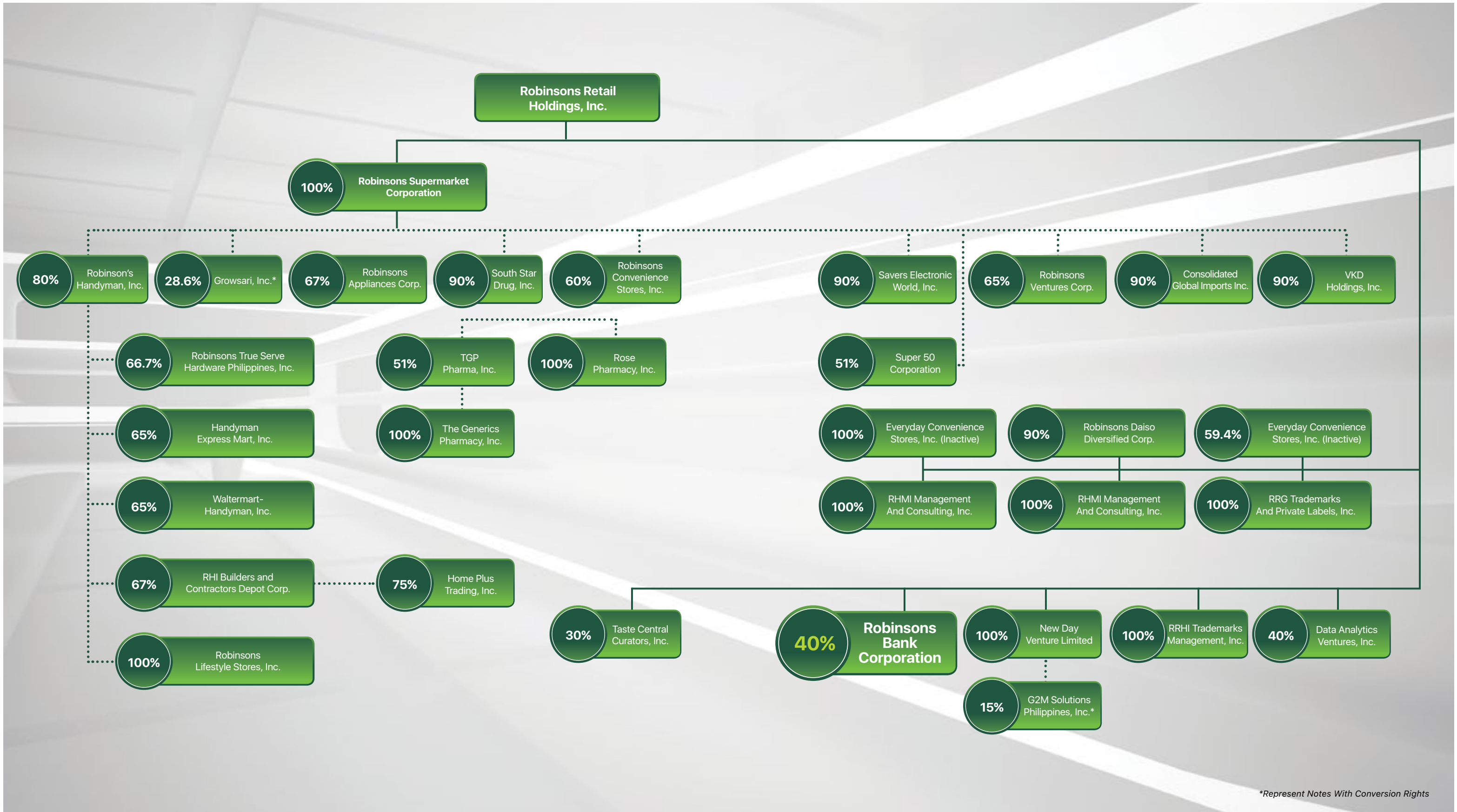


Records issues raised by employees regarding concerns within the Bank, and suggestions for improvement. Reports are included in the concerned unit's performance evaluation.

Conglomerate Map



Conglomerate Map



*Represent Notes With Conversion Rights

New Products Launched in 2021





Risk Management

Robinsons Bank recognizes that risk management is the responsibility of the entire organization. In this regard, the Bank's mandate is simple: "We look out for everybody."

As such, all business units are mandated to manage risks relevant to their own operations. This is undertaken in conjunction with the specialized entities within the Parent Company that perform certain risk management functions.

The overall risk management policy is to ensure that risks taken are within the Bank's risk appetite, which is assessed yearly considering earnings target, risk capacity (capital adequacy), regulatory standards, strategic initiatives and direction set by the Board of Directors.

Exposure and Assessment

The major risks inherent to the Bank's operations are credit, market and operational. In addition — and considering the Bank's assets and liability structure — the other attendant risks include credit concentration, interest rate risk in the banking book, liquidity risks, strategic risk and business risk.

The Bank's risk management process involves risk identification, quantification, proactive monitoring and control through established process, policies, guidelines, measurement models and limits, among others.

Risk Management

Major Enhancements

RBC adopts a risk management framework that is forward-looking and dynamic. Major steps have been taken in response to new accounting standard, that is the IFRS 9 – Financial Instruments: Recognition and Measurement, Republic Act 10173 also known as Data Privacy Act of 2012 and newly issued BSP circulars 839, 855, 905, 941, 982, 1011, 1019, 1033 and others that impact the operations of the Bank.

In response to BSP observations, the existing consumer protection risk management system (CPRMS) was amended. The CPRMS manual as amended, was presented to and approved by the ROC and confirmed by the BOD.

The Bank has enhanced its various operational risk tools such as Business Process Mapping (BPM), Risk & Control Self-Assessment (RCSA), Key Risk Indicators (KRI), and Loss Event Database (LED) in compliance with BSP Circular 900.

Market, IRRBB, and Liquidity risks policies have been updated in to address auditor comments, enhance documentations, and introduce a new interest rate risk model to complement the current Earnings-at-Risk (EaR) model and comply with provisions of BSP Circular 1044.

Subsequent to the establishment and implementation of IFRS 9 – Expected Credit Loss (ECL) models in 2018, the Bank has engaged a third-party service provider to assist in the automation of monthly ECL calculation.

Finally, to support the strategies and major initiatives as envisioned under the new Journey Map (2018 and beyond), last December 2017, the Board of Directors approved to infuse Php3.00Bn additional equity in July 2018. This will increase the total capital of the Bank to at least Php15.00Bn, excluding retained earnings and internally generated profit in 2018. With this, the Bank will be able to comply with the minimum Php15.00Bn required capital for commercial banks, pursuant to BSP Circular 854, ahead of the 2019 BSP timeline.

Credit Risk

The Bank's credit risk policies intend to maximize the return on the risk-adjusted capital by maintaining a credit risk exposure within defined parameters including asset quality and portfolio mix, among others.

The Bank has several credit risk mitigation practices:

- The Bank offers a variety of loan products with substantial collateral values. The latter part of this credit risk section discusses collateral and other credit enhancements.
- Limits are set on the amount of credit risk that the Bank is willing to take for customers and counterparties, and exposures are monitored against such credit limits.
- The Bank also observes related regulatory limits such as industry, portfolio, single borrower's limit (SBL) and directors, officers, stockholders and related interests (DOSRI) ceiling, among others.
- To protect against settlement risk, the Bank employs a delivery-versus-payment (DvP) settlement system, wherein payment is applied only when the corresponding asset has been delivered.
- For commercial loan borrowers, there is an internal credit risk rating system (ICRRS) in place, providing a structured format for collating and analyzing borrower data to arrive at a summary indicator of credit risk. Rating models have been established for both loan accounts with asset size of more than P15Million and loan accounts with asset size of P15Million and below. These rating models have undergone both internal and external independent validation.
- For Consumer loans, the Bank utilizes credit scoring models to determine the level of exposure to credit risk of each loan applicant. The scorecards were internally developed considering historical data on payment behaviors of the Bank's past and existing borrowers, results of regular portfolio quality review, inputs from concerned business units, policies indicated

in the respective product manuals, regulatory requirements, and developments in the business processes and country's economic landscape. The scorecard parameters were defined in the Bank's credit scoring facility that is integrated with the loans originations system. To ensure the adequacy of the models, the performances of these scorecards as to their predictive capabilities are regularly monitored and reported to the CRECOM and the ROC. In addition, loan applications are continuously being evaluated based on policy rules and deviation guidelines stated in the product manuals.

- Past due and nonperforming loan (NPL) ratios are also used to measure and monitor the quality of the loan portfolio.

To proactively manage risk, the ERMG conducts Portfolio Quality Review (PQR) both for commercial and consumer loan products and individual credit review of investment outlets of Trust & Investment Group and Treasury Segment

PQR for Commercial Loans is a comprehensive credit review of the Bank's commercial loan portfolio. Individual borrowers are reviewed in detail and portfolio analysis is being prepared to assess not only the quality of the whole portfolio but the management of the credit process as well. One of the measures undertaken is the rating migration analysis wherein rating history of each account is being monitored to determine the account's loan performance and its probability of default. In addition to this, ECL staging analysis as well as risk rating validation is being conducted to assess appropriateness of calculated loan loss provisioning vis-à-vis the risk profile of each borrower, on a sampling basis

PQR for Consumer Loans provides a snapshot of the Bank's portfolio per consumer loan product. It focuses predominantly on the performance of the accounts based on various indicators across different demographics. Result of the PQR is used by the Bank as a reference in establishing business objectives and strategies for its consumer lending business.

Credit review of Investment outlets is a detailed individual review of accounts which covers financial analysis, credit ratings, bond performance, industry and risk analysis to assess the inherent risk associated with the account. Assessment of Country risk analysis for foreign investments are

The highlights of the PQRs are discussed and presented to the loan originating units, CRECOM and the ROC. The results of the deliberation are then used to improve existing products, design new products, define new market strategies, formulate action plans on asset quality management as well as calibration of existing policies.

The responsibility of the credit risk management function rests upon the following bodies:



Risk Oversight Committee (ROC) — tasked to develop and provide oversight on the credit risk management program of the Bank.



Credit Committee (CRECOM) — provides the strategic framework that would govern the loan/credit activities of the Bank, manage the risk of loans in general, assure the safety of depositors' money, earns sufficient returns of the loan portfolio of the Bank, preserves the capital/deposit of stakeholders, maintains a healthy loan portfolio and enable customers/partners to prosper.



Corporate and Commercial Evaluation Department (CCED) — implements the pre-approval review of all loan accounts.. CCED likewise submits its reports to senior management on a periodic basis. It also acts as the independent credit risk control unit which handles the review of Credit Applications (CAs) for renewal and new transactions.



Financial Reporting Department (FRD) — monitors the Bank's SBL, submits regulatory reports on credit and also provides information on industry exposures and large exposures.



Enterprise Risk Management Group (ERMG) —in charge of the implementation and execution of the Risk Management Plan as approved by the ROC.

The ERMG makes recommendations and submits reports to the ROC on risk management matters affecting the Bank. The Bank coordinates with the various units (e.g., originating units, FRD and CorPlan) of the Bank in monitoring the established credit risk limits and performance of each product.

Risk Management

The ERMG is also responsible for preparing the Credit Risk Reporting Package to monitor and report the Bank's credit risk profile. This reporting package is submitted to the Bank's Management Committee (MANCOM) and Risk Oversight Committee (ROC) on a regular basis. The report covers the following: Portfolio Mix; Risk Appetite and Tolerance; NPL Trend; Large Exposures Monitoring; SBL Monitoring; TOFA Exposures; Commercial Loan Details; Consumer Loan Details, among others.

Credit Concentration Risk

The Bank aims to minimize the potential adverse effect of credit risks that are particular to a single borrower or family of borrowers through adequate diversification of loan portfolio.

The Bank monitors credit concentration by SBL (single borrower limit), large exposures and individual exposures as well as credit concentration per industry.

In order to mitigate risk, the Bank sets its internal SBL (ISBL) at 20% of its qualifying capital versus the 25% BSP-imposed SBL. The 5% is a cushion or allowance to absorb market volatility that affects the qualifying capital of the Bank.

On the other hand, industry concentration and top borrowers' concentration are covered in details in the yearly ICAAP of the Bank. The Bank uses the simplified option in computing the capital charge for credit concentration risk. This option involves the computation of the Sectoral Concentration Index (SCI) and Individual Concentration Index (ICI) of the Bank's credit portfolio and further validates by using the Herfindahl-Hirschman Index (HHI). The rationale in using these tools lies with the need to be commensurate with the growing complexity of the bank's business and the environment in which it operates.

The following units are involved in managing credit concentration risk:



FRD — provides the information on large exposures (Bank and individual) single borrower's limit (SBL) on a periodic basis and other regulatory reports.



ERMG — includes large exposure in its risk reporting package and implements credit stress testing on large exposures, industry, and economic activity.



CRECOM — evaluates credit proposal considering issue on concentration risk and endorses to BOD for decision.



Board of Directors — deliberates and decides on the credit proposal.

Market Risk

The Bank's market risk policies seek to ensure that the market risk exposures from its traded portfolios of financial instruments satisfy its expressed risk appetite and risk capacity.

For initial risks taken, risk-taking personnel and business units follow the Product Approval Process for new market risk exposures due to different types of financial instruments. The risk-taking personnel make proposals for evaluation and/or approval by different committees (ALCO, CRECOM, ROC and BOD). The proposals are formalized by these risk sponsors into a Product Manual.

Approved guidelines are being followed whether to accept or reject an investment proposal. Some of the evaluation criteria include risk acceptance criteria, yield analysis, credit rating, and market liquidity, among others.

Risk mitigation continues even after acceptance of risks, through the monitoring of compliance with approved limits which serve as boundaries within which the Bank can expose itself.

One of the many market risk exposures measured, monitored and controlled daily by the Bank is the Value-at-Risk (VaR). It measures the potential loss of value resulting from unlikely, adverse event in the normal market environment in

a specified period of time within a specified probability of occurrence. It allows management to react quickly and adjust its portfolio strategies in different market conditions in accordance with its risk philosophy and appetite. Our VaR models have been validated by both external and internal auditors.

The Enterprise Risk Management Group prepares a daily risk reporting package to provide Treasury, senior management, ALCO and ROC with timely and relevant covering actual exposures, limits compliance and facilitate regularization, when any breach is noted.

The Bank has established structure and organization to manage market risks with the involvement of the following units:



Treasury — initiates the limits proposal, taking into consideration strategies, target budgets, market volatility forecasts and opportunities.



ERMG — evaluates the proposed limits considering historical data, strategies, overall risk appetite of the Bank and possible impact on the capital adequacy.



ROC — reviews proposed limits considering the risk appetite set by the Board of Directors and overall direction and endorses for confirmation.



Board of Directors — reviews and confirms approval of the ROC.

Interest Rate Risk in the Banking Book

The Bank's lending activities, taking deposits with different maturities and interest rates and investing in a portfolio of fixed income securities expose it to interest rate risk. In this case, the Bank aims to achieve the optimum level of net interest income while managing its volatility and susceptibility to changes in interest rates.

The Bank utilizes a repricing gap analysis as a tool for measuring interest rate risk. The analysis is created by distributing the Bank's inflows/assets and outflows/liabilities into time bands according to each instrument's remaining term to next repricing.

Specific assumptions are used to reflect the behavior of interest-sensitive assets and liabilities in the preparation of repricing gap:



Loans — Performing loans are bucketed according to either the maturity date (for accounts paying fixed interest rate) or next repricing date (for accounts paying floating interest rate). No prepayment is assumed. Non-performing loans are placed under "Non-rate sensitive".



Deposits — Non-maturity deposits such as Current Accounts and Savings Account are placed under "Non-rate sensitive" while Time Deposits and Special Savings Account are bucketed based on their contractual maturity.

The repricing gap per time band is derived by computing the difference between the rate-sensitive assets (RSA) and the rate-sensitive liabilities (RLA) within the time band.

To control interest rate risk arising from repricing gaps, maximum repricing gap and Earnings at Risk (EaR) limits are set for time bands up to one year. Earnings-at-Risk is a statistical measure derived from the repricing gaps, and calculates the likely impact of changes in interest rates to the net interest income (NII). Based on December 31, 2018 figures, the increase (decrease) in NII for upward and downward rate shocks of 100 basis points is as follows (in Php Millions):

Earnings at Risk	Up 100bps Rate shock	Down 100bps Rate shock
Instruments sensitive to local interest rates	108.46	(108.46)
Instruments sensitive to foreign interest rates	(136.88)	136.88
Total	(28.42)	28.42

Risk Management

The repricing gap analysis is presently being reported on a monthly basis to ROC and ALCO.

Complementing EaR, the Bank introduced the Economic Value of Equity (EVE) aligned with Basel guidelines for its calculations. EVE is reported to the ROC on a quarterly basis starting December 31, 2021 and measures the change in the net present value of the bank's assets, liabilities, and off-balance sheet items subject to specified interest rate shock and stress scenarios throughout the respective items' remaining life.

The following is the management structure and the units involved in the management of interest rate risk:



ERMG —does regular repricing gap analysis to measure interest rate risk. The analysis is benchmarked on (EaR and EVE) limits set by the ROC.



Treasury —submits its explanation, justification and proposed strategy to manage the breach, if any.



ALCO —utilizes the repricing gap report to manage the matching of interest sensitive assets and liabilities.



MANCOM/ Approving Authority — reviews and approves the breach given the justification and proposed strategy of Treasury.



ROC/BOD — reviews and deliberates on the result of repricing gap report considering the repricing gap limits set by the BOD.

Liquidity Risk

The objective of the Bank's liquidity risk policies is to ensure that all future obligations, anticipated or not, can be met when due with little or no impact to the Bank's capital and earnings.

The Bank seeks to lengthen liability maturities, diversify existing fund sources, and continuously develop new instruments that cater to different segments of the market. It also keeps credit lines with financial institutions, as well as a pool of liquid or highly marketable securities. Reserves management is another specialized function within the Bank, complying with BSP reserve requirements, which may be a buffer against unforeseen liquidity drains.

The Bank employs the liquidity or maturity gap report for measuring liquidity risk. Although available contractual maturity dates are generally used for slotting instruments into time bands, expected liquidation periods, often based on historical data, are used if more representative of the account's behavioral cashflows. Unreserved and liquid government securities under FVTPL and FVOCI are placed in the earlier buckets. Deposits are bucketed based on their historical behavior as observed through statistical analysis of their balances.

The liquidity gap per time band is derived by computing the difference between the inflows and outflows within the time band. A positive liquidity gap is an estimate of the Bank's net excess funds for the time band. A negative liquidity gap is an estimate of a future funding requirement of the Bank. Although such gaps are a normal part of the business, a significant negative amount may bring significant liquidity risk. To help control liquidity risk arising from negative liquidity gaps, maximum cumulative outflow (MCO) targets are set for time bands up to 1 year.

To ensure proper identification of liquidity risk exposures, the Bank regularly reviews its plans of action depending on the magnitude of the liquidity risk at hand. These plans of actions are identified based on the liquidity gap report, projected MCO and liquidity ratios. The adequacy of its financial resources is then assessed and actions to be taken in the event of an unexpected situation are also identified. Measurement models, MCO and its supporting assumptions (behavior of loans and deposits, etc.) have been developed and subjected to internal and external validation.

The Senior Management and the Board are kept well-informed for them to be able to make decisions on the sufficiency and diversity of their funding sources. Likewise, breaches in limits are properly identified, reported to Senior Management and ROC/BOD on a timely basis, and preventive measures and/or corrective actions are taken via breach regularization memorandum.

The Bank has a defined structure and organization to manage liquidity risk, as follows:



ERMG — helps monitor market and regulatory developments pertinent to interest rates and liquidity position; Does regular maturity gap analysis to measure the maximum cumulative outflow (MCO). The analysis is benchmarked on the MCO limits and liquidity ratios set by the ROC.



Treasury —measures the liquidity and reserves position of the Parent Company. It also submits its explanation, justification and proposed strategy to manage the breach, if any.



MANCOM/ Approving Authority —reviews and approves the breach given the justification and proposed strategy of Treasury.



ALCO — utilizes the maturity gap report to manage the matching of assets and liabilities. The Parent Company's ALCO is composed of some members of the Senior Management including the Lending Banks and Treasury Bank Heads. ALCO conducts weekly meetings.



ROC/BOD — reviews and deliberates on the result of maturity gap report considering the MCO limit and liquidity ratios set by the BOD.

Operational Risk

Operational risk refers to the risk of loss resulting from inadequate or failed internal processes, people and systems; or from external events. Operational risk is inherent in all activities, products and services, and cuts across multiple activities and business lines within the financial institution and across the different entities in a banking group or conglomerate where the financial institution belongs.

The Bank uses various operational risk management (ORM) tools in the identification and quantification of its operational risk exposures. The levels of operational risk exposure of the various units of the Bank are captured by the following ORM tools:

- Risk & Control Self-Assessment (RCSA)
- Key Risk Indicators (KRI)
- Loss Events Database (LED)
- Business Impact Analysis (BIA)
- Results of internal/external audit and supervisory issues raised in BSP Report on Examination

Highlights of the ORM activities for 2021 are as follows:

1. Ongoing activities for the implementation of the Governance, Risk and Compliance (GRC) Solution which aims to automate the notification, accomplishment, and collection of the Bank-wide rollout of the RCSA, LER, KRI, BIA.
2. Rolled-out process-based approach to identifying operational risks to align with risk assessments
3. Standardize the RCSA of branches to ensure it covers all core processes/services and all associated inherent risks are included and assessed
4. Inclusion of other risks that are arising and existing but not yet identified in the RCSA template (e.g., ESRM risks, etc.)
5. Q1 trigger for updates on the RCSA to ensure that business/functions with material changes in its risk profile will be able to assess applicable operational risks and ensure that controls are adequate to mitigate risks within the acceptable risk appetite
6. Continued review of new activities, as well as process and procedures manual review of the Bank's processes

Risk Management

7. Enhancement of the risk assessment process of Bank products, programs, services, processes and other activities, including development of new outsourcing proposal package.
8. Close monitoring of operational and digital platform-related incidences
9. Ensuring periodic review on performance evaluation
10. Outsourcing Policy enhancements which include standardizing the evaluation criteria and the outsourcing forms package
11. Continuous assessment of outsourcing engagements for its materiality
12. Ongoing activities for the Enterprise Fraud Management Solution
13. Risk awareness and education performed through email blasts and MS Teams training for Head Office and Branches



Preventive – acts to prevent the risk the from happening or deter its likelihood and/or impact;



Detective – designed to monitor, identify, detect the risk or event which has occurred; and



Corrective – designed to mitigate the loss or effect of the event that has occurred thru remedial actions.

Identified risks which require monitoring of their risk level status and control adequacy are made through risk reporting facilities such as risk reporting package and with the aid of the operational risk management tools such as Key Risk Indicators, Risk and Control Self-Assessment and Loss Events Reporting.

The following are the structure and the major units involved in operational risk management:



The Board of Directors, through the Risk Oversight Committee (ROC), defines the risk culture and exercises oversight.



