



STRONG



FOCUSED



FORWARD



> Your dream Our focus <

ABOUT THE THEME



The COVID-19 global pandemic continues to pose unprecedented challenges to the world. However, it presents opportunities for banks such as EastWest to also continue discovering new ways of doing business, as well as more innovative means to address the needs of its customers and employees.

While navigating the challenges, EastWest must also steadily reimagine its role in the new reality that awaits its business, its organization, its customers, and the communities touched by its presence.

To mount a well-built business recovery, EastWest must remain:

- **STRONG** by maintaining a solid balance sheet and being a beacon of strength for its customers and stakeholders to rely on during these difficult times;
- **FOCUSED** on understanding, addressing, and anticipating customers' evolving needs and expectations; and
- **FORWARD-looking** by ensuring that its growth is sustainable through the continuous development of its people, improvement in its risk and governance standards, and dedication as a positive force towards the country's economic progress.



VISION

To be a world-class bank anchored on service excellence in our chosen markets

MISSION

To create value:

For our chosen markets, by providing them with excellent service in the delivery of integrated and innovative products, responsive to their current and future financial needs, at the best value

For our employees, by continuously providing them with opportunities to develop their full potential and by giving recognition and rewards commensurate to their contribution

For our community, by committing ourselves to improving the quality of life of those around us through the support for various charities and involvement in outreach activities

For our regulators, by uncompromisingly adhering to the highest standards of business ethics and corporate governance

For our shareholders, by managing the bank professionally and prudently to consistently achieve optimal possible returns

CONTENTS

- 01 About EastWest
- 02 Financial Highlights
- 03 Key Performance Indicators
- 04 Message from the Chairman
- 08 Q&A with the Vice Chairman, President & CEO
- 12 Operational Highlights
- 24 Our People and the Community
- 32 FDC Corporate Social Responsibility
- 40 Sustainability at EastWest
- 52 Consumer Protection
- 56 Risk Management
- 72 Corporate Governance
- 84 Board of Directors
- 88 Senior Management
- 94 Senior Officers
- 95 Organizational Chart
- 96 Subsidiaries
- 98 Affiliate
- 100 Products and Services
- 102 EastWest Store Network
- 114 EastWest Rural Bank Store Network
- 116 Offsite ATM Network
- 121 Shareholder Information

ABOUT EASTWEST

East West Banking Corporation (EastWest) is one of the largest universal banks in the Philippines today. We cater to the financial needs of consumers, middle-market clients, and the mass affluent.

Our multiple customer touch points include our network of 468 stores, of which 392 are EastWest parent bank stores and 98 are stores of EastWest Rural Bank, 584 ATMs nationwide, internet banking for individuals and corporates (EastWest Online), mobile banking (EastWest Mobile), phone banking, and 24/7 EastWest Customer Service.

EastWest is a subsidiary of Filinvest Development Corporation (FDC), one of the country's leading conglomerates with diverse interests ranging from real estate, banking, sugar, hospitality, power generation, to infrastructure.

Since 2012, EastWest has been trading under the symbol 'EW' in the Philippine Stock Exchange (PSE).

As of end-2020, EastWest had 6,167 full-time employees. EastWest's subsidiaries have 995 employees, bringing the combined manpower to 7,162.

For more information, visit www.ewbanker.com.

Brand Pillars

- Insightful expertise directed towards your priorities
- Dedication to making banking easier for you
- Entrepreneurial spirit to realize our collective best potential

Service Pillars

- **PERSONABLE:** Warm and positive attitude, genuine sentiment, and personal concern for the customer's well-being and business affairs
- **DEPENDABLE:** Dedicated to making banking as easy as possible for the customer — taking the effort away whenever we can but with professional regard for due process
- **PROACTIVE:** Actively listening, offering the right information at the right time, considering what the customer needs with thoughtful cross-selling

FINANCIAL HIGHLIGHTS

Net Income

in Billions Php

6.5

Assets

in Billions Php

408.2

Loans

in Billions Php

243.7

Deposits

in Billions Php

329.1

Capital

in Billions Php

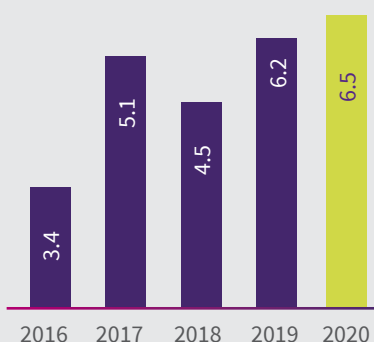
55.5

Store Network

468

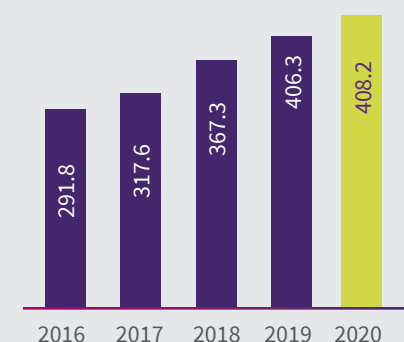
Net Income

in Billions Php



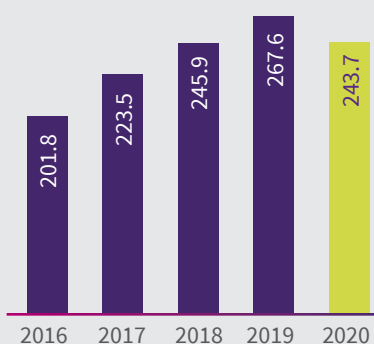
Assets

in Billions Php



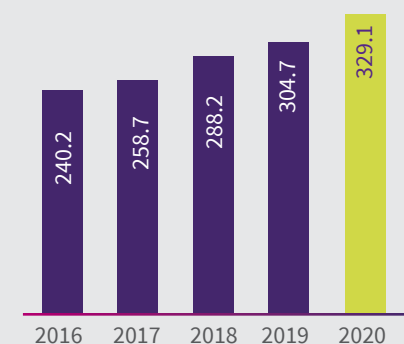
Loans

in Billions Php



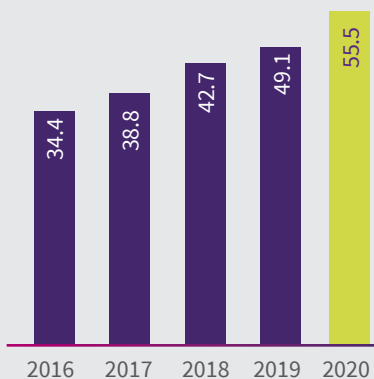
Deposits

in Billions Php

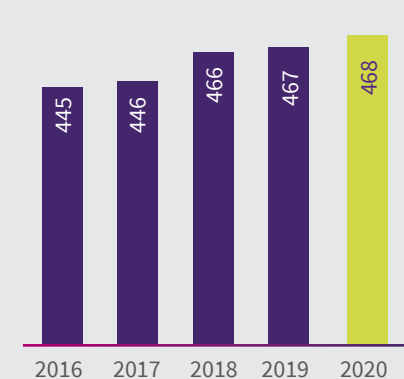


Capital

in Billions Php



Store Network



SUMMARY OF KEY FINANCIAL RATIOS

	2020	2019
Profitability (in Millions Php)		
Net Interest Income	26,503	21,467
Trading Income	5,485	1,393
Fees & Other Income	1,395	5,838
Net Revenues	33,383	28,698
Operating Expenses	16,230	16,405
Provision for Losses	9,834	4,042
Provision for Taxes	510	1,669
Net Income	6,508	6,242
Balance Sheet Data (in Millions Php)		
Assets	408,202	406,324
Consumer Loans	186,696	197,772
Corporate Loans	58,831	71,333
Low-Cost Deposits (CASA)	228,787	186,785
High-Cost Deposits	100,269	117,941
Capital	55,483	49,067
Key Financial Ratios (in %)		
Return on Equity	12.3	13.7
Return on Assets	1.6	1.6
Net Interest Margin	8.1	6.9
Cost-to-Income Ratio	48.6	57.2
Capital Adequacy Ratio	13.8	12.9
Per common share data (in Php)		
Net Income Per Share:		
Basic	2.9	2.8
Diluted	2.9	2.8
Book Value Per Share	24.7	21.8
Others		
Cash Dividends Declared (in millions Php)	-	-
Stock Dividends Declared (in million Php)	-	-
Headcount	7,518	7,803
Officers	3,146	3,176
Staff	4,372	4,627

MESSAGE FROM THE CHAIRMAN

Jonathan T. Gotianun
Chairman

Ready for a better world

2020 was like no other.

While we had dealt with serious crises in the past, none was as widespread as this COVID-19 global pandemic.

In one fell swoop, the global economy shrank by an estimated 3.3% in 2020. Not immune to the global downturn, the Philippine economy plunged into a recession, posting 9.5% GDP contraction in 2020 and reversing its 84 quarters of consecutive growth. The economy had also been weakened by a string of natural disasters — from the eruption of Taal volcano in January, to the three strong typhoons (Rolly, Ulysses, and Quinta) that followed.

The pandemic made it difficult for businesses to operate, particularly those in non-essential industries. The disruptions in the delivery of goods and services led to lower household spending. Consequently, this triggered a 15-year record high unemployment of 10.3%, translating to 4.5 million Filipinos without jobs.



MESSAGE FROM THE CHAIRMAN

Strong

Fortunately, the Bank entered the pandemic from a position of strength. Coming from a net income of ₱6.2 billion in 2019, we expected 2020 to be another record-breaking year and confidently set our sights on being a formidable player in the Philippine banking industry. When COVID-19 came, we were in a much better position to step up and meet the unprecedented challenges.

Resiliency was on top of our agenda. We quickly formed a Response Management Unit (RMU) that focused on addressing all major risk areas: customers, employees, credit, risk and planning, and technology and processes. Recognizing our role as an essential service provider, our 7,162 EastWestbankers continued to serve the needs of our customers across our network of 490 stores and 584 ATMs. To cope with the strict lockdowns, they turned to new and safer ways of communicating, collaborating, and engaging. A majority moved to a work-from-home environment while still achieving business continuity.

As the macroeconomic backdrop remains challenging, EastWest will continue to keep its balance sheet strong and serve as a beacon of strength so our customers and stakeholders can rely on us during these difficult times.

Focused

The pandemic may have delayed our ambitious plans, but it did not derail our ambition. In fact, we became more focused than ever on understanding, addressing, and anticipating our customers' evolving needs and expectations. This includes supporting our clients through various loan assistance programs such as providing our borrowers with adjusted payment arrangements.

Social distancing and lockdowns prompted our customers to gravitate towards our digital channels. There was an increase in digital transactions with a growing number of our customers using EastWest Online and Mobile banking, and even our chatbot, ESTA.

Our investments in technology and digital have given us one of the most competitive core banking solutions in the industry. We continuously work on fine-tuning our processes to better serve our customers, improve operational efficiency while maintaining proper risk management and controls. We will continue to be innovative, adaptable, and agile in responding to each new challenge as it comes.

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Forward

Disruptions from the pandemic have made it extraordinarily difficult for companies to look at the long-term horizon. EastWest, however, has started to explore how we can set ourselves up on the right trajectory for growth as we come out of the pandemic.

While prioritizing the well-being of our employees and business continuity, we are reviewing strategies that will make us emerge more relevant and resilient for the benefit of our customers, employees, and stakeholders. We can no longer go back to our old ways of living, working, or doing business once the worst of the crisis has passed. Tomorrow is certain to be very different – which is why we must start reframing the future today.

We must be more innovative, more adaptable, and more agile in responding to each new challenge as it comes. To achieve this, we must learn how we can serve our customers with the same dedication and personalized touch, but with new ways of interacting such as through digital channels. We should pay closer attention to digitization and process improvement as well as upskilling and training our people.

Once the recovery starts, we must be ready to support individuals and businesses with products and services that will help them recover lost ground, fast. Ultimately, this will spark confidence and help restart our economic engine.

We have built a STRONG foundation and balance sheet over the past years. We remain FOCUSED on meeting the needs of our customers, employees, shareholders, and communities. These give us the confidence to look FORWARD to a brighter, better, and more sustainable future for our business.

On behalf of the Board of Directors of EastWest, I thank you for the continuous trust and for the privilege of serving you.



Jonathan T. Gotianun
Chairman

Q&A WITH THE VICE CHAIRMAN, PRESIDENT AND CEO

Antonio C. Moncupa Jr.
Vice Chairman, President and CEO

Ready for the recovery

2020 will be remembered as the year that brought the global economy to a standstill. The COVID-19 global pandemic continues to upend lives and disrupt business operations. The Philippines registered one of the most severe economic contractions at -9.6% GDP growth.

Amidst this maelstrom, banks and financial institutions have to continue to play their role. While faced with challenges of their own, they must continue to provide credit and other financial services.

In this interview, EastWest Vice Chairman, President, and Chief Executive Officer (CEO) Antonio C. Moncupa Jr. shares how the Bank is playing its part.

How would you describe the overall business environment in 2020?

Every year poses a different challenge but 2020 was a uniquely challenging year. There were strict lockdowns, social distancing, and limited mobility, and new work protocols. COVID-19 not only stalled but put in reverse the economy's growth momentum. While the Bangko Sentral ng Pilipinas (BSP) reacted in the most decisive manner to stave off more serious adverse economic impact, it can only do so much. The constraints to economic activities are too much for monetary policy to address.



Q&A with the Vice Chairman, President and CEO

How did the COVID-19 pandemic affect the Bank's financial performance in 2020?

Banks hinge their fate on the economy. When the economy is down, banks are typically down, too. While it was negative for the real economy, EastWest managed to sustain its profitable operations, paradoxically, from the consequences of the pandemic.

In 2020, the pandemic made business development practically impossible. There were lower volumes across businesses, fewer transactions and therefore less fees. There were also more borrowers who needed assistance, so we had to raise our loan loss provision aggressively. The BSP also placed a cap on credit card interest rates, finance charges and other fees to help ease the burden on consumers and small businesses.

On the other hand, in response to the pandemic, the BSP loosened monetary conditions. This led to lower interest rates and pushed funding cost lower. And here is the paradox for the 2020 results: this allowed the Bank to realize higher net interest margins and higher trading gains that more than offset the negative factors I mentioned earlier.

Overall, our net revenues stood at ₱33.4 billion, which was still 16% higher than the ₱28.7 billion the previous year. If we take out the trading gains, we still managed to end 2020 with a core income that's 2% higher than in 2019. Our net income stood at ₱6.5 billion, 4% more than our record-breaking ₱6.2 billion in 2019. The virus effect though manifested in much slower growth with total assets at ₱408.2 billion, almost flat from ₱406.3 billion in 2019.

The lower interest rate was favorable to EastWest given our higher proportion of fixed rate assets in our balance sheet. Thus, we remained among the most profitable banks, with a Return on Equity (ROE) of 12.3% as we sustained our industry-leading Net Interest Margin (NIM) of 8.1%. You could see this in the net interest income which grew by 23% to ₱26.5 billion, even if loans were 9% lower to ₱243.7 billion. The income results allowed

the Bank a 'four-peat' of being among the top 3 most profitable listed banks in terms of ROE.

Our deposit taking fared better, increasing by 8% to ₱329.1 billion. This was bannered by the 23% surge in our low-cost CASA to ₱228.8 billion as lower interest rates served as a tailwind to CASA deposits. CASA now comprises 70% of our total deposits from 61% in 2019.

How did the Bank help its borrowers cope with the slowdown in business activity?

Essentially this took the form of some loan reliefs. The lockdowns have placed businesses and their workers in a precarious situation. These deprived them of income opportunities, yet their expenses continued. Cash flow has thus become their single biggest need. We offered cash flow reliefs by way of interest and/or principal payments reduction or deferment. We also allowed additional loans to qualified borrowers.

The Bank's assistance came ahead of the enactment of the Bayanihan to Heal as One Act in June and the Bayanihan to Recover as One Act in October 2020. These laws mandate banks to extend a grace period to both individuals and businesses that have existing loans in current status.

The Bank-initiated loan payment relief, as well as those mandated under the two laws, led to a ₱2.7-billion "modification loss." This essentially meant we will earn less by this amount through the life of the loans we extended assistance to.

On top of this, we set aside ₱9.8 billion in provisions for loan losses or 4% of total loans in 2020. The combined modification and provisions of ₱12.5 billion is more than three times bigger than the ₱4.0 billion provision for loan losses in 2019.

Has the pandemic derailed your growth ambition?

No, not at all. We remain positive and hopeful for the future. While we are facing a serious and an unprecedented health

crisis which is leaping into an economic disaster, as they say, this, too, shall pass. We see the light at the end of this long pandemic tunnel. First, it is because the vaccines had started to arrive. Second, the Philippine economy remains fundamentally healthy. And third, the Bank has proven to be resilient. While we are not sure how 2021 will be, we are still fighting for a 'five-peat' as among the top 3 most profitable listed banks in terms of ROE.

Our Common Equity Tier 1 (CET1) ratio continued to increase and was at 12.6% in end-2020, from 10.4% in 2019. We are looking forward to better post-pandemic growth.

When will the recovery start?

Unfortunately, the exact date is difficult to set. For 2021, we expect the economy to dance to the tune of the coronavirus. We expect to see some 'green shoots' starting late second quarter, and this should continue as we get through the year. By late third quarter, we are hopeful the recovery trend will be much clearer. It's the vaccines! It will come. We expect the richer economies to move fast in vaccinating their citizens. More vaccines that are expected to come will also help the world's economic recovery, including the Philippines', to move faster.

We also take comfort that the banking industry remains strong and well capitalized. This should boost the recovery. We don't expect this to be like in 1997 when the weakened banking system dragged the economic recovery by about eight years. This time, years of reforms and the BSP's consistent efforts to ensure a healthy financial system will put banks in a good position to help accelerate the economic recovery.

What important lessons has the Bank learned from this pandemic?