Business and service units, as first line of defense, take ownership of the risk by identifying, assessing and managing the risks from the new activities, processes, products and systems they do and use. Management, Operations and IT Steering Committees are venues to communicate the risk environment.



The Enterprise Risk Management Group (ERMG), second line of defense, oversees the implementation of ERM framework by designing risk assessment methodology and tools, coordinating risk management activities across the organization, and consolidating and reporting risk information/reports to the Board, thru the Risk Oversight Committee, and Senior Management.



Compliance Group complements the Bank's second line of defense by conducting an independent assessment of the Bank's compliance with relevant laws, rules and

Robinsons Bank Corporation uses the Basic Indicator Approach (BIA) in calculating the capital charge for operational risk. This approach, as defined in BSP Circular 538, requires the banks to "hold capital for operational risk equal to 15% of the average gross income over the previous three (3) years of positive annual gross income." Based on the results of 2021 RCSA-KRI exercise, it has been noted that the Economic Capital set aside for operational risk using BIA is adequate to cover estimated operational risks using the Bank's RCSA-KRI methodology.

Operational Risk Management has different types or levels of control measures to properly address the organization's operational risks on different phases. These controls are classified based on function as follows:



Directive – provides a degree of direction or guidance to the organization – typically policies, procedures and/or manuals;

regulations, as well as internal policies to determine areas that may potentially result in losses due to non-compliance.



Internal Audit, the third line of defense, provides independent assessments of the adequacy and effectiveness of the overall risk management framework and governance structures. ERMG liaises with Internal Audit, through former's reports, to perform validation and development of accurate assessment and analysis of events, incidents and indicators.

reasonable assurance that the business and security objectives are achieved and the undesired events are appropriately detected and managed. Independent reviews are also regularly conducted by different groups to ensure that these controls are in place and functioning effectively as intended.

All corporate and personal information is appropriately handled by the Bank, to ensure that they are adequately protected from the time they are collected up to their disposal. The Bank is fully aware that any data breach could result in litigation and loss of customer confidence, leading to a loss of business.

Risk management, business continuity, awareness, and well-functioning security services are all important building blocks for establishing cybersecurity resilience. The Bank's senior management and Board of Directors (BOD) are engaged in the discussions about cybersecurity risks, and ensure that resources are appropriately allocated to manage these risks. The enterprise-level responsibility for security and data privacy activities are managed by the Chief Information Security Officer (CISO) and Chief Risk Officer (CRO). The CRO heads the enterprise risk management function. The Bank's risk officers regularly monitor key risk indicators and report exposures against carefully-established risk metrics and limits approved by the IT Steering Committee (ITSC) and Risk Oversight Committee (ROC). The overall information security and data privacy posture of the Bank are periodically reported to the Bank's Leadership Team, the Board of Directors' IT Steering Committee (ITSC), and Risk Oversight Committee (ROC).

Highlights of ITRM/BCM activities for 2021:

- Ongoing activities for the implementation of the ORMS – BCP module
- Completion of Bankwide Business Impact Analysis and Risk Assessments
- Completion of Enterprise-wide BCP exercise and Call tree exercise
- Completion of project assessments via SQAT
- Completion of Business Continuity Awareness Training for Head Office and Branches

Information Technology Risk

As the Bank embraces digitization to match its offerings with customer needs, protecting corporate and personal information across digital assets becomes a fundamental need. It is vital in maintaining customers' trust and confidence with the Bank.

The Bank takes information security seriously, and in line with this, its existing Risk Management practice has evolved to specifically consider privacy and security requirements, especially when undertaking initiatives related to digital business.

The mandate of Information Technology (IT) Risk Management Department is to cultivate a culture of information security and data privacy across the Bank. It provides and drives the framework needed to effectively manage and address risks associated with emerging trends in technology and growing concerns on cyber-security. The framework defines the responsibilities related to the risk management function, the reporting line, the tools employed, and the risk management cycle designed to address technology risks. The department constantly reviews and update processes to ensure the effectiveness and adequacy of the framework, and more importantly, maintains an information security and data privacy awareness program across the Bank.

To further strengthen the Bank's IT Risk management practice and to reinforce the organization's check-and-balance system, the Bank has put in place different types and levels of control measures. These are defined in the policies, procedures, systems and organizational structures, which are designed to provide

Risk Management

The following stakeholders have relevant roles in the implementation of the information and technology risk programs:



The Board of Directors, through the Risk Oversight Committee (ROC), defines the risk culture and exercises oversight.



Business and service units, take ownership of the risk by identifying, assessing and managing the risks from the new activities, processes, products and systems they conduct and use.



Enterprise Risk Management Group (ERMG), provides the tools and the consistency in risk management language. Guided by the Bank's Policies and Procedure, Rules and Regulations and with the aid of Technology and Systems as well as promotion of Risk awareness and establishment of culture and ethics, ERMG assists business units in defining the target risk exposure and reporting adequate risk-related information throughout the organization.



Compliance Group, identifies the relevant laws and regulation applicable to Information Technology operations, conducting periodic compliance testing, and reporting to the Corporate & Governance Committee.



Internal Audit, provides comprehensive assurance based on the highest level of independence and objectivity within the organization. ERMG liaises with Internal Audit, through former's reports, to perform validation and development of accurate assessment and analysis of events, incidents and indicators.

With this framework in place, the Bank assures its stakeholders and customers that risks related to digital operations are appropriately managed.

Business Risk

The assessment of Business Risk is covered in the Bank's Compliance Program, approved by the Board of Directors.

In assessing for the Bank's loss exposure under Business Risk, capital charge was used as a metric to cover for the potential losses that may arise from the three specific risks included in the computation of Business Risk namely, Compliance, Reputational and Legal Risk.

The Bank based the loss exposure for Legal Risk on the potential losses from cases filed by the Bank. The Bank assumes a yearly capital charge growth rate of 20%. The Bank's Loss Exposure to Business Risk as of Dec 2018 is shown in the table below:

Type of Risk	Capital Charge (in Php Millions)	
	Consolidated	Parent
Compliance Risk	10.157	9.404
Reputational Risk	0.386	0.166
Legal Risk	20.278	11.778
Total Business Risk	30.812	21.348

Capital Adequacy and Capital Management

The primary objectives of the Bank's capital management is to ensure that the Bank complies with externally imposed capital requirements, as mandated by the BSP, and that the Bank maintains healthy capital ratios to support its business and maximize shareholder's value. Presented below are the risk-based capital components, including regulatory deductions, on solo and consolidated basis:

Qualifying Capital (In Php Million)	Consolidated		Parent Company	
	2021	2020	2021	2020
Tier 1 Capital				
Paid-up common stock	15,000.00	15,000.00	15,000.00	15,000.00
Additional paid-in-capital	-	-	-	-
Deposit for Common Stock Subscription	-	-	-	-
Retained Earnings	2,429.43	1,496.93	2,490.88	1,585.66
Undivided profits	1,185.24	854.96	1,185.24	852.83
Net unrealized gains or losses on AFS securities	-910.57	219.71	-910.57	220.23
Cumulative Foreign Currency Translation	26.33	-126.45	26.33	-126.45
Others	-33.45	-22.76	-33.45	-39.17
Minority Interest	-	-	-	-
Less: Regulatory adjustments				
DOSRI	53.32	64.71	52.6	64.71
Deferred income tax	948.43	640.9	802.05	511.8
Goodwill	244.33	244.33	-	-
Other Intangible Assets	1,002.55	1,002.17	380.38	379.83
Investments in subsidiary	-	-	1,272.93	1,359.31
Significant minority investment (10% - 50% of voting stock)	255		255	
Total Common Equity Tier 1 Capital	15,193.35	15,470.29	14,995.46	15,177.46
Additional Tier 1 Capital				
Instruments issued by the bank that are eligible as AT1 Capital	-	-	-	-
Total Tier 1 Capital	15,193.35	15,470.29	14,995.46	15,177.46
Less: Investment in Subsidiary - 50%				
Net Tier 1 Capital	15,193.35	15,470.29	14,995.46	15,177.46
Tier 2 Capital				
Redeemable preferred stock	-	-	-	-
General Loan Loss Provision (GLLP)	804.75	862.04	781.5	843.1
Unrealized Gain AFS Equity Securities	-	-	-	-
Total Tier 2 Capital	804.75	862.04	781.5	843.1
Less: Investment in Subsidiary - 50%				
Net Tier 2 Capital	804.75	862.04	781.5	843.1
Total Gross Qualifying Capital	15,998.10	16,332.33	15,776.96	16,020.56
Less: Total Investment in Subsidiary				
Total Qualifying Capital	15,998.10	16,332.33	15,776.96	16,020.56

Risk Management

The Bank manages its capital structure and makes adjustments to it in the light of changes in economic conditions and the risk characteristics of its activities. In order to maintain or adjust the capital structure, the Bank may adjust the amount of dividend payment to shareholders, return capital to shareholders or issue capital securities. No changes were made in the objectives, policies and processes from the previous years.

Risk-based Capital Ratios are as follows:

Qualifying Capital (in Php Million)	Consolidated		Parent	
	2021	2020	2021	2020
Common Equity Tier 1	15,193.35	15,470.29	14,995.46	15,177.46
Additional Tier 1 Capital	-	-	-	-
Tier 1 Capital	15,193.35	15,470.29	14,995.46	15,177.46
Tier 2 Capital	804.75	862.04	781.5	843.1
Tier 3 Capital	-	-	-	-
Gross Qualifying Capital	15,998.10	16,332.33	15,776.96	16,020.56
Less: Required Deduction				
Total Qualifying Capital	15,998.10	16,332.33	15,776.96	16,020.56
Risk Weighted Assets	111,264.69	94,481.92	108,555.77	92,106.44
Common Equity Tier 1 Ratio	13.66%	16.37%	13.81%	16.48%
Capital Conversion Buffer	7.66%	10.37%	7.81%	10.48%
Common Tier 1 Ratio	13.66%	16.37%	13.81%	16.48%
Capital Adequacy Ratio	14.38%	17.29%	14.53%	17.39%

The regulatory qualifying capital of the Bank consists of Tier 1 (core) capital, which comprises of paid-up common stock, additional paid-in capital, deposit for common stock subscription, retained earnings, surplus including current year profit, minority interest less required deductions such as unsecured accommodations to DOSRI, deferred income tax and goodwill. The other component of regulatory capital is Tier 2 (supplementary) capital, which includes net unrealized gains and losses on AFS equity securities and general loan loss provision. A capital conservation buffer of 2.5% comprised of CET 1 capital is likewise imposed in the Basel III capital ratios.

The capital requirements for Credit, Market and Operational Risks are provided below, on solo and consolidated basis:

Capital Requirement (in Php Million)	Consolidated		Parent	
	2021	2020	2021	2020
Credit Risk	101,282.03	86,168.94	99,126.87	84,277.91
Market Risk	382.27	416.11	382.27	416.11
Operational Risk	9,600.39	7,896.87	9,046.63	7,412.42
Total Capital Requirements	111,264.69	94,481.92	108,555.77	92,106.44

Credit Risk

The Bank uses the Standardized Approach under Circular No. 538 in computing its exposure for credit risk. Credit Risk-Weighted Asset (CRWA) is an important risk measure of the Bank, primarily because it is used to determine the Bank's minimum capital requirement. The Bank's minimum capital requirement for credit risk is defined as 10% of the CRWA.

The following table summarizes the result of the risk quantification and capital assessment of the Bank's credit risk using the standardized approach.

Credit Risk-Weighted Assets (In Php Million)	Consolidated		Parent Company	
	2021	2020	2021	2020
Credit Risk-Weighted Assets				
Total Risk Weighted On-Balance Sheet Assets	98,282.67	83,245.04	96,127.51	81,350.78
Total Risk-Weighted Off-Balance Sheet Assets	2,999.36	2,959.42	2,999.36	2,959.42
Total Counterparty Risk-Weighted Assets in the Trading Book (Derivatives and Repo-style Transactions)	-	-	-	-
Total Gross Risk-Weighted Assets	101,282.03	86,204.45	99,126.87	84,310.20
Deductions:				
General loan loss provision [in excess of the amount permitted to be included in Upper Tier 2]	-	35.51	-	32.28
Unbooked valuation reserves and other capital adjustments affecting asset accounts based on the latest report of examination as approved by the Monetary Board	-	-	-	-
Total Credit Risk-Weighted Assets	101,282.03	86,168.94	99,126.87	84,277.91

The Bank's total CRWA as of December 31, 2021 stood at Php99,126.87 Million and Php101,282.03 Million, on solo and consolidated basis, respectively.

Risk Management

Presented below is the total credit exposure, on a solo and consolidated basis, broken down by type of exposures and risk buckets:

Nature of Item	Risk-Weighted On-Balance Sheet Assets - Parent 2021										
	Exposures, Net of Specific Provisions 2/	Exposures Covered by CRM, Gross of Materiality Threshold (Part III.1a)	Exposures not Covered by CRM	Risk Weights 10/, 12/						TOTAL	
	1	2	3=1-2	0%	20%	50%	75%	100%	150%	[Sum of 4 to 9]	
Cash on Hand	3,827.46	00.00	3,827.46	3,827.46							3,827.46
Checks and Other Cash Items	00.00	00.00	00.00		00.00						00.00
Due from Bangko Sentral ng Pilipinas (BSP)	15,381.23	00.00	15,381.23	15,381.23		00.00		00.00			15,381.23
Due from Other Banks	4,564.51	00.00	4,564.51		00.00	4,554.68		09.82	00.00		4,564.51
Financial Assets Designated at Fair Value through Profit or Loss	00.00	00.00	00.00	00.00	00.00	00.00		00.00	00.00		00.00
Available-for-Sale (AFS) Financial Assets	26,900.11	00.00	26,900.11	9,150.90	6,873.89	6,182.78		4,692.53	00.00		26,900.11
Held-to-Maturity (HTM) Financial Assets	8,498.54	00.00	8,498.54	6,279.99	1,809.72	408.83		00.00	00.00		8,498.54
Unquoted Debt Securities Classified as Loans	00.00	00.00	00.00	00.00	00.00	00.00		00.00	00.00		00.00
Loans and Receivables	95,941.66	9,104.73	86,836.93	00.00	3,441.04	11,119.34	00.00	70,900.53	1,376.02		86,836.93
1. Interbank Loans Receivable	00.00	00.00	00.00		00.00	00.00		00.00	00.00		00.00
a. Interbank Call Loans Receivable 8/	00.00	00.00	00.00		00.00						00.00
b. Interbank Term Loans Receivable	00.00	00.00	00.00		00.00	00.00		00.00	00.00		00.00
2. Loans and Receivables -Others	95,941.66	9,104.73	86,836.93	00.00	3,441.04	11,119.34	00.00	70,900.53	1,376.02		86,836.93
a. Non-defaulted exposures	93,995.47	9,053.81	84,941.65	00.00	3,441.04	11,119.34	00.00	70,381.28	00.00		84,941.65
a.1. Sovereign Exposures	00.00	00.00	00.00	00.00	00.00	00.00		00.00	00.00		00.00
a.2. LGUs and Public Sector Entities	37.37	00.00	37.37		00.00	00.00		37.37	00.00		37.37
a.3. Government Corporation	00.00	00.00	00.00		00.00	00.00		00.00	00.00		00.00
a.4. Corporates	54,057.61	4,407.32	49,650.29		3,441.04	784.63		45,424.62	00.00		49,650.29
a.5. Microfinance/Small and Medium Enterprises	4,183.41	50.78	4,132.62		00.00	4,091.06	00.00	41.56	00.00		4,132.62
a.6. Loans to individuals for Housing Purposes (includes similar items under DIL)	27,709.87	4,540.09	23,169.77			6,243.65		16,926.12			23,169.77
a.7. Loans to Individuals	8,007.22	55.61	7,951.60					7,951.60			7,951.60
b. Defaulted exposures 7/	1,946.19	50.92	1,895.28					519.26	1,376.02		1,895.28
b.1. Housing Loans	532.25	12.99	519.26					519.26			519.26
b.2. Other than Housing Loans	1,413.94	37.92	1,376.02						1,376.02		1,376.02
Loans and Receivables Arising from Repurchase Agreements, Certificates of Assignment/Participation with Recourse, and Securities Lending and Borrowing Transactions	14,765.05	00.00	14,765.05	14,765.05	00.00	00.00		00.00	00.00		14,765.05
Sales Contract Receivable (SCR)	128.70	00.00	128.70		00.00	00.00		73.98	54.72		128.70
Real and Other Properties Acquired	665.30	00.00	665.30						665.30		665.30
Total Exposures Excluding Other Assets	170,672.56	9,104.73	161,567.83	49,404.64	12,124.64	22,265.64	00.00	75,676.87	2,096.04		161,567.83
Other Assets	3,748.83		3,748.83	00.00				3,748.83			3,748.83
Total Exposures, Including Other Assets	174,421.39	9,104.73	165,316.66	49,404.64	12,124.64	22,265.64	00.00	79,425.70	2,096.04		165,316.66
Total Risk-weighted On-Balance Sheet Assets not covered by CRM				00.00	2,424.93	11,132.82	00.00	79,425.70	3,144.06		96,127.51
Total risk-weighted On-Balance Sheet Assets covered by CRM				00.00	00.00	00.00		00.00			00.00
TOTAL RISK-WEIGHTED ON-BALANCE SHEET ASSETS				00.00	2,424.93	11,132.82	00.00	79,425.70	3,144.06		96,127.51

Risk Management

Risk-Weighted On-Balance Sheet Assets - Consolidated 2021											
Nature of Item	Exposures, Net of Specific Provisions ^{2/}	Exposures Covered by CRM, Gross of Materiality Threshold (Part III.1a)	Exposures not Covered by CRM	Risk Weights 10/, 12/						TOTAL [Sum of 4 to 9]	
				0%	20%	50%	75%	100%	150%		
	1	2	3=1-2	4	5	6	7	8	9		
Cash on Hand	3,933.95	00.00	3,933.95	3,933.95						3,933.95	
Checks and Other Cash Items	00.00	00.00	00.00		00.00					00.00	
Due from Bangko Sentral ng Pilipinas (BSP)	15,781.81	00.00	15,781.81	15,781.81		00.00		00.00		15,781.81	
Due from Other Banks	4,622.21	00.00	4,622.21		00.00	4,554.68		67.52	00.00	4,622.21	
Financial Assets Designated at Fair Value through Profit or Loss [Sum of E.1 and E.2]	00.00	00.00	00.00	00.00	00.00	00.00		00.00	00.00	00.00	
Available-for-Sale (AFS) Financial Assets	26,869.91	00.00	26,869.91	9,150.90	6,873.89	6,182.78		4,662.33	00.00	26,869.91	
Held-to-Maturity (HTM) Financial Assets	8,518.67	00.00	8,518.67	6,279.99	1,829.84	408.83		00.00	00.00	8,518.67	
Unquoted Debt Securities Classified as Loans	00.00	00.00	00.00	00.00	00.00	00.00		00.00	00.00	00.00	
Loans and Receivables	97,747.62	9,105.76	88,641.85	00.00	3,288.10	11,429.70	00.00	72,488.43	1,435.63	88,641.85	
1. Interbank Loans Receivable	00.00	00.00	00.00		00.00	00.00		00.00	00.00	00.00	
a. Interbank Call Loans Receivable 8/	00.00	00.00	00.00		00.00					00.00	
b. Interbank Term Loans Receivable	00.00	00.00	00.00		00.00	00.00		00.00	00.00	00.00	
2. Loans and Receivables -Others	97,747.62	9,105.76	88,641.85	00.00	3,288.10	11,429.70	00.00	72,488.43	1,435.63	88,641.85	
a. Non-defaulted exposures	95,740.61	9,054.84	86,685.77	00.00	3,288.10	11,429.70	00.00	71,967.97	00.00	86,685.77	
a.1. Sovereign Exposures	00.00	00.00	00.00	00.00	00.00	00.00		00.00	00.00	00.00	
a.2. LGUs and Public Sector Entities	37.37	00.00	37.37		00.00	00.00		37.37	00.00	37.37	
a.3. Government Corporation	00.00	00.00	00.00		00.00	00.00		00.00	00.00	00.00	
a.4. Corporates	54,057.61	4,407.32	49,650.29		3,288.10	784.63		45,577.55	00.00	49,650.29	
a.5. Microfinance/Small and Medium Enterprises	4,352.33	50.78	4,301.54		00.00	4,259.98	00.00	41.56	00.00	4,301.54	
a.6. Loans to individuals for Housing Purposes (includes similar items under DIL)	27,851.30	4,540.09	23,311.21			6,385.08		16,926.12		23,311.21	
a.7. Loans to Individuals	9,442.01	56.64	9,385.36					9,385.36		9,385.36	
b. Defaulted exposures 7/	2,007.00	50.92	1,956.09					520.46	1,435.63	1,956.09	
b.1. Housing Loans	533.45	12.99	520.46					520.46		520.46	
b.2. Other than Housing Loans	1,473.55	37.92	1,435.63						1,435.63	1,435.63	
Loans and Receivables Arising from Repurchase Agreements, Certificates of Assignment/Participation with Recourse, and Securities Lending and Borrowing Transactions	14,882.65	00.00	14,882.65	14,882.65	00.00	00.00		00.00	00.00	14,882.65	
Sales Contract Receivable (SCR)	145.83	00.00	145.83		00.00	00.00		92.33	53.50	145.83	
Real and Other Properties Acquired	758.90	00.00	758.90						758.90	758.90	
Total Exposures Excluding Other Assets	173,261.54	9,105.76	164,155.78	50,029.30	11,991.84	22,576.00	00.00	77,310.61	2,248.03	164,155.78	
Other Assets	3,913.65		3,913.65	00.00				3,913.65		3,913.65	
Total Exposures, Including Other Assets	177,175.19	9,105.76	168,069.43	50,029.30	11,991.84	22,576.00	00.00	81,224.26	2,248.03	168,069.43	
Total Risk-weighted On-Balance Sheet Assets not covered by CRM				00.00	2,398.37	11,288.00	00.00	81,224.26	3,372.04	98,282.67	
Total risk-weighted On-Balance Sheet Assets covered by CRM				00.00	00.00	00.00		00.00		00.00	
TOTAL RISK-WEIGHTED ON-BALANCE SHEET ASSETS				00.00	2,398.37	11,288.00	00.00	81,224.26	3,372.04	98,282.67	

Risk Management

Credit equivalent amount for off-balance sheet items, broken down by type of exposures (in Php million):

Off-balance Sheet Assets (In Php Million)	Consolidated				Parent			
	2021		2020		2021		2020	
	Notional Principal	Credit Equivalent	Notional Principal	Credit Equivalent	Notional Principal	Credit Equivalent	Notional Principal	Credit Equivalent
Direct Credit Substitutes Transaction-related	2,170.53	2,170.53	2,158.23	2,158.23	2,170.53	2,170.53	2,158.23	2,158.23
contingencies	-	-	-	-	-	-	-	-
Trade-related contingencies arising from movement of goods	4,144.19	828.84	4,005.92	801.18	4,144.19	828.84	4,005.92	801.18
Other commitments (which can be done unconditionally cancelled at any time by the bank without prior notice)	42,490.83	-	34,006.66	-	42,490.83	-	34,005.99	-
Total Notional Principal and Credit Equivalent Amount	48,805.55	2,999.36	40,170.81	2,959.41	48,805.55	2,999.37	40,170.14	2,959.41

Pursuant to the Bank's policy, the credit ratings given by foreign and local rating agencies were used to determine the credit risk weights of On-balance sheet, Off-balance sheet and counter party exposures.