This pandemic crisis tells us to adopt the boy scouts' motto, "Be prepared." In banking, this means, adhering to the risk management discipline. No one can be certain how the future will unfold. While risk taking is inherent in our business, it must be done with understanding and ability to measure the risk so that it could be managed. Essentially

managing unexpected risks is done by keeping healthy capital buffers and developing a 'fast response' capability. It will also be much helpful to be efficient to provide more buffers for unexpected events. This pandemic also brought to the front the digital agenda. It will improve efficiency, customer convenience, and now we are finding out, social distancing.

How is the Bank preparing for economic recovery and the post-pandemic environment?

Right now, we are keenly watching the signs of economic recovery. As we do, we are preparing our plans, which include the work arrangement. Will work from home continue? How? We are looking at business development, especially on the loan side. While not immediately but in due time, interest rates will normalize. This is where we will feel the impact of the depleted loans. And we need to prepare to recover lost ground on loans before this happens.

We are also asking ourselves questions like: how would customers behave in the initial period after the pandemic? Do we have enough tools to respond? We are assuming that the digital march will continue, and we are preparing to even improve on this area.

We are also reigniting our training efforts. We need to be better in responding to customers if we are to recover lost ground. We could do this if we develop better capabilities to serve our customers and make sure we listen to our people who will tell us how to better serve our customers.

In the end, the old-fashioned formula of attending to your people so that they will focus on customers remains to be our main agenda in preparing for the post-pandemic realities.

When recovery happens, EastWest will be ready!



Antonio C. Moncupa Jr.

Vice Chairman, President and Chief Executive Officer

OPERATIONAL HIGHLIGHTS

FOCUSED ON SERVING YOU

2020 will go down in history as a year of disruptions. The COVID-19 outbreak has led to mounting job losses, shaken consumer and business confidence, weakened appetite for consumption, and unprecedented challenges to many individuals and businesses, to name a few.

To stimulate the economy and consumer appetite, the Bangko Sentral ng Pilipinas (BSP) relaxed its monetary policies through a series of reserve and interest rate cuts to encourage lending. While bank lending continued to be challenging, the low interest rates presented trading income opportunities and helped banks book trading gains.

Amidst this operating environment, EastWest established clear guideposts.

To ensure business continuity, we activated our Pandemic Response Plan and deployed critical teams to prevent service disruption and sustain our operations. We maintained critical processes and ensured that our systems were robust and secured to enable work from multiple sites.

We took steps to implement company-wide measures and comply with all related government protocols to protect the health and safety of our employees and customers. We also enhanced our digital platforms to enable customers to conduct banking transactions without physically going to our stores.

We kept a forward focused stance, and continued to embark on various initiatives that will aid business growth and make us a stronger and more focused institution, ready for the recovery that will follow.

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OPERATIONAL HIGHLIGHTS

PERSONAL BANKING

Retail Banking

Our Retail Banking Group (RBG) served as our frontliners in serving the needs of our individual and middle-market customers.

Despite the significant decline in the number of customer visits to our stores because of the lockdowns, at least 205 of our 391 EastWest Unibank stores remained open during the Enhanced Community Quarantine (ECQ). The rest of our stores were closed in compliance with local government unit (LGU) restrictions. At the same time, we made sure to put in place health and safety installations and standards to keep our customers and employees safe, such as plexiglass dividers on counters; face masks, face shields, thermal screening and hand sanitizers; and mandatory COVID-19 RT-PCR swab testing for all EastWestbankers who served as frontliners and were part of critical teams. When the ECQ was lifted, we made our remaining stores operational immediately.

The health crisis prompted many of our customers to shift to mobile and online banking channels, leading to a sharp decline in store visits. Despite this, we still generated an 8% increase in deposits to ₱329 billion. Higher liquidity in the market and deposit generation

efforts led to a surge in our low-cost CASA by 23% to ₱229 billion from its 2019 level. This improved our CASA ratio to total deposit to 70% from the previous year's 61%.

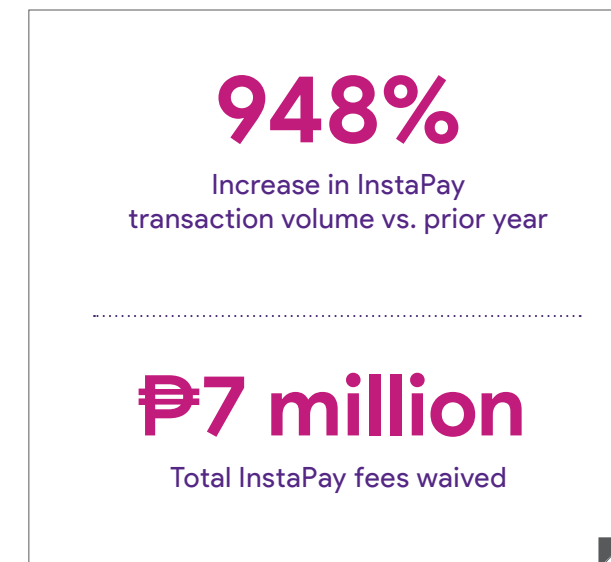
Digital Banking

We continued to embark on digital banking innovations that enabled us to deliver a better and seamless customer experience, particularly since customers have turned to digital channels to address their evolving banking needs, which have been significantly influenced by the pandemic.

In August 2020, we formally launched Komo, making EastWest one of the first local banks to offer a fully digital banking service. Komo is part of our commitment to keep innovating as customer needs evolve and provide solutions that are accessible, secure, and reliable.

We also further enhanced our EastWest Online and Mobile app by adding new features to our online time deposit, bills payments, fund transfers, and introducing an "on-us" check deposit feature on EastWest Mobile, among others.

To provide customers with an expanded channel for faster and easier store transactions which cannot otherwise be done online or through the ATM, we launched EasyWay. This enables EastWest account



holders to pre-process their essential bank transactions such as cash and check deposits, cash withdrawals, and check encashments via SMS, Viber, e-mail, or Facebook Messenger.

In addition to these offerings, we also waived our already minimal InstaPay transaction fee of ₱5.00 just days after the implementation of the ECQ and sustained it until the end of the year, while keeping our PESONet fees free. This fee waiver encouraged customers to use our mobile app and led to a 948% surge in our InstaPay transaction volume to 2,221,842 as of December 2020 from the previous year's 212,009.

Consumer Lending

With consumer confidence at a record low in 2020, banks saw sluggish demand for consumer loans.

Auto Loans

Sales of the automotive industry in 2020 were down by 40% from year-ago levels. This had an adverse impact on our Auto Loans business. New bookings amounted to ₱18 billion, 59% lower than in 2019. Gross accounts receivables slightly dipped by 5% to ₱99 billion from ₱104 billion, previously.

To mitigate the risks from potential loan defaults, we further strengthened our brand alliances and dealer relationships. In addition, we embarked on several digital initiatives to enable easier transaction processing online and offline. These included the digitization of loan documentation, acceptance of GCash payment for loan amortizations, and online auto loan application through our EastWest System Tech Assistant (ESTA) chatbot instead of visiting our stores. We also conducted online training for our dealers to enable them to continue supporting our customer acquisition efforts.



OPERATIONAL HIGHLIGHTS

90%
Ratio of active EastWest credit cardholders enrolled in electronic Statement of Account as of end-2020

105,000
EastWest credit cardholders enrolled in EastWest System Tech Assistant (ESTA) as of 2020



Credit Cards

Like many industries, the credit card industry went through a period of upheaval in 2020, as many retailers and travel and tourism-related businesses were forced to temporarily close shop or stop operating. Consumer appetite was also weakened by the pandemic and prompted cardholders to curb their spending.

EastWest’s Credit Cards business posted a 38% decline in total billings to ₱33 billion from ₱53 billion in 2019. The downtrend was also mirrored in our credit card receivables which declined by 11% to ₱31 billion from ₱35 billion in the previous year.

In addition, the BSP imposed an interest rate cap of not more than 2% monthly or 24% annually on all credit card transactions and up to 1% a month on credit card installment loans effective November 3, 2020. This aimed to ease the financial burden of consumers and micro, small and medium enterprises amid the difficult economic environment.

To safeguard the Bank against potential risks from credit card payment defaults, we provided various

repayment programs to assist our loan borrowers. This enabled us to maintain a well-managed past due rate of 5.99%, much lower than the industry average of 8.73%.

We launched several initiatives focused on offering solutions that will enable us to protect our customers’ safety and well-being while staying relevant and attuned to evolving customer behavior and trends. Among these were the following:

- Electronic statement of account (eSOA): Most EastWest customers were automatically enrolled in this facility for a clean and reliable delivery of their SOA via email;
- ESTA: This chatbot ensures the availability of our card services, allowing cardholders to view their card information, make requests, and perform transactions related to their EastWest credit card account(s), 24/7; and
- Go Digital: This customer education initiative aimed to increase registration in our electronic channels.



Home Loans

The low interest rate environment that resulted from the series of policy rate and reserve requirement cuts by the BSP failed to lift mortgage borrowers’ appetite in 2020. However, we remained proactive by sustaining our Store Incentive Program and capitalizing on the strength of our store network, which helped cushion the blow on our Home Loan business. We were also able to maintain our Home Loan volume from the secondary market.

Our loan receivables remained flat at ₱22 billion while the volume of our loan bookings stood at ₱2 billion from ₱5 billion year-on-year.

While the prospect of an economic recovery remains elusive in 2021, we will continue to reach out to more customers and remain ready to serve them with more robust offerings.

Personal Loans

We further tightened our credit policy as a preemptive response to the difficult operating environment. This led to a 76% decline in new Personal Loan bookings to ₱2 billion from ₱6 billion a year ago. Our loans receivables stood at ₱7 billion from the previous year’s ₱8 billion.

In compliance with the requirements of the Bayanihan to Heal as One Act and Bayanihan to Recover as One Act, we extended a payment moratorium to our borrowers. We also offered other repayment schemes to those who remained creditworthy but were suffering from temporary financial distress.

OPERATIONAL HIGHLIGHTS



Wealth Management

While the pandemic posed unique challenges, our Wealth Management business bucked the bearish sentiment and turned 2020 into another banner year. Since it started operating in 2017, EastWest Priority has since made impressive headway to secure its rightful place in the league of the top three Wealth Management businesses within the local banking industry.

It grew its Assets Under Management (AUM) portfolio to ₱41 billion in 2020 from ₱32 billion in 2019, translating to a growth of 28%.

We attribute this performance to our sustained focus on client engagement, active portfolio deepening, new client onboarding, and robust offerings such as world-class perks, privileges, and personalized service.

In addition, EastWest’s wide product suite enticed EastWest Priority clients to open CASA and time deposits, fixed income securities, and UITFs, among others. In 2020, EastWest led and participated in key

primary bond offerings, which enabled EastWest Priority to expand its investment portfolio holdings by 30% from the year-ago level and make the instruments available to clients.

While staying committed to delivering superior customer service and world-class product offerings, EastWest Priority embraced the new normal by seizing the opportunity to reach clients more actively in the digital space. Our Priority Centers remained in operation to accept digitally transmitted instructions and client documents. Clients were kept engaged through regular market updates as well as virtual events. This enabled EastWest Priority to deepen client relationships.

To further widen our reach to potential high-value clients, we officially launched EastWest Davao Priority Center in January 2020, our sixth nationwide and our first in Mindanao. Together with our EastWest Cebu Priority Center, which was established in late 2019, this enabled us to expand our business in the Visayas and Mindanao region.



CORPORATE BANKING

Heightened credit risk prompted the Bank to quickly revisit all existing credit facilities and assess the likely impact of the pandemic to businesses. We enforced stricter credit monitoring, adapted a more selective stance on loan releases, and made interim revisions on internal policies to ensure tighter control. At the same time, we intensified collection efforts to protect depositors’ money. Our Corporate Banking Group’s loan portfolio shrank by 17% to ₱58 billion from ₱70 billion, year-on-year.

Cash Management

EastWest cash management business grew by 24% in 2020 to ₱60 billion from the previous year’s ₱48 billion. This was largely attributed to the digitization of our sales channel which allowed us to onboard and support clients remotely. This translated to a 6% increase in the number of cash management accounts to 16,095 from 2019 levels. Clients enrolled in our cash management accounted for 36% of our Bank-wide

CASA accountholders — higher than the 32% ratio in 2019.

Amidst the difficult environment, we managed to post a 3% year-on-year growth in fee income to ₱139 million, primarily due to fees from post-dated check warehousing and cash management service charges.



OPERATIONAL HIGHLIGHTS



PRODUCT GROUPS

Treasury & Markets

In 2020, interest rates fell after the BSP cut policy rates by 175 basis points and reserve requirements by 200 basis points. The loose monetary policy led to lower funding costs for banks, and the excess liquidity created demand for earning assets.

The low interest rate scenario enabled our Treasury and Markets Group to increase securities trading income to ₱5.1 billion or by ₱4.2 billion — a record high. This enabled the Bank to offset lost revenues from its other businesses as well as provide higher provisioning for loan losses.

On the funding side, we also marked another milestone through our maiden bond issuance in the domestic debt market in February 2020. The Bank raised ₱3.7 billion in fixed rate bonds under its ₱10-billion bank bond program on the Philippine Dealing & Exchange Corp. (PDEX). The three-year bonds were oversubscribed

versus the initial offering of ₱2 billion. The bond offering provided an alternative investment outlet for our investors and paved the way for future issuances. The issuance also further strengthened the Bank's liquidity position by diversifying its funding sources.

Trust

Our Trust and Asset Management business posted an 11% increase in AUM to ₱39 billion from ₱35 billion, year-on-year. This enabled us to generate revenues of ₱79 million from ₱70 million in 2019, a 12% growth. The increased collaboration among our various investments and sales teams, particularly our Trust & Asset Management unit, Wealth Management Group, Securities, Derivatives & FX Sales and Distribution (SEDEX) and Retail Banking Group, enabled us to attain this result.

Fixed Income and Foreign Exchange Brokerage

Our Fixed Income and Foreign Exchange Brokerage (now SEDEX) booked ₱230 million in total income, 25% higher than in 2019. This was due to the increased



volume and trading activity in the secondary fixed income and foreign exchange markets, as well as the growing participation of our retail customers in fixed income and foreign exchange deals.

The year saw EastWest becoming a more active participant in primary bond offerings. We accounted for ₱27 billion or 28% of the total issue size of primary bond offerings that EastWest participated in, beating our participation record of ₱20 billion worth or 20% in 2018.

Aside from being an active bond trader, EastWest was also recognized at the 2019 BSP Stakeholders Awards for being an Outstanding Partner for Conference on Gearing Up for External Competitiveness. This recognition serves as testament to the Bank's commitment to being a partner of the BSP in its advocacy towards promoting financial literacy and inclusion, microfinance, credit surety, and financial consumer progression.

SUPPORT GROUPS

Customer Service

Customer service remains a key differentiation strategy for EastWest. Our Customer Service Representatives (CSR) continue to serve as our frontliners in helping our customers with their inquiries and concerns.

With the call volume, including more complex concerns, and limited capacity of our Customer Service amidst the lockdown restrictions, we sought for ways to assist our customers through several initiatives, including:

- The implementation of the faster and more secured Telephone Personal Identification (TPIN) tool and process for credit card services, replacing the traditional Personal Identification (PID) process of positively identifying hotline callers;
- The set-up of two additional sites for our inbound call CSRs to optimize capacity of the Contact Center whilst adhering to social distancing and IATF guidelines on manpower capacity at the workplace;

OPERATIONAL HIGHLIGHTS

- The enablement of Work from Home for 75% of our inbound CSRs to further maximize manpower capacity;
- The reassignment of non-CSR personnel to augment the handling of customer queues for inbound calls, emails and social media queries;
- The encouragement on the use by customers of self-service facilities and channels like ESTA, IVRS, and EastWest Online and Mobile;
- The expansion of services to support the customer service hotline and email requirements of KOMO starting June 2020;
- The implementation of the e-Library, an online knowledge base which serves as the central repository of policies, procedures, and frequently asked questions that our CSRs use in responding to customer queries; and
- The utilization of e-Learning Training Modules (computer-based and self-service learning) to enable our Contact Center to conduct digital or electronic refresher or new-hire training sessions even with the work from home environment.

Service Quality

Amidst these operational challenges, our Service Quality (SQ) unit continued to look after the welfare of customers through the following initiatives:

- Providing various business units with information and feedback on customer interactions from different channels relative to established service levels, while keeping watch on emerging customer concerns resulting from events like the pandemic;

- Initiating alignments with different business units on the identification of root causes of customer concerns, with emphasis on those brought about by the pandemic, to determine the most appropriate solutions;
- Closely coordinating with Customer Service on addressing key operational issues to help achieve established service levels like setting up of multiple work sites and the eventual implementation of 24/7 inbound call center operations;
- Mobilizing telephone operators and receptionists to provide additional support to our CSRs; and
- Monitoring adherence of our stores to health and sanitation standards implemented via CCTV and video mystery shopping to ensure the safety of both customers and employees.