For all rated credit exposures, regardless of currency, the Bank used the ICRRS and the ratings of Standard & Poor's (S&P); Moody's and Fitch Ratings. On the other hand, the credit rating given by Phil Ratings was used for Unquoted Debt Securities, certain Corporate Bonds, Peso-denominated exposures and loans to rated domestic private entities.

The Bank neither uses credit derivatives as credit risk mitigants nor provides credit protection through credit derivatives. The Bank has no outstanding exposure to securitization structures and other types of structured products issued or purchased by the Bank

Market Risk-Weighted Assets

The Standardized Approach is utilized by the Bank in determining its market risk-weighted assets. At the end of December 2021, computed total market risk-weighted assets on consolidated basis stood at Php382.27 Million. This consisted of Php1.29 million interest rate risk exposure and Php380.97 Million Foreign exchange exposures.

Market Risk Weighted Assets (in Php million)	Consolidated		Parent	
	2021	2020	2021	2020
Interest Rate Exposures				
Specific Risk	.031	.289	.031	.289
General Market Risk				
PHP	.000	2.630	.000	2.630
USD	.073	.678	.073	.678
Total Capital Charge	.073	3.308	.073	3.308
Adjusted Capital Charge	.129	3.597	.129	3.597
Total Risk Weighted Interest Rate Exposures	1.294	44.959	1.294	44.959
Total Risk Weighted Equity Exposures	.000	.000	.000	.000
Foreign Exchange Exposures				
Total Capital Charge	30.478	29.692	30.478	29.692
Adjusted Capital Charge	38.097	37.115	38.097	37.115
Total Risk Weighted Foreign Exchange Exposures	380.974	371.149	380.974	371.149
Total Risk Weighted Exposures on Options	.000	.000	.000	.000
Total Market Risk-Weighted Assets	382.268	416.107	382.268	416.107

Operational Risk-Weighted Assets

The Bank uses the Basic Indicator approach in computing its operational risk-weighted assets. Operational risk-weighted assets as of December 2021 were Php9.047 billion and Php9.600 billion, on solo and consolidated basis, respectively. In 2020, they were Php7.412 billion and Php7.896 billion, on solo and consolidated basis, respectively.

Risk Management

Consumer Protection Risk Management System (CPRMS)

Pursuant to the BSP Circular No. 857 entitled BSP Regulations on Financial Consumer Protection, Robinsons Bank released its Consumer Protection Risk Management System (CPRMS) Guidelines. Several revisions were made to include recommendations from internal and external (BSP) audit.

The CPRMS Guidelines aim to identify, measure, monitor and control consumer protection risks inherent in its operation. These include both risk to the financial consumer and the Bank.

The Bank also issued other consumer protection policies such as Electronic Banking Consumer Awareness Policy and Financial Consumer Protection Manual for Trust and Investments Accounts.

RBC adopted below CPRMS Framework:

Consumer Protection Oversight Function

The Risk Oversight Committee (ROC) and Board of Directors are primarily responsible for approving and periodically (at least annually) reviewing the Bank's financial consumer protection risk management policies, procedures and/or system, as well as the oversight to ensure compliance with the said policies. They are responsible in monitoring and overseeing the Senior Management's performance in managing the consumer protection activities of the Bank.

The Senior Management is responsible for the implementation of the consumer protection policies approved by the Board. They are also in charge of managing the day-to-day consumer protection activities of the Bank.

The Enterprise Risk Management Group (ERMG) provides foundation for ensuring that the Bank's consumer protection policies, procedures and practices address and prevent identified risk to the Bank and associated risk of financial loss to consumers. Further, ERMG submits weekly and monthly report to Mancom and ROC respectively on unresolved outstanding escalated complaints requiring concerned

BUs to provide specific action plans when they breach the triggers. ERMG also conducts risk assessments of new or modified products/services, and other activities, including outsourcing from third party service providers to deliver quality service and protect Bank clients.

The Compliance Group ensures that the policies and procedures are consistent with the consumer protection policies approved by the Board and address compliance with the consumer protection laws, rules and regulations.

The Internal Audit Group provides the Senior Management and the Board with analysis, findings, and corrective actions or recommendations in meeting the consumer protection objectives.

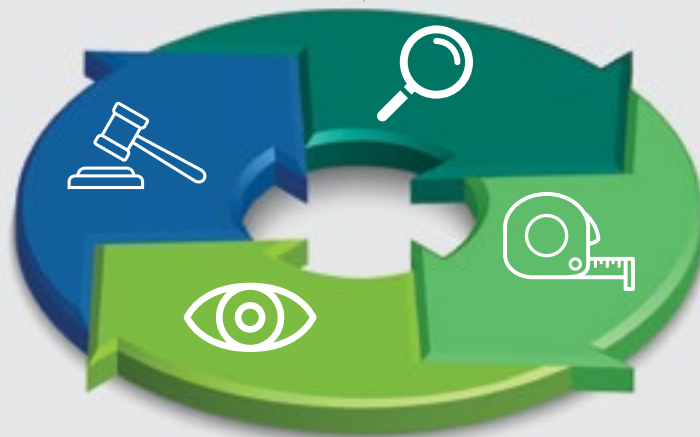
All business units are responsible in the complete and timely reporting of all request, queries, and complaints (RQCs) received from all contact points of the Bank. They ensure that all RQCs received are forwarded to the Bank's Customer Care Center (C3) Unit.

CPRMS Framework

Evaluate Risk Management

CONTROL

- Board and Senior Management Oversight
- Policies, Procedures and Limits
- Risk Monitoring and MIS
- Compliance Program
- Internal Audit Function



- IDENTIFY** Consumer Protection Standards of Conduct Inherent Risk
- Disclosure & Transparency
 - Protection of Client Information
 - Fair Treatment
 - Effective Recourse
 - Financial Education & Awareness

MEASURE Identified Inherent Risk thru CPRMS Guidelines

MONITOR Bank's compliance with the consumer protection policies and procedures



Board of Directors

Lance Y. Gokongwei

Chairman of the Board

Filipino, 55 years old

Tenure: 12

Lance Y. Gokongwei is also the President and Chief Executive Officer of JG Summit Holdings, Inc. (JGSHI) and Cebu Air, Inc. He is likewise the Chairman of Universal Robina Corporation, Robinsons Land Corporation, Robinsons Retail Holdings, Inc., Altus Property Ventures, Inc., Robinsons Bank Corporation, and JG Summit Olefins Corporation. He is the Vice Chairman and a Director of Manila Electric Company, and a Director of RL Commercial REIT, Inc., Oriental Petroleum and Minerals Corporation, Singapore Land Group Limited, Shakey's Asia Pizza Ventures, Inc., AB Capital and Investment Corporation, and Endeavor Acquisition Corporation. He is a Trustee and the Chairman of the Gokongwei Brothers Foundation, Inc. He received a Bachelor of Science degree in Finance and a Bachelor of Science degree in Applied Science from the University of Pennsylvania.

Robina Y. Gokongwei-Pe

Director

Filipino, 60 years old

Tenure: 12

Ms. Robina Gokongwei-Pe is the President and Chief Executive Officer of Robinsons Retail Holdings, Inc. (RRHI). Operating a diverse portfolio of brands, RRHI is one of the largest multi-format retailers in the country. She is also a director of JG Summit Holdings, Inc., Robinsons Land Corporation, Cebu Air, Inc., and Robinsons Bank Corporation. She is a trustee and the secretary of the Gokongwei Brothers Foundation, Inc. and a trustee and Vice Chairman of the Immaculate Concepcion Academy Scholarship Fund. She is also a member of the Xavier School Board of Trustees. She was formerly a member of the University of the Philippines Centennial Commission. She attended the University of the Philippines-Diliman from 1978 to 1981 and obtained a Bachelor of Arts degree (Journalism) from New York University in 1984.



Frederick D. Go

Vice Chairman

Filipino, 53 years old

Tenure: 12

He is the Vice Chairman of the Board and of the Executive Committee. Presently, he is the President and Chief Executive Officer of Robinsons Land Corporation. He concurrently serves as the President and Chief Executive Officer of Altus Property Ventures, Inc. and the President of Universal Hotels and Resorts, Inc. He is also the Chairman of RL Commercial REIT, Inc., and the Luzon International Premier Airport Development Corporation. He is a Trustee and the President of Robinsons Land Foundation, Inc. and Universal Cultural Foundation, Inc. He is the Group General Manager of Shanghai Ding Feng Real Estate Development Company Limited, Xiamen Pacific Estate Investment Company Limited, Chengdu Ding Feng Real Estate Development Company Limited, Taicang Ding Feng Real Estate Development Company Limited, Taicang Ding Sheng Real Estate Development Company Limited, Chongqing Robinsons Land Real Estate Company Limited, and Chongqing Ding Hong Real Estate Development Company Limited. He is a Director of Cebu Air, Inc., Manila Electric Company, JG Summit Olefins Corporation, and Cebu Light Industrial Park. He also serves as the Vice Chairman of the Philippine Retailers Association. He received a Bachelor of Science Degree in Management Engineering from the Ateneo de Manila University.

Board of Directors

Elfren Antonio S. Sarte

President and CEO/Director

Filipino, 62 years old

Tenure: 8

He is the President and Chief Executive Officer of the Bank and is a member of its Executive Committee and Risk Management Committee. He is also the Vice-Chairman of the Board of Directors of Legazpi Savings Bank and the Chairman of its Executive Committee. He is also a Director of the Bank's affiliate, GoTyme Bank Corporation. He is also the Chairman of the Board of Directors of Philippine Clearing House Corporation. Prior to joining the Bank in November 2014, he was the President, Director and CEO of Allied Savings Bank (2013 to 2014); Consumer Finance Group Head (2013) and Head of Consumer Credit and Collection Division (2010 to 2013) of Philippine National Bank; and Head of Consumer Credit Risk Management Division (2006 to 2010), Credit Services Division (1996 to 2006) and Credit Investigation and Appraisal Division (1995 to 1996) of Union Bank of the Philippines. He was also a Manager at the Credit Information Bureau (1983 to 1995). He has a Bachelor of Science degree in Industrial Management Engineering minor in Mechanical Engineering from the De La Salle University.

Roberto S. Gaerlan

Independent Director

Filipino, 70 years old

Tenure: 9

He is the Chairman of the Bank's Related Party Transactions Committee, he is a member of the Corporate Governance Committee, and member of the Risk Oversight Committee. His career in banking spans over three decades, working with First United Bank (1973 to 1979) and with United Coconut Planters Bank (1979 to 2003) where he was the Vice-President for Branch Banking (2001 to 2003). He graduated with a Bachelor of Arts degree in Economics from the University of Santo Tomas and Advanced Bank Management from the Asian Institute of Management.

Omar Byron T. Mier

Director

Filipino, 74 years old

Tenure: 7

He was appointed as a Director of the Bank in 2015. Apart from sitting as a Director of the Bank, he also serves as a member of its Trust Committee, a member of Risk Oversight Committee and an alternate member of its Executive Committee. Mr. Mier likewise sits as the Chairman of Legazpi Savings Bank Inc. He also serves as an independent director of Robinsons Land Corporation and Paymaya Corp. where he also sits as the chairman and member of its Audit Committee and of its Risk and Compliance Committee, respectively, since 2016. Before joining the Bank, he holds around four decades of experience in the banking industry, including Citibank N.A., where he served as Country Risk Manager in Manila (1983 to 1985), Public Sector Group Head (1985 to 1987), Country Risk Officer in Malaysia (1992 to 1995), Head of Risk Management Group and World Corporate Group Head (1992 to 1995); Deutsche Bank, as Deputy General Manager and Corporate Banking Head (1995 to 2002); and Philippine National Bank (2005-2014), where he held various senior positions the last of which as President and CEO. He has a Bachelor of Science degree in Business Administration Major in Accounting, Bachelor of Arts degree in Economics, and Master of Arts in Economics from the University of the Philippines. He is also a Certified Public Accountant.

Patrick Henry C. Go

Director

Filipino, 52 years old

Tenure: 12

He is the Vice Chairman of the Bank's Trust Committee and a member of its Corporate Governance Committee. He is also the President and Chief Executive Officer of JG Summit Petrochemical Corp., JG Summit Olefins Corp. and the Vice President and Managing the URC Packaging Division and URC Flexible Packaging Division. He is a Director of JG Summit Holdings Inc., Robinsons Land Corp. and Universal Robina Corp. He has a Bachelor of Science degree in Management from the Ateneo de Manila University and took The General Manager Program from the Harvard Business School.



Board of Directors

Teodoro M. Panganiban

Independent Director

Filipino, 70 years old

Tenure: 1

He was appointed as an Independent Director of the Bank on March 24, 2021. He is the Chairman of the Bank's IT Steering Committee, Vice-Chairman of the Corporate Governance Committee, and a member of the Audit Committee. He is currently the Chairman of the Board of First Agro-Industrial Rural Bank Inc., and also serves as a Director of First Union Direct Corporation and Bangko Kabayan. He has almost five decades of experience in banking which commenced with Citibank, N.A. (1971 to 1997), where he rose up in the ranks to be Vice President and Senior Country Operations Officer. He also held various senior positions at Unionbank of the Philippines (UBP) (1997 to 2019), including being SVP and Head of its Process Management Unit, and thereafter EVP and Head of the Channel Management, and Chief Risk Officer. He became a Director of City Savings Bank from 2013 to 2018, and of Philippine Resources Savings Banking Corp. (2018 to 2019). He also sat as a Director of the Philippine Clearing House Corporation (2004 to 2019) as a nominee/representative of UBP. He graduated with a degree in Bachelor of Science in Business Administration Major in Accounting from the University of the Philippines - Diliman.

Catalino S. Abacan

Independent Director

Filipino, 68 years old

Tenure: 1

He was appointed as an Independent Director of the Bank on February 24, 2021. He is the Chairman of the Bank's Audit Committee, Vice-Chairman of Risk Oversight Committee and a member of the Related Party Transactions Committee. He also sits as the Board Chairman (Independent Director) of Sun Savings Bank, Inc., a Cebu-based thrift bank, since 2019. His career in the banking industry spans forty-five (45) years, commencing at the Philippine Banking Corporation (1975 to 1994), where he performed various operational functions, then with Lippo Bank of Indonesia (Manila Offshore Banking Unit and a branch in Cambodia) as Head of its Operations (1994 to 1997). He thereafter held various senior positions at Union Bank of the Philippines (UBP), including being an Executive Vice President of Channel Management (2013 to 2015) as well as President and CEO of City Savings Bank, Inc. (2015 to 2018) and PR Savings Bank, Inc. (2018 to 2019), both subsidiary banks of UBP. He graduated with Latin honors from the University of the East (Manila), earning a Bachelor of Science in Business Administration – Major in Accounting degree and completed all academic requirements for a Master's degree in Business Administration at the Ateneo Graduate School of Business. He is also a Certified Public Accountant.



David C. Mercado

Independent Director

Filipino, 70 years old

Tenure: 8

He is the Chairman of the Bank's Risk Oversight Committee, Vice-Chairman of the Bank's Audit Committee, and a member of the RPT Committee. He has more than three decades of experience in banking and has held various senior positions in Allied Banking Corporation and United Coconut Planters Bank. At UCPB, he became their Assistant Vice President- Account Management Division (1986 to 1987), Assistant Vice President – Deposit Services Department (1987 to 1993), Vice President and Regional Branch Head (1993 to 2004), Vice President and Head of Branch Banking Group (2004 to 2006) and lastly, as First Vice President of Consumer Banking Group (2006 to 2011). He earned his Business Administration degree from the Philippine School of Business Administration. He is also a Certified Public Accountant.

Hermogenes S. Roxas

Independent Director

Filipino, 69 years old

Tenure: 9

He is the Chairman of the Bank's Corporate Governance Committee. He is the Vice-Chairman of the Bank's IT Steering Committee and a Vice-Chairman of its RPT Committee. He is also a member of the Bank's Audit Committee. Mr. Roxas is also a Director of LSB where he chairs its Audit Committee, sat as the vice-chair of its Corporate Governance Committee, and a member of its Risk Oversight Committee. He has more than three decades of experience in banking and has held various senior positions at Commercial Banking & Trust Company and United Coconut Planters Bank and its subsidiaries. He was also the President of UCPB Savings Bank; a Director at UCPB Leasing & Finance Corp., UCPB Foreign Exchange Corp., UCPB Capital Corp., UCPB Rural Bank, and UCPB Securities Inc. He has a Bachelor of Science degree in Business Administration from the University of the Philippines.

Senior Board Advisers

Johnson Robert G. Go, Jr.

Member, Filipino, 57 years old

He presently serves as Director of JG Summit Holdings, Inc., Universal Robina Corporation, A. Soriano Corporation, and Robinsons Land Corporation, among others. He has served as President of Robinsons Convenience Stores, Inc. (2002) and as Vice President of Robinsons Daiso Diversified Corp. (2010). He is also a trustee of the Gokongwei Brothers Foundation, Inc. His banking experience spans around 17 years, when he was elected as a Director of the Bank. He has Bachelor of Arts degree in Interdisciplinary Studies from the Ateneo de Manila University.

Lisa Y. Gokongwei-Cheng

Member, Filipino, 53 years old

She is the Senior Vice President, Digital Transformation and Corporate Services of JGSHI since 2020. She is the President and Director of Summit Media (2011 to present). She has held various senior positions and directorships in the group namely: Summit Internet Investments, Inc. (2000), Jobstreet Philippines (2000-2014), JE Holdings, Inc. (2002), Robinsons Retail Holdings, Inc. (2002 to present), I-tech Global Business Solutions, Inc. (2010-2020), Hongkong-China Foods Co. (2013), and as Vice President and Director of Summit- App Addictive Philippines, Inc. (2000). She was also Vice President at Metromedia Times Corporation (1993 to 1997) and Digital Communications as Project Manager (1995 to 1999). She has a Bachelor of Arts degree from Ateneo de Manila University, and obtained her master's degree in Journalism at Columbia University in 1993.



James L. Go

Member, Filipino, 82 years old

He is the Chairman of JGSHI and Cebu Air, Inc. He is the Chairman and Chief Executive Officer of Oriental Petroleum and Minerals Corporation. He is the Chairman Emeritus of Universal Robina Corporation, Robinsons Land Corporation, JG Summit Petrochemical Corporation and JG Summit Olefins Corporation. He is the Vice-Chairman of Robinsons Retail Holdings, Inc. and a Director of Meralco Powergen Corporation. He is also the President and Trustee of the Gokongwei Brothers Foundation, Inc. He has been a director of the PLDT Inc. (PLDT) since November 3, 2011. He is a member of the Technology Strategy and Risk Committees and Advisor of the Audit Committee of the Board of Directors of PLDT. He was elected a director of Manila Electric Company on December 16, 2013. Mr. James L. Go received his Bachelor of Science Degree and Master of Science Degree in Chemical Engineering from Massachusetts Institute of Technology, USA.

Brian M. Go

Member, Filipino, 48 years old

He is the Chief Finance and Risk Officer of JGSHI. He is concurrently Vice President of International Trading Operations & Corporate New Ventures for Universal Robina Corporation (URC). He is also a member of the Investment Committee of JG Digital Equity Ventures (JGDEV), a board director for JG Summit Petrochemical Corporation, and a Senior Advisory Board member of Robinsons Bank. Brian started his career in New York City with Booz Allen Hamilton in 1996, in the Financial Services practice. He returned to Manila in 1998, working at DTPI (Digitel/Sun Cellular), working in Corporate Planning, and as Managing Director of the datacom business. He worked in China from 2003 to 2013, serving as Finance Director, then Chief Financial Officer, of Ding Feng Real Estate (DFRE) group of companies. From 2007, he concurrently assumed the General Manager role for URC China, and was later General Manager for URC Malaysia/Singapore. Brian graduated from Harvard College in 1996. He completed an Executive MBA with Kellogg-HKUST in 2007, and is a CFA charter holder.

Key Officers



Elfren Antonio S. Sarte

62, Filipino, President and Chief Executive Officer of the Bank and is a member of its Executive Committee and Risk Management Committee.

He is also the Vice-Chairman of the Board of Directors of Legazpi Savings Bank and the Chairman of its Executive Committee. He is also a Director of the Bank's affiliate, GoTyme Bank Corporation. He is also the Chairman of the Board of Directors of Philippine Clearing House Corporation. Prior to joining the Bank in November 2014, he was the President, Director and CEO of Allied Savings Bank (2013 to 2014); Consumer Finance Group Head (2013) and Head of Consumer Credit and Collection Division (2010 to 2013) of Philippine National Bank; and Head of Consumer Credit Risk Management Division (2006 to 2010), Credit Services Division (1996 to 2006) and Credit Investigation and Appraisal Division (1995 to 1996) of Union Bank of the Philippines. He was also a Manager at the Credit Information Bureau (1983 to 1995). He has a Bachelor of Science degree in Industrial Management Engineering minor in Mechanical Engineering from the De La Salle University.

Ma. Regina N. Lumain

59, Filipino, Executive Vice President, Treasurer of Robinsons Bank and Director of Unicon Insurance Brokerage.

Prior to joining the Bank in 2000, she held senior management positions in PCI Bank and PCIB Savings Bank. She graduated cum laude from the University of the East with a Bachelor of Arts degree in Economics. She also brings with her an extensive experience in Treasury and Investments. Over the years, she had attended trainings on corporate governance, anti-money laundering, BSP issuances, Camels Rating, risk management, market reading, data privacy, asset and liability management and other Treasury related seminars. She is also an SEC licensed for Fixed Income Salesman.

Eric B. Santos

62, Filipino, Executive Vice President, the head of the Bank's Consumer Banking Segment.

He has been with the banking industry for over 40 years and has held senior management positions in various banks such as United Coconut Planters Bank (UCPB), UCPB Savings Bank, Planters Development Bank and Premiere Development Bank prior to joining the Bank in 2012 as Chief Credit Officer. He was also elected as a Director of LSB in 2012 to 2013 and was re-elected in 2016 to present. He graduated from the Polytechnic University of the Philippines (PUP) with a degree of Bachelors of Science in Accountancy. He has attended extensive trainings on corporate governance, risk management, anti-money laundering, leadership, credit, and equity and debt financing.

Andro M. Yee

57, Filipino, Executive Vice President, and is the Bank's Chief Financial Officer.

He joined the Bank in 1997 and became the Bank's Compliance Officer (concurrent Chief Audit Executive) (1997-2009), Chief Audit Executive (2009-2010), and Controller (2010-2013). He also sat as a Director of Bancnet, Inc. (2009-2011) and currently sits as one of the Directors of LSB and UIBC. He was also the head of the Bank's Community Banking Group (2013-2018) that spearheaded the Bank's effort to offer financially inclusive products (i.e., Microfinance and Motorcycle Loans) to the unbanked and underbanked sector of the society in the country. Over the years, he has had numerous trainings and seminars on anti-money laundering, compliance, corporate governance, internal auditing, trust operations and investment management, IT security, corporate fraud control, and risk based audit. He earned his Bachelors of Science degree in Business Administration, Major in Accounting, from the University of the Philippines in the Visayas. He is also a Certified Public Accountant.