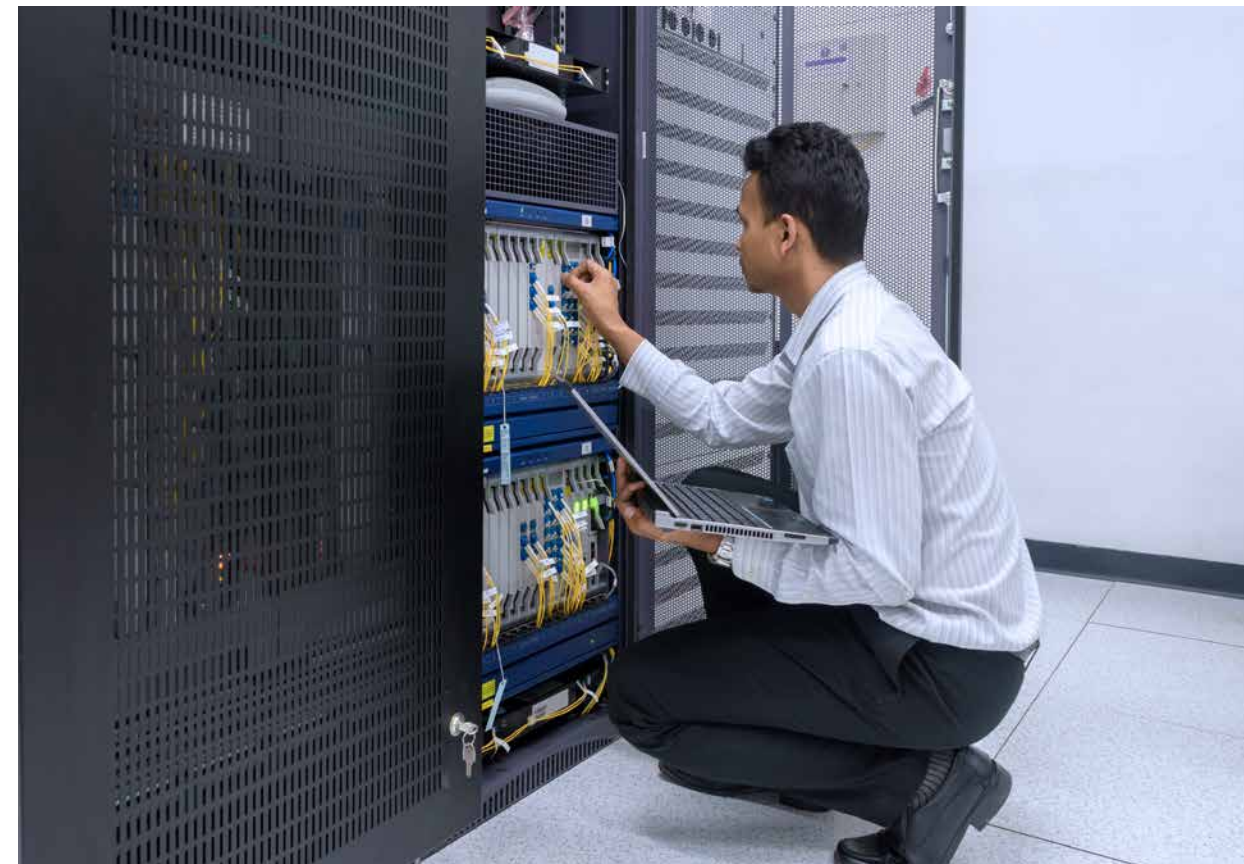
Information Technology

Due to our heavy investment in our IT infrastructure in previous years, the Bank was digital ready to tackle the challenges from the pandemic. This enabled us to better respond to the changing customer behavior in adopting to digital platforms to perform their essential banking transactions in 2020.

In order to sustain the operations of the Bank and to avoid service disruptions amidst the pandemic, the unit quickly enabled remote work for employees.

Information Security and Data Protection

The global pandemic not only accelerated digital transformation and innovations, but also led to increasing concerns about data privacy and protection, information security, and compliance. To address these concerns, EastWest continued to strengthen its IT



systems in delivering a digital experience that is secure, seamless, and forward looking.

In 2020, our Information Security and Data Protection Office (ISDPO) rolled out the following initiatives in 2020:

- Information Security (IS) Awareness: conducted virtually for senior management and the Board of Directors
- Awareness Campaign on Phishing Emails
- Managed Security Operations Center (MSOC): identifies processes that need improvement to proactively resolve problems that may arise

- Privileged Access Management (PAM): ensures security and protection of our servers against unauthorized access
- Microsoft Intune: enables our employees to use their own device for work productivity
- Data Leak Protection: enables us to see potential sources of data leaks outside our organization
- CyberInt Threat Intelligence Platform: keeps us abreast of, and prepares us for new cybersecurity issues and trends

OUR PEOPLE AND THE COMMUNITY

STAYING STRONG AND AGILE

To ensure the future of our business, EastWest invests in people development, providing EastWestbankers with appropriate training, tools and platforms they need to possess the right knowledge and skills, promoting a customer-focused culture, and fostering a work environment that is inductive, inclusive, and collaborative.

While our sights are still firmly set on sustaining our performance, as among the top three most profitable banks in the country, the global pandemic forced us to pay more immediate attention to the health and safety of our people. Our Human Resources (HR) leaders had to navigate unfamiliar territory and take unprecedented measures such as enabling remote work for more than a third of our employee population during the lockdowns, executing business continuity plans and emergency communication policies while preventing the spread of the virus.

Our Organization

EastWest has a huge responsibility to take care of its people. As of end-2020, the Bank and its subsidiaries had a combined employee population of 7,162. We have 246 senior officers and bank executives, along with 2,867 junior officers and senior managers.

Our HR Group seamlessly delivers HR services to the organization while liaising with senior management and various business units on the execution of its overall strategy.

We use the Mandate, Activities, and Key Results Areas (MAKs) for end-to-end role clarity to help mobilize everyone with a purpose. MAKs are based on our five-year business plan, annual business goals, and operating structure. Our key results areas are measured through a scorecard that is based on four pillars: Corporate, Functional, People, and Governance.

All these govern our organization’s overall performance – from top line to bottom line, and from customer service to employee engagement.

Rewards Philosophy

We provide competitive remuneration to reward employees for meritocracy and commitment to our business strategy and long-term success. Our remuneration approach is designed to inspire our employees to embrace our core objectives and values. Performance against key performance indicators drives our employees’ variable reward outcomes.

To remain competitive, we monitor trends and movements in the labor market to make sure we are offering remuneration and rewards packages that stay at par with industry standards. We abide by a distinct rewards philosophy that emphasizes fairness and contribution to the Bank.

We always strive to make every EastWestbanker a valued member of our organization. Thus, we go beyond salary grade and structure and offer EastWestbankers:

- Merit increase and profit share
- Health insurance coverage
- Tools for professional development and career satisfaction

Our systems, processes and practices are designed to empower fair treatment. We do not tolerate any form of unlawful discrimination, bullying or harassment.

Health and Safety

In light of the COVID-19 outbreak in 2020, ensuring the health and safety of our customers, employees, and the communities in which we operate, became our top priority.



The table below summarizes our COVID-19 response in 2020:

EastWest Response	Objectives
Credited Leaves for Stay at Home (SAH) Employees	Provided employees who were on SAH status (those who could neither report to work nor work from home) with additional leave credits of two days for regular employees, and five days for probationary employees
Credited Leaves for Employees in Quarantine	Provided affected regular and probationary employees with an extended 5-day quarantine leave
Allowance for Frontliners during the Enhanced Community Quarantine (ECQ) in 2020	Provided bank frontliners and critical team members who need to report to our office with an additional allowance during the ECQ and until June 18, 2020
Implementation and Monitoring of Health and Safety Protocols	Integrated health and safety measures in our daily activities by implementing policies on health screening, sanitation and hygiene, physical distancing, handling of COVID-19 cases, providing transportation to our employees, among others
Rollout of RSAT and PCR Testing	Implemented RSAT and PCR tests to all employees and third-party providers who are reporting for work
Case Monitoring of EastWestbankers and Contacts	Closely monitored and provided medical assistance for COVID-19 cases, contact traces, probable and suspect cases
Bayanihan to Heal as One Act 1 and 2 COVID-19 and Mental Health Advisories	Implemented payment extensions to EastWestbankers for their employee loans Regularly released advisories to employees to help manage mental health, work from home arrangements, and the like amidst the pandemic
Online or Virtual Learning Platforms	Facilitated the continuous learning of all employees across different locations by converting a majority of our training initiatives to online and virtual platforms, including New Employee Orientation Program, Basic Store Operations, and Mandatory Courses Conducted two special e-learning programs for key executives and officers: <ul style="list-style-type: none"> • Ability 2 Execute – the COVID Response Edition for 32 senior officers to better manage their teams in a remote working environment during the pandemic; and • McKinsey Management Program to equip 113 employees with foundational skills such as problem solving, communicating for impact, team management, and business strategy

OUR PEOPLE AND THE COMMUNITY

Employee Experience

Amidst the challenges the pandemic continues to pose to our business operations, we accelerated the digitalization of our HR System (HRS) to assist employees remotely. This digital initiative also supports our employees' ability to cope with their new remote work environment.

In 2020, we implemented the following in our HRS:

- Launch of an enhanced payroll system
- Rollout of employee recruitment and onboarding module
- Simplification of the HR loans process with the launch of the HRS Loans Module that centralizes the application process, and enables paperless application

- Launch of Clever HRS Interactive Assistant (CHIA) chatbot to enable employees' application for work leaves and HR approval to be executed through the chatbot. Pay slips can also be retrieved through CHIA.
- Implementation of the Daily Operations End-of-Day Report (DOER) which serves as a dashboard for supervisors to ensure optimal productivity of their team members.

Employee Engagement

We believe our people should have the opportunity to fulfill their potential and thrive in an inclusive and collaborative workplace. In our experience, these promote productivity and well-being, which are critical to building a high-performance organization. We regularly benchmark our employee engagement performance using a third-party global search firm that


evaluates our strengths and areas for improvement as an organization.


The culture of care and trustful relationships is a fundamental principle of our employee relations strategy. Through our Employee Relations Council (ERC), we are able to ensure the wellbeing, enjoyment, and engagement of our people. Established in the mid-1990s, the ERC is an independent committee composed of representatives from the rank and file and is led by no less than our Vice Chairman and CEO, and ERC Chairman. It maintains a stable of leaders and coordinators from 42 different units within the organization. The Bank allocates a meaningful budget for the ERC to mount programs and activities that nurture an engaging environment and a collaborative mindset among our employees.


To cater to and ignite individual passions and interests, ERC formed seven personal interest clubs: the Click camera club, Milers run club, Voices choral group, Racquets badminton club, Hoops basketball team, Motion dance group, and Positivity financial literacy club. These clubs elect their own set of officers to spark common interests inside and outside of the Bank. The ERC commits to engage, support, and spearhead activities to cultivate organizational harmony and growth at every level.

The ERC is also instrumental in mobilizing EastWestbankers' participation in the Bank's CSR and volunteerism activities, which center on health, education, and environment.


The ERC Blueprint has six talent-focused programs:


 **myVoice** – Employee feedback and suggestions

 **myPlaytime** – An environment of fun, creativity, and enhanced learning

 **myCareer** – Opportunities for improvement and due recognition of hardwork and service loyalty

 **myWelfare** – Well-being, comfort, and safety in the workplace

 **myShare** – A chance to make a difference by leading the Bank's corporate social responsibility (CSR)

 **myWellness** – Best practices for a healthy balance of the body, mind, and spirit

EastWestbankers in the Community

Below are the ERC initiatives in 2020:

- **Taal Volcano Eruption Relief Operations:** From January to February, 70 employee volunteers from EastWest and our parent company Filinvest Group conducted three separate relief operations for the victims of the Taal volcano eruption in the towns of San Luis, Laurel, Tumaway, Balete, Mataas na Kahoy, and the City of Lipa in Batangas. They distributed relief packs to the evacuees, including affected EastWestbankers.
- **Typhoon Donation Drive:** To help EastWestbankers affected by Typhoon Rolly and Ulysses last November 20, a month-long donation drive was conducted. The cash donations benefited 106 employees.
- **Rapid Testing for Employees:** In support of the Bank's COVID-19 response to safeguard the health and safety of employees, ERC Core Officers and Presiding Officers assisted HR personnel in the rapid testing program for EastWestbankers last June and July.

HEROES ON THE FRONTLINES



File photos

What a difference a pandemic can make.

To be depicted as a hero in the past, one needs to fly around in a cape, possess super strength, or receive extraordinary abilities from the Greek gods.

The pandemic, however, has made heroes out of ordinary people who dared to leave the comfort of their homes and risk the danger of getting infected with COVID-19 just to serve others in need and fulfill their work commitments. They are the frontliners—medical and health care workers, supermarket attendants, security guards, delivery riders, fast food

crew, among others—who continue to fulfill their roles notwithstanding their own personal challenges.

At EastWest, they are the brave men and women who serve our customers in our stores and in our Call Center, ensure the availability of funds in our ATMs, or keep our IT infrastructure robust to enable business continuity, and provide operational support to minimize disruptions in serving customers.

We called them our “Heroes on the Frontlines” — and shared their inspiring stories in our intranet channel to celebrate their heroism.

1 **Swab Squad**
Human Resources, Safety and Security, Administrative Services, and Service Quality teams

2 **Priority Center**

3 **The Beaufort team**

5 **Binondo Store**

6 **San Jose Del Monte Bulacan Store**

7 **Dasmariñas Store**

8 **Sucat-Kabihanan Store**

9 **Davao Ma-a Store**

10 **Tektite Ortigas Store**

11 **San Nicolas, Ilocos Store**

12 **West Avenue Store**

13 **Biñan, Laguna Store**

14 **Batangas City Store**

15 **Muntinlupa Store**

16 **Cotabato Store**



HEROES ON THE FRONTLINES



1 Heroes in Leyte
EastWest Visayan Service Heads Marjorie Cidro (Ormoc), Rey dela Cruz (Tagbilaran), and Mae Anne Budlong (Tacloban) in our Leyte stores

2 Call of Duty
Telephone operators Odette Ojeda, Nicole Quilantang, and Chloie Eugenio

3 Swab Squad
Human Resources, Safety and Security, Administrative Services, and Service Quality teams

7 Working in the Sidelines
Kayam Ferma and the Enterprise Fraud Department



SPECIAL REPORT

FILINVEST DEVELOPMENT CORPORATION CORPORATE SOCIAL RESPONSIBILITY

The Filinvest group is one with the nation in safeguarding everyone's health and safety during the COVID-19 global pandemic. This section describes how Filinvest, together with its various foundations and subsidiaries, including EastWest Bank, responded to the pandemic as one community, one family.



Special Report:

Filinvest Development Corporation Corporate Social Responsibility

#BuildtheDreamTogether

The COVID-19 pandemic was and remains to be a national enemy that threatens the health and livelihood of our countrymen. This truly tested the resilience of the Filipino people, and Filinvest understood the value and the power of working together to overcome these difficult times, as one community, as one family. Filinvest, together with its various foundations and subsidiaries, remains steadfast in its commitment towards nation-building.

Filinvest did not hesitate to join hands with the government and the private sector to help uplift the lives of our kababayans. At the onset of the pandemic, Filinvest and its foundations set aside a P100-million COVID-19 war chest towards various initiatives, including support for LGUs, the medical sector, and the national government. Filinvest and its foundations have since gone beyond the pledged amount as a manifestation of their commitment in the Philippines' fight against COVID-19.

Unconventional Ways of Supporting the Government against COVID-19

Nationwide COVID Tracker Dashboard

Our most important project in the fight against COVID-19 was making data available to the country's key decision makers. Filinvest worked with the Department of Health (DOH) and Department of Science and Technology (DOST) to fast-track the development of a dashboard for the Inter-Agency Task Force on Emerging Infectious Diseases (IATF-EID) by sponsoring the data warehouse and data analytics needed to get it up with timely and accurate data.

The dashboard can be accessed through DOH's website via <https://doh.gov.ph/covid19tracker> and is used by the IATF-EID, the national and local government, and the greater public to view various information about COVID-19 in the Philippines. This includes Epidemiology Bureau-confirmed data on COVID cases at the national, regional, and city or province level, testing and positivity rates, as well as nationwide medical facilities data that shows the availability of beds and equipment.



Filinvest Tent Mega Quarantine Center

Task Force T3

At the early stages of the pandemic in the Philippines, the national government's Inter-Agency Task Force set up Task Force T3 (Test, Trace, and Treat), a public-private group led by the Department of Health (DOH) and Testing Czar Vince Dizon together with partners from the private sector, including Filinvest. Task Force T3 continues to helm the government's efforts to swiftly expand and solidify the country's testing and contact tracing capability.

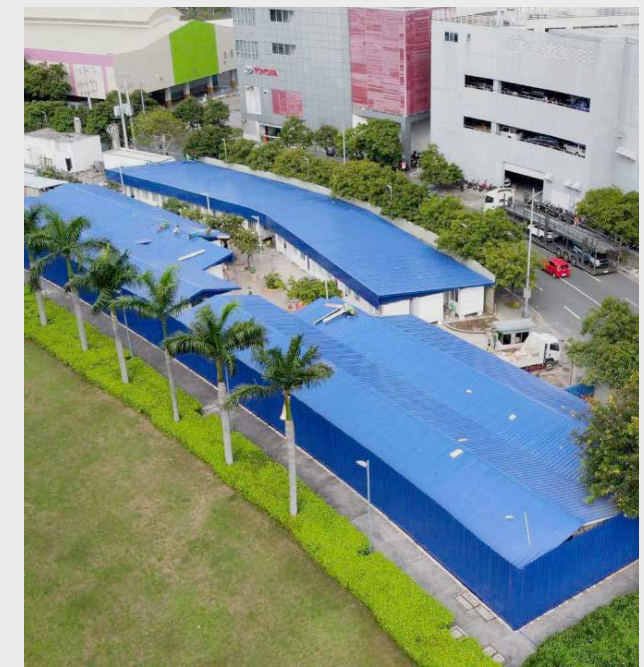
a. Filinvest Tent Mega Quarantine Center

In support of the Task Force T3, Filinvest offered the use of the Filinvest Tent in Filinvest City, Muntinlupa as a Mega Quarantine Center in an effort to decongest hospitals within the vicinity. The Filinvest Tent Mega Quarantine Center was inaugurated and turned over to the government in May 2020.

With the continuous surge of cases, Filinvest further expanded the Filinvest Tent Mega Quarantine Center during the latter part of 2020. The expansion was completed and turned over in December 2020 building up the capacity of the quarantine center to a total of 128 beds.

b. COVID-19 Documents Repository System (CDRS)

At the onset of the pandemic when the country's contact tracing and testing capacity was still being fortified, there was a gap found in the timeliness and accuracy of the data and documents coming in from various centers that largely used a manual process to encode and consolidate data. The COVID-19 Documents Repository System (CDRS) was developed to help automate the submission of lab results via OCR or Optical Character Recognition and saved it directly to the server. This created a more efficient process flow with results being fed and consolidated right after it was submitted. CDRS also created a library for Case Investigation Forms where authorized users can simply search and retrieve.



Filinvest Tent Mega Quarantine Center expansion

To develop the CDRS, Filinvest worked closely with the DOH Epidemiology Bureau. The program was developed within a month and was turned over to DOH KMITS or Knowledge Management and Information Technology Service. Today, CDRS and COVID Kaya feed data into the Nationwide COVID tracker dashboard.

c. Training Support for COVID Kaya

The Task Force T3 created a COVID-19 case information and contact tracing system called COVID Kaya for use in all healthcare and testing facilities nationwide. Filinvest worked with Task Force T3 and assisted with the creation and rollout of the user training program nationwide. A total of 68 virtual training sessions were conducted for various groups nationwide with over 4,500 participants.

d. CaRT

CaRT (Collection and Rapid Testing) is a data automation and storage platform developed by Filinvest for PCR swabbing and rapid testing that automates and synergizes data collection and coordination from the specimen collection center, testing centers, and laboratories, as well as secures and analyzes patient case data. CaRT was turned over to the DOH and the Philippine Red Cross.

e. Ingat Angat Tayong Lahat Campaign

The Task Force T3 launched a campaign in partnership with some of the country's biggest brands, including Filinvest, called "Ingat Angat Tayong Lahat" which aimed to restart the economy through building consumer confidence. The campaign was supported by all subsidiaries with a well-coordinated campaign on all social media channels and websites.



Project Ark

During the early stage of the pandemic when RT-PCR testing was not available, the Office of the Presidential Adviser for Entrepreneurship, Go Negosyo, and various members of the private sector including Filinvest synergized to launch Project ARK in April 2020, an initiative that aims to make massive testing possible at the community level through the use of Antibody Rapid Test Kits. Through Project Ark, Filinvest pledged to donate rapid test kits for use of the public sector as well as procure rapid test kits for employee testing nationwide.

Vaccines

Filinvest donated 50,000 doses of AstraZeneca to the Philippine government in support of the nationwide vaccination program. With the health and safety of the Filinvest family in mind, Filinvest also ordered vaccine doses for employees conglomerate-wide and has since started the registration process for willing vaccine recipients.

Tourism Revival

Filinvest supported the recovery of tourism in Aklan with a donation of a Real-Time PCR System and Applied Biosystem to the Molecular Laboratory of Dr. Rafael S. Tumbokon Memorial Hospital in the province of Aklan. The donation – facilitated by the Department of Tourism (DOT), Filinvest Hospitality Corp., and its hotel property management company, Chroma Hospitality – will help fast-track COVID-19 tests of locals and tourists. This initiative supports the reopening of Boracay Island to tourists in line with the IATF-T3 program that aims to boost consumer confidence to rebuild the tourism industry as it continues to recover from the impact of COVID-19.



Official turnover of RT-PCR machine donation to the province of Aklan

Steady Power Supply

Filinvest responded to the call of the government to bring uninterrupted electricity services to consumers during these challenging times. Through FDC Utilities, Inc. (FDCUI), the power arm of the Filinvest group, the company committed that Mindanaoans will continue to have unimpeded access to electricity amidst the state of public health emergency due to COVID-19.

Moreover, its subsidiary, FDC Misamis Power Corporation, released the remaining ER 1-94 funds to provide immediate financial assistance to host beneficiaries in enhancing their health services to fight the pandemic.



Financial assistance from FDC Utilities, Inc. to Villanueva, Misamis Oriental

Giving Back to Our Unsung Heroes

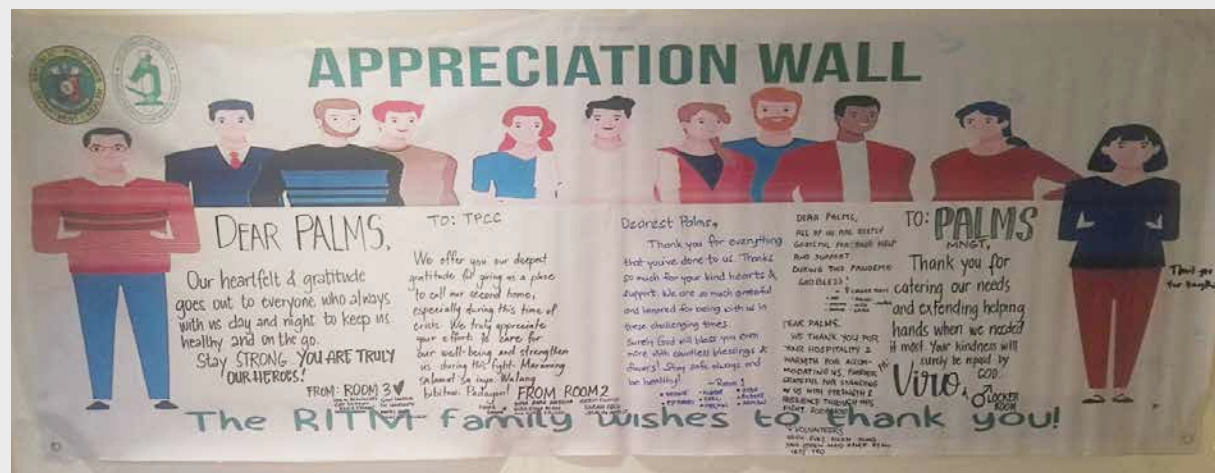
PPE, Ventilators, and Relief Goods Donations

Filinvest recognizes the sacrifices of our frontliners in the service of our kababayans. As a way to honor their valuable contribution to the country's continued fight against the virus, part of the P100-million pledge went into the provision of medical supplies including PPEs, ventilators, a biomedical freezer, and relief goods to various hospitals and government units nationwide such as Malacañang, Regional Institute for Tropical Medicine, Philippine General Hospital, Lung Center of the Philippines, San Mateo City, Cebu Province, Cebu City, Misamis Oriental, Davao City, and Lapu-lapu City.

Opening the doors of the Palms Country Club for RITM frontliners

Even at the start of the enhanced community quarantine in Luzon, Filinvest, together with The Palms Country Club, was among the first to open its doors to healthcare frontliners. Workers of the Research Institute for Tropical Medicines (RITM) were provided temporary shelter that is accessible to their place of work.

The Palms Country Club provided the accommodation while Filinvest pledged to shoulder the utilities including power and water consumption charges that The Palms will incur for the duration of the frontliners' stay at the facility. The frontliners would leave thank you notes for the meals prepared by the Palms GM and staff when the RITM's food budget started to be under pressure. A donation drive for RITM from the Palms members was also organized.



Appreciation wall with messages of thanks from RITM frontliners

Caring for COVID-stricken Communities

Bayanihan Centers

The battle for COVID is not just a medical one but also a mental, economic, and emotional one. To help ease the burden, Filinvest volunteered to provide a total of 12,000 food packs for hospitals and Bayanihan quarantine centers in Cebu. Filinvest prepared food for frontliners in Cebu hospitals, distributed with the assistance of Aboitiz Foundation. Filinvest also readied packed meals for frontliners and patients in various Bayanihan quarantine centers around Cebu.

Affected Families

With the stringent lockdowns, the economic crunch heavily affected communities living in poverty. In partnership with ERDA Foundation, Filinvest, with the help of volunteer employees, packed and distributed relief goods including rice and groceries to affected communities in Muntinlupa City.



Filinvest volunteers with ERDA Foundation

International Cooperation

Transport and Distribution Partner for Temasek Foundation's Donation of BiPap Machines and N95 Masks

Temasek Foundation (TF) of Singapore donated 400 Bi-level Pap Machines (BiPap Machines) that help aid patients with respiratory ailments and 100,000 N95 masks to the DOH. TF is the biggest government-owned/funded organization in Singapore. As part of a co-participation agreement, Temasek Foundation bought and donated the machines and equipment while Filinvest shouldered the cost of shipment from Singapore to the Philippines. The BiPap Machines and N95 masks were turned over to the DOH in December 2020.

Moving Forward, Together

Indeed, the fight against COVID-19 sparked the Bayanihan spirit in all of us. The initiatives we have detailed in this report are but some of the programs Filinvest and its foundations and subsidiaries have undertaken in support of our stakeholders and the communities we are in.

Further augmenting Filinvest's well-rounded COVID-19 response, each subsidiary also organized various COVID-19 support programs for their clients, business partners, employees, and beneficiary communities. As exemplified in all of these efforts, Filinvest's COVID-19 response was and shall remain to be three-pronged: the safety and livelihood of our corporate family, the physical and financial security of our customers and business partners, and the public health of the communities where we operate. As the country takes giant leaps towards recovery, Filinvest shall continue to play an active role in the war against COVID-19.

SUSTAINABILITY AT EASTWEST



EastWest ESG 2020 Report

Our second Environmental, Social and Governance (ESG) Report details our non-financial performance across the economic, environmental and social aspects of our business for the reporting period January 1, 2020 to December 31, 2020.

The report was prepared in accordance with the Securities and Exchange Commission's (SEC) Sustainability Reporting Guidelines for Publicly Listed Companies set forth in SEC Memorandum Circular No. 4, series of 2019. It also references the Global Reporting Initiative (GRI) Standards Reporting Guidelines.

Scope

The report covers EastWest and subsidiaries EastWest Rural Bank, Inc. (EWRB) and EastWest Insurance Brokerage, Inc. (the Group). EastWest Ageas Life Insurance Corporation (Troo), our joint venture with Ageas International Insurance, Inc., is excluded from this report.

Materiality

To measure the economic, environmental, and social impacts of our operations and activities, we conducted a materiality assessment in 2019. We also report on our approaches to customer management, employee training and development, and resource management.

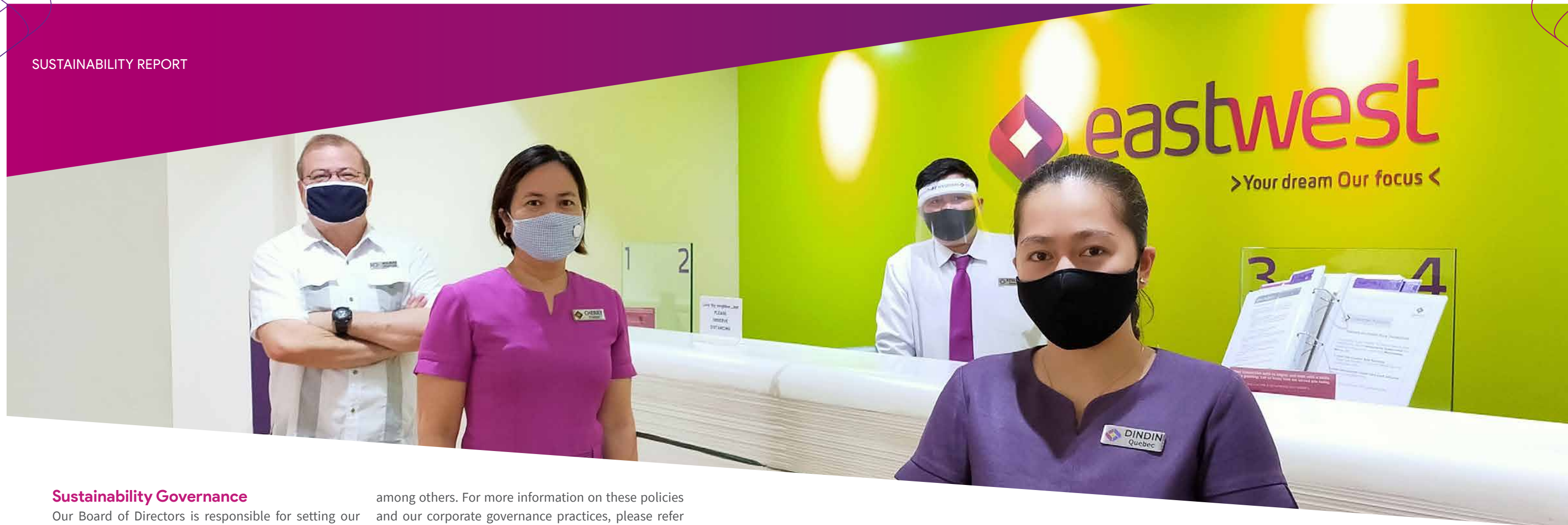
We continue to work closely with Filinvest Development Corporation, our parent company and controlling shareholder, to align our approaches to ESG and to drive sustainability initiatives and programs.

Approach to ESG

We are working to strengthen and further embed our ESG approach across our business. To this end, we are establishing our first Sustainable Finance Framework, guided by an updated materiality assessment and engagement with stakeholders.

We are also further strengthening and integrating sustainability into our corporate culture. We remain committed to ensuring that our employees conduct business in a responsible and ethical manner. Our Code of Discipline and Ethics (Code of Conduct), Whistle-Blowing Policy, Ethics-Direct initiative, Equal Opportunity Policy, Consumer Protection Program and Grievance Procedures are observed across the Group.

SUSTAINABILITY REPORT



Sustainability Governance

Our Board of Directors is responsible for setting our overall ESG strategy, evaluating ESG-related risks, implementing sustainability initiatives, and measuring their impacts. Our Senior Management team, including the Risk Management Division, implement risk management and ensure that our internal control systems are in place.

We are also strengthening our sustainability governance structures and mechanisms to integrate economic, social, and environmental aspects into our decision-making processes at all levels.

For more information on our corporate governance and risk management practices, please refer to the Corporate Governance and Risk Management sections of this Annual Report.

Anti-Corruption

Bribery and corruption are significant ESG risks that can undermine trust in a company and have direct impact on its performance. We, at EastWest, take corruption seriously and are committed to ensuring compliance with applicable laws and regulations on anti-corruption, anti-bribery, and money laundering,

among others. For more information on these policies and our corporate governance practices, please refer to the Corporate Governance section of this Annual Report.

Anti-Corruption Training in 2020	
% of employees who have received written communication on anti-corruption policies and procedures	100%
% of business partners who have received written communication about corporate anti-corruption policies and procedures	None
% of directors and management who have received anti-corruption training	100%
% of employees who have received anti-corruption training	97%

Social

Our People

We have a corporate culture that is customer-centric and focused on delivering high-quality banking services to our customers with honesty and integrity.

We recognize that our employees are essential to the success of our business and deeply value their contributions. We aim to cultivate an environment where employees will be healthy, engaged, and productive. To attain this, we invest in our employees and provide them with rewarding career paths.

Employee Profile

As of December 31, 2020, we have 7,162 employees in our Head Offices, EastWest stores, and those of our subsidiaries. Majority of our people are employed full-time on a permanent basis. Our staff turnover rate stood at 10.7%.

Employees by Gender		
	2020	2019
Male	2,505	2,081
Female	4,657	4,300

By Employment Type		
	2020	2019
Executive (AVP & up)	246	246
Manager (AM-SM)	2,012	2,044
Supervisor (JO)	855	560
Rank & File	4,042	3,501
Consultant	0	26
Contractual	7	4
Total	7,162	6,381

Hiring and Benefits

Amid the global pandemic and the challenging macroeconomic conditions, we continued to grow and hire new staff. In 2020, our workforce expanded by 700 people or 12% higher than the previous year.

Our full-time employees receive competitive remuneration packages. The lowest salary in the Bank is 2.3% higher than the statutory minimum wage. There are no collective bargaining agreements in place within the Group.

SUSTAINABILITY REPORT



We provide a range of benefits, including:

- Medical care
- Group life and accident insurance and retirement benefits
- Paid leave for vacation, illness, maternity and paternity, solo parent, emergency, birthday, and other special circumstances
- Salary, housing and car loan funds for eligible employees
- Funeral assistance
- Rice and medicine allowance

All regular employees take part in an annual performance evaluation. In addition, we provide merit increases and profit sharing to recognize employees for their performance and years of service.

In addition, we extended additional assistance to our employees affected by the pandemic in 2020. For a detailed discussion, please refer to the Our People and the Community section of this Annual Report.

Learning and Development

We believe that cultivating a highly skilled workforce and supporting employees' long-term career goals are an integral part of sustaining and strengthening our economic performance. Through our Learning and Development Team, we offer a wide array of professional development programs that aim to nurture talent and help our employees build their skills and capabilities. We have customized learning and development programs in place to train candidates to become Store Managers, Service Managers, Business Development Sales Officers and Account Officers.

Our learning and development programs include:

- On-the-job training
- Internal job rotations and transfers
- Mentoring opportunities

Training Program

New Employees Orientation Program (NEOP)	A 3-day orientation for new employees designed to introduce the Bank, its vision, mission, and core values, and equip them with the fundamental knowledge needed to perform their tasks
Store Manager's Development Program (SMDP)	A program that aims to help internal candidates develop the operational and management skills required to become a Store Manager
Service Manager's Development Program (SeMDP)	A program that provides internal candidates with targeted training in customer service and management to prepare them for the Service Manager position
Account Officer Development Program	A program that aims to equip Account Associates with the knowledge and skills necessary for career development; includes eight part-time study modules focused on tailored skills development

In 2020, we delivered 240,335 hours of training, 31% less than the previous year. The lower attrition rate and having fewer new hires because of the pandemic partly contributed to this reduction. To facilitate continuous learning for all employees despite the shift to a remote work environment, we converted a majority of our employee training programs into online or virtual courses, including new employee orientation, basic store operations, and other mandatory courses.

Total Hours of Training,* By Gender

	2020	2019
Male	79,328	93,640
Female	161,007	255,014
Total	240,335	348,654

* Permanent employees

SUSTAINABILITY REPORT



Average Hours of Training per Employee,* By Gender

	2020	2019
Male	24.99	45.74
Female	23.10	60.59
Average	24.05	53.17

* Permanent employees

To nurture our next generation of leaders, we continue to support external training programs for our managers and senior staff. In 2020, 113 of our employees participated in the McKinsey Management Program to develop foundational skills in Problem Solving, Communicating for Impact, Team Management, and Business Strategy. In addition, 32 of our senior officers attended the Ability to Execute – the COVID Response Edition, equipping them with the skills and knowledge to better manage their teams in a remote working environment during the pandemic.

Diversity and Inclusion

We do not discriminate against persons based on gender, age, or ethnic, political, religious, or cultural backgrounds. We also comply with applicable laws related to non-discrimination.