Key Officers

Salvador D. Paps

59, Filipino, Executive Vice President, and the head of the Bank's Retail Banking Segment. His experience in the banking sector now span for more than 30 years.

He has worked as the Bank's Business Center Head, Cluster Head, and Area Head before becoming the Bank's Retail Banking Group Head in 2016. Prior to joining the Bank, he already held senior management positions in ABN-AMRO Savings Bank and BA Savings Bank. He earned his Bachelor of Arts degree in Economics from San Beda College and has attended extensive trainings on customer experience management, business building and account servicing, Internal Capital Adequacy Assessment Process (ICAAP) training, Related Party Transaction (RPT) Training, Coaching for Effectiveness Workshop, and Finance for Senior Executive (AIM) to name a few.

Ma. Ellen A. Victor

64, Filipino, Senior Vice President, and is the head of the Bank's Commercial Banking Segment in charge of corporate loans and cash management services.

Ms. Victor finished her Bachelor of Science degree in Accounting in De La Salle University Manila and is a Certified Public Accountant. She has more than 30 years of banking experience and previously held various positions such as Credit Evaluation Head of RCBC, Senior Lending Officer in UCPB and Eastwest Bank, Trust Investments Head of UCPB, Trust Head and Customer Service Head of Standard Chartered Bank, and Credit Administration Division Head of UCPB Savings Bank. She continuously updates her knowledge and had attended several trainings and seminars in the fields of Corporate Lending and Finance, Credit, Trust banking and AMLA, among others.

Exequiel T. Tua

63, Filipino, Senior Vice President, and the Bank's Chief Operating Officer. He has been designated as the Bank's Chief Operating Officer since 1 October 2019.

He has been in the banking industry for more than 30 years. Prior to joining the Bank in 2006, he has worked with several financial institutions such as Banco Filipino, PAIC Bank, Small Business Guarantee Corp., National Commercial Bank (KSA), Philippine National Bank, and Citibank Savings, Inc. He also had extensive trainings on anti-money laundering, information security, risks and compliance trainings, Basel regulations, and has completed the Asian Institute of Management's (AIM) Enterprise Risk Management program in 2011. He obtained his Bachelor of Science degree in Economics from University of Sto. Tomas (UST), MBA from DLSU Graduate School and completed his core subjects in PhD Commerce at UST.

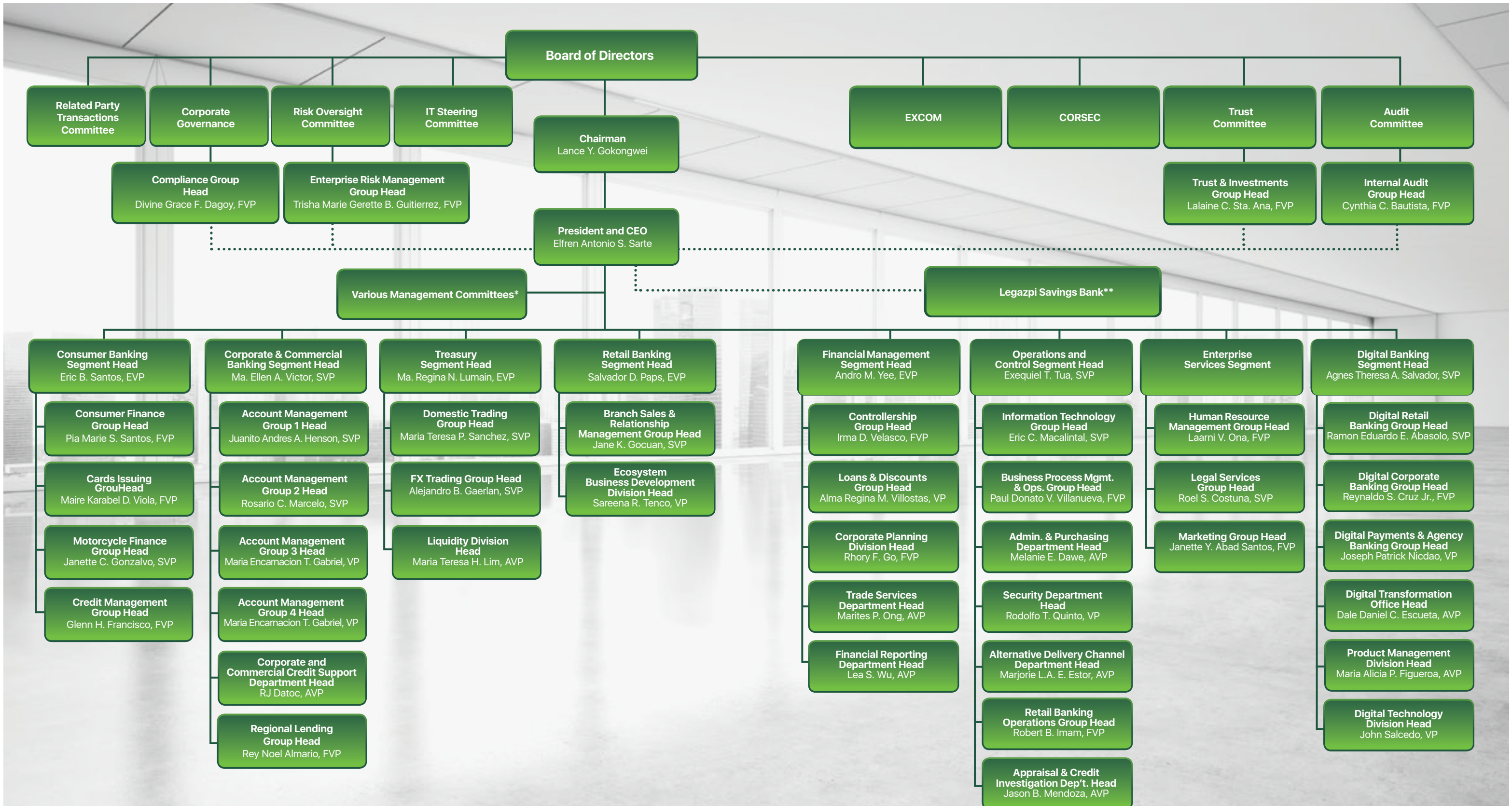
Agnes Theresa A. Salvador

61, Filipino, Senior Vice President. She was previously the head of the Bank's Transaction Banking Group and Product Management Group before taking on her current post as the Chief Digital Commercial Officer and Head of the Digital Banking Segment.

She has more than 30 years of banking experience. She formerly held senior management positions as Cash Management Services Head of Philippine Bank of Communication (PBCOM), Country Product Management Head of JP Morgan, and Cash Management Solutions Head of Rizal Commercial Banking Corporation (RCBC), among others. She has a Bachelor of Science degree in Architecture from the University of the Philippines and has attended and finished the Strategic Business Economic Program from University of Asia Pacific.



Organizational Structure



*Mancom, Alco, Crecom, AML, Percom, CEC, CCC, Bid Committee, Acquired Assets Disposal, ICAAP Committee, Operations Committee

List of Officers

President and Chief Executive Officer

Sarte, Elfren Antonio Jr. S.
President & CEO

Executive Vice Presidents

Abad, Mykel D.
LSB President Seconded to LSB

Lumain, Ma. Regina N.
Treasury Segment Head/Treasurer

Santos, Eric B.
Consumer Banking Segment Head

Yee, Andro M.
Chief Financial Officer (CFO)/
Concurrent Financial Management
Segment Head

Senior Vice Presidents

Abasolo, Ramon Eduardo E.
Digital Retail Banking Group Head

Costuna, Roel S.
Head, Legal Services Group & Corporate Secretary

Gaerlan, Alejandro Antonio B.
FX Trading Group Head

Gocuan, Jane K.
Branch Sales and Relationship Management
Group Head

Gonzalvo, Janette C.
Motorcycle Finance Group Head

Henson, Juanito Andres A.
Account Management Group 1 Head

Macalintal, Eric C.
Information Technology Group Head/
Chief Information Technology Officer

Marcelo, Rosario C.
Account Management Group 2 Head

Paps, Salvador DH.
Retail Banking Segment Head

Sanchez, Maria Teresa P.
Domestic Trading Group Head

Salvador, Agnes Theresa A.
Chief Digital Commercial Officer/
Digital Banking Segment Head

Tua, Exequiel T.
COO/Operations and Control Segment Head

Victor, Ma. Ellen A.
Corporate and Commercial Banking Segment Head

First Vice Presidents

Abad Santos, Janette Y.
Marketing Group Head

Almario, Rey Noel V.
Regional Lending Group Head

Barredo, Manuel Joseph B.
Area Head - Western Visayas

Bautista, Cynthia C.
Chief Audit Officer/Internal Audit Group Head

Cruz, Reynaldo Jr. S.
Digital Corporate Banking Group Head

Francisco, Glenn H.
Credit Management Group Head and concurrent
Credit Policy and MIS Department Head

Go, Rhory F.
Corporate Planning Division Head

Imam, Robert B.
Retail Banking Operations Group Head

Meniado, Romel D.
Chief Operating Officer - Seconded to LSB

Ona, Laarni V.
Human Resource Management Group Head

Santos, Pia Marie M.
Consumer Finance Group Head-OIC

Sta. Ana, Lalaine C.
Trust Officer/Trust and Investments Group Head

Sy, Lynn L.
Area Head - Metro Manila 3

Velasco, Irma DR.
Controllershship Group Head/Controller

Villanueva, Paul Donato V.
Business Process Management and Operations
Group Head

Dadufalza, Maire Karabel D.
Cards Issuing Group Head

Yabut, Galo P.
Dealership PESO Fixed Income Division Head

Bautista, Cynthia C.
Chief Audit Officer/Internal Audit Group Head

Vice Presidents

Acebuche, Rene B.
IT Operations, Network and Infrastructure
Division Head

Amante, Xavier Marc C.
Region Head - VisMin

Casaul, Allan H.
CI, Collection and Asset Recovery Division
Head

Ching, Engelbert C.
Cluster Head 5/Business Center Head

Cruz, Donna Jane O.
Operations Department Head

Dagoy, Divine Grace F.
Chief Compliance Officer/
Compliance Group Head

Dela Cruz, Victor Jr. C.
LSB Lending Head

Durano, Nerissa S.
Total Rewards and
HR Services Department Head

Estrellado, Cherre S.
PLP Department Head

Garcia, Manuel Antonio S.
Area Head - South Luzon

Gutierrez, Trisha Marie Gerette B.
Chief Risk Officer/ Enterprise Risk Management
Group Head

Infante, Reynante R.
FX Trading Division Head (PESO/FCDU)

Lim, Jeremy Jay V.
Business Process Management Department Head

Miranda, Bessie DJ.
Area Head - Metro Manila 1

Monje, Martha Melody D.
Project Management Office (PMO) Department Head

Quinto, Rodolfo T.
Chief Security Officer

Santos, Edward B.
Credit Management Division II Head

Tengco, Sareena R.
Area Head - Metro Manila 2

Vergara, John Roger Niño S.
Operational Risk Management Division Head

Villareal, Kareen R.
Compliance Officer/ Seconded to LSB

Yap, Jean J.
Cluster Head - 1

Yu, Tommy Y.
Area Head - Eastern Visayas/ Cluster Head 12
(Concurrent)

Zoleta, Ma. Bernadette B.
Support and Shared Services Division Head

Gabriel, Maria Encarnacion T.
Account Management Group 3 and 4 Head

Villostas, Alma Regina M.
Loans and Discounts Group Head

Masangkay, Vincent V.
IT Security Operations Division Head

Nicdao, Joseph Patrick J.
Digital Payments and Agency Banking Group Head

Salcedo, John D.
Digital Technology Division Head

Products & Services



Photo by Michael Jo

Robinsons Bank offers a wide array of products and services that cater to a diverse range of clients – from large corporations, to SMEs, and consumer and retail markets:

Deposits

1. Savings Account

Philippine Peso

- Passbook Savings Account
- ATM Savings Account
- Tykecoon Savings Account
- Special Savings Account
- Simple Savings Account
- IPONsurance Account
- Rewards Savings Account

Foreign Currency

- US Dollar Savings Account
- Third Currency Account (EUR, JPY)

2. Checking Account

- Regular Checking Account
- Corporate Checking Account

3. Time Deposit

- Peso Time Deposit
- US Dollar Time Deposit
- Third Currency Time Deposit (EUR, JPY)

Loans

1. Corporate and SME Loans

Short Term Revolving Facilities

- Revolving Promissory Note Line (RPNL)
- Trade Check Discounting Line
- Packing Credit Line
- Domestic Bills Purchasing Line

Short-Term & Long-Term Loans

SME Loans

- GO! mSME Loan
- GO! Small Biz Loan Growing Opportunities

Trade Facilities

- Import/Domestic Trade Facilities
- Letter of Credit Line
 - Trust Receipt (TR) Line
 - Shipping Guarantee

Export Financing

- Export Bills Purchase Line

Others

- Standby LC Facility
- Bank Guarantee

2. Consumer Loans

- GO! Housing Loan
- GO! Auto Loan
- GO! Personal Loan
- GO! Motorsiklo Loan
- Vehicle Fleet Financing
- InstaBalé

Credit Cards

1. UNO® Mastercard
2. UNO® Platinum Mastercard
3. DOS® Mastercard
4. DOS® Platinum Mastercard
5. Robinsons Cashback Card
6. Card Acquiring Services
7. PRU Life UK Mastercard

Treasury and Global Markets

1. Foreign Exchange

- FX Spot
- FX Forwards

2. Fixed Income

- Peso Denominated Government Securities and Other Debt Instruments
 - Peso Sovereign Bonds (Treasury Bills, FXTNs, RTBs)
 - Peso Corporate Bonds
- Foreign Currency Denominated Bonds
- US\$ Sovereign Bonds (ROPs and other Sovereign Bonds)
- US\$ Corporate Bonds

3. Investments

- Peso, US\$, EUR Time Deposit

Cash Management

1. Disbursement Facilities

- Payroll Services
- Electronic Crediting
- eGov
- Outsourced Manager's Check Printing
- Outsourced Corporate Check Printing
- SME Builder Check Pro
- SME Builder HRIS

2. Collection Facilities

- Bills Payment (Over-the-Counter, ATM, Online Banking)
- Post Dated Check Warehousing
- Reference Account Collection
- Corporate Auto Debit Arrangement

3. Remittance

- Western Union Remittance Facility

4. Liquidity and Account Management

Payments

1. Direct2Bank PesoNet
2. Direct2Bank InstaPay
3. Real-Time Gross Settlement (RTGS)
4. Philippine Domestic Dollar Transfer System (PDDTS)
5. SWIFT
6. QuickR

Bancassurance

1. PRU Personal Accident
2. PRU Wellness
3. PRU Shield
4. PRU Life Care Series
5. PRU Term 15
6. Mortgage Redemption Insurance (MRI)

Trust Services

1. Unit Investment Trust Fund
2. Personal Management Fund
3. Personal & Corporate Investment Management
4. Escrows
5. Retirement Fund Management
6. Mortgage Trust Indentures
7. Safekeeping
8. Trust Products:
 - Payday Money Market Fund
 - Equity Index Feeder Fund
 - Equity Opportunity Feeder Fund

Electronic Banking Channels

1. ATM
2. RBank Digital
 - Website
 - Mobile Banking App
3. RBank Sign Up – Online Account Opening App
4. Corporate e2Banking
5. RBankMo Malapit Sayo – Agency Banking
6. RBank Remit

Ancillary Services

1. Manager's Check
2. Cash Acceptance Machine (Day & Night Depository)
3. Deposit Pick-Up and Delivery
4. Foreign Currency Conversion
5. Safety Deposit Box

LEGAZPI SAVINGS

a subsidiary of **ROBINSONSBANK**
A Commercial Bank

LSB, a wholly owned subsidiary of the Bank, is a thrift bank primarily engaged in deposit-taking and lending activities. LSB was acquired in 2012 by the Bank under the BSP strengthening program for thrift and rural banks. LSB implemented various key expansion initiatives. In its nearly five decades of operating in the Bicol region, LSB took the opportunity to span its countryside reach in two of the fastest growing regions in the country – CALABARZON and the Central Luzon. This move made LSB's total network consisting of 14 branches and 5 Branch-Lite Units.

In 2021, LSB continues to focus on ramping up its high-yielding loan portfolio by aggressively growing the: Department of Education's Automatic Payroll Deduction System (DepEd APDS), Microfinance, and Consumer Loans. It can be recalled that LSB acquired accreditation for providing teacher's salary loans under the DepEd APDS in 2018. Also, 2021, LSB felt the impact of the COVID-19 pandemic, particularly in its loan production and income generation. Moreover, the Bank's compliance with the "Bayanihan to Heal as One Act" and the "Bayanihan to Recover As One Act", affected its bottom line as it registered a net loss during the year, dragging down the parent bank's core income by Php51,034,028.00 whereas in 2019, it contributed Php125,666,513.00. Despite the effects of the pandemic, LSB continued its expansion by adding 1 Full Branch in Rizal and 1 Branch-Lite Unit in Bulacan in its aim to widen its reach and better serve its DepEd APDS and Microfinance clients, bringing the total branch/branch-lite network to 19. LSB also now has 19 ATMs as of December 31, 2020.



LEGAZPI SAVINGS **Board of Directors**



Omar Byron T. Mier

Legazpi Savings Bank Chairman,
Filipino, 74 years old

He was appointed as a Director of the Bank in 2015. Apart from sitting as a Director of the Bank, he also serves as the Vice-Chairman of its IT Steering Committee, a member of Risk Oversight Committee and an alternate member of its Executive Committee. Mr. Mier likewise sits as the Chairman of Legazpi Savings Bank Inc.. He also serves as an independent director of RCBC Leasing and Finance Corporation (since 2018) and Paymaya Corp. where he also sits as the chairman and member of its Audit Committee and of its Risk and Compliance Committee, respectively, since 2016. Before joining the Bank, he holds around four decades of experience in the banking industry, including Citibank N.A., where he served as Country Risk Manager in Manila (1983 to 1985), Public Sector Group Head (1985 to 1987), Country Risk Officer in Malaysia (1992 to 1995), Head of Risk Management Group and World Corporate Group Head (1992 to 1995); Deutsche Bank, as Deputy General Manager and Corporate Banking Head (1995 to 2002); and Philippine National Bank (2005-2014), where he held various senior positions the last of which as President and CEO. He has a Bachelor of Science degree in Business Administration Major in Accounting, Bachelor of Arts degree in Economics, and Master of Arts in Economics from the University of the Philippines. He is also a Certified Public Accountant.



Elfren Antonio S. Sarte

Robinsons Bank President and CEO/
Legazpi Savings Bank Vice-Chairman,
Filipino, 62 years old

He is the President and Chief Executive Officer of the Bank and is a member of its Executive Committee and Risk Management Committee. He is also the Vice-Chairman of the Board of Directors of Legazpi Savings Bank and the Chairman of its Executive Committee. He is also the Chairman of the Board of Directors of Philippine Clearing House Corporation. Prior to joining the Bank in November 2014, he was the President, Director and CEO of Allied Savings Bank (2013 to 2014); Consumer Finance Group Head (2013) and Head of Consumer Credit and Collection Division (2010 to 2013) of Philippine National Bank; and Head of Consumer Credit Risk Management Division (2006 to 2010), Credit Services Division (1996 to 2006) and Credit Investigation and Appraisal Division (1995 to 1996) of Union Bank of the Philippines. He was also a Manager at the Credit Information Bureau (1983 to 1995). He has a Bachelor of Science degree in Industrial Management Engineering minor in Mechanical Engineering from the De La Salle University.



Mykel D. Abad

Legazpi Savings Bank President,
Filipino, 53 years old

Prior to becoming the President of LSB, he has held senior management positions in UCPB, International Bank Exchange, and Robinsons Savings Bank. He finished his Bachelor of Science degree in Statistics from the University of the Philippines and he has a Masters degree in Applied Business Economics from the University of Asia and the Pacific. He has attended numerous trainings abroad such as the Youth Marketing Seminar conducted in Kuala Lumpur Malaysia and ICAAP Master Class and Asset Liability Management seminars, both of which were conducted in Singapore. He also underwent extensive trainings on anti-money laundering, corporate governance, treasury operations, and risk management. He has also completed the Executive Development Program of JG Summit, conducted by visiting professors from Harvard and INSEAD among others.



Roberto S. Gaerlan

Independent Director
Filipino, 68 years old

He is the Chairman of the Bank's Risk Oversight Committee and Vice-Chairman of the Corporate Governance Committee, and Member of the Audit Committee. His career in banking spans over three decades, working with First United Bank (1973 to 1979) and with United Coconut Planters Bank (1979 to 2003) where he was the Vice President for Branch Banking (2001 to 2003). He graduated with a Bachelor of Arts degree in Economics from the University of Santo Tomas and Advanced Bank Management from the Asian Institute of Management.

LEGAZPI SAVINGS **Board of Directors**

a subsidiary of ROBINSONSBANK



Angelito V. Evangelista

Independent Director
Filipino, 70 years old

He is also currently a consultant of Robinsons Bank Corporation. He has been in the banking industry for more than 45 years. He started his career with Bank of Asia, which later became Insular Bank of Asia and America (IBAA) and has held senior management positions in PCIBANK and PCI Savings Bank. He was part of the original team that organized Robinsons Savings Bank Corporation in 1997. He was once an Executive Vice President & Chief Operating Officer of Robinsons Bank Corporation. He was a former Independent Director of Meycauayan College and was previously a Director of Bancnet where he currently sits as Bancnet's OPSCOM adviser. He graduated from the University of the East where he earned his Bachelors of Science degree in Business Administration, Major in Accounting. He also has a Masters degree in Business Administration from the University of the Philippines Diliman. Over the years, he has attended numerous trainings and seminars conducted in the Philippines and abroad such as the ATM Debit & Prepaid Forum held in Las Vegas, Nevada, U.S.A. and the Bank Administration Institute's (BAI) Retail Delivery Conference in Boston, Massachusetts, U.S.A., among others. He is also a Certified Public Accountant.



Hermogenes S. Roxas

Independent Director,
Filipino, 69 years old

He is the Chairman of the Bank's IT Steering Committee and a Vice-Chairman of its RPT Committee. Mr. Roxas is also a Director of LSB where he chairs its Audit Committee, sat as the vice-chair of its Corporate Governance Committee, and a member of its Risk Oversight Committee. He has more than three decades of experience in banking and has held various senior positions at Commercial Banking & Trust Company and United Coconut Planters Bank and its subsidiaries. He was also the President of UCPB Savings Bank; a Director at UCPB Leasing & Finance Corp., UCPB Foreign Exchange Corp., UCPB Capital Corp., UCPB Rural Bank, and UCPB Securities Inc. He has a Bachelor of Science degree in Business Administration from the University of the Philippines.



Andro M. Yee

Independent Director,
Filipino, 57 years old

He joined the Bank in 1997 and became the Bank's Compliance Officer (concurrent Chief Audit Executive) (1997-2009), Chief Audit Executive (2009-2010), and Controller (2010-2013). He also sat as a Director of Bancnet, Inc. (2009-2011) and currently sits as one of the Directors of LSB and UIBC. He was also the head of the Bank's Community Banking Group (2013-2018) that spearheaded the Bank's effort to offer financially inclusive products (i.e., Microfinance and Motorcycle Loans) to the unbanked and underbanked sector of the society in the country. Over the years, he has had numerous trainings and seminars on anti-money laundering, compliance, corporate governance, internal auditing, trust operations and investment management, IT security, corporate fraud control, and risk based audit. He earned his Bachelors of Science degree in Business Administration, Major in Accounting, from the University of the Philippines in the Visayas. He is also a Certified Public Accountant.



Eric B. Santos

Independent Director,
Filipino, 62 years old

He has been with the banking industry for over 40 years and has held senior management positions in various banks such as United Coconut Planters Bank (UCPB), UCPB Savings Bank, Planters Development Bank and Premiere Development Bank prior to joining the Bank in 2012 as Chief Credit Officer. He was also elected as a Director of LSB in 2012 to 2013 and was re-elected in 2016 to present. He graduated from the Polytechnic University of the Philippines (PUP) with a degree of Bachelors of Science in Accountancy. He has attended extensive trainings on corporate governance, risk management, anti-money laundering, leadership, credit, and equity and debt financing.

Deposit & Loan Products

Deposit Products

NOW Account

The NOW account is a 2-in-1 checking account that allows you to settle your day-to-day payables through its check book and conveniently allows you to monitor your check issuances through passbook.

Savings Account

Regular Savings

An interest bearing savings account that allows the customer the flexibility of accessing funds anytime through over-the-counter (OTC) for both savings and transactional purposes.

Bulilit Savings

An interest bearing savings account designed specifically for minors aging from seven (7) to twelve (12) years old. Like the Regular Savings Account, it allows the customer the flexibility of accessing funds anytime through over-the-counter (OTC) for savings and transactional purposes.

Friendly Savings

A Savings Account that allows clients to earn higher than regular savings rates by maintaining high deposit balances. The earnings potential is largely influenced by the amount of deposit maintained and the prevailing Market Interest Rates.

Special Savings Account

A Peso Term Deposit account that allows clients to earn higher than regular savings rates by maintaining their deposit balances for a specified period of time. The earnings potential is largely influenced by the amount of deposit maintained, the tenor of deposit, and the prevailing Market Interest Rates.

Time Deposit Account

A Peso Term Deposit account that is evidenced by a certificate of Time Deposit (CTD). It allows clients to earn higher than regular savings rates by maintaining their deposit balances for a specified period of time. The earnings potential is largely influenced by the amount of deposit maintained, the tenor of deposit, and the prevailing Market Interest Rates.

Loan Products

Consumer Loans

Microfinance Loan (Go Micro Regular, Go Micro Plus, Go Micro SME, Power Up)

A loan product managed by the Retail Banking Group that is targeted to microenterprises. It is created to provide an affordable credit facility that will help micro-entrepreneurs expand their present business activities that will eventually increase their income. It offers better interest rates and easier payment schemes as compared to the informal money lenders that micro-entrepreneurs currently deal with.

APDS Loans for teachers

A multi-purpose loan product managed by the Retail Banking Group (RBG) that is targeted to DepEd's teaching and non-teaching personnel. Repayment for APDS obligation is drawn against DepEd teaching personnel's salaries thru automatic payroll education.

Professional Salary Loan

A multi-purpose loan program managed by the Retail Banking Group (RBG) that is targeted to employed individuals. The loan is granted based on the paying capacity of the borrower. Repayment are drawn against the borrower's salaries and other payroll credits.

Housing Loan

An amortizing term loan facility secured by real estate properties under the borrower's name.

Auto Loan

A peso loan available to individuals or entrepreneurs to finance the purchase of brand-new or second-hand vehicles. Re-financing of units already owned by the applicant is also covered by the product.

Jewelry Loan

A multi-purpose loan facility offered to individuals and secured by jewelry or gold items. The loan is payable via advance monthly interest payments with the loan principal payable monthly or upon maturity.

Commercial Loan

Small and Medium Enterprise Loan

A loan program that helps build business by providing short and long term facilities to Small and Medium Enterprise to support liquidity or capital build-up, expansion and acquisitions or buyouts, among and other business needs.

Small Business Loan

A loan product that is a fully-secured credit facility (either by real estate or deposits) targeted to Small and Medium Enterprises (SMEs). In the current market, SMEs have limited access to credit.

The SBL product aims to address this need by providing SMEs the cash they need to grow their business. Extending loans to this target market will also help the Bank in increasing its deposits, given that SMEs represent a huge CA/SA market.



Branch Directory

Metro Manila Branches

Arnaiz Avenue

Unit 7A Commercial Space,
The Beacon Makati, A. Arnaiz Avenue
corner Chino Roces Ave, Makati City
ArnaizAve@robinsonsbank.com.ph
894-1667 | 894-1671 | 894-1758

Acacia Lane - Shaw Boulevard

G/F Padilla Bldg. 333 Shaw Boulevard,
Brgy. Bagong Silang, Mandaluyong City
AcaciaLane@robinsonsbank.com.ph
668-2534 | 668-2510 | 997-2757

Adriatico

G/F Robinsons Place Manila,
Adriatico Street, Ermita, Manila City
adriatico@robinsonsbank.com.ph
310-2210 | 243-8969 | 243-8971

Alabang

G/F Unit 4, El Molito Commercial
Complex, Madrigal Avenue corner
Alabang-Zapote Road, Alabang,
Muntinlupa City
Alabang@robinsonsbank.com.ph
850-9529 | 850-7665 | 772-1565 |
807-2508 | 822-0940

Amorsolo

G/F Don Pablo Building, 114 Amorsolo
Street, Legaspi Village, Makati City
Amorsolo@robinsonsbank.com.ph
804-2629 | 804-2621 | 804-2624

Annapolis

The Meridien Condominium,
29 Annapolis Street, Greenhills,
San Juan City
annapolisstreet@robinsonsbank.com.ph
8511-7196

Asuncion - Binondo

G/F Don Norberto & Doña Salustiana
Ty Building, #403 Asuncion Street corner
San Nicolas Street, Binondo, Manila
Asuncion@robinsonsbank.com.ph
241-2061 | 241-2610 | 241-3044

Ayala

6780 G/F JAKA 1 Building,
Ayala Avenue, Makati City
Ayala@robinsonsbank.com.ph
822-7980 | 822-7964 | 822-7965

Banawe

Store No. 2, LI Commercial Building,
Lot 5 Block 240, Banawe Street,
Brgy. Tatalon, Quezon City
Banawe@robinsonsbank.com.ph
516-8644 | 516-8674 | 411-1834

Better Living

G/F Triple M Commercial Building,
Doña Soledad Avenue corner
Australia Street, Better Living Subd,
Parañaque City
BetterLivingParanaque@robinsonsbank.com.ph
823-2503 | 823-2572 | 823-2510

BF Homes Parañaque

180 J. Elizalde corner Concha Cruz Drive,
BF Homes Executive Village,
Parañaque City
bfhomesparanaque@robinsonsbank.com.ph

BGC - Burgos Circle

G/F Unit B, The Crescent Park Residences,
30th Street corner 2nd Avenue,
Bonifacio Global City, Taguig City
burgoscircletaguig@robinsonsbank.com.ph
553-7204 | 553-7205 | 553-7206

BGC - Rizal Drive

G/F UDENNA tower, Rizal Drive corner
4th Avenue, Bonifacio South District,
Bonifacio Global City, Taguig City
bgcrizaldrive@robinsonsbank.com.ph
332-3466 | 352-4708 | 352-4710

BGC 32nd Street

One World Place, 32nd Street,
Bonifacio Global City, Taguig City
BonifacioGlobalCity32ndstreet@
robinsonsbank.com.ph
887-5648 | 887-5649 | 887-5654

BGC 34th Street

Shop 1 Panorama Tower, 34th Street corner
Lane A, Bonifacio Global City, Taguig City
BonifacioGlobalCity34thStreet@
robinsonsbank.com.ph
310-1339 | 869-6407 | 869-6406

Binondo

GF01 MZ01 Pacific Centre Building,
460 Quintin Paredes corner
Sabino Padilla Street, Binondo, Manila
Binondo@robinsonsbank.com.ph
242-4413 | 242-4430 | 242-4443 |
242-4445 | 251-3635

Bonifacio Global City

Ground Level, Market Market Mall, Bonifacio
Global City, Taguig City
BonifacioGlobalCity@robinsonsbank.com.ph
856-0693 | 856-0694 | 856-0695

Bridgetowne - C5

G/F Tera Tower,
Ortigas Avenue Extension corner C5,
Quezon City, RLC Office
Bridgetowne-C5@robinsonsbank.com.ph
650-4440 | 650-4386 | 281-3564

Caloocan

G/F Dona Lolita Bldg.,
363 Rizal Avenue Extension, Caloocan City
Caloocan@robinsonsbank.com.ph
363-4654 | 363-3449 | 363-3758

Chino Roces Avenue Extension

G/F 2308 Natividad Building, Chino Roces
Avenue Extension, Makati City
ChinoRoces@robinsonsbank.com.ph
519-8063 | 519-7809 | 403-7057

Cubao-P. Tuazon

G/F & Mezzanine, Genato Building,
250 P. Tuazon corner. 15th Avenue,
Cubao, Quezon City
PTuazon@robinsonsbank.com.ph
912-0053 | 912-0046 | 355-3715

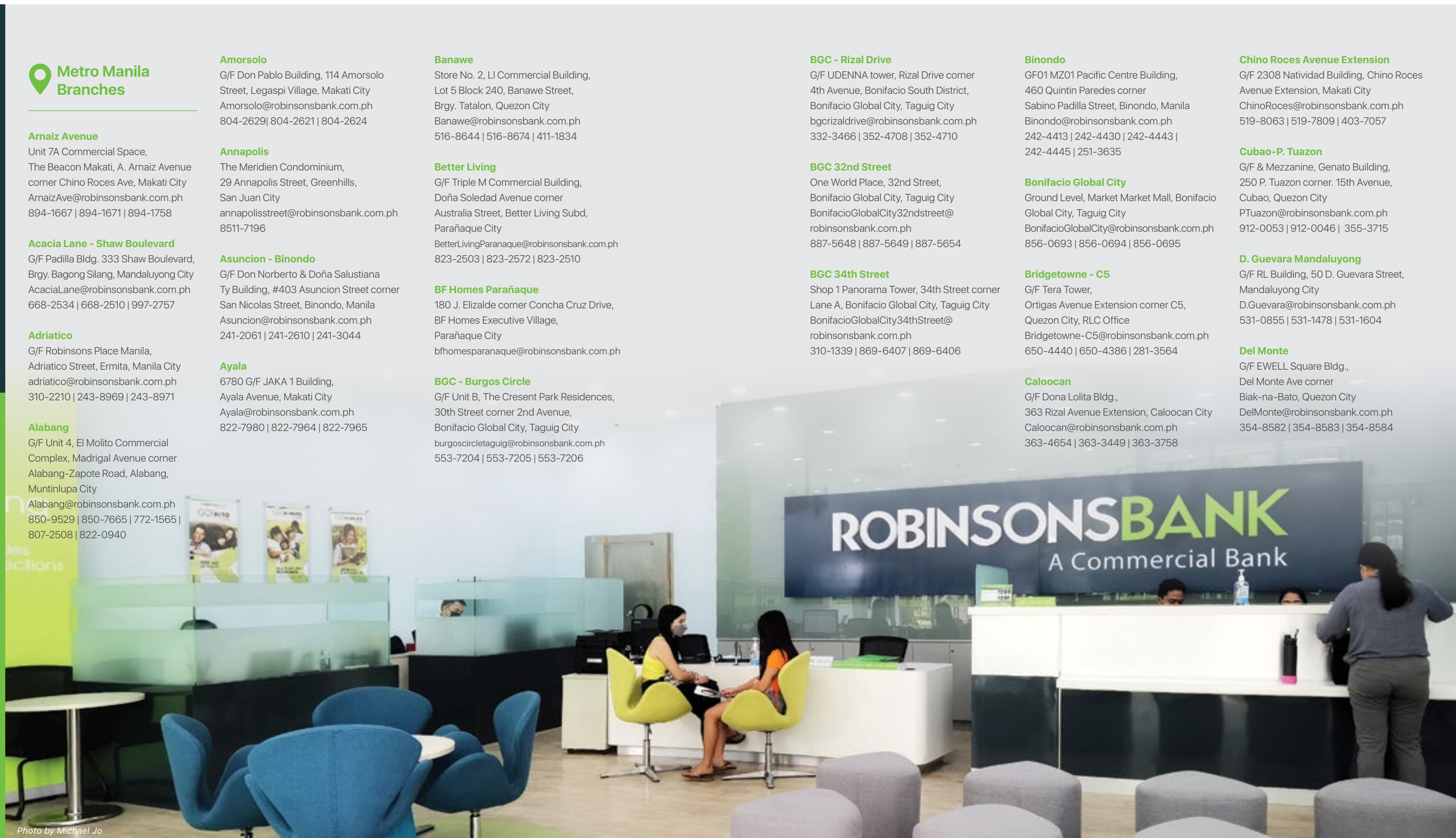
D. Guevara Mandaluyong

G/F RL Building, 50 D. Guevara Street,
Mandaluyong City
D.Guevara@robinsonsbank.com.ph
531-0855 | 531-1478 | 531-1604

Del Monte

G/F EWELL Square Bldg.,
Del Monte Ave corner
Biak-na-Bato, Quezon City
DelMonte@robinsonsbank.com.ph
354-8582 | 354-8583 | 354-8584

es
ctions



Branch Directory

Domestic Road

G/F Cebu Pacific Airline
Operations Center Building,
Domestic Road, Pasay City
DomesticRoad@robinsonsbank.com.ph
893-5968 | 893-5971 | 893-5972

E. Rodriguez Sr. Ave

G/F JCA Building, No. 1166 E.
Rodriguez Sr. Avenue, New Manila,
Quezon City
E.Rodriguez@robinsonsbank.com.ph
571-5745 | 571-6754

Eastwood City

G/F IBM Plaza Building,
Eastwood City, E. Rodriguez Jr.
Avenue, Bagumbayan, Quezon City
EastwoodCityBC@robinsonsbank.com.ph
395-1336 | 395-1337 | 913-1517

EDSA Caloocan

G/F Insular Life Building, 462 EDSA
near corner Boni Serrano Street,
Caloocan City.
EdsaCaloocan@robinsonsbank.com.ph
931-9430 | 932-0959 | 990-1799

Ermita

Level 1 Padre Faura Wing,
Robinsons Place Ermita, Ermita, Manila
Ermita@robinsonsbank.com.ph
397-7027 | 397-7028 | 536-1138

Filinvest-Alabang

Unit 104, Civic Place Condominium,
2301 Civic Drive,
Filinvest Corporate City,
Alabang, Muntinlupa City
Filinvest@robinsonsbank.com.ph
659-0492 | 659-5014 | 659-0494

Galleria

Basement 1, Robinsons Galleria,
EDSA corner Ortigas Avenue,
Quezon City
galleria@robinsonsbank.com.ph
8702-9500 local: 46503 & 47503

Gamma

G/F Cyberscape Gamma,
Ruby Street, Ortigas Center,
Brgy. San Antonio, Pasig City
RLC Office
gamma@robinsonsbank.com.ph
8362-4854 | 8362-4855 | 8287-3894

JP Rizal St. - Makati

G/F Mendoza Building,
834 J. P. Rizal Street corner
E. Zobel Street, Makati City
J.PRizal@robinsonsbank.com.ph
807-1240 | 815-1279 | 807-1236

Katipunan

G/F Torres Building, 321 Katipunan Avenue,
Loyola Heights, Quezon City
Katipunan@robinsonsbank.com.ph
426-2594 | 426-5604 | 920-4018

Las Piñas

G86-G87 Robinsons Place Las Piñas,
345 Alabang-Zapote Road,
Barangay Talon, Las Piñas City
LasPinas@robinsonsbank.com.ph
872-0936 | 875-6872 | 875-6875

Las Piñas - Daang Hari

Southbend Building, Versailles Subdivision,
Daang Hari, Brgy. Almanza Dos,
Las Piñas City
laspinasdaanghari@robinsonsbank.com.ph
310-2072 | 310-2073 | 310-2074

Las Piñas - Pamplona

G/F South Park Highs,
262 Alabang-Zapote Road,
Pamplona, Las Piñas City
LasPinas-Pamplona@robinsonsbank.com.ph
872-6944 | 872-3016 | 478-2031

Legazpi Street, Makati

G/F, Office 1, Man Tower Legazpi Building,
153 Legazpi Street, Legazpi Village,
Makati City
LegazpiStreet@robinsonsbank.com.ph
892-6807 | 893-9395 | 818-4263

Maginhawa St.

Stalls A & B #143 Maginhawa Street,
Barangay Teachers Village, Quezon City
maginhawastreet@robinsonsbank.com.ph
283-7276 | 285-5420 | 285-5419

Magnolia Town Center

LGF - LG026 Robinsons Magnolia Town
Center, Aurora Blvd. corner Dona Hemady
and N. Domingo Streets, New Manila,
Quezon City
Magnolia@robinsonsbank.com.ph
961-6040 | 961-6041 | 961-6042

Main Office Branch

G/F Galleria Corporate Center,
EDSA corner Ortigas Avenue,
Quezon City
RLC Office
MainOfficeBranch@robinsonsbank.com.ph
702-9593 | 395-2212

Makati - Evangelista

G/F #1861 Evangelista Street,
Brgy. Pio Del Pilar, Makati City
MakatiEvangelista@robinsonsbank.com.ph
815-7946 | 815-7433 | 815-1430

Malabon

Level 1 - 01127, Robinsons Town Mall
Malabon, #5 Governor Pascual Avenue
corner Crispin Street, Tinajeros,
Malabon City
Malabon@robinsonsbank.com.ph
287-7997 | 287-7758 | 287-3635

Marikina

VC Chan Bldg. No. 8 Bayan-Bayanan
Avenue, Concepcion Uno, Marikina City
Marikina@robinsonsbank.com.ph
948-6890 | 997-3004 | 948-7121

McKinley West

Lower G/F Cyber Sigma, Lawton Avenue,
Bonifacio South, Taguig City
RLC Office
MckinleyWest@robinsonsbank.com.ph
845-2286 | 845-2287 | 845-2294

Meralco Avenue

G01 & G02, Robins Design Center,
31 Meralco Avenue, Ortigas, Pasig City
MeralcoAvenue@robinsonsbank.com.ph
942-1853 | 706-0454 | 663-0788

MOA Complex

Unit 101, Tower 1 Oceanair Residences,
Sunshine Drive corner Road 23,
Coral Way, MOA Complex, Pasay City
MOAComplex@robinsonsbank.com.ph
801-0243 | 801-0245 | 815-1456

Muntinlupa Bayan

G/F Joval 1 Bldg. #52 National Highway
Putatan, Muntinlupa City
muntinlupabayan@robinsonsbank.com.ph
310-0826 | 310-0827 | 310-0830

N. Domingo

#135 N. Domingo St.,
Barangay Balong-Bato, San Juan City
ndomingo@robinsonsbank.com.ph
8251-0241 | 8403-8184

N.S. Amoranto Sr. Avenue

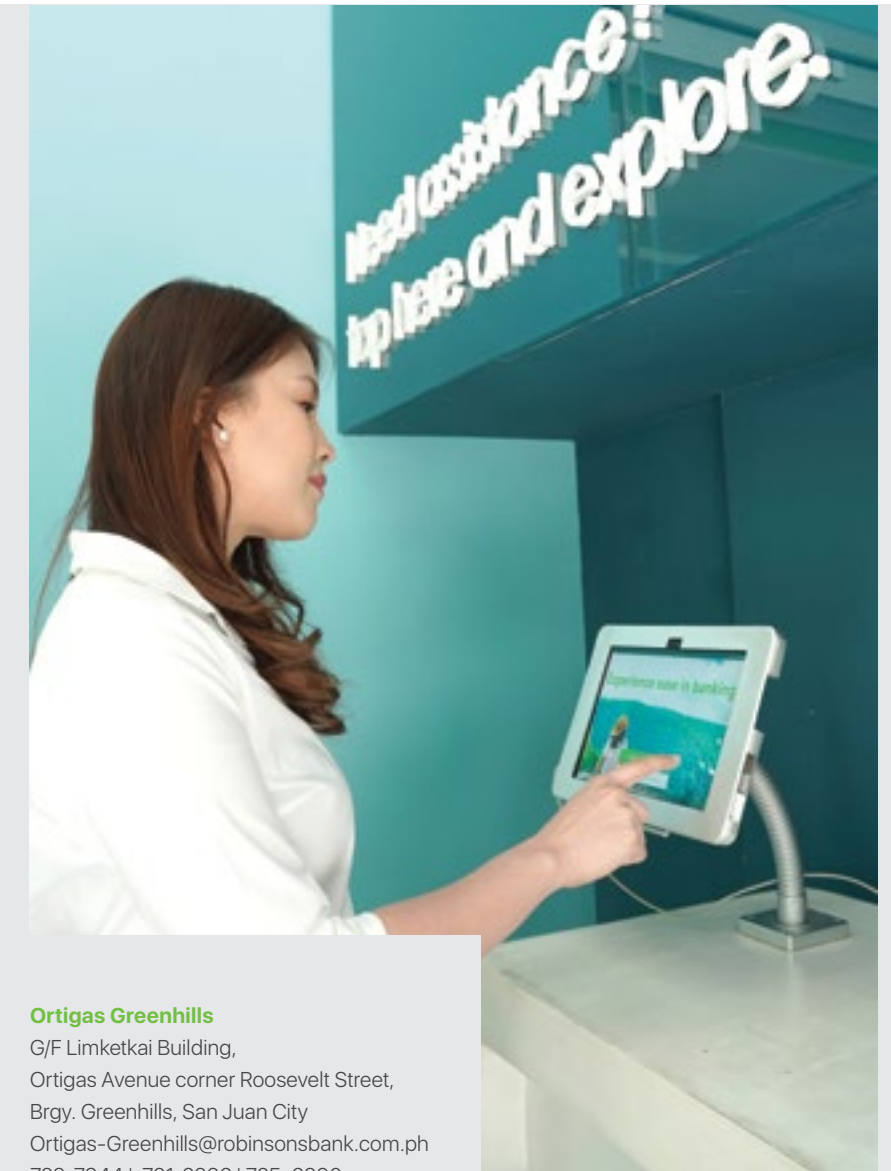
G/F Unit 102 "R" Place Building,
#255 N.S. Amoranto Sr. Avenue,
Quezon City
N.S.Amoranto@robinsonsbank.com.ph
521-0997 | 521-0936