We promote diversity in the workplace, with female employees representing 65% of our workforce. In addition, 53% of our senior management positions were held by women in 2020, reflecting our strong commitment to gender balance and fair hiring practices.

Gender Breakdown by Category	2020	%
Executive employee (not included Board of Directors)	246	100%
Female	130	53%
Male	116	47%
Non-executive employee	6,916	100%
Female	4,527	65%
Male	2,389	35%

Additional information about our Board members is available in the Board of Directors section of this Annual Report.

Employee Engagement

We deeply value our employees. Before the pandemic, our Employee Relations Council (ERC) organized and hosted a wide range of employee engagement activities to promote camaraderie, teamwork, and the physical well-being of our employees. Activities such as recreational programs and employee volunteering also led to increased employee satisfaction and productivity. As the pandemic eases and restrictions lift, we will look to reinstate these activities as appropriate while continuing to be mindful of our employees' health and safety.

While remote working increased significantly due to COVID-19, we have already started shifting to a work-from-home (WFH) arrangement for our Head Office staff prior to the pandemic. This was in response to employee concerns about the long commute to the

office because of the heavy traffic in Metro Manila. Enabling our employees to WFH leads to a better work-life balance, creating a happier and more productive workforce.

To maintain effective engagement and communications within the organization, in a year when many were forced to work remotely due to the pandemic, we moved staff services and engagement activities to an online platform. For more information on our employee engagement programs, please refer to the Our People and the Community section of this Annual Report.

Health, Safety, and Well-being

We value our employees' health and well-being and are committed to providing all employees with a safe, secure, and healthy working environment. In accordance with our Policy and Data Relating to Health, Safety and Welfare of Employees (HSW Policy), we strive to ensure that all work and work-related activities are performed in a responsible and safe manner in compliance with applicable laws and regulations.

SUSTAINABILITY REPORT



Our Health and Safety Committee (HSC) is responsible for overseeing implementation of the HSW Policy and ensuring that the HSW Policy and guidelines are fully observed across the Group in accordance with applicable laws. The HSC meets monthly, reviews the HSW Policy regularly, and develops new guidelines for implementation as required.

All employees are expected to comply with the requirements of our HSW Policy and receive mandatory training on HSW through our Learning Everywhere Anytime Platform (LEAP). As in 2019, we recorded no cases of work-related injuries or fatalities, or work-related ill-health in 2020.

In compliance with Republic Act No. 7877, EastWest is committed to maintaining a work environment – both at the workplace and online – that is free from all forms of sexual harassment which can result in an intimidating, hostile or offensive environment for the employee.

The Employee Relations (ER) team also operates an employee telephone hotline to answer queries regarding employee relations policies and guidelines. All consultations and cases are treated in strict confidence to protect employee privacy. On the average, the ER team receives 2-3 calls each day with the most common issues relating to disciplinary process, performance of direct reports, attendance, and tardiness.

For detailed information on our Health, Safety and Wellness initiatives, please refer back to the Our People and the Community section of this Annual Report.

Our Customers

We put our customers first and work hard to earn and maintain their trust, particularly in these testing times. We take pride in serving a diverse customer base with high-quality products and services, and aim to provide excellent customer service.

We strive to create a culture of consumer protection and aim to operate our business in a way that will help ensure our customers are treated fairly and respectfully. We work to provide customers with accessible, fair, accountable, timely and efficient means of resolving complaints. In 2020, we received no substantiated complaints related to customer privacy. During the reporting period, there were no data breaches, including leaks, thefts, or losses of data.

For more information on our approach to data privacy and consumer protection, please refer to the Consumer Protection section of this Annual Report.

Our Community

We have a longstanding commitment to giving back to our community, and focus our efforts in the areas of health, education, and the environment. We aspire to make a positive impact on our communities and are committed to contributing to their long-term prosperity.

Through our Employee Relations Council (ERC), we encourage our employees to participate in volunteerism and community service programs. For detailed information on our community and volunteer initiatives, please refer back to the Our People and the Community section of this Annual Report.

SUSTAINABILITY REPORT



Environment

We understand that we have a responsibility to minimize the environmental impacts of our operations and are working to identify and mitigate these through improved resource management.

We also recognize that growing stakeholder demands for transparency have led to more stringent environmental reporting requirements, including the SEC Guidelines. To our knowledge, we comply with all applicable local environmental laws and regulations. In 2020, no monetary fines, non-monetary sanctions or disputes arose for non-compliance with environmental laws and/or regulations.

We are committed to further developing and strengthening our data collection systems and procedures over the coming years so that we can adopt a systematic approach to data collection across the Group. This will enable us to better identify, disclose and manage our environmental impacts.

Based on available data, electricity consumption in our head office significantly decreased in 2020 as head office staff worked remotely during the pandemic.

We will strive to report on energy consumption in our regional offices and stores, as well as EastWest Rural Bank, once data is available. We will also provide data for our operations relating to water consumption, air emissions, and waste generation as we work to expand our disclosures for future reporting periods.

Electricity Consumption		
	2020	2019
Beaufort Head Office (Covers our Head Office and EastWest Insurance Brokerage)	Approximately 69,000 kwh	Approximately 2,587,284 kwh

We made several environmental initiatives to effectively manage our facilities and resources. In 2020, to reduce paper and fuel consumption, we intensified efforts to auto-enroll our credit cardholders in our eStatement of Account (eSOA) facility, increasing penetration rate to approximately 90% of active credit cardholders. This, in effect, allowed us to save on paper consumption totalling around 12 million pages of printed statements annually, and cost of motorized couriers.

We aim to improve our understanding of our operations' environmental impact in accordance with the SEC's sustainability reporting requirements. Moving forward, we plan to explore strategies to address air quality, climate change, resource efficiency, and waste management, and to identify and assess ESG-related risks and opportunities.

Our Suppliers

We respect and value the mutually beneficial relationship we have with the communities in which

we operate and aim to support local enterprises and local populations. Our store network is designed to encourage banking locally. Through our suppliers, we also invest in the local market and support small and medium enterprises (SMEs).

When vetting new suppliers, we consider their environmental performance, efforts to avoid any forced or child labor in their operations, their approach to labor and human rights issues, and their mechanisms to ensure that bribery and corruption do not occur in their company or in relation to ours.

We achieve this mainly through our Supplier Accreditation Program, which is overseen by our parent company Filinvest's Purchasing Department. The program outlines ways we can maintain quality management by checking for various certifications or programs in place. All legal documentary requirements listed in the accreditation form should be complete.

CONSUMER PROTECTION

STAYING TRUE TO CUSTOMER PROTECTION

The COVID-19 global pandemic ushered in more challenging times. For their survival and sustainability, financial institutions must continue to ensure that customer protection is at the center of their response.

At EastWest, we believe it is our obligation to look out for the interests of all our clients. Our primary responsibility is to protect customer rights by conducting our business with utmost fairness, trust, and transparency. This is in support of the Bangko Sentral ng Pilipinas' (BSP) Financial Consumer Protection program, embodied in BSP Circular No. 857 issued in 2014.

To operationalize our Customer Protection Framework, we designed a Consumer Protection Manual, duly approved by our Board of Directors and Senior Management. A unit in EastWest implements, coordinates, and tracks our proper adherence to the Manual. Business units are also regularly asked to accomplish a consumer protection self-assessment as a way to assess the soundness of their current practices and policies in relation to the requirements of the BSP.

In July 2020, our Board of Directors approved updates on our Consumer Protection Policy to align with the BSP Issuance Circular 1048 which strengthens the financial consumer protection framework first issued by the BSP in 2014. The latest circular, issued in September 2019, takes into account the increased complexity of financial products and rapid technological innovations in financial products and services.

Our updated policy includes a section on Consumer Protection Risk Management System (CPRMS) as a means by which we identify, measure, monitor, and control consumer protection risks inherent in our operations. This aims to ensure our adherence to consumer protection standards of conduct and compliance with consumer protection laws, rules, and regulations.

We also updated the roles and responsibilities of our Board and our Senior Management and further articulated the core principles of our five standards of conduct, to wit:

- Disclosure and Transparency
- Protection of Client Information
- Fair Treatment
- Effective Recourse
- Financial Education and Awareness

Disclosure and Transparency

We make it a point to always provide correct, complete, accurate, and understandable information about all EastWest products and services. This information can be accessed on our corporate website, stores, customer service hotlines, and social media channels, helping our customers and the public make smarter and more informed banking decisions.

EastWest follows the highest standards of fair disclosure with the following:

- **Materials:** All marketing materials, website, social media accounts, and customer communications we publish and maintain contain clear, simple, and easy-to-digest information about EastWest products and services;
- **Customer Updates:** We provide regular updates, advisories, and correspondence to customers and notify them of any changes and new promos and products we are offering;
- **Manpower:** We constantly train our frontliners to be knowledgeable, responsive, and constantly attuned to customers' need for information about our products and services; and
- **Communication:** We have multiple touchpoints that enable our customers and the banking public to get in touch with the Bank. Our contact center runs our 24-Hour Customer Service hotline, email, Facebook and Twitter accounts, as well as Viber and SMS channels.



We put in place several practices and processes while consistently adhering to our standards of conduct. These are the following:

- Careful review by our clearing units of all marketing and communication materials sent to our customers to make sure we provide information that accurately reflects the nature and features of the products and services we offer.
- Complete and accurate information given to our customers for their holistic understanding of our various products and services. These include product features, benefits, terms and conditions, and risks, especially for complex products, which are published and made easily accessible in our different customer channels.
- Use of all communication platforms — e.g., website, email, SMS, Viber and electronic direct marketing — to help keep our customers updated of any change in the terms and conditions and product features amid the risks and challenges that came with the pandemic. We also empower them with information on safe and easy ways to do banking to help avoid the spread of the virus and mitigate any threats of fraud or scams while they continue to have a positive customer experience.

Protection of Client Information

As a financial institution, we abide by banking regulations and laws that protect customer data and the security, integrity, and confidentiality of the information that comes with it. We go beyond compliance and view client data confidentiality and privacy as a crucial component of people's trust-based relationship with the Bank.

In 2020, the pandemic led to wider customer acceptance of digital platforms and technologies in their banking transactions. As more Filipinos now demand greater convenience, faster or instant response times, and better results in keeping pace with technological advances, we aim to provide a multi-channel customer experience and meet the surging demand. We continue to lay the groundwork for a more digital-savvy customer service by ensuring high-quality service and responsiveness. To make this possible, our critical units such as Marketing, Sales, IT, Operations, and Customer Service will strive for seamless coordination.

CONSUMER PROTECTION

We also focus on ensuring that we have the right security measures in place. As more of our customers become digitally linked, we continually step up our efforts toward client data privacy and secure account information at any given time. IT security at EastWest maintains a three-level approach:

- **People** – We regularly assess the skills and competencies of EastWestbankers and fill gaps in their awareness around data security. We inform everyone of the vulnerabilities, exploits, and security weaknesses that can penetrate our systems, training and educating them in these different aspects of IT and data security.
- **Processes** – We stick to the principle of business-driven security which aligns our policies with the Bank's business requirements. This is also aligned with local regulations on handling customer data.
- **Technology** – We defend, protect, respond, and recover from both potential and actual threats and breaches through advanced tools and capabilities. Security is built into the design of EastWest products.

Our Chief Information Security Officer (CISO) oversees governance and proactively faces cybersecurity threats such as Advanced Persistent Threats (APTs), while we maintain a team of penetration testers and conduct threat intelligence around the security perimeter of the Bank and its store network. We are also an active member in industry groups for inter-bank collaboration on threat identification and combat of criminal activities.

Our in-house IT Security policy provides a solid framework to protect client data and information at all times, along with the following:

- A written privacy policy to safeguard customer records;
- Established processes and systems to protect customer data confidentiality and security against any threat or hazard, online or otherwise;
- Regular stream of policy communications on the organizational level as well as continuing education of personnel on the value of guarding customer data;
- Adherence to customer data protection, in accordance with the provisions of the Manual of Regulations for Banks; and
- A bank-wide policy governing the acquisition of customer consent before sharing any information

Fair Treatment

We take to heart the fair treatment of our customers and other stakeholders. At the minimum, every EastWestbanker is trained in fair and responsible treatment.

We craft recommendations of banking products and services based on a customer's financial goals as well as risk appetite, and we recommend based on actual data and responsible profiling. Our statements issued on our promotions, the media, and public platforms are true, correct, accurate, complete, and fair.

We equip our customers with the necessary documents, such as bank statements, passbook, certificates, and terms and conditions. Even with the challenges brought about by the pandemic, we strive to confirm all customer requests via written or digital means within an acceptable period of time.

Our customers expect to obtain satisfying customer service assistance from the Bank anytime, anywhere, so we harness digital or electronic channels such as email, social media, and direct messaging to get it done. This also gives them personalized service and the flexibility to smoothly shift from one channel to another and expect the same satisfactory result regardless of the channel used.

We also began to more intensively invest in and develop a dedicated and full-time Training Team and Quality Assurance Team to make sure that our Customer Service Representatives and Sales Associates are properly trained to give personalized service to customers, and assure that the level of quality of their customer engagements meets standards. If there are any lapses or opportunities, these should be immediately addressed.

Even in the midst of a global pandemic in 2020, we conducted training sessions to continue to elevate our employees' level of understanding of their roles and responsibilities in safeguarding the rights of our financial consumers. This is in addition to fortifying their skills to provide quality customer service while adhering to the highest standards of business ethics and governance.

Effective Recourse

In our continuing pursuit of service excellence, we established systems and controls to tackle customer inquiries, concerns, or complaints properly and promptly. In 2020, we continued to revisit our Complaints Management System to ensure its alignment with our goal of capturing all customer complaints or feedback and providing an efficient and effective resolution to customer requests based on our committed turnaround time.

In 2020, we logged 70,363 in customer complaints, 52% lower than 145,954 in 2019. Our resolution time improved to 90% from 84%, previously. We recorded 54,499 ATM or debit card concerns, 55% less than the 120,029 in 2019, as a result of our efforts on ATM system optimization, among others. Nevertheless, with ATM or debit card concerns still accounting for 77% of the total complaints logged in 2020, we will continue to work in resolving the remaining concerns. We persistently ensure that all customer complaints received at the frontlines are logged, recorded, monitored, and resolved.

With more customers using digital channels for their banking needs, the industry saw a rise in incidents of bank identification number (BIN) attacks, scamming, and phishing scams in 2020. We enjoined our customers to stay vigilant and wary of suspicious activities concerning their account through continuous customer education and awareness initiatives, and encouraged the use of our debit card control on-off facility available in our online and mobile banking platforms.

Service level agreements are periodically reviewed and challenged to help drive improvement in our processes which will positively impact the way we serve our customers and become relatively competitive against other banks. We ensure strict adherence with the policies and procedures detailed in our Customer Assistance Management System (CAMS), which is aligned with the prescriptions of BSP Circular 857. We have dedicated resources and personnel to handle customer queries and resolve complaints, with the determination to do these in a timely, reliable, and highly personable manner.

We welcome customer feedback in all our channels and continuously conduct customer satisfaction surveys.

In 2020, we attained an overall customer satisfaction rating of 81% for our Customer Service Survey, 82% for our Welcome Check Survey, and 96% for our Telemarketing Survey.

In addition, we launched our Net Promoter Score (NPS) towards the end of 2020 to gauge the sentiments of our clients on our products, services, and channels. To widen the reach of our customer feedback programs, we send out SMS-based surveys for our new-to-bank customers, and have started with transaction-based surveys.

To further improve customer experience, we intensified efforts to encourage the use of the EastWest System Tech Assistant (ESTA) chatbot as an additional channel for our customers to view information on their account, make requests and perform transactions related to their EastWest credit card, and even to apply for auto loans.

Financial Education and Awareness

Our Customer Education Program is an ongoing initiative towards providing the customer with critical know-how to avoid fraud, scams, and cybercrimes when using their EastWest debit, prepaid, and credit cards, whether they are online, at an ATM or point-of-sale terminal.

Our customers can access relevant brochures, social media pages, website, and multiple channels of the Bank that help them dodge ATM skimming, fraudulent activities, and other money-related schemes.

We send out electronic mails that contain tips on password protection, how to regularly update security questions, fight malware and phishing scams, and use Secure Sockets Layer (SSL) and other site security layers.

With customers increasing their financial awareness and education, the Bank strives to continuously increase the level of competency of its workforce to meet customers' expectations. We shall regularly update our employees' skills in this area by sponsoring enterprise-wide consumer protection training and seminars.

RISK MANAGEMENT



REWRITING RISK MANAGEMENT IN THE PANDEMIC

The year 2020 proved to be one of the most challenging risk environments in history as the COVID-19 global pandemic heightened uncertainty and upended the way we view risk. While no material additional risk-taking took place, it escalated due to the economic downturn resulting from the health crisis.

Amid the difficult environment banks had to navigate, they are expected to remain in service while protecting themselves from the adverse effects of the pandemic. This prompted us at EastWest to shift our risk strategy from growth to capital preservation. Our risk and capital

management strategies have become more prominent, with our risk-adjusted performance measure at the forefront, as we work our way towards recovery.

As the pandemic challenges were unprecedented, risk models derived from past experiences need to be redesigned as these can no longer adequately predict future losses. This forced us to adopt modeling techniques, rely on very limited data and our expert judgments to pursue the risk estimation process. This made 2020 a year of continuous risk model refinement, with particular emphasis on credit risk. With the

ongoing pandemic, the risks continue to unfold, so we will continue to keep a close eye on emerging developments.

Risk Management Structure

Risk management takes place in many different processes and operations throughout the organization. Our Board of Directors is ultimately responsible for the governance of risk management while our Senior Management ensures there is a common and efficient process in place. Part of the Board's requirements are clear and transparent information about our enterprise risks and mitigating activities from all parts of our business operations.

We remained generally compliant with the risk-relevant regulations issued in 2020. While the new mandates from the Bangko Sentral ng Pilipinas (BSP) pose some challenges to our operations, we are committed to remain compliant.