Ninoy Aquino Avenue

G/F, Rooms 2 & 3, Sky Freight Building,
Sky Freight Center, Ninoy Aquino Avenue,
Parañaque City
NinoyAquino@robinsonsbank.com.ph
851-1066 | 851-1025 | 851-0981

Novaliches

Level 1 - ERS1-016, Robinsons Novaliches,
Barangay Pasong Putik, Quirino Highway,
Novaliches, Quezon City
Novaliches@robinsonsbank.com.ph
935-3409 | 935-3412 | 935-3414



Ortigas Greenhills

G/F Limketkai Building,
Ortigas Avenue corner Roosevelt Street,
Brgy. Greenhills, San Juan City
Ortigas-Greenhills@robinsonsbank.com.ph
723-7844 | 721-2336 | 725-6390

Pasay - Libertad

G/F Cementina Corporation Building,
160 A. Arnaiz Avenue corner
Cuenca Street, Pasay City
PasayLibertad@robinsonsbank.com.ph
834-7836 | 833-7718 | 865-6628

Pasig

L/G Robinsons Metro East,
Marcos Highway,
Barangay De la Paz, Pasig City
Pasig@robinsonsbank.com.ph
532-3353 | 646-8835 | 249-1173

Pasig - C. Raymundo

G/F Marius Arcadia Building,
C. Raymundo Avenue corner
Pag-Asa Street, Pasig City
C.Raymundo@robinsonsbank.com.ph
477-5949 | 477-5948 | 477-5947

Paso De Blas

491 ESA Building, Paso De Blas Road,
Brgy. Paso De Blas, Valenzuela City
pasodeblas@robinsonsbank.com.ph
310-1159 | 310-1160 | 310-1162

Branch Directory



Photo by Michael Jo

Pioneer Cybergate

Upper G/F, Robinsons Pioneer
Cybergate Center 1, Pioneer Street,
Mandaluyong City
RLC Office
Pioneer-Cybergate@robinsonsbank.com.ph
395-2749 | 395-2756

Quezon Avenue

G/F Q.C. Avenue Mall, Quezon Avenue
corner Scout Borromeo St.,
South Triangle, Quezon City
quezonave@robinsonsbank.com.ph
310-1056 | 310-1057 | 310-1058

Regalado

RS137-05 Robinsons Townville
Regalado Fairview, Quezon City
RegaladoAvenue@robinsonsbank.
com.ph
376-6359 | 376-6063 | 376-6091

Roosevelt Avenue

G/F MCCM Bldg.
311 Roosevelt Avenue, Quezon City
RooseveltAvenue@robinsonsbank.com.ph
709-8213 | 709-8429 | 376-5672

Samson Road

G/F Units 3, 4 & 5 Samson Square Bldg,
Samson Road corner
Dagohoy Street, Caloocan City
SamsonRoad@robinsonsbank.com.ph
287-3596 | 287-3597 | 287-3598

San Miguel

G/F Octagon Building,
San Miguel Avenue,
Ortigas Center, Pasig City
SanMiguel@robinsonsbank.com.ph
637-6165 | 636-3048 | 636-3074

Santolan - Pasig

G/F AD Center Square,
Amang Rodriguez corner
Evangelista Street, Santolan, Pasig City
Santolan@robinsonsbank.com.ph
632-7394 | 632-7396

Sedeño Salcedo Village

G/F, Unit G-104, 88 Corporate Center, #141
Sedeño corner Valero Street,
Salcedo Village, Makati City
Sedeno@robinsonsbank.com.ph
551-4194 | 551-3125 | 550-2262

Sen. Gil Puyat Ave.

G/F New Solid Realty Inc. Building,
357 Sen. Gil Puyat Avenue, Makati City
Sen.GilPuyat@robinsonsbank.com.ph
897-1189 | 897-9440 | 897-9443 |
877-8963

Shaw Boulevard

G/F Pelbel Building I,
#2019 Shaw Boulevard, Pasig City
ShawBlvd@robinsonsbank.com.ph
570-1920 | 631-2210 | 570-2391

Soler

G/F Filamco Building, #1220-1222,
Soler corner Masangkay Streets,
Binondo, Manila
Soler@robinsonsbank.com.ph
243-0972 | 243-2086 | 243-2099

Sucacat

Units B13 & B17, JAKA Plaza Mall,
Dr. A. Santos Avenue, Parañaque City
Sucat@robinsonsbank.com.ph
808-2966 | 808-3279 | 478-7170

Tomas Morato

JSB Building, Tomas Morato Avenue corner
Scout Delgado Street, Quezon City
TomasMorato@robinsonsbank.com.ph
412-7980 | 412-7981 | 374-8422

Valenzuela

Unit A South Supermarket, McArthur
Highway, Karuhatan, Valenzuela City
Valenzuela@robinsonsbank.com.ph
293-9629 | 293-0557 | 294-0562

Visayas Avenue

G/F M & L Building, Visayas Avenue
corner Road 1, Quezon City
VisayasAve@robinsonsbank.com.ph
374-0112 | 374-0113

West Avenue

G/F Prosperity West Center Building,
92 A West Avenue, Quezon City
WestAvenue@robinsonsbank.com.ph
332-3998 | 211-3242 | 332-7954

White Plains

Francisco Santos Building,
138 Katipunan Avenue,
Barangay Saint Ignatius, Quezon City
WhitePlains@robinsonsbank.com.ph
438-7260 | 439-2497 | 439-4633

Wilson St. - Greenhills

G/F, Wilson Corporate Center,
Wilson Street, Greenhills, San Juan City
WilsonStreet@robinsonsbank.com.ph
239-0803 | 358-4843 | 358-6202 |
310-0001

Provincial Branches

Angeles

Level 1 Robinsons Place Angeles,
McArthur Highway, Balibago,
Angeles City, Pampanga
Angeles@robinsonsbank.com.ph
(045) 892-8052 | (045) 892-8053

Antipolo

Unit 169-A, Robinsons Place Antipolo,
Sumulong Highway/Circumference Avenue,
Dela Paz, Antipolo City
Antipolo@robinsonsbank.com.ph
(02) 630-4241 | (02) 630- 4246 |
(02) 630-4249

Antique

Level 1-116, 117 & 118 Robinsons Place
Antique, Brgy. Maybato, San Jose de
Buenavista, Antique
Antique@robinsonsbank.com.ph
(036) 641-0021 | (036) 641-0022 |
(036) 641-0023

Bacolod

Level 1 C2002, The Central Citywalk,
Robinsons Place Bacolod,
Lacson Street, Mandalagan,
Bacolod City, Negros Occidental
Bacolod@robinsonsbank.com.ph
(034) 441-2372 | (034) 441-2494

Bacolod - Capitol Shopping Center

R. PERFORMANCE
Building A 62-64 Narra Avenue,
Capitol Shopping Center, Bacolod City
bacolodcapitol@robinsonsbank.com.ph
(034) 435-5207 | (034) 441-1824

Bacoor

Units 1 & 2, Apollo Mart Building,
#369 Gen. Aguinaldo Highway,
Talaba 4, Bacoor, Cavite
bacoor@robinsonsbank.com.ph
(046) 416-1478 | (046) 416-6145 |
(046) 416-1549

Bacoor - Molino Blvd.

G/F Main Square Bacoor,
Molino Boulevard, Bacoor City, Cavite
bacoormolino@robinsonsbank.com.ph
(046) 416-3047 | (046) 461-3054 |
(046) 416-3064

Baguio

G/F, ECCO/EDGARDOMCO REALTY CORP.
Bldg., #43 Assumption Road, Baguio City
Baguio@robinsonsbank.com.ph
(074) 443-8312 | (074) 443-8313 |
(074) 443-8314 | (074) 443-8315

Bais

Corner Quezon and Burgos Streets,
Bais City, Negros Oriental
Bais@robinsonsbank.com.ph
(035) 402-3026 | (035) 402-3028 |
(035) 402-3029

Balagtas

G/F 103-1 Balagtas Town Center,
McArthur Highway, Borol 1st,
Balagtas, Bulacan
Balagtas@robinsonsbank.com.ph
(044) 693-2079 | (044) 693-3741 |
(044)769-0251

Balanga

G/F, R & R Building,
Don Manuel Banzon Avenue,
Doña Francisca, Balanga City, Bataan
Balanga@robinsonsbank.com.ph
(047) 237-1097 | (047) 237-1099 |
(047) 237-1100

Balayan

G/F Stalls Numbers 2,
3 & 4 Balayan Public Market,
Plaza Mabini Street, Balayan Batangas
balayan@robinsonsbank.com.ph
(043) 774-7660 | (043) 744-7662 |
(043) 774-7664

Batangas City

G/F Odeste Building, P. Burgos St.,
Brgy. 15, Batangas City
Batangas@robinsonsbank.com.ph
(043) 723-9972 | (043) 723-5113 |
(043)300-0293

Branch Directory

Bayawan

Shop 3, Bollos Street corner National Highway, Brgy. Poblacion, Bayawan City, Negros Oriental
bayawan@robinsonsbank.com.ph
(035) 522-8415 | (035) 522-8416 | (035) 522-8417

Butuan

Level 1 - 01160, Robinsons Place Butuan, Km. 3 J.C Aquino Avenue, Brgy Libertad, Butuan City, Agusan del Norte
Butuan@robinsonsbank.com.ph
(085) 342-5415 | (085) 342-6858 | (085) 815-0878

Cabanatuan

G/F Franklin de Guzman Building, Km. 114 Maharlika Highway, Barangay Zulueta, Cabanatuan City, Nueva Ecija
Cabanatuan@robinsonsbank.com.ph
(044) 464-7628 | (044) 464-7877 | (044) 600-2050 | (044)600-2430

Cagayan De Oro

Level 1 Robinsons Supercenter, Rosario Street, Lim Ket Kai Drive, Lapasan, Cagayan De Oro City
CagayandeOro@robinsonsbank.com.ph
(088) 745-5134 | (088) 857-4168

Cainta

G/F Gusali 888 Building, Ortigas Avenue Extension, Cainta, Rizal
Cainta@robinsonsbank.com.ph
631-9856 | 655-4727

Calamba

G/F FP Perez Building, National Highway, Parian, Calamba City, Laguna
calamba@robinsonsbank.com.ph
(049) 536-0398 | (049) 536-0390 | (049) 536-0365

Calapan

G/F Neo Calapan Mall, LS 008, Roxas Drive, Barangay Sto. Niño, Calapan, Oriental Mindoro
Calapan@robinsonsbank.com.ph
(043) 441-0027 | (043) 441-0028 | (043) 441-0030

Calasiao

Level 1 - 01134, Robinsons Place Pangasinan, Mac Arthur Highway, Brgy. San Miguel, Calasiao, Pangasinan
Calasiao@robinsonsbank.com.ph
(075) 632-0578 | (075) 517-3202

CDO-Divisoria

G/F Pelaez Commercial Arcade 1 corner Tiano Bros. and Cruz Taal Streets, Divisoria, Cagayan De Oro City, Misamis Oriental
CDODivisoria@robinsonsbank.com.ph
(088) 323-4261 | (088) 323-4262 | (088) 323-4263

Cebu - Banilad

South Arcade 102, Banilad Town Centre, Gov. M. Cuenco Avenue, Banilad, Cebu City
cebutanilad@robinsonsbank.com.ph
(032) 239-1029 | (032) 239-1039 | (032) 239-1037

Cebu Business Park

Retails 1, 2 and 3 Ground Floor, Latitude Corporate Center, Mindanao Avenue, Cebu Business Park, Cebu City
cebutbusinesspark@robinsonsbank.com.ph
(032) 238-9313 | (032) 253-8274 | (032) 238-3106 | (032) 238-3154 | (032) 238-3071 | (032) 238-3367

Cebu Mandaue

G/F Cotiaoking Bldg, North Road, Tabok, Mandaue City, Cebu
CebuMandaue@robinsonsbank.com.ph
(032) 346-6452 | (032) 346-6970

Cebu Osmeña

2nd Level Robinsons Place Cebu, Fuente Osmeña Avenue, Cebu City
CebuOsmeña@robinsonsbank.com.ph
(032) 253-1370 | (032) 253-8857

Cebu, Garcia - Llorente

G/F Robinsons Cybergate, Don Gil Garcia corner J. Llorente Street, Capitol Site, Cebu City
RLC Office
Cebu.Garcia-Llorente@robinsonsbank.com.ph
(032) 236-0271 | (032) 238-6304

Cebu-Galleria

B101 Robinsons Galleria Cebu, Maxilom-Osmeña Boulevard, 13th Avenue & Benedicto Street, North Reclamation Area, Cebu City
CebuGalleria@robinsonsbank.com.ph
(032) 231-4942 | (032) 231-4944 | (032) 231-4946

Cebu IT Park

G/F Park Centrale Tower, Jose Maria Del Mar Street, Cebu IT Park, Apas Lahug, Cebu City
cebutitpark@robinsonsbank.com.ph

Clark Global City

Two West Aeropark, Gatwick Gateway, Clark Global City, Clark Freeport Zone, Mabalacat, Pampanga
clarkglobalcity@robinsonsbank.com.ph
(045) 499-3486 | (045) 499-3485

Dagupan

Guanzon Building, Perez Blvd, Dagupan City, Pangasinan
Dagupan@robinsonsbank.com.ph
(075) 522-7444 | (075) 515-2252

Dasmariñas

Level 1 01302 Robinsons Place Dasmariñas, E. Aguinaldo Hi-way corner Governor's Drive, Pala-Pala, Dasmariñas, Cavite
Dasmariñas@robinsonsbank.com.ph
(046) 852-2216 | (046) 852-2217 | (046) 436-3253

Davao

Door 1 & 2, Edward V. A. Lim Building, Sta. Ana Avenue, Davao City
DavaoSta.Ana@robinsonsbank.com.ph
(082) 227-8054 | (082) 226-3565 | (082) 226-3567

Davao - Buhangin

G/F Gaisano Grand City Gate Davao, Tigatto Road corner Cabantian Road, Brgy. Buhangin, Davao City
davaobuhangin@robinsonsbank.com.ph
(082) 221-0230 | (082) 285-3423 | (082) 285-3431

Davao Cybergate

Level 1, Unit 109, Robinsons Cybergate Davao, J.P. Laurel Ave, Davao City
RLC Office
DavaoCybergate@robinsonsbank.com.ph
(082) 305-4990 | (082) 305-3875 | (082) 305-4775

Davao-Monte Verde

HAW Building, T. Monte Verde Avenue, Davao City
DavaoMonteverde@robinsonsbank.com.ph
(082) 225-0553 | (082) 297-6137 | (082) 225-0538

Dolores - SFDO

Franda Building, McArthur Highway, Barrio Dolores, City of San Fernando, Pampanga
Dolores@robinsonsbank.com.ph
(045) 435-8652 | (045) 435-8675 | (045) 435-9130 | (045) 435-9378

Dumaguete

Stall AF 25-27 Robinsons Dumaguete, Dumaguete South Road corner Perdices Street, Dumaguete City, Negros Oriental
Dumaguete@robinsonsbank.com.ph
(035) 421-1748 | (035) 421-0740 | (035) 532-0013

Galleria South

L2, Robinsons Galleria South, Manila South Road, Nueva, San Pedro, Laguna
galleriasouthsanpedro@robinsonsbank.com.ph
(02) 256-2797 | (02) 256-2790 | (02) 256-2787

General Santos

Robinsons Place General Santos, corner J. Catolico Ave. and Bula-Lagao Rd., General Santos City
GeneralSantos@robinsonsbank.com.ph
(083) 301-3579 | (083) 301-8623 | (083) 553-1494 | (083) 553-1487

General Trias

Level 1 - 155 & 156 Robinsons Place General Trias Mall, Antero Soriano, EPZA-Bacacora Diversion Road, Brgy. Tejero, General Trias, Cavite
GeneralTrias@robinsonsbank.com.ph
(046) 437-2592 | (046) 437-2593 | (046) 437-2594

Iligan

Level 1 L1 136 & 137 Robinsons Place Iligan, Barangay Tubod, Iligan City, Lanao Del Norte
iligan@robinsonsbank.com.ph
(063) 224-6737 | (063) 224-6738 | (063) 224-6740

Ilocos Norte

Level 2, Robinsons Place San Nicolas, Barangay 1, San Nicolas, Ilocos Norte
IlocosNorte@robinsonsbank.com.ph
(077) 781-2595 | (077) 781-2794 | (077) 781-2970

Iloilo

Unit 189-190, G/F Robinsons Place Iloilo, Corner Mabini-Del Leon Streets, Iloilo City, Iloilo
Iloilo@robinsonsbank.com.ph
(033) 336-9625 | (033) 336-9637



Branch Directory

Imus

G/F Robinsons Place Imus,
Emilio Aguinaldo Highway,
Imus, Cavite City
Imus@robinsonsbank.com.ph
(046) 875-2331 | (046) 875-2333

Jaro

Level 1 – Unit G-17 B,
Robinsons Place Jaro, E. Lopez Street,
Brgy. San Vicente, Jaro, Iloilo
Jaro@robinsonsbank.com.ph
(033) 320-2701 | (033) 320-2704 |
(033) 320-2705

Kabankalan

G/F NZ Business Center (NZBC)
Building, JY Perez Highway,
Kabankalan City, Negros Occidental
Kabankalan@robinsonsbank.com.ph
(034) 471-0030 | (034) 471-0053

La Carlota City

Yunque corner Valois Street,
Barangay II, La Carlota City,
Negros Occidental
lacarlota@robinsonsbank.com.ph
(034) 468-6568 | (034) 468-6571 |
(034) 468-5792

La Union

Level 2, Robinsons Place La Union,
National Highway, Brgy. Sevilla,
San Fernando, La Union
sflu@robinsonsbank.com.ph
(072) 619-8533

Legazpi City

G/F, Yuzon Commercial Building,
Quezon Avenue, Legazpi City, Albay
LegazpiCity@robinsonsbank.com.ph
(052) 481-3585 | (052) 481-0802 |
(052) 481-3235

Lipa

G/F Robinsons Place Lipa,
Expansion Wing, J.P. Laurel Highway,
Mataas na Lupa, Lipa City, Batangas
Lipa@robinsonsbank.com.ph
(043) 756-2240 | (043) 312-2057

Lipa - J.P. Laurel

G/F Mhikai Building 1,
J.P. Laurel Highway, Marawoy,
Lipa City Batangas
LipaJPLaurel@robinsonsbank.com.ph
(043) 756-0020 | (043) 756-0007 |
(043) 756-0004

Los Baños

G/F LBDHMC Medical Arts III Building,
Lopez Avenue, Batong Malake,
Los Baños, Laguna
losbanos@robinsonsbank.com.ph
(049) 557-7624 | (049) 557-7626 |
(049) 557-7629

Lucena

G/F AZDEMARK Building,
11 Quezon Avenue, Lucena City
Lucena@robinsonsbank.com.ph
(042) 322-0082 | (042) 322-0083 |
(042) 322-0084

Luisita Tarlac

Unit 102 Robinsons Luisita,
McArthur Highway, San Miguel, Tarlac City
LuisitaTarlac@robinsonsbank.com.ph
(045) 985-2001 | (045) 985-2003

Malolos

Level 1 – 01123 Robinsons Place Malolos,
Mc Arthur Highway, Barangay Mabolo,
Malolos, Bulacan
Malolos@robinsonsbank.com.ph
(044) 796-1635 | (044) 796-1636 |
(044) 796-1637

Meycauayan

G/F Sterling Square, Sterling Industrial Park,
Brgy. Iba, Meycauayan City, Bulacan
Meycauayan@robinsonsbank.com.ph
(044) 721-2712 | (044) 721-2713 |
(044) 721-2714

Naga

G/F Crown Hotel Building,
Peña Francia Avenue, Naga City
Naga@robinsonsbank.com.ph
(054) 881-0786 | (054) 472-4556

Olongapo

G/F 1370 Rizal Avenue Extension,
East Tapinac, Olongapo City, Zambales
Olongapo@robinsonsbank.com.ph
(047) 222-7521 | (047) 222-7522 |
(047) 222-7281

Ormoc

Robinsons Place Ormoc,
Palo Carigara, Ormoc City Road,
Brgy. Cogon, Ormoc City, Leyte
ormoc@robinsonsbank.com.ph
(053) 832-3699 | (053) 832-3700 |
(053) 832-3697

Palawan

Unit 220-222, 2/F,
Robinsons Place Palawan Mall,
Puerto Princesa City, Palawan
Palawan@robinsonsbank.com.ph
(048) 433-0054 | (048) 433-0055

Passi

Units G5-G6, Ground Floor,
Gaisano Capital - Passi,
Simeon Aguilar Street, Passi City, Iloilo
Passi@robinsonsbank.com.ph
(033) 536-7041 | (033) 536-7042 |
(033) 311-6339

Pavia

G/F Robinsons Place Pavia,
Vice President Fernando Lopez Ave.,
Pavia, Iloilo City
Iloilo@robinsonsbank.com.ph
(033) 328-1511 | (033) 328-1509 |
(033) 328-1510

Robinsons North Tacloban

G/F Robinsons North Tacloban,
Brgy. Abucay, Tacloban City
RNTacloban@robinsonsbank.com.ph
(053) 832-3487 | (053) 832-3488 |
(053) 832-3489

Robinsons Place Naga

Level 1 Unit 101 Robinsons Place Naga,
Roxas Avenue corner Almeda Highway,
Brgy. Triangulo, Naga City, Camarines Sur
RPNaga@robinsonsbank.com.ph
(054) 881-1282 | (054) 881-1535 |
(054) 881-0040

Robinsons Place Tuguegarao

G/F Robinsons Place Tuguegarao,
Brgy. Tanza, Tuguegarao City, Cagayan
rptuguegarao@robinsonsbank.com.ph
(078) 377-4964 | (078) 377-4965 |
(078) 377-4966

Roxas

Level 1-1133B, Robinsons Place Roxas,
Pueblo de Panay, Barangay Lawa-an,
Roxas City, Capiz
Roxas@robinsonsbank.com.ph
(036) 651-0023 | (036) 651-0144 |
(036) 651-0188

San Fernando

Level I Robinsons Starmills,
Candaba Gate, Olongapo-Gapan Road,
San Jose, San Fernando City, Pampanga
SanFernando@robinsonsbank.com.ph
(045) 636-3660 | (045) 636-3587 |
(045) 875-2934

San Jose City

Belena Building, San Jose-Carmen Road
(Romano St. corner Bonifacio St.),
Brgy. Rafael Rueda, San Jose City,
Nueva Ecija
sjcne@robinsonsbank.com.ph
(044) 958-7258 | (044) 958-7253 |
(044) 958-7254

San Jose Del Monte

Quirino Highway, Tungkong Mangga,
San Jose Del Monte City, Bulacan
sanjosedelmonte@robinsonsbank.com.ph
(044) 764-2598 | (044) 816-7314

San Pablo

G/F Estrellado Building,
Paulino Street, San Pablo City, Laguna
SanPablo@robinsonsbank.com.ph
(049) 562-1043 | (049) 562-0711

San Pedro

G/F Space 102, ETG Business Center,
A. Mabini Street, Barangay Poblacion,
San Pedro City, Laguna
SanPedro@robinsonsbank.com.ph
(02) 520-1869 | (02) 520-1991

Santiago

Level 1-01103, Robinsons Place Santiago,
Barangay Mabini,
Santiago City, Isabela
Santiago@robinsonsbank.com.ph
(078) 323-0243 | (078) 323-0890

Sta Rosa

Level 1 Robinsons Sta. Rosa Market,
Old National Highway, Bo. Tagapo,
Sta. Rosa City, Laguna
Sta.Rosa@robinsonsbank.com.ph
(049) 837-1693 | (02) 520-8527

Sta. Rosa Estates 2

Sta. Rosa-Tagaytay Road,
Sta. Rosa City, Laguna
Sta.RosaEstates2@robinsonsbank.com.ph
(049) 544-4482 | (049) 544-4039 |
(049) 544-6193

Sto. Tomas

GF Unit 3, Sierra Makiling Commercial
Complex, Maharlika Highway,
Brgy. San Antonio,
Sto. Tomas, Batangas
StoTomas@robinsonsbank.com.ph
(043) 406-4273 | (043) 406-4275



Photo by Michael Jo

Branch Directory

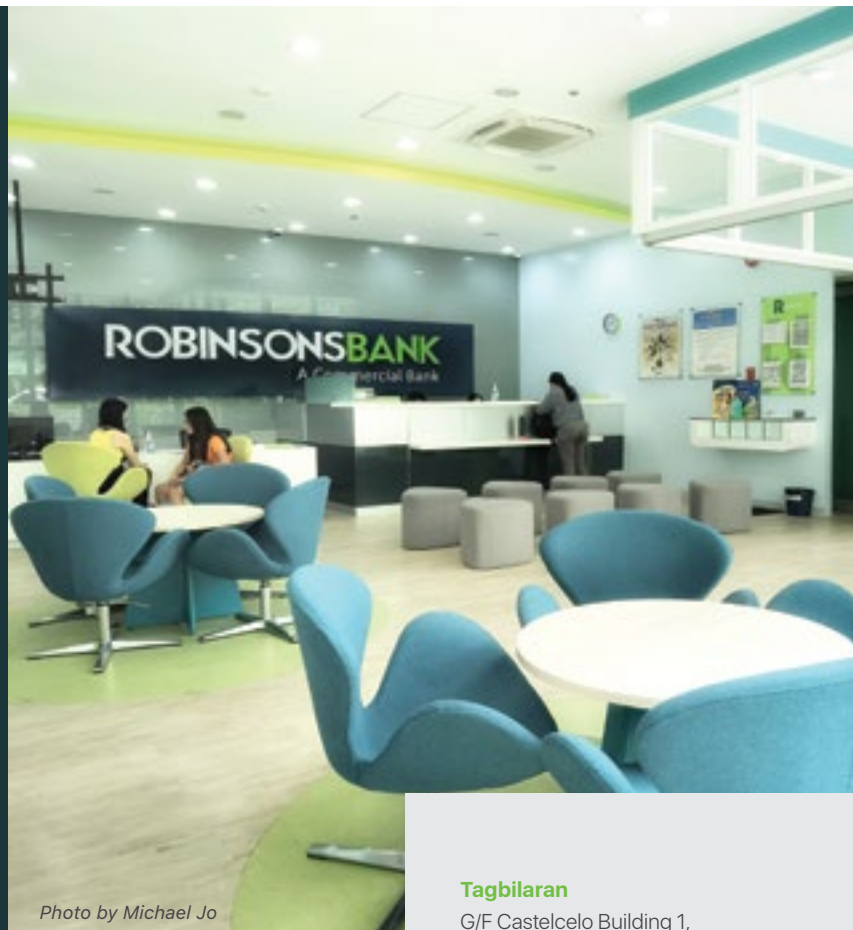


Photo by Michael Jo

Sumulong - Antipolo

G/F Xentro Mall Antipolo,
Mambugan, Antipolo City
sumulongantipolo@robinsonsbank.com.ph
(02) 8395-5227 | (02) 8651-1579 |
(02) 8570-4785

Tacloban

Robinsons Place Tacloban,
Level 1-00103, National Highway,
Tabuan, Marasbaras, Tacloban City
Tacloban@robinsonsbank.com.ph
(053) 327-5880 | (053) 327-5881 |
(053) 327-5884

Tagaytay

Space 2-00210, Robinsons Tagaytay,
National Road, Barrio Maharlika,
Tagaytay City
Tagaytay@robinsonsbank.com.ph
(046) 860-2916 | (046) 860-2917

Tagbilaran

G/F Castelcelo Building 1,
C. Gallares Street
corner J. S. Torralba Street,
Poblacion II, Tagbilaran City, Bohol
Tagbilaran@robinsonsbank.com.ph
(038) 411-1267 | (038) 411-1268 |
(038) 411-1269

Tagum

Level 1 – Unit 167 Robinsons Place Tagum,
National Highway, Brgy. Visayan Village,
Tagum, Davao del Norte
Tagum@robinsonsbank.com.ph
(084) 218-8028 | (084) 218-8030 |
(084) 218-8031

Taytay

Red Ribbon Uptown Building,
Manila East Road, Barangay San Juan,
Taytay, Rizal
Taytay@robinsonsbank.com.ph
661-5673 | 661-5676 | 661-5678

Tuguegarao

G/F Lui Building, Bonifacio Street,
Centro 04, Tuguegarao City,
Cagayan Valley
Tuguegarao@robinsonsbank.com.ph
(078) 375-0722 | (078) 375-0721 |
(078) 396-0896

Urdaneta

G/F S-Plaza Building, McArthur Highway,
Urdaneta, Pangasinan
Urdaneta@robinsonsbank.com.ph
(075) 568-1290 | (075) 568-1292 |
(075) 568-1291

Valencia City

G/F Robinsons Place Valencia,
Valencia City, Bukidnon
valenciacity@robinsonsbank.com.ph
(088) 828-2131

Vigan

LS1-08-2, Xentro Mall Vigan,
Quezon Avenue, Brgy. III,
Vigan City, Ilocos Sur
vigan@robinsonsbank.com.ph
(077) 679-9937 | (077) 679-9938 |
(077) 679-9939

Zamboanga City

G/F The Grand Astoria Hotel,
Mayor Jaldon Street, Zamboanga City
zamboanga@robinsonsbank.com.ph
(062) 993-6684 | (062) 993-7539

Legaspi Savings

Legazpi

Rizal Corner & Mabini Streets,
4500 Legazpi City
(052) 732-3000 to 30005 |
(02) 8396-7460 |
0919-0630-0926 | 0919-0630- 944/945
local 8001 | (052) 742-1380
0919-0630-0927

Daraga

Perete Bldg., Sta Maria Street,
Brgy. San Roque, Daraga, Albay 4501
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 8002
0919-0630-0928

Tabaco

Ground Floor, N.N. Building,
AA Berces Street Basud, Tabaco City
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 8003
0919-0630-0929

Polangui

National Road, Basud, Polangui, Albay
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80004
0919-0630-0930

Sorsogon

CBA Bldg. Jamoralin Street,
Burabod, Sorsogon City
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80005
0919-0630-0931

Albay

738 Building, Rizal, Street, Old Albay District
4500 Legazpi City
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80006/80106
0919-0630-0932

Guinobatan

T. Paulate Street, Guinobatan, Albay
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80007
0919-0630-0933

Daet

A. Subia Bldg., J. Lukban Ext., Daet,
Camarines Norte
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80008/80108
0919-0630-0934

Virac

G/F D&L Building, Corner Surtida &
Rizal Streets, San Jose, Virac,
Catanduanes 4800
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80009
0919-0630-0919

Masbate

Units 8 & 9 S&T Bldg.,
Cagba St., Brgy. Tugbo, Masbate City
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80010 |
(056) 333-5744
0919-0630-0935

Naga

NEA Building, Triangulo, Naga City
TL- (052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80011/80111
0919-0630-0936

Goa

J. Quinzon Building, Bagumbayan Pequeño,
Rizal St., Goa, Camarines Sur
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80012
0919-0630-0938

Calauag

Rizal St. Brgy. Sta. Maria,
Calauag Quezon
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80013 |
(042) 717-6763
0919-0630-0937

Lucena

A.M. Lubi Bldg., ML. Tagarao St.,
corner Elias St. Brgy. 5 Lucena City
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80014 |
(042) 717-6765
0919-0630-0940

Pampanga

4 & 2 Bldg., Mc Arthur Highway, Sindalan,
City of San Fernando, Pampanga
TL- (052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80015 |
(045) 436-60005 | 0998-565-8865

Dasmariñas

G/F Wincorp Bldg., Molino Paliparan Rd.,
Brgy. Salawag, Dasmariñas City, Cavite
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80016
0998-565-8874

Iriga

DLS Building, 121-Zone 6,
Hi-Way 1, San Isidro, Iriga City
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926
0919-0630- 944/945 local 80017
0998-565-8876

Cainta

ECCOI Corporate Center, Ortigas Extension,
St. Anthony Subdivision, Cainta, Rizal
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 80018
0998-565-8893

Malolos

MKTJ Building M2, Fausta, Subdivision,
Mabolo, Malolos, Bulacan
(052) 732-3000 to 30005 |
(02) 8396-7460 | 0919-063-0926 |
0919-0630- 944/945 local 82506
0919-063-0946

Statement of Management Responsibility

The management of Robinsons Bank Corporation (the Bank) is responsible for the preparation and fair presentation of the financial statements including the schedules attached therein, as at December 31, 2021 and 2020 and for the years ended December 31, 2021, 2020 and 2019, in accordance with the prescribed financial reporting framework indicated therein, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatements, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Bank's ability to continue as a going concern, disclosing, as applicable matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Bank or to cease operations, or has no realistic alternative but to do so.

The Board of Directors (BOD) is responsible for overseeing the Bank's financial reporting process.

The BOD reviews and approves the financial statements including the schedules attached therein, and submits the same to stockholders.

SyCip Gorres Velayo & Co., the independent auditor appointed by the shareholders, has audited the financial statements of the Bank in accordance with Philippine Standards on Auditing and in its report to the stockholders, has expressed its opinion on the fairness of presentation upon completion of such audit.

Given this _____ at Quezon City.



Lance Y. Gokongwei
Chairman of the Board



Elfren Antonio S. Sarte
President and Chief Executive Officer



Irma D. Velasco
FVP and Controller



Andro M. Yee
EVP and Chief Financial Officer

Financial Statements

Independent Auditor's Report

The Stockholders and the Board of Directors
Robinsons Bank Corporation

Report on the Consolidated and Parent Company Financial Statements Opinion

We have audited the consolidated financial statements of Robinsons Bank Corporation and its subsidiary (the Group) and the parent company financial statements of Robinsons Bank Corporation (the Parent Company), which comprise the consolidated and parent company statements of financial position as at December 31, 2021 and 2020, and the consolidated and parent company statements of income, consolidated and parent company statements of comprehensive income, consolidated and parent company statements of changes in equity and consolidated and parent company statements of cash flows for each of the three years in the period ended December 31, 2021, and notes to the consolidated and parent company financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying consolidated and parent company financial statements present fairly, in all material respects, the financial position of the Group and the Parent Company as at December 31, 2021 and 2020, and their financial performance and their cash flows for each of the three years in the period ended December 31, 2021 in accordance with Philippine Financial Reporting Standards (PFRSs).

Basis for Opinion

We conducted our audits in accordance with Philippine Standards on Auditing (PSAs). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Consolidated and Parent Company Financial Statements* section of our report. We are independent of the Group and the Parent Company in accordance with the Code of Ethics for Professional Accountants in the Philippines (the Code of Ethics) together with the ethical requirements that are relevant to our audit of the consolidated and parent company financial statements in the Philippines, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the consolidated and parent company financial statements of the current period. These matters were addressed in the context of our audit of the consolidated and parent company financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters. For each matter below, our description of how our audit addressed the matter is provided in that context.

We have fulfilled the responsibilities described in the *Auditor's Responsibilities for the Audit of the Consolidated and Parent Company Financial Statements* section of our report, including in relation to these matters. Accordingly, our audit included the performance of procedures designed to respond to our assessment of the risks of material misstatement of the consolidated and parent company financial statements. The results of our audit procedures, including the procedures performed to address the matters below, provide the basis for our audit opinion on the accompanying consolidated and parent company financial statements.

Applicable to the Audit of the Consolidated and Parent Company Financial Statements

Allowance for Credit Losses on Loans and Receivables

The Group's and the Parent Company's application of the expected credit loss (ECL) model in calculating the allowance for credit losses on loans and receivables is significant to our audit as it involves the exercise of significant management judgment. Key areas of judgment include: segmenting the Group's and the Parent Company's credit risk exposures; determining the method to estimate ECL; defining default; identifying exposures with significant deterioration in credit quality, taking into account extension of payment terms and payment holidays provided as a result of the coronavirus pandemic; determining assumptions to be used in the ECL model

such as the counterparty credit risk rating, the expected life of the financial asset, expected recoveries from defaulted accounts, and impact of credit enhancements extended by any party; and incorporating forward-looking information, including the impact of the coronavirus pandemic, in calculating ECL.

Allowance for credit losses on loans and receivables as of December 31, 2021 for the Group and the Parent Company amounted to ₱2.39 billion and ₱2.12 billion, respectively. Provision for credit losses on loans and receivables of the Group and the Parent Company in 2021 amounted to ₱1.30 billion and ₱1.27 billion, respectively.

The disclosures in relation to the allowance for credit losses on loans and receivables are included in Note 14 to the financial statements.

Audit Response

We updated our understanding of the board approved methodologies and models used for the Group's and the Parent Company's different credit exposures and assessed whether these considered the requirements of PFRS 9, *Financial Instruments* to reflect an unbiased and probability-weighted outcome, and to consider time value of money and the best available forward-looking information.

We (a) assessed the Group's and the Parent Company's segmentation of its credit risk exposures based on homogeneity of credit risk characteristics; (b) tested the definition of default and significant increase in credit risk criteria against historical analysis of accounts, credit risk management policies and practices in place, and management's assessment of the impact of the coronavirus pandemic on the counterparties; (c) tested the Group's and Parent Company's application of internal credit risk rating system, including the impact of the coronavirus pandemic on the borrowers, by reviewing the ratings of sample credit exposures; (d) assessed whether expected life is different from the contractual life by testing the maturity dates reflected in the Group's and Parent Company's records and considering management's assumptions regarding future collections, advances, extensions, renewals and modifications; (e) tested loss given default by inspecting historical recoveries and related costs, write-offs and collateral valuations, and effects of credit enhancements provided by any party; (f) tested exposure at default considering outstanding commitments and repayment scheme; (g) checked the reasonableness of forward-looking information used for overlay through statistical test and corroboration using publicly available information and our understanding of the Group's and the Parent Company's lending portfolios and broader industry knowledge, including the impact of the coronavirus pandemic; and (h) tested the effective interest rate used in discounting the expected loss.

Further, we checked the data used in the ECL models by reconciling data from source system reports to the data warehouse and from the data warehouse to the loss allowance analysis/models and financial reporting systems. To the extent that the loss allowance analysis is based on credit exposures that have been disaggregated into subsets of debt financial assets with similar risk characteristics, we traced or re-performed the disaggregation from source systems to the loss allowance analysis. We also assessed the assumptions used where there are missing or insufficient data.

We recalculated impairment provisions on a sample basis. We reviewed the disclosures made in the financial statements.

We involved our internal specialists in the performance of the above procedures.

Other Information

Management is responsible for the other information. The other information comprises the information included in the SEC Form 17-A and Annual Report for the year ended December 31, 2021, but does not include the consolidated and parent company financial statements and our auditor's report thereon. The SEC Form 17-A and Annual Report for the year ended December 31, 2021 are expected to be made available to us after the date of this auditor's report.

Our opinion on the consolidated and parent company financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

Independent Auditor's Report

In connection with our audits of the consolidated and parent company financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the consolidated and parent company financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

Responsibilities of Management and Those Charged with Governance for the Consolidated and Parent Company Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated and parent company financial statements in accordance with PFRSs, and for such internal control as management determines is necessary to enable the preparation of consolidated and parent company financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated and parent company financial statements, management is responsible for assessing the Group's and the Parent Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group and the Parent Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Group's and the Parent Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Consolidated and Parent Company Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated and parent company financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with PSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated and parent company financial statements.

As part of an audit in accordance with PSAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the consolidated and parent company financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's and the Parent Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's and the Parent Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated and parent company financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group and the Parent Company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the consolidated and parent company financial statements, including the disclosures, and whether the consolidated and parent company financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.


From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the consolidated and parent company financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Reports on the Supplementary Information Required Under Bangko Sentral ng Pilipinas (BSP) Circular No. 1074 and Revenue Regulations 15-2010

Our audits were conducted for the purpose of forming an opinion on the basic financial statements taken as a whole. The supplementary information required under BSP Circular No. 1074 in Note 33 and Revenue Regulations 15-2010 in Note 32 to the financial statements is presented for purposes of filing with the BSP and Bureau of Internal Revenue, respectively, and is not a required part of the basic financial statements. Such information is the responsibility of the management of Robinsons Bank Corporation. The information has been subjected to the auditing procedures applied in our audit of the basic financial statements. In our opinion, the information is fairly stated, in all material respects, in relation to the basic financial statements taken as a whole.

The engagement partner on the audit resulting in this independent auditor's report is Juan Carlo Maminta.

SYCIP GORRES VELAYO & CO.


Juan Carlo B. Maminta
Partner

CPA Certificate No. 115260

Tax Identification No. 210-320-399

BOA/PRC Reg. No. 0001, August 25, 2021, valid until April 15, 2024

SEC Partner Accreditation No. 115260-SEC (Group A)

Valid to cover audit of 2020 to 2024 financial statements of SEC covered institutions

SEC Firm Accreditation No. 0001-SEC (Group A)

Valid to cover audit of 2021 to 2025 financial statements of SEC covered institutions

BIR Accreditation No. 08-001998-132-2020, November 27, 2020, valid until November 26, 2023

PTR No. 8854326, January 3, 2022, Makati City

March 23, 2022

Statements of Financial Position

	Consolidated		Parent Company	
	December 31, 2021	December 31, 2020	December 31, 2021	December 31, 2020
ASSETS				
Cash and Other Cash Items	₱3,934,989,886	₱2,863,029,038	₱3,828,341,816	₱2,749,958,446
Due from Bangko Sentral ng Pilipinas (Note 15)	15,781,690,745	20,367,518,731	15,381,126,153	19,922,550,239
Due from Other Banks (Note 6)	5,066,292,206	3,904,608,310	4,987,507,377	3,809,357,748
Interbank Loans Receivable and Securities Purchased Under Resale Agreements (Note 6)	14,881,826,705	4,495,757,260	14,764,230,901	4,366,091,085
Financial Assets at Fair Value Through Profit or Loss (Note 7)	1,912,412	87,076,733	1,912,412	87,076,733
Financial Assets at Fair Value Through Other Comprehensive Income (Notes 7 and 27)	26,529,627,158	19,315,805,963	26,559,827,158	19,346,005,963
Investment Securities at Amortized Cost (Note 7)	8,474,858,779	8,049,365,423	8,454,860,679	8,029,367,323
Loans and Receivables (Note 8)	99,211,620,970	86,880,366,557	97,373,458,296	85,270,984,824
Investments in Associates and Subsidiary (Note 9)	212,009,893	–	1,517,769,316	1,305,019,936
Property and Equipment and Right-of-Use Assets (Note 10)	1,333,352,694	1,357,662,566	1,209,790,544	1,219,213,655
Investment Properties (Note 11)	786,054,165	464,890,897	689,338,223	359,077,184
Branch Licenses (Note 12)	1,001,290,316	1,000,737,944	380,380,316	379,827,944
Goodwill (Note 9)	244,327,006	244,327,006	–	–
Deferred Tax Asset - net (Note 25)	709,044,297	761,032,257	732,623,798	798,705,161
Other Assets (Note 13)	1,600,912,671	1,354,575,272	1,587,415,350	1,337,392,783
	₱179,769,809,903	₱151,146,753,957	₱177,468,582,339	₱148,980,629,024
LIABILITIES AND EQUITY				
Liabilities				
Deposit Liabilities (Notes 15 and 26)				
Demand	₱27,391,606,583	₱21,792,821,094	₱27,167,701,634	₱21,624,134,226
Savings	104,013,916,574	73,394,200,507	102,339,934,817	71,870,501,340
Time	15,632,738,812	16,322,680,395	15,350,209,898	15,960,403,645
Long-term negotiable certificates of deposit	5,948,312,591	5,937,710,710	5,948,312,591	5,937,710,710
	152,986,574,560	117,447,412,706	150,806,158,940	115,392,749,921
Bonds Payable (Note 17)	–	9,951,888,873	–	9,951,888,873
Bills Payable (Note 18)	2,500,000,000	–	2,500,000,000	–
Manager's Checks	1,066,036,319	1,152,343,055	1,066,036,319	1,152,343,055
Accrued Expenses (Note 19)	1,003,366,425	1,026,878,765	983,182,735	1,006,227,172
Other Liabilities (Note 19)	3,776,713,461	3,242,616,181	3,676,085,207	3,151,805,626
	161,332,690,765	132,821,139,580	159,031,463,201	130,655,014,647
Equity				
Common stock (Note 21)	15,000,000,000	15,000,000,000	15,000,000,000	15,000,000,000
Surplus	3,853,493,610	2,621,857,074	3,853,493,610	2,621,857,074
Surplus reserves (Notes 21 and 27)	519,845,104	535,376,596	519,845,104	535,376,596
Remeasurement losses on retirement plan (Note 22)	(55,294,513)	(31,841,311)	(49,242,065)	(26,750,527)
Remeasurement losses on subsidiary's retirement plan (Note 22)	–	–	(6,052,448)	(5,090,784)
Net unrealized gains (losses) on financial assets at FVOCI (Note 7)	(907,253,190)	223,680,755	(907,253,190)	223,680,755
Cumulative translation adjustments	26,328,127	(23,458,737)	26,328,127	(23,458,737)
	18,437,119,138	18,325,614,377	18,437,119,138	18,325,614,377
	₱179,769,809,903	₱151,146,753,957	₱177,468,582,339	₱148,980,629,024