Risk Factors

Credit risk remains to be the principal risk exposure in our business, followed by operational risk, interest rate risk in the banking book, and market risk in the trading book. We also recognized marginal risk exposures to liquidity, credit concentration, compliance, reputational, and strategic risks. In addition to these risks inherent in banking, we also consider other risks borne out by more stringent industry regulations.

Capital Risk

This is the risk faced when a company loses the value of its capital, which consequently puts it into a

situation of having inadequate capital to cover for its risk exposures. We mitigate this risk by implementing capital risk management to ensure capital is preserved, and shareholder value is maximized while maintaining capital ratios above the minimum prescription of the BSP.

Credit Risk

This arises when borrowers fail to meet credit obligations based on agreed terms, may it be repaying a loan or meeting a contractual obligation. In recent years, credit risks were classified based on the age of the loan portfolio or their doubtfulness, but under Philippine Financial Reporting Standards 9, banks should produce models on estimating losses on the portfolio. This obliges banks to forecast potential loss up to the entire life cycle of a loan account or portfolio.

Our credit risk remains manageable in 2020, underpinned by the satisfactory levels of asset quality, credit concentration, collateral, loss rate levels but more importantly adequacy of loss coverage.

We mitigate this risk by applying credit scorecards and minimum acceptance criteria for every customer product, and the Internal Credit Risk Rating System (ICRRS) for corporate clients. We also use a Board-approved Credit Risk Management Manual as guidance in performing credit evaluation for retail customers and credit underwriting for corporate clients. We regularly monitor key credit risk indicators and conduct stress tests based on internally determined and BSP-prescribed stress scenarios.

Relevant BSP Regulation in 2020

BSP CIRCULAR NO. 1093 - Amendments to the Real Estate Limits of Banks

This raised the limit on real estate loan exposure to 25% of banks' total loan book from the current 20%. The prudential limit will also cover loans extended to corporate borrowers with real estate-related loans such as brokers, lessors, property management companies, and holding companies, among others. The BSP also mandated a real estate stress test (REST) to gauge banks' exposure to commercial real estate loans, specifically to individual households, sole proprietorships, land developers and construction companies.

A universal/commercial bank which does not meet either or both the REST limits must also incorporate assessment of risks from this exposure in its internal capital adequacy assessment process (ICAAP).

Market Risk and Interest Rate Risk

Market risk arises as the fair value or future cash flows of financial instruments fluctuate due to changes in market variables such as interest rates, foreign exchange rates, and equity prices. Interest rate risk is the risk to current or anticipated earnings or capital arising from movements in interest rates. This can potentially hurt the financial results and capital of the bank arising from positions in the banking book. Interest rate risk arises due to changes in market interest rates, which have an impact on profitability. The major factors that lead to increased interest rate risk are the volatility of interest rates and mismatches between the interest reset dates on assets and liabilities.

While 2020 proved to be a year of dramatic movement in prices, overall, the very low interest environment helped cushion the foreseen impact of increased default for the Bank.

Operational Risk

This risk relates to potential loss arising from systems, people, processes, and external events while in the conduct of our business and operations. Lapses and failures in delivery and performance of our functions and operations, after all, are not without consequences.

We address this risk by espousing close collaboration among the different units of the Bank, gathering pertinent operational risk data, producing the likelihood and business impact matrix for every risk category, and simulating the operational risk loss for individual events. An Operational Risk Management Manual also prescribes our risk appetite and tolerance for operational risk. Every month, there is monitoring and reporting of key risk indicators to the Risk Management Committee.

Relevant BSP Regulation in 2020

BSP CIRCULAR NO. 1085 – Sustainable Finance Framework

This provides high-level expectations on the integration of sustainability principles in the corporate governance, risk management systems, business objectives and operations of banks. The BSP expects banks to embed sustainability principles, including those covering environmental and social risk areas, in their corporate governance framework, risk management systems, and strategic objectives consistent with their size, risk profile, and complexity of their operations.

In 2020, the government's implementation of lockdown restrictions and social distancing protocols forced us to shift the majority of our non-customer-facing workforce to work-from-home mode and virtual meeting platforms. While these remote setups presented some physical constraints, our risk management remains uncompromised. We invested in preventive measures as well as operated with defined risk tolerances as processes were adjusted to cater to customer demands under the new environment of remote banking services.

Further, operational losses, including compliance-related fines and penalties, are kept within financial loss limits, while liquidity remained ample as liquidity surplus was maintained and regulatory minimum prescriptions were exceeded.

Moving Forward

While the development of vaccines holds much promise, our risk outlook for 2021 remains relatively

the same as 2020, if not worse. This is because the brunt of the economic downturn is expected to be fully felt only in 2021 and recovery may happen only in the latter part of the year.

We will continue to prioritize capital preservation and do not foresee any incremental risk outside the effect of the pandemic. We will review our risk management strategy as we prepare to gear up for economic recovery by 2022.

Having an enterprise-wide risk management culture, where people running their respective business and/or operations are able or enabled to manage the risk/s that comes with their business and/or operations, has yet to be realized in the Bank. While we have already made progress in increasing awareness and recognition, we still need to embed a culture that goes beyond compliance or risk recognition, particularly in our day-to-day business or operational processes.

CAPITAL ADEQUACY RECONCILIATION

CAPITAL ADEQUACY RECONCILIATION		CONSOLIDATED		
(Php in millions, except percentages)		For year ended December 31		
		2020		
	Tier 1 Capital	Audited Financial Statement	Reconciling Item	
Tier 1 capital				
Paid up common stock	22,499.75	22,499.75	-	
Additional paid-in capital	5,065.06	5,065.06	-	
Retained earnings	20,350.13	20,350.13	-	
Undivided profits	6,597.89	6,597.89	-	
Other Comprehensive Income:				
Net unrealized gains or losses on AFS Securities	197.53	197.53	-	
Actuarial Gains (Losses) on Retirement Benefits Plan	(133.10)	(133.10)	-	
Cumulative foreign currency translation	113.21	113.21	-	
Total	54,690.48	54,690.48	-	

CAPITAL ADEQUACY RECONCILIATION		CONSOLIDATED		
(Php in millions, except percentages)		For year ended December 31		
		2019		
	Tier 1 Capital	Audited Financial Statement	Reconciling Item	
Tier 1 capital				
Paid up common stock	22,499.75	22,499.75	-	
Additional paid-in capital	5,065.06	5,065.06	-	
Retained earnings	14,150.00	14,150.00	-	
Undivided profits	6,183.82	6,183.82	-	
Other Comprehensive Income:				
Net unrealized gains or losses on AFS Securities	56.68	56.68	-	
Actuarial Gains (Losses) on Retirement Benefits Plan	(82.27)	(82.27)	-	
Cumulative foreign currency translation	89.56	89.56	-	
Total	47,962.60	47,962.60	-	

CAPITAL ADEQUACY RECONCILIATION		SOLO		
(Php in millions, except percentages)		For year ended December 31		
		2020		
	Tier 1 Capital	Audited Financial Statement	Reconciling Item	
Tier 1 capital				
Paid up common stock	22,499.75	22,499.75	-	
Additional paid-in capital	5,065.06	5,065.06	-	
Retained earnings	20,350.20	20,350.20	-	
Undivided profits	6,597.89	6,597.89	-	
Other Comprehensive Income:				
Net unrealized gains or losses on AFS Securities	197.53	197.53	-	
Actuarial Gains (Losses) on Retirement Benefits Plan	(124.79)	(124.79)	-	
Cumulative foreign currency translation	113.21	113.21	-	
Total	54,698.86	54,698.86	-	

CAPITAL ADEQUACY RECONCILIATION		SOLO		
(Php in millions, except percentages)		For year ended December 31		
		2019		
	Tier 1 Capital	Audited Financial Statement	Reconciling Item	
Tier 1 capital				
Paid up common stock	22,499.75	22,499.75	-	
Additional paid-in capital	5,065.06	5,065.06	-	
Retained earnings	14,150.07	14,150.07	-	
Undivided profits	6,183.82	6,183.82	-	
Other Comprehensive Income:				
Net unrealized gains or losses on AFS Securities	60.17	60.17	-	
Actuarial Gains (Losses) on Retirement Benefits Plan	89.56	89.56	-	
Cumulative foreign currency translation	(75.03)	(75.03)	-	
Total	47,973.40	47,973.40	-	

CAPITAL ADEQUACY RECONCILIATION

	(Php in millions, except percentages)	
	For year ended December 31, 2020	
	SOLO	CONSOLIDATED
Tier 1 capital		
Paid up common stock	22,499.75	22,499.75
Additional paid-in capital	5,065.06	5,065.06
Retained earnings	20,350.20	20,350.13
Undivided profits	6,597.89	6,597.89
Other Comprehensive Income:		
NUGL on AFS Securities	197.53	197.53
Actual gains/losses	(124.79)	(133.10)
Cumulative foreign currency translation	113.21	113.21
	<u>54,698.86</u>	<u>54,690.48</u>
Deduction from Tier 1 capital		
Total outstanding unsecured credit accommodation to a DOSRI	9.86	9.86
Investments in equity securities	5,413.72	816.05
Defined benefit asset	-	-
Deferred income tax	4,667.78	5,155.38
Goodwill and other intangible assets	6,742.23	6,788.47
CET1 capital	37,865.26	41,920.72
Total Tier 1 capital	37,865.26	41,920.72
Tier 2 capital		
General loan loss provision	2,455.35	2,721.99
Unsecured subordinated debt / Instruments eligible as Tier 2 capital	-	1,240.79
Total Tier 2 capital	2,455.35	3,962.78
Total qualifying capital	40,320.61	45,883.50
Capital ratios:		
CET1 capital adequacy ratio	12.51%	12.59%
Tier 1 capital adequacy ratio	12.51%	12.59%
Capital conservation buffer	6.51%	6.59%
Total capital adequacy ratio	13.32%	13.78%
Risk-weighted Assets		
On balance sheet accounts		
20%	1,168.95	1,168.96
50%	27,918.56	27,918.56
75%	9,224.24	9,224.24
100%	190,457.38	216,084.07
150%	16,766.01	17,803.32
Off balance sheet exposures		
20%	-	-
50%	-	-
100%	2,459.77	2,459.77
Counter party risk weighted assets in banking books	925.35	925.35
Counter party risk weighted assets in trading books	-	-
Total credit risk-weighted assets	248,920.26	275,584.26
Total market risk-weighted assets	8,741.85	8,741.85
Total operational risk-weighted assets	44,976.69	48,685.45
Total risk-weighted assets	302,638.80	333,011.57

	ABSOLUTE AMOUNT	
	For year ended December 31, 2020	
	SOLO	CONSOLIDATED
Tier 1 capital		
Paid up common stock	22,499,754,110.00	22,499,754,110.00
Additional paid-in capital	5,065,058,589.66	5,065,058,589.66
Retained earnings	20,350,202,661.91	20,350,134,533.16
Undivided profits	6,597,894,599.21	6,597,894,599.21
Other Comprehensive Income:		
NUGL on AFS Securities	197,527,423.28	197,527,423.28
Actual gains/losses	(124,788,271.22)	(133,095,237.02)
Cumulative foreign currency translation	113,206,562.31	113,206,562.31
	<u>54,698,855,675.16</u>	<u>54,690,480,580.60</u>
Deduction from Tier 1 capital		
Total outstanding unsecured credit accommodation to a DOSRI	9,858,710.67	9,858,710.67
Investments in equity securities	5,413,723,420.75	816,048,415.93
Defined benefit asset	-	-
Deferred income tax	4,667,782,934.84	5,155,375,762.50
Goodwill and other intangible assets	6,742,228,764.15	6,788,473,607.68
CET1 capital	37,865,261,844.76	41,920,724,083.82
Total Tier 1 capital	37,865,261,844.76	41,920,724,083.82
Tier 2 capital		
General loan loss provision	2,455,351,316.34	2,721,991,326.25
Unsecured subordinated debt / Instruments eligible as Tier 2 capital	-	1,240,785,423.81
Total Tier 2 capital	2,455,351,316.34	3,962,776,750.06
Total qualifying capital	40,320,613,161.09	45,883,500,833.88
Capital ratios:		
CET1 capital adequacy ratio	12.54%	12.62%
Tier 1 capital adequacy ratio	12.54%	12.62%
Capital conservation buffer	6.54%	6.62%
Total capital adequacy ratio	13.35%	13.81%
Risk-weighted Assets		
On balance sheet accounts		
20%	1,168,952,788.60	1,168,957,370.58
50%	27,918,556,140.11	27,918,556,140.11
75%	9,224,237,192.26	9,224,237,192.26
100%	190,457,380,267.21	216,084,065,397.05
150%	16,766,005,245.74	17,803,316,525.02
Off balance sheet exposures		
20%	-	-
50%	-	-
100%	2,459,771,227.93	2,459,771,227.93
Counter party risk weighted assets in banking books	925,353,268.42	925,353,268.42
Counter party risk weighted assets in trading books	-	-
Total credit risk-weighted assets	248,305,946,601.99	274,837,744,390.51
Total market risk-weighted assets	8,741,853,790.53	8,741,853,790.53
Total operational risk-weighted assets	44,976,694,824.21	48,685,454,340.34
Total risk-weighted assets	302,024,495,216.73	332,265,052,521.38

RISK EXPOSURE

	CONSOLIDATED 2020						
	0%	20%	50%	75%	100%	150%	TOTAL
Cash on Hand	8,313,017,600.07						8,313,017,600.07
Checks and Other Cash Items		71,365,169.32					71,365,169.32
Due from Bangko Sentral ng Pilipinas	49,232,773,490.64						49,232,773,490.64
Due from Other Banks		6,503,758.45	11,001,391,204.80		158,595,603.04		11,166,490,566.28
Financial Assets Designated at Fair Value through Profit or Loss							10,338,201.33
Debt Securities							-
Equity Securities					10,338,201.33		10,338,201.33
Available-for-Sale (AFS) Financial Assets							29,193,890,601.79
1. Debt Securities							29,193,889,806.83
Sovereign	1,018,566,112.92		27,715,208,621.14				28,733,774,734.06
Multilateral Agencies							-
LGU and Public Sector Entities							-
Government Corporation							-
Banks					460,115,072.77		460,115,072.77
Corporates							-
2. Equity Securities					794.96		794.96
Held-to-Maturity (HTM) Financial Assets							20,813,397,702.83
1. Non Defaulted Exposures							20,446,872,151.42
Sovereign	4,089,534,688.94	2,295,181,982.86	5,311,852,879.58		389,260,007.41		12,085,829,558.79
Multilateral Agencies							-
LGU and Public Sector Entities							-
Government Corporation							-
Banks							-
Corporates		2,179,917,242.30			6,181,125,350.34		8,361,042,592.63
2. Defaulted Exposures						366,525,551.41	366,525,551.41
Loans and Receivables							226,240,600,736.21
1. Interbank Loans Receivable		1,291,818,700.00					1,291,818,700.00
2. Loans and Receivables -Others							224,948,782,036.21
2.1 Non defaulted exposures							214,031,394,852.12
Sovereign							-
LGU and Public Sector Entities					768,700,103.36		768,700,103.36
Government Corporation					1,205,860,734.26		1,205,860,734.26
Corporates					37,292,561,814.43		37,292,561,814.43
Microfinance/Small and Medium Enterprises				12,298,982,923.01	19,876,322.11		12,318,859,245.12
Loans to individual for housing purposes			11,808,659,574.70				11,808,659,574.70
Loans to Individuals					150,636,753,380.25		150,636,753,380.25
2.1 Defaulted exposures							10,917,387,184.09
Housing Loans					879,465,678.74		879,465,678.74
Other than housing loans						10,037,921,505.36	10,037,921,505.36
Loans and Receivables Arising from Repurchase Agreements, Certificates of Assignment/Participation with Recourse, and Securities Lending and Borrowing Transactions							15,819,273,408.00
Sovereign	15,819,273,408.00						15,819,273,408.00
Sales Contract Receivable							131,909,046.85
1. Non Defaulted Exposures					127,696,226.79		127,696,226.79
2. Defaulted Exposures						4,212,820.06	4,212,820.06
Real and Other Properties Acquired						1,460,217,806.52	1,460,217,806.52
Total Exposures Excluding Other Assets							362,453,274,329.85
Other Assets					17,953,716,107.27		17,953,716,107.27
Total Exposures Including Other Assets	78,473,165,300.58	5,844,786,852.92	55,837,112,280.22	12,298,982,923.01	216,084,065,397.05	11,868,877,683.34	380,406,990,437.12
Total Risk weighted On-Balance Sheet Assets not covered by CRM	-	1,168,957,370.58	27,918,556,140.11	9,224,237,192.26	216,084,065,397.05	17,803,316,525.02	272,199,132,625.02
Total Risk weighted On-Balance Sheet Assets	-	1,168,957,370.58	27,918,556,140.11	9,224,237,192.26	216,084,065,397.05	17,803,316,525.02	272,199,132,625.02

RISK EXPOSURE

	CONSOLIDATED 2019						
	0%	20%	50%	75%	100%	150%	TOTAL
Cash on Hand	7,723,806,266.05						7,723,806,266.05
Checks and Other Cash Items		46,865,832.50					46,865,832.50
Due from Bangko Sentral ng Pilipinas	35,076,191,311.70						35,076,191,311.70
Due from Other Banks		124,504,570.50	2,803,359,258.52		214,938,044.62		3,142,801,873.64
Financial Assets Designated at Fair Value through Profit or Loss							10,343,201.33
Debt Securities							-
Equity Securities					10,343,201.33		10,343,201.33
Available-for-Sale (AFS) Financial Assets							4,722,854,218.78
1. Debt Securities							4,722,853,078.82
Sovereign	4,722,853,078.82						4,722,853,078.82
2. Equity Securities					1,139.96		1,139.96
Held-to-Maturity (HTM) Financial Assets							50,521,995,143.89
1. Non Defaulted Exposures							50,149,572,525.27
Sovereign	8,520,227,291.76	2,421,578,322.95	26,629,408,543.95		414,862,557.30		37,986,076,715.96
Multilateral Agencies							-
LGU and Public Sector Entities							-
Government Corporation					1,479,231,415.27		1,479,231,415.27
Banks			389,821,268.36		8,621,745.81		398,443,014.17
Corporates		2,317,461,653.91			7,968,359,725.95		10,285,821,379.87
2. Defaulted Exposures						372,422,618.62	372,422,618.62
Loans and Receivables							251,200,766,945.45
1. Interbank Loans Receivable		1,299,868,937.50					1,299,868,937.50
2. Loans and Receivables -Others							249,900,898,007.95
2.1 Non defaulted exposures							241,563,230,482.94
Sovereign							-
LGU and Public Sector Entities					767,406,411.62		767,406,411.62
Government Corporation							-
Corporates					45,806,141,350.87		45,806,141,350.87
Microfinance/Small and Medium Enterprises				14,761,346,139.95			14,761,346,139.95
Loans to individual for housing purposes			9,950,875,697.77				9,950,875,697.77
Loans to Individuals					170,277,460,882.72		170,277,460,882.72
2.1 Defaulted exposures							8,337,667,525.01
Housing Loans					795,840,965.03		795,840,965.03
Other than housing loans						7,541,826,559.98	7,541,826,559.98
Loans and Receivables Arising from Repurchase Agreements, Certificates of Assignment/Participation with Recourse, and Securities Lending and Borrowing Transactions							1,392,086,045.00
Sovereign	1,392,086,045.00						1,392,086,045.00
Sales Contract Receivable							136,248,661.38
1. Non Defaulted Exposures					126,891,033.08		126,891,033.08
2. Defaulted Exposures						9,357,628.29	9,357,628.29
Real and Other Properties Acquired						1,670,203,715.88	1,670,203,715.88
Total Exposures Excluding Other Assets							355,644,163,215.60
Other Assets					8,293,505,319.54		8,293,505,319.54
Total Exposures Including Other Assets	57,435,163,993.33	6,210,279,317.36	39,773,464,768.61	14,761,346,139.95	236,163,603,793.11	9,593,810,522.78	363,937,668,535.14
Total Risk weighted On-Balance Sheet Assets not covered by CRM	-	1,242,055,863.47	19,886,732,384.30	11,071,009,604.96	236,163,603,793.11	14,390,715,784.17	282,754,117,430.02
Total Risk weighted On-Balance Sheet Assets	-	1,242,055,863.47	19,886,732,384.30	11,071,009,604.96	236,163,603,793.11	14,390,715,784.17	282,754,117,430.02

RISK EXPOSURE

	SOLO 2020						
	0%	20%	50%	75%	100%	150%	TOTAL
Cash on Hand	8,240,282,843.30						8,240,282,843.30
Checks and Other Cash Items		71,342,259.40					71,342,259.40
Due from Bangko Sentral ng Pilipinas	48,809,588,385.32						48,809,588,385.32
Due from Other Banks		6,503,758.45	11,001,391,204.80		120,116,387.11		11,128,011,350.35
Financial Assets Designated at Fair Value through Profit or Loss							10,338,201.33
Debt Securities							-
Equity Securities					10,338,201.33		10,338,201.33
Available-for-Sale (AFS) Financial Assets							29,193,890,601.79
1. Debt Securities							29,193,889,806.83
Sovereign	1,018,566,112.92		27,715,208,621.14				28,733,774,734.06
Multilateral Agencies							-
LGU and Public Sector Entities							-
Government Corporation							-
Banks					460,115,072.77		460,115,072.77
Corporates							-
2. Equity Securities					794.96		794.96
Held-to-Maturity (HTM) Financial Assets							20,813,397,702.83
1. Non Defaulted Exposures							20,446,872,151.42
Sovereign	4,089,534,688.94	2,295,181,982.86	5,311,852,879.58		389,260,007.41		12,085,829,558.79
Multilateral Agencies							-
LGU and Public Sector Entities							-
Government Corporation							-
Banks							-
Corporates		2,179,917,242.30			6,181,125,350.34		8,361,042,592.63
2. Defaulted Exposures						366,525,551.41	366,525,551.41
Loans and Receivables							209,696,239,800.91
1. Interbank Loans Receivable		1,291,818,700.00					1,291,818,700.00
2. Loans and Receivables -Others							208,404,421,100.91
2.1 Non defaulted exposures							198,177,341,536.92
Sovereign					1,974,560,837.62		1,974,560,837.62
LGU and Public Sector Entities							-
Government Corporation							-
Corporates					37,292,561,814.43		37,292,561,814.43
Microfinance/Small and Medium Enterprises				12,298,982,923.01			12,298,982,923.01
Loans to individual for housing purposes			11,808,659,574.70				11,808,659,574.70
Loans to Individuals					134,802,576,387.16		134,802,576,387.16
2.1 Defaulted exposures							10,227,079,563.99
Housing Loans					879,465,678.74		879,465,678.74
Other than housing loans						9,347,613,885.26	9,347,613,885.26
Loans and Receivables Arising from Repurchase Agreements, Certificates of Assignment/Participation with Recourse, and Securities Lending and Borrowing Transactions							15,819,273,408.00
Sovereign	15,819,273,408.00						15,819,273,408.00
Sales Contract Receivable							131,909,046.85
1. Non Defaulted Exposures					127,696,226.79		127,696,226.79
2. Defaulted Exposures						4,212,820.06	4,212,820.06
Real and Other Properties Acquired						1,458,984,573.77	1,458,984,573.77
Total Exposures Excluding Other Assets							345,373,258,173.86
Other Assets					8,219,563,508.56		8,219,563,508.56
Total Exposures Including Other Assets	77,977,245,438.49	5,844,763,943.00	55,837,112,280.22	12,298,982,923.01	190,457,380,267.21	11,177,336,830.49	353,592,821,682.42
Total Risk weighted On-Balance Sheet Assets not covered by CRM	-	1,168,952,788.60	27,918,556,140.11	9,224,237,192.26	190,457,380,267.21	16,766,005,245.74	245,535,131,633.92
Total Risk weighted On-Balance Sheet Assets covered by CRM	-	-	-	-	-	-	-
Total Risk weighted On-Balance Sheet Assets	-	1,168,952,788.60	27,918,556,140.11	9,224,237,192.26	190,457,380,267.21	16,766,005,245.74	245,535,131,633.92

RISK EXPOSURE

	SOLO 2019						
	0%	20%	50%	75%	100%	150%	TOTAL
Cash on Hand	7,626,236,008.50						7,626,236,008.50
Checks and Other Cash Items		44,284,697.98					44,284,697.98
Due from Bangko Sentral ng Pilipinas	34,379,374,951.25						34,379,374,951.25
Due from Other Banks		124,504,570.50	2,803,359,258.52		135,414,201.21		3,063,278,030.23
Financial Assets Designated at Fair Value through Profit or Loss							10,343,201.33
Debt Securities							-
Equity Securities					10,343,201.33		10,343,201.33
Available-for-Sale (AFS) Financial Assets							4,722,854,218.78
1. Debt Securities							4,722,853,078.82
Sovereign	4,722,853,078.82						4,722,853,078.82
2. Equity Securities					1,139.96		1,139.96
Held-to-Maturity (HTM) Financial Assets							50,521,191,691.56
1. Non Defaulted Exposures							50,148,769,072.94
Sovereign	8,519,423,839.43	2,421,578,322.95	26,629,408,543.95		414,862,557.30		37,985,273,263.63
Multilateral Agencies							-
LGU and Public Sector Entities							-
Government Corporation					1,479,231,415.27		1,479,231,415.27
Banks			389,821,268.36		8,621,745.81		398,443,014.17
Corporates		2,317,461,653.91			7,968,359,725.95		10,285,821,379.87
2. Defaulted Exposures						372,422,618.62	372,422,618.62
Loans and Receivables							225,276,727,822.87
1. Interbank Loans Receivable		1,299,868,937.50					1,299,868,937.50
2. Loans and Receivables -Others							223,976,858,885.37
2.1 Non defaulted exposures							217,475,720,192.64
Sovereign							-
LGU and Public Sector Entities					767,406,411.62		767,406,411.62
Government Corporation							-
Corporates					45,806,141,350.87		45,806,141,350.87
Microfinance/Small and Medium Enterprises				14,758,119,908.04			14,758,119,908.04
Loans to individual for housing purposes			9,950,875,697.77				9,950,875,697.77
Loans to Individuals					146,193,176,824.33		146,193,176,824.33
2.1 Defaulted exposures							6,501,138,692.73
Housing Loans					795,840,965.03		795,840,965.03
Other than housing loans						5,705,297,727.70	5,705,297,727.70
Loans and Receivables Arising from Repurchase Agreements, Certificates of Assignment/Participation with Recourse, and Securities Lending and Borrowing Transactions							1,392,086,045.00
Sovereign	1,392,086,045.00						1,392,086,045.00
Sales Contract Receivable							136,248,661.38
1. Non Defaulted Exposures					126,891,033.08		126,891,033.08
2. Defaulted Exposures						9,357,628.29	9,357,628.29
Real and Other Properties Acquired						1,668,901,534.01	1,668,901,534.01
Total Exposures Excluding Other Assets							328,841,526,862.89
Other Assets					7,809,175,006.68		7,809,175,006.68
Total Exposures Including Other Assets	56,639,973,923.00	6,207,698,182.84	39,773,464,768.61	14,758,119,908.04	211,515,465,578.45	7,755,979,508.63	336,650,701,869.57
Total Risk weighted On-Balance Sheet Assets not covered by CRM	-	1,241,539,636.57	19,886,732,384.30	11,068,589,931.03	211,515,465,578.45	11,633,969,262.94	255,346,296,793.30
Total Risk weighted On-Balance Sheet Assets	-	1,241,539,636.57	19,886,732,384.30	11,068,589,931.03	211,515,465,578.45	11,633,969,262.94	255,346,296,793.30

CORPORATE GOVERNANCE



MAKING GOOD GOVERNANCE COUNT

The COVID-19 global pandemic offers a unique opportunity to strengthen corporate governance practices.

At EastWest, our strict adherence to corporate governance principles is guided by our Corporate Governance Manual which was last revised on July 30, 2020. The Manual outlines the definitions of corporate governance, nomination and election, meetings, and quorum requirements. It also enumerates the duties of members of the Board, Board committees, and key officers and employees. It also features a disclosure system which highlights adherence to the principles of transparency, accountability, and fairness.

Governance Structure

Corporate governance starts at the top. Our Board and Senior Management team foster critical exchange of views and objective judgement. They set the tone and ensure that mechanisms for full disclosure, and protection of the rights and equitable treatment of shareholders are in place.

Board of Directors

As the highest governing body in EastWest, the Board provides stewardship, sets the direction, and performs general oversight of our management and operations. It approves our overall strategy and makes decisions based on our core values and principles, emphasizing long-term performance.

The Board is also responsible for fostering our long-term success and securing our sustained competitiveness in a manner consistent with its fiduciary responsibility. It is committed to conduct itself with utmost honesty, integrity, and transparency in the discharge of its duties, functions, and responsibilities. It holds regular and special meetings to discuss our strategic direction and performance, as well as policies and developments in the areas of risk management, IT, governance, and relevant operational functions.

The Board is composed of 11 directors, majority of whom are non-executive directors. Nominated and voted by shareholders every year, each director serves a one-year term until the election of another set of directors.

Through the Board's Corporate Governance and Compliance Committee, we ensure that all directors are qualified for election based on their integrity, physical fitness, competence, education, and relevant business or banking experience, among others. The Bank also considers their moral standing in the community, and does not discriminate against gender, age, and ethnic, political, religious, or cultural backgrounds.

Independent Directors

Four of the 11 Board members are independent directors whose role is to provide independent judgment, outside experience, and objectivity to the Board. They have not served as independent directors for a maximum cumulative term of nine years from the reckoning period rule and do not have more than five board seats in other publicly listed companies.

Executive and Non-Executive Roles

The roles of the Chairman, Mr. Jonathan T. Gotianun, and the Vice Chairman, President and CEO, Mr. Antonio

C. Moncupa Jr., are clearly distinct and separate. Being a non-executive director, Mr. Gotianun is not involved in the day-to-day operations of the Bank but advises Senior Management on matters related to strategy and policy. Providing leadership in the Board, he presides over the Board and stockholders' meetings, ensuring that the Board takes an informed decision in all matters affecting the Bank and its shareholders.

As Vice Chairman and CEO, Mr. Moncupa ensures that the strategic goals set by the Board are met. He has direct and immediate supervision over the long-term and daily operations and management of EastWest and executes the administrative and operational policies approved by the Board.

Board Self-Evaluation

All directors undergo a regular self-evaluation to allow them to assess their conduct in accordance with their mandate and responsibilities as a member of the Board, as well as of their respective Board-level committees. This ensures the continued effectiveness of the Board in contributing to our long-term sustainability and success.

In aid of proper self-evaluation, each director is required to accomplish at least three self-assessment sheets: one as an individual director, for the Board, and for the Board Committee as a member. Each sheet delves into specifics, such as the clarity and relevance of the Board and committee functions, as well as their effectiveness in conducting meetings, making constructive use of available reports, and discussing concerns, which may impact on their responsibilities as Director and member of a committee.

CORPORATE GOVERNANCE

Board Training

Our directors need to be adequately qualified, individually and collectively, and have a good understanding of both the business and regulatory environments. To ensure that each member contributes effectively to the Board, new directors shall receive appropriate induction training and all directors shall attend an annual training on Corporate Governance. Directors also receive regular updates on regulatory changes and market developments, and are encouraged to attend relevant training programs to develop and refresh their knowledge and skills.

Board Remuneration

Our model for compensating directors and executives follows best practices for good governance. We establish formal and transparent procedures for the development of a policy on executive remuneration or determination of remuneration levels for individual directors, depending on our particular needs.

No director is allowed to participate in deciding on his remuneration. Each director receives a monthly professional fee for attending Board and committee meetings. This is also in consideration of their valuable contributions in the formulation and continuing review of our overall strategy and performance. Remunerations given to directors which were approved by the Board Remuneration Committee amounted to ₱19.86 million in 2020. Executive Directors and FDC-affiliated Directors continue to waive their professional fees.

Retirement and Succession

Our directors are elected by our shareholders and thus should not be removed simply because of their age. As long as Board members are able to effectively perform their functions, we consider them eligible to stay on the Board. In line with this, our retirement policy for our Board is not based on age but one that is based on their capabilities to carry out their function.

The Corporate Governance and Compliance Committee evaluates the fitness of the nominees for the Board.

Upon election, a director serves for a term of one year subject to re-election the following year. Independent directors shall serve a maximum cumulative term of nine years (reckoned from 2012), after which the independent directors can no longer be re-elected as such in the Bank. However, they may continue to qualify for nomination and election as a regular director. Notwithstanding the term limit for the independent directors, there is no fixed term limit for the regular directors.

Shareholder Communication

Our Board and Senior Management keep our shareholders abreast of developments in the Bank through our annual stockholders' meeting, annual report, general information sheet, quarterly financial reports, news releases, and our corporate disclosures. Our website provides extensive information about the Board, its mandate, the Board committees and their charters, and our directors.

Board Meetings

The Board holds a meeting for organizational purposes immediately after election every calendar year and has regular meetings once a month. Special meetings of the Board may be called at any time by the Chairman or by the Vice Chairman, or upon written request of at least a majority of the directors. We have seven Board-level committees created to assist the Board in performing its duties and responsibilities and ensure efficiency and focus.

The implementation of lockdown restrictions in 2020 prevented our directors from physically attending or voting in board meetings. To continue exercising their role and responsibilities to the Bank, our Board shifted to video conferencing as an alternative mode of communication, which was allowed under the Securities and Exchange Commission's Memorandum Circular No. 6 Series of 2020.

Board Attendance

The Bank held 11 Regular Board Meetings, one Organizational Meeting, or a total of 12 Board Meetings, in 2020.

Board of Directors	No. of Meetings Attended	% of Attendance
Jonathan T. Gotianun	12	100%
Antonio C. Moncupa Jr.	12	100%
L. Josephine G. Yap	12	100%
Mercedes T. Gotianun	12	100%
Isabelle G. Yap	12	100%
Wilson L. Sy	12	100%
Nelson M. Bona*	9	75%
Carlos R. Alindada	12	100%
Paul A. Aquino	12	100%
Atty. Jose Maria G. Hofileña	12	100%
Gregorio U. Kilayko	12	100%

*Joined the Bank as of February 01, 2020

Board Committees

Pursuant to the Bank's Corporate Governance Manual, its Board created each of the following committees and appointed Board members thereto.

Each member of the respective committees named below has been holding office as of the last Annual Stockholders' Meeting which was on June 11, 2020 and will serve until his successor shall have been elected and qualified.

Executive Committee

The Executive Committee is empowered to direct the business of the Bank vested by law in the Board insofar as such powers and authority may be lawfully delegated to the Executive Committee, including the power to review and approve proposals and transactions related to credit in amounts within the limits of its delegated authority.

The Executive Committee is composed of five regular members, at least three of whom must be Board members. It meets weekly or as often as it may be necessary to address all matters referred to it. In 2020, the Bank held 26 Regular and one Special Executive Committee Meetings, or a total of 27 Executive Committee Meetings.

Committee Members	Meetings Attended	% of Attendance
Jonathan T. Gotianun	27	100%
Antonio C. Moncupa Jr.	27	100%
L. Josephine G. Yap	25	92%
Isabelle G. Yap	23	85%
Jacqueline S. Fernandez	23	85%

CORPORATE GOVERNANCE

Corporate Governance and Compliance Committee (CGCC)

The Corporate Governance and Compliance Committee leads the Bank and assists the Board in defining and fulfilling the corporate governance policies and attaining best practices while overseeing the implementation of compliance programs, money laundering prevention programs and ensuring that regulatory compliance issues are resolved expeditiously. In addition to its governance role, the CGCC also assumes the nomination function whereby it reviews and evaluates the qualifications of all persons nominated to the Board, all direct reports of the CEO and the President, regardless of rank, heads of Governance Units and other positions of the Bank requiring Board appointment and BSP confirmation.