See accompanying Notes to Financial Statements

Statements of Comprehensive Income

	Consolidated			Parent Company		
	Years Ended December 31			Years Ended December 31		
	2021	2020	2019	2021	2020	2019
INTEREST INCOME ON						
Loans and receivables (Note 8)	₱6,823,094,568	₱6,610,326,864	₱6,060,079,146	₱6,499,125,796	₱6,242,583,242	₱5,729,777,274
Investment securities (Note 7)	1,197,747,932	963,915,243	1,041,551,648	1,196,853,098	960,320,904	1,033,201,341
Interbank loans receivable/Securities purchased under resale agreements (Note 6)	218,581,434	176,769,283	64,535,367	216,422,605	172,755,151	58,732,167
Due from Bangko Sentral ng Pilipinas and other banks (Note 6)	72,986,811	85,998,369	32,594,850	66,205,304	76,355,724	22,261,229
	8,312,410,745	7,837,009,759	7,198,761,011	7,978,606,803	7,452,015,021	6,843,972,011
INTEREST EXPENSE ON						
Deposit liabilities (Notes 15 and 26)	1,025,484,452	1,375,240,744	2,482,399,046	995,154,005	1,343,523,076	2,455,641,962
Bonds payable (Note 17)	404,956,621	538,439,589	141,116,925	404,956,621	538,439,589	141,116,925
Lease liability (Note 23)	42,911,819	46,351,280	51,627,485	38,320,827	41,572,352	47,292,619
Bills payable (Note 18)	18,293,385	83,744,050	285,373,713	18,293,385	83,744,050	285,373,713
	1,491,646,277	2,043,775,663	2,960,517,169	1,456,724,838	2,007,279,067	2,929,425,219
NET INTEREST INCOME	6,820,764,468	5,793,234,096	4,238,243,842	6,521,881,965	5,444,735,954	3,914,546,792
Service fees and commission income (Note 24)	619,362,748	398,347,991	462,302,868	617,785,879	396,966,418	460,630,646
Service fees and commission expense (Note 24)	205,178,039	166,465,129	192,232,154	197,080,257	162,637,217	183,879,745
NET SERVICE FEE AND COMMISSION INCOME	414,184,709	231,882,862	270,070,714	420,705,622	234,329,201	276,750,901
Trading and securities gains - net (Note 7)	354,168,869	748,311,268	397,719,878	354,168,869	748,311,268	397,719,878
Foreign exchange gains (losses) - net	51,023,324	(93,066,592)	50,966,589	51,023,324	(93,066,592)	50,966,589
Gains on sale of investment securities at amortized cost (Note 7)	–	193,846,467	62,879,198	–	190,914,608	62,879,198
Loss on loan modification (Note 8)	–	(273,536,633)	–	–	(194,323,399)	–
Miscellaneous (Note 24)	137,926,499	(20,796,077)	(24,592,824)	95,872,738	(39,973,015)	(64,392,723)
TOTAL OPERATING INCOME	7,778,067,869	6,579,875,391	4,995,287,397	7,443,652,518	6,290,928,025	4,638,470,635
OPERATING EXPENSES						
Compensation and fringe benefits (Notes 22 and 26)	1,587,686,651	1,438,673,152	1,301,011,664	1,463,371,168	1,312,593,031	1,182,876,007
Provision for credit and impairment losses (Note 14)	1,304,264,925	1,102,054,520	127,472,603	1,275,553,174	1,050,618,813	126,876,761
Depreciation and amortization (Note 10)	738,412,604	686,938,574	635,540,354	691,106,117	644,224,626	598,557,494
Taxes and licenses	625,883,099	615,142,199	580,554,943	604,163,357	597,714,584	554,997,936
Information technology	330,620,656	336,216,069	169,702,015	313,480,424	321,227,844	159,445,700
Insurance	311,847,345	244,027,024	173,895,313	303,967,045	236,180,659	167,358,089
Occupancy and equipment-related costs (Notes 23 and 26)	310,040,086	255,422,315	268,852,494	290,912,513	236,460,734	246,358,925
Security, messengerial and janitorial Communication	222,744,576	237,278,850	285,094,136	178,752,902	201,519,001	238,237,964
Entertainment, amusement, and recreation (Note 25)	99,916,160	97,929,702	96,414,705	98,450,224	96,087,509	94,335,734
Management and professional fees	24,461,259	24,870,525	29,872,898	21,781,328	22,878,680	27,875,761
Miscellaneous (Note 24)	594,484,348	518,947,164	426,923,664	568,307,067	493,797,443	395,190,872
TOTAL OPERATING EXPENSES	6,258,770,134	5,674,667,259	4,214,260,917	5,915,361,839	5,326,986,409	3,906,184,866
INCOME BEFORE SHARE IN NET INCOME OF ASSOCIATES AND SUBSIDIARY	1,519,297,735	905,208,132	781,026,480	1,528,290,679	963,941,616	732,285,769
SHARE IN NET INCOME (LOSS) OF AND ASSOCIATES AND SUBSIDIARY (Note 9)	3,145,148	–	–	5,144,344	(51,034,028)	125,666,513
INCOME BEFORE INCOME TAX PROVISION FOR (BENEFIT) FROM) INCOME TAX (Note 25)	1,522,442,883	905,208,132	781,026,480	1,533,435,023	912,907,588	857,952,282
	306,337,839	(29,378,785)	61,599,972	317,329,979	(21,679,329)	138,525,774
NET INCOME	₱1,216,105,044	₱934,586,917	₱719,426,508	₱1,216,105,044	₱934,586,917	₱719,426,508

See accompanying Notes to Financial Statements.

Statements of Comprehensive Income

	Consolidated			Parent Company		
	Years Ended December 31			Years Ended December 31		
	2021	2020	2019	2021	2020	2019
NET INCOME	₱1,216,105,044	₱934,586,917	₱719,426,508	₱1,216,105,044	₱934,586,917	₱719,426,508
OTHER COMPREHENSIVE INCOME (LOSS) FOR THE YEAR, NET OF TAX						
<i>Item that may not be reclassified to profit or loss</i>						
Change in remeasurement gains (losses) on retirement plan net of tax (Note 22)	(23,453,202)	7,330,199	(39,529,507)	(22,491,538)	8,454,575	(34,300,897)
Change in remeasurement losses on associate and subsidiary's retirement plan net of tax (Note 22)	-	-	-	(961,664)	(1,124,376)	(5,228,610)
Change in net unrealized losses on equity financial assets at fair value through other comprehensive income (Note 7)	(5,250,000)	(4,014,940)	11,007,376	(5,250,000)	(4,014,940)	11,007,376
<i>Items that may be reclassified to profit or loss</i>						
Change in allowance on debt financial assets at fair value through other comprehensive income (Note 7)	2,929,559	1,364,730	2,070,586	2,929,559	1,364,730	2,070,586
Change in net unrealized gains (losses) on debt financial assets at fair value through other comprehensive income (Note 7)	(1,128,613,504)	238,455,320	1,010,804,502	(1,128,613,504)	238,455,320	1,010,804,502
Translation adjustments	49,786,864	87,417,783	9,141,111	49,786,864	87,417,783	9,141,111
TOTAL COMPREHENSIVE INCOME	₱111,504,761	₱1,265,140,009	₱1,712,920,576	₱111,504,761	₱1,265,140,009	₱1,712,920,576

See accompanying Notes to Financial Statements.

Statements of Changes in Equity

	Consolidated						
	Common Stock (Note 21)	Surplus Reserves (Notes 21 and 27)	Remeasurement Gains (Losses) on Retirement Plan (Note 22)	Net Unrealized Gains (Losses) on Financial Assets At Fair Value Through Other Comprehensive Income	Cumulative Translation Adjustments	Total	
Balance at January 1, 2021	₱15,000,000,000	₱2,621,857,074	(₱31,841,311)	₱223,680,755	(₱23,458,737)	₱18,325,614,377	₱111,504,761
Total comprehensive income (loss) for the year	-	1,216,105,044	(23,453,202)	(1,130,933,945)	49,786,864	-	-
Appropriations for expected credit losses and trust reserves (Note 21)	-	(15,531,492)	-	-	-	-	-
Balance at December 31, 2021	₱15,000,000,000	₱3,853,493,610	₱55,294,513	(₱907,253,190)	₱26,328,127	₱535,452,922	₱111,504,761
Balance at January 1, 2020	₱15,000,000,000	₱1,672,850,201	(₱39,171,510)	(₱12,124,355)	(₱110,876,520)	₱17,060,474,368	₱111,504,761
Total comprehensive income for the year	-	934,586,917	7,330,199	235,805,110	87,417,783	1,265,140,009	-
Appropriations for expected credit losses (Note 21)	-	(14,419,956)	-	-	-	-	-
Balance at December 31, 2020	₱15,000,000,000	₱2,621,857,074	(₱31,841,311)	₱223,680,755	(₱23,458,737)	₱18,325,614,377	₱111,504,761
Balance at January 1, 2019	₱12,000,000,000	₱1,427,893,601	₱357,997	(₱1,036,006,819)	(₱120,017,631)	₱12,377,553,792	₱111,504,761
Total comprehensive income (loss) for the year	-	719,426,508	(39,529,507)	1,023,882,464	9,141,111	1,712,920,576	-
Subscription to equity (Note 21)	3,000,000,000	(30,000,000)	-	-	-	2,970,000,000	-
Appropriations for expected credit losses (Note 21)	-	(444,469,908)	-	-	-	-	-
Balance at December 31, 2019	₱15,000,000,000	₱1,672,850,201	(₱39,171,510)	(₱12,124,355)	(₱110,876,520)	₱17,060,474,368	₱111,504,761

See accompanying Notes to Financial Statements.

Statements of Changes in Equity

	Parent		Net Unrealized Gains (Losses) on Financial Assets At Fair Value Through Other Comprehensive Income	Cumulative Translation Adjustments	Total
	Common Stock (Note 21)	Surplus (Notes 21 and 27)			
Balance at January 1, 2021	₱15,000,000,000	₱2,621,857,074	₱535,376,596	₱26,750,527	₱18,325,614,377
Total comprehensive income (loss) for the year	-	1,216,105,046	(22,491,538)	(961,664)	111,504,761
Appropriations for expected credit losses and trust reserves (Note 21)	-	15,531,492	(15,531,492)	-	-
Balance at December 31, 2021	₱15,000,000,000	₱3,853,493,610	₱519,845,104	₱6,052,448	₱18,437,119,138
Balance at January 1, 2020	₱15,000,000,000	₱1,672,850,201	₱549,796,552	₱3,966,408	₱17,060,474,368
Total comprehensive income (loss) for the year	-	934,586,917	8,454,575	(1,124,376)	1,265,140,009
Appropriations for expected credit losses (Note 21)	-	14,419,956	(14,419,956)	-	-
Balance at December 31, 2020	₱15,000,000,000	₱2,621,857,074	₱535,376,596	₱5,090,784	₱18,325,614,377
Balance at January 1, 2019	₱12,000,000,000	₱1,427,893,601	₱105,326,644	₱1,262,202	₱12,377,553,792
Total comprehensive income (loss) for the year	-	719,426,508	(34,300,897)	(5,228,610)	1,712,920,576
Conversion of deposit for future stock subscription to equity (Note 21)	3,000,000,000	(30,000,000)	-	-	2,970,000,000
Appropriation for trust reserves (Notes 21 and 27)	-	(444,469,908)	444,469,908	-	-
Balance at December 31, 2019	₱15,000,000,000	₱1,672,850,201	₱549,796,552	₱3,966,408	₱17,060,474,368

Statements of Cash Flows

	Consolidated			Parent Company		
	Years Ended December 31			Years Ended December 31		
	2021	2020	2019	2021	2020	2019
CASH FLOWS FROM OPERATING ACTIVITIES						
Income before income tax	₱1,522,442,883	₱905,208,132	₱781,026,480	₱1,533,435,023	₱912,907,588	₱857,952,282
Adjustments for:						
Provision for credit and impairment losses (Notes 7,13 and 14)	1,304,264,925	1,102,054,520	127,472,603	1,275,553,173	1,050,618,813	126,876,761
Depreciation and amortization (Note 10)	738,412,604	686,938,574	635,540,354	691,106,117	644,224,626	598,557,494
Gain on sale of financial assets at FVOCI (Note 7)	348,228,663	(719,488,025)	(331,145,509)	348,228,663	(719,488,025)	(331,145,509)
Loss (gain) on sale of investment properties (Note 24)	(13,874,289)	(3,560,023)	(17,356,519)	(13,874,289)	(3,560,023)	(5,144,094)
Loss (gain) on initial recognition of investment properties (Note 24)	(83,805,485)	48,301,239	(33,889,780)	(77,809,494)	48,659,416	(21,471,508)
Retirement expense (Note 22)	55,920,782	60,060,465	67,805,248	50,676,995	55,587,638	63,397,367
Amortization of premium or discount on financial assets and liabilities (Notes 17 and 18)	48,111,127	71,547,766	19,131,555	48,111,127	71,547,766	19,131,555
Interest on lease liability (Note 23)	42,911,819	46,351,280	51,627,485	38,320,827	41,572,352	47,292,619
Gain on sale of property and equipment (Notes 10 and 24)	(30,413,144)	(1,909,732)	(7,251,188)	(30,015,977)	(1,705,218)	(6,490,889)
Loss on sale of repossessed chattels (Note 24)	126,254,759	119,281,078	102,709,347	142,438,995	120,922,822	102,752,315
Share in net loss (income) of subsidiary and associates (Note 9)	(3,145,148)	-	-	(5,144,344)	51,034,028	(125,666,513)
Net unrealized loss (gain) on fair value of financial assets at fair value through profit or loss and derivative assets (Note 7)	(1,990,536)	1,019,209	(733,965)	(1,990,536)	1,019,209	(733,965)
Gain on sale of investment securities at amortized cost (Note 7)	-	(193,846,467)	(62,879,198)	-	(190,914,608)	(62,879,198)
Loss on initial recognition of repossessed chattels (Note 24)	17,915,263	511,114	81,969,450	17,915,263	511,114	81,969,450
Net unrealized loss (gain) on derivative liability (Note 7)	-	(556,022)	(529,710)	-	(556,022)	(529,710)
Changes in operating assets and liabilities:						
Decrease (increase) in:						
Loans and receivables	(15,391,071,796)	(7,872,786,380)	(13,161,884,110)	(15,001,165,226)	(7,898,662,835)	(12,601,576,997)
Financial assets at fair value through profit or loss	87,154,857	(83,160,060)	4,467,134	87,154,857	(83,160,060)	4,467,134
Interbank loans receivable/securities purchased under resale agreements	-	-	23,500,000	-	-	23,500,000
Other assets	(219,710,083)	199,535,193	(135,146,899)	(341,077,968)	(57,871,322)	(135,577,310)
Increase (decrease) in:						
Deposit liabilities	35,539,163,754	19,845,784,861	2,595,234,110	35,413,409,019	19,761,198,639	2,232,602,436
Manager's checks	(86,306,736)	77,828,510	354,613,209	(86,306,736)	77,828,510	354,613,209
Accrued expenses and other liabilities	398,241,068	856,769,634	(194,812,825)	395,514,769	870,598,744	(216,585,038)
Net cash provided by (used in) operations	24,398,705,287	15,145,884,866	(9,100,532,728)	24,484,480,258	14,752,313,152	(8,994,688,109)
Income taxes paid	(255,097,058)	(273,884,962)	(256,312,142)	(251,552,000)	(265,809,493)	(244,400,553)
Contributions paid on retirement plan	-	(528,706,790)	-	-	(264,353,395)	-
Net cash provided by (used in) operating activities	24,143,608,229	14,343,293,114	(9,356,844,870)	24,232,928,258	14,222,150,264	(9,239,088,662)
CASH FLOWS FROM INVESTING ACTIVITIES						
Acquisitions of:						
Financial assets at FVOCI	(23,550,379,091)	(24,733,662,297)	(19,958,612,995)	(23,550,379,091)	(24,733,662,297)	(19,958,612,995)
Investment securities at amortized cost	(912,516,473)	(860,922,314)	(129,009,307)	(912,516,473)	(860,922,314)	(129,089,188)
Investment in associates (Note 9)	(212,009,893)	-	-	(212,009,893)	-	-
Software costs (Note 13)	(164,410,549)	(111,931,805)	(45,775,767)	(162,431,815)	(110,572,277)	(44,666,874)

Statements of Cash Flows

	Consolidated			Parent Company		
	Years Ended December 31			Years Ended December 31		
	2021	2020	2019	2021	2020	2019
Property and equipment (Notes 10 and 30)	(P184,873,542)	(P119,669,900)	(P215,147,471)	(P170,252,443)	(P99,074,005)	(P181,834,691)
Branch license (Note 12)	(552,372)	(809,575)	(46,589)	(552,372)	(499,575)	(46,589)
Proceeds from sale of:						
Financial assets at FVOCI	15,553,852,614	20,343,881,852	20,454,895,615	15,553,852,613	20,343,881,852	20,454,895,615
Investment securities at amortized cost	–	3,727,059,369	1,174,374,755	–	3,543,816,428	1,174,374,755
Property and equipment	63,926,034	3,593,886	16,078,471	63,538,822	3,352,387	13,987,306
Investment properties	71,889,150	18,176,350	52,526,662	48,722,312	8,212,177	19,038,051
Repossessed chattels	516,657,918	254,814,691	261,277,560	497,722,070	374,095,767	260,850,561
Proceeds from maturity of:						
Investment securities at amortized cost (Note 7)	487,023,117	633,340,923	257,010,000	487,023,117	633,340,923	257,010,000
Net cash provided by (used in) investing activities	(8,331,393,087)	(846,128,820)	1,867,570,934	(8,357,283,153)	(898,030,934)	1,865,905,951
CASH FLOWS FROM FINANCING ACTIVITIES						
Proceeds from bills payable (Note 18)	2,500,000,000	–	400,000,000	2,500,000,000	–	400,000,000
Payments of bills payable (Note 18)	(10,000,000,000)	(2,050,000,000)	(5,800,000,000)	(10,000,000,000)	(2,050,000,000)	(5,800,000,000)
Payments of lease liability (Note 23)	(328,115,803)	(241,916,872)	(279,375,984)	(312,183,240)	(230,799,333)	(271,088,889)
Proceeds from bonds payable (Note 17)	–	–	9,874,305,237	–	–	9,874,305,237
Payments for issuance of common stock	–	–	(30,000,000)	–	–	(30,000,000)
Net cash provided by (used in) financing activities	(7,828,115,803)	(2,291,916,872)	4,164,929,253	(7,812,183,240)	(2,280,799,333)	4,173,216,348
EFFECTS OF FOREIGN EXCHANGE RATE CHANGES	49,786,864	87,417,783	9,141,111	49,786,864	87,417,783	9,141,111
NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS	8,033,886,203	11,292,665,205	(3,315,203,572)	8,113,248,729	11,130,737,780	(3,190,825,252)
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR						
Cash and other cash items	2,863,029,038	3,249,359,133	2,370,171,189	2,749,958,446	3,176,490,713	2,300,112,472
Due from Bangko Sentral ng Pilipinas	20,367,518,731	12,216,191,774	16,108,207,737	19,922,550,239	11,824,524,807	15,586,846,184
Due from other banks	3,904,608,310	2,463,991,767	3,010,162,780	3,809,357,748	2,374,076,786	2,944,176,334
Interbank loans receivable and securities purchased under resale agreements (Note 6)	4,495,757,260	2,408,705,460	2,164,910,000	4,366,091,085	2,342,127,432	2,076,910,000
	31,630,913,339	20,338,248,134	23,653,451,706	30,847,957,518	19,717,219,738	22,908,044,990
CASH AND CASH EQUIVALENTS AT END OF YEAR						
Cash and other cash items	3,934,989,886	2,863,029,038	3,249,359,133	3,828,341,816	2,749,958,446	3,176,490,713
Due from Bangko Sentral ng Pilipinas	15,781,690,745	20,367,518,731	12,216,191,774	15,381,126,153	19,922,550,239	11,824,524,807
Due from other banks	5,066,292,206	3,904,608,310	2,463,991,767	4,987,507,377	3,809,357,748	2,374,076,786
Interbank loans receivable and securities purchased under resale agreements (Note 6)	14,881,826,705	4,495,757,260	2,408,705,460	14,764,230,901	4,366,091,085	2,342,127,432
	P39,664,799,542	P31,630,913,339	P20,338,248,134	P38,961,206,247	P30,847,957,518	P19,717,219,738
OPERATIONAL CASH FLOWS FROM INTEREST						
Interest received	P8,318,359,037	P7,341,053,981	P7,071,263,588	P7,963,790,795	P7,004,365,929	P6,715,151,747
Interest paid	1,545,086,731	2,109,289,105	2,941,451,067	1,508,913,442	2,072,101,259	2,914,000,598

See accompanying Notes to Financial Statements

JG Summit Corporate Information

Agro-Industrial And Commodities

Universal Robina Corporation
8th Floor, Tera Tower,
Bridgetowne
E. Rodriguez Jr. Avenue
(C5 Road)
Ugong Norte, Quezon City
Tel. Nos.: (632) 633-7631
to 40 / (632) 240-8801
Fax Nos.: (632) 633-9207
/ (632) 240-9106
Hotline: 559-8URC (827)
Toll Free: 1800-10URCCARE
(8722273)

Air Transportation

Cebu Air, Inc.
Cebu Pacific Building
Domestic Road, Barangay 191
Zone 20 Pasay City
Tel No.: (02) 802-7000

Real Estate and Hotels

Robinsons Land Corporation
Level 2, Galleria
Corporate Center
EDSA corner Ortigas Avenue
Quezon City
Tel. No.: (632) 397-1888

Banking & Financial Services

Robinsons Bank Corporation
17th Floor,
Galleria Corporate Center
EDSA corner Ortigas Avenue
Quezon City
Tel. Nos.: (632) 702-9500
/ (632) 637-2273

Petrochemicals

JG Summit Petrochemical
Corporation
Ground Floor,
Cybergate Tower 1
EDSA corner Pioneer Street
Mandaluyong City
Tel. No.: (632) 230-5000

JG Summit Olefins Corporation
Ground Floor, Cybergate
Tower 1
EDSA corner Pioneer Street
Mandaluyong City
Tel. No.: (632) 397-3200

Core Investments Telecommunications

PLDT Inc.
Ramon Cojuangco Building
Makati Avenue corner
Dela Rosa Street, Makati City
Tel. No.: (02) 816-8024

Real Estate and Property Development

United Industrial
Corporation Limited
24 Raffles Place, #22-01/06
Clifford Center
Singapore 048621
Tel. No.: (65) 622-0135-2

Power

Manila Electric Company
(Meralco)
Ortigas Avenue,
Barangay Ugong
Pasig City 1605
Tel Nos.: (632) 632-2222 /
(632) 16220

Global Business Power
Corporation
22nd Floor, GT Tower
International
6813 Ayala Avenue corner
H.V. Dela Costa Street
1227 Makati City, Philippines
Tel. No.: (632) 464-1600

Supplementary Business Insurance Brokerage Services

Unicon Insurance Brokers
Corporation
34th Floor,
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ADB Avenue
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Ortigas Center, Pasig City
Tel. Nos.: (632) 633-7631

Affiliates

Robinsons Retail Holdings, Inc.
43rd Floor, Robinsons
Equitable Tower
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Street
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Tel. No.: (632) 635-0751 to 64

Summit Publishing
Company, Inc.
6th & 7th Floor
Robinsons Cybergate Center
Tower 3, Robinsons
Pioneer Complex
Pioneer Street, Mandaluyong City
Tel. No.: (632) 451-8888

i-Tech Global Business
Solutions Inc.
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Paco, Manila
Tel. No.: (632) 249-4305

Advocacy

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GBF Technical Training Center
Litton Mills Compound
Amang Rodriguez Avenue
Rosario, Pasig City
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