The Committee oversees the annual performance evaluation of the Board, its committees, and individual directors and conducts an annual self-evaluation of its performance as prescribed under and in accordance with the Corporate Governance Manual and the SEC Code of Corporate Governance for Publicly Listed Companies and BSP Manual of Regulations for Banks (MORB).

The Committee shall be composed of at least three Board members who shall all be non-executive directors, majority of whom shall be independent directors, including the chairperson. The Compliance Division shall serve as the Committee Secretariat. In 2020, 11 meetings (regular and special) were conducted and attended by Committee members.

Committee Members	Meetings Attended	% of Attendance
Paul A. Aquino, Chairman	11	100%
Jonathan T. Gotianun	11	100%
Atty. Jose Maria G. Hofileña	11	100%
Gregorio U. Kilayko*	7	100%

*Joined the Committee in June 2020.

Related Party Transactions Committee (RPT Committee)

The RPT Committee assists the Board in ensuring that transactions with related parties of the Bank are handled in a sound and prudent manner, with integrity and in compliance with the applicable laws and regulations to protect the interest of depositors, creditors and other stakeholders. It also ensures that related party transactions are conducted on an arm's length basis and that no stakeholder is unduly disadvantaged by such transactions.

The Committee shall be composed of at least three members of the Board, two of whom shall be independent directors. The Committee Chairman shall be one of the independent directors. The Committee shall at all times be entirely composed of independent and non-executive directors, with independent directors comprising majority of the members. It meets every other month or whenever necessary to discuss and agree on matters to be endorsed to the Board for approval or confirmation. In 2020, eight meetings (regular and special) were conducted and attended by all Committee members.

Committee Members	Meetings Attended	% of Attendance
Atty. Jose Maria G. Hofileña, Chairman	8	100%
Jonathan T. Gotianun	8	100%
Paul A. Aquino	8	100%

Audit Committee

The Audit Committee assists the Board in overseeing the Bank's financial reporting process, system of internal controls and the process for monitoring compliance with laws and regulations, and the code of conduct. It also provides reasonable assurance to the Board on the overall management of risks of the Bank. It is responsible for setting up the Internal Audit Division, and for appointing the Chief Audit Executive and an independent external auditor who both report to the Audit Committee. It monitors and evaluates

the effectiveness and accuracy of the internal control system established throughout the Bank, through the Internal Audit Division.

The Internal Audit Division provides independent, objective assurance and consulting services designed to add value and improve the Bank's operations. It helps the organization accomplish its objectives by bringing a systematic, disciplined approach in evaluating and improving the effectiveness of risk management, internal control and governance processes. It functionally reports to the Audit Committee and administratively to the CEO. Internal Audit Division is independent to the Bank's other organizational units as well as of the personnel subject of the audit.

The Audit Committee shall be composed of at least three Board members who shall all be non-executive directors, majority of whom shall be independent directors including the Chairperson. The Committee's members, including its chair, shall have accounting, auditing or related financial management expertise or experience commensurate with the size, complexity of operations and risk profile of the Bank. In 2020, 10 regular meetings were conducted and attended by Committee members.

Committee Members	Meetings Attended	% of Attendance
Carlos R. Alindada, Chairman	10	100%
Paul A. Aquino	10	100%
Gregorio U. Kilayko	10	100%
Atty. Jose Maria G. Hofileña	10	100%
L. Josephine G. Yap*	7	100%

*Joined the Committee in June 2020.

Risk Management Committee (RMC)

The Risk Management Committee assists the Board in fulfilling its responsibilities in managing the Bank's risk-taking activities. The RMC reviews and approves principles, policies, strategies, processes, and control

frameworks pertaining to risk management. It also recommends to the Board any necessary modification or amendment to strategies and policies relative to risk management. Its functions include identifying and evaluating the Bank's risk exposures, estimating its impact to the organization and assessing the magnitude, direction and distribution of risks across the Bank, which it uses as basis in determining risk tolerances that it subsequently recommends to the Board for approval. The RMC reports to the Board the overall risk exposures as well as the effectiveness of its risk management practices and processes while recommending further policy revisions when necessary.

The Committee shall have no less than three members, majority of whom shall be independent directors, including the chairperson. The RMC's chairperson shall not be the Chairperson of the Board, or any other board-level committee. The RMC's members must possess adequate knowledge and understanding of the Bank's risk exposures as well as the expertise to develop appropriate risk policy and strategy. Members of the Committee possess adequate knowledge and understanding of the institution's risk exposures and expertise in developing appropriate risk policies and strategies. In 2020, 11 regular meetings were conducted and attended by all the Committee members.

Committee Members	Meetings Attended	% of Attendance
Gregorio U. Kilayko, Chairman	11	100%
Carlos R. Alindada	11	100%
Wilson L. Sy	11	100%

Compensation Committee

The Compensation Committee is composed of five members including the Bank's President and CEO, and one independent director. It ensures that the compensation policies and practices are consistent with the corporate culture, strategy, and the business environment under which it operates. It evaluates and

CORPORATE GOVERNANCE

recommends to the Board incentives and other equity-based plans designed to attract and retain qualified and competent individuals.

The Committee meets at least once a year and provides overall direction on the compensation and benefits strategy of the Bank. In 2020, one meeting was conducted and attended by all the Committee members.

Committee Members	Meetings Attended	% of Attendance
L. Josephine G. Yap, Chairperson	1	100%
Jonathan T. Gotianun	1	100%
Antonio C. Moncupa Jr.	1	100%
Isabelle G. Yap	1	100%
Atty. Jose Maria G. Hofileña	1	100%
Gregorio U. Kilayko	1	100%

Trust Committee

The Trust Committee assists the Board in fulfilling its responsibilities to oversee the proper management and administration of the Bank's trust and other fiduciary businesses. Duly constituted and authorized by the Board, the Committee acts within the sphere of authority as provided in the Bank's By-laws and/or as may be delegated by the Board. It undertakes such responsibilities but not limited to the following:

- acceptance and closing of trust and other fiduciary accounts;
- initial review of assets placed under the trustee's fiduciary custody;
- investment, reinvestment and disposition of funds or property;
- review and approval of transactions between trust and/or fiduciary accounts; and

- review of trust and other fiduciary accounts to determine the advisability of retaining or disposing of the trust or fiduciary assets and/or whether the account is being managed in accordance with the instrument creating the trust or other fiduciary relationship.

The Trust Committee also presides over the proper conduct of the Bank's Trust business, periodically reviewing the business development initiatives such as staffing and delineation of responsibility/accountability, proactive development and implementation of strategies for the cultivation of revenue streams and cost management, and application and monitoring of the proper performance benchmarks.

The Trust Committee is composed of five members, namely the President, Trust Officer and three directors. It meets once every quarter or more frequently as circumstances may warrant. In 2020, three regular meetings were conducted and attended by the Committee members.

Committee Members	Meetings Attended	% of Attendance
Wilson L. Sy, Chairman	3	100%
Jonathan T. Gotianun	3	100%
Antonio C. Moncupa Jr.	3	100%
Nelson M. Bona	3	100%
Robert B. Ramos*	1	100%

*Resigned effective July 15, 2020

Independent Audit

Audit is an essential part of our governance framework and internal control system. Our Internal Audit, which performs year-round audits to check operational efficiency, and our external audit firm, which validates annually the accuracy of financial statements, work independently and collaboratively to examine and evaluate the controls in place and determine if they are working as intended.

Internal Audit

Internal Audit (IA), which provides functional support to the Audit Committee, is mandated to evaluate the effectiveness as well as recommend appropriate courses of action to senior management and the Board to improve the Bank's risk management, compliance, internal controls, and corporate governance processes.

Cascading Compliance

It is our firm belief that compliance with corporate governance standards and regulatory guidelines and directives is a shared responsibility of everyone in the organization. Each employee is expected to have a working knowledge of all relevant laws, rules and regulations applicable to his assignment and must fulfill his tasks in compliance with the Bank's policies, code of conduct and standards of good governance.

The Compliance Office, headed by the Chief Compliance Officer, is vested with the role of designing the Bank's Compliance Program and overseeing and coordinating its effective implementation towards the sound management of compliance risks. It is also its responsibility to propagate the right compliance culture across the organization.

We have appointed Business Compliance Officers (BCOs) in every unit of the Bank responsible for ensuring the consistent implementation in his unit of the Bank's Compliance Program and cascaded regulatory issuances. As designated by the Vice Chairman & CEO, the heads of our business units are assigned to perform this role, having the sole responsibility for efficiently running the day-to-day operations in his unit. The BCOs are each tasked to appoint a Deputy Business Compliance Officer (DBCOC) to serve as their eyes on the ground and facilitate faster and easier coordination with the Bank's Compliance Division.

In addition, our governance units, namely Compliance, Risk Management, and Internal Audit, coordinate and work together in meeting the common governance, risk management and internal control goals of the Bank.

Making Good Governance Work

It is important for all our stakeholders that we act with integrity, transparency, and accountability in the Bank. And our commitment goes beyond the close of every banking day. We strive to earn trust in the way we manage our business responsibly at every encounter.

Corporate Governance Manual

Our strong focus on upholding the highest corporate governance principles is enshrined in our Corporate Governance Manual. The Manual was designed to define the framework of rules, systems, and processes governing the performance of the Board and EastWest management. It establishes the structure by which we carry out corporate governance and serves as reference for all the members of the Board and Senior Management in the conduct of their duties and responsibilities.

Every member of our organization is made aware of these policies, and the Board and Senior Management commit themselves to the principles and best practices contained in this manual.

An electronic copy of the manual is available in EastWest's corporate website, www.ewbanker.com.

Evaluation System and Compliance

As part of its system for monitoring and assessing compliance with the Corporate Governance Manual and the SEC Code of Corporate Governance, each Board Committee is required to report regularly to the Board. In addition, the Corporate Governance Manual is subject to annual review or when necessary as mandated by law or regulation.

CORPORATE GOVERNANCE

The Chief Compliance Officer is responsible for determining and measuring compliance with the Corporate Governance Manual and the SEC Code of Corporate Governance. Any violation of the Bank's Corporate Governance Manual shall subject the responsible officer or employee to the penalties in accordance with the Bank's Code of Discipline and Ethics.

Conflict of Interest

We seek to ensure transparency and fairness in all our dealings with stakeholders and our public. We have established policies to prevent potential conflict of interest, which we have defined as any situation wherein our directors, officers, and employees have a competing interest against the Bank or our customers.

All our directors, officers, and employees are prohibited from engaging in any transaction where their personal interests could compromise their judgement or ability to act in the best interest of the Bank or our customers.

The Code of Discipline and Ethics governs conflict of interest in all employees, and any inquiry into this matter is coursed through the Human Resources Group and duly discussed with the employee's direct supervisor and the Chief Compliance Officer.

Dividend Policy

Dividends may be declared from the surplus profits arising from the business of the Bank at such time and in such percentage as the Board may deem proper. No dividends may be declared that will impair the Bank's capital. Stock dividends shall be declared in accordance with the law. The Board has set 20% to 30% of earnings will be declared as dividends. This policy has been put on hold in the meantime that the Bank is in a full-speed growth plan. The decision was made in lieu of making a capital call. The Board expects dividends to resume when the capital level of the Bank increases to its target level of at least 11% CET 1 ratio.

Insider Trading

As a publicly listed company, we are governed by the rules of the Philippine Stock Exchange (PSE) and the Securities and Exchange Commission (SEC) in disclosing trading transactions from directors to principal officers. Our internal policy requires all these individuals to secure prior clearance in any trading transaction, as well as to inform our Investor Relations Office and the Office of the Corporate Secretary on such trading transactions within one banking day after transaction execution.

Information is deemed properly disseminated via disclosures in the form of SEC filings, PSE disclosures, press releases, or placements on our website. We prohibit any of the Bank's directors, officers, and employees privy to sensitive or material information about our company, products, or services to pursue agreements or transactions involving those products or services in his or another person's behalf.

Related Party Transactions

We have formulated and implemented policies and procedures that would ensure the integrity and transparency of related party transactions (RPT) between and among the Bank and our parent company, joint ventures, subsidiaries, affiliates, major stockholders, officers, and directors, and relevant parties.

Our RPT policy aims to ensure that all RPTs are:

- conducted at arm's length and managed in a manner that will protect the Bank, its depositors, creditors, and other stakeholders from conflicts of interest and possible material risks arising from exposures to such transactions; and
- appropriately reviewed, approved, ratified and disclosed as required in compliance with legal and regulatory requirements.

Our RPT Committee conducts a periodic review of RPT policies and procedures, including materiality thresholds and endorses revisions for Board approval and confirmation of the majority vote of stockholders. Our RPT policy is also posted in our website.

Anti-Money Laundering

EastWest sees current policies to combat money laundering as an opportunity to increase our vigilance and our knowledge of our customers. We continue to comply with the provisions of the Anti-Money Laundering Act (AMLA), with our Compliance Division overseeing our overall direction in this area. We continued to strengthen our AML program and further enhanced transaction monitoring and keeping in touch with news and developments in the market that could create huge reputational risks apart from actual financial damage.

We take pride in having 100% awareness of our anti-money laundering policy in our ranks, as it is a foundational training course for each member of the organization. Even those who are not in the frontlines are required to take the course to know the basic rules and protect the business. In our EastWest stores, we conduct specialized AML courses and briefings during service and sales clinics to reinforce proper client identity process from onboarding to continuous monitoring of account activity and all other controls that ensure the Bank's protection against unlawful activity.

Whistle-Blowing Policy

Our ethical culture is supported by an environment where concerns can be raised without fear of retaliation. We provide various means for raising concerns, including the ability to report them on an anonymous basis. All reports are investigated, and breaches of the Code of Discipline and Ethics are dealt with swiftly and decisively.

Our program, Ethics-Direct, encourages employees, clients, shareholders, and third-party partners to report any incident or knowledge of misconduct, irregularity,

or breach of ethics that can go against the interest of the Bank and its stakeholders. Each whistleblower's identity is well-protected.

Various channels of communication – including direct supervisors and managers, a designated officer, and the Whistle Blowing committee – are open and ready to accommodate complaints and reports of undesirable acts and behavior.

Employee Health, Safety, and Wellness

We treat the health, safety, and well-being of our employees as a benchmark for the success of our corporate governance. We provide health insurance, group life insurance, and retirement benefits to all full-time employees to help guard their wellness.

In addition, we built and continue to improve the EastWest Learning & Development to form a learning community where EastWestbankers hone their skills and build competencies in their specific disciplines. We also organized unit representatives into an Employee Relations Council to address employee concerns and grievances.

Ecological Protection

We uphold the pressing responsibility of protecting the environment through water and energy conservation programs we have put in place. We do our share in carbon reduction and ensuring socio-economic stability through policies that make our value chain eco-friendly, socially responsible, and consistent with the sustainability goals that other banks and industries have purposely set to achieve going forward.

Retirement of Senior Officers

The retirement age of Senior Officers is generally the same as with all other bonafide EastWestbankers as embodied in the Plan Rules and Regulations of the EastWest Employees' Retirement Plan. The normal retirement date for our employees is attainment of age 60 but there may be cases that call for late retirement, which the Board will approve.

MATERIAL RELATED PARTY TRANSACTIONS

For the year 2020 (PHP in Thousands)

Category	Amount/ Volume	Outstanding Balance	Terms and Conditions/ Nature
Subsidiaries			
Receivables purchased	–	4,957,722	Receivables purchased by the Parent Company from EWRB
Acquisitions	3,089,371	--	
Collections	109,630	--	
Receivable sold	–	418,216	Employee loans sold by the Parent Company to EWRB
Accounts receivable	–	54,740	Amount collected by EWRB from borrowers on behalf of the Parent Company that remained unremitted and other related expenses shouldered by the Parent Company on behalf of the Subsidiaries
Accounts receivable	–	77,356	Receivables from subsidiaries which represent expenses shouldered by Parent Company
Deposit liabilities	–	984,198	Earns interest at the respective bank deposit rates
Deposits	108,799,303	–	
Withdrawals	108,759,456	–	
Accounts payable	–	132,638	Cash reloading transactions between EWRB and the Parent Company
Interest expense	3,756	–	Interest expense on deposits of EWRB and EWIB
Interest income	2,062	–	Interest income on loans receivable
Service fee expense	9,959	–	Service fees paid to EWRB for account servicing equivalent to 0.37% of loan amounts collected by EWRB on behalf of the Parent Company for the receivables purchased and for collection of credit card payments
Service fee income	649	–	Service fees paid by EWRB for account servicing equivalent to 0.37% of loan amounts collected by the Parent Company on behalf of EWRB for the receivables sold
Commission expense	123,577	–	Commission expense paid by the Parent Company to QMIS
Rent income	18,296	–	Rent of office space leased to subsidiaries

BOARD OF DIRECTORS

Jonathan T. Gotianun
Chairman of the Board



Antonio C. Moncupa Jr.
Vice Chairman, President & CEO



Mercedes T. Gotianun
Director



Wilson L. Sy
Director



Isabelle Gotianun Yap
Director



Nelson John M. Bona
Director



Lourdes Josephine Gotianun - Yap
Director



Carlos R. Alindada
Independent Director



Paul A. Aquino
Independent Director



Gregorio U. Kilayko
Independent Director



Atty. Jose Maria G. Hofleña
Independent Director



Atty. Benedicto M. Valerio Jr.
Corporate Secretary



DIRECTORS' PROFILES

JONATHAN T. GOTIANUN

67 years old, Filipino
Chairman of the Board since April 2007

Committees

Chairman, Executive and Trust committees
Member, Corporate Governance & Compliance, Compensation, and Related Party Transaction Committees

Concurrent Positions

Chairman of Filinvest Development Corporation, Filinvest Land, Inc., EastWest Rural Bank, Inc., and East West Leasing and Finance Corporation, Chairman and President of Cotabato Sugar Central Co., Inc., Davao Sugar Central Co., Inc., High-Yield Sugar Farm Corporation; Director of FDC Utilities, Inc., FDC Misamis Power Corporation, Filinvest Alabang, Inc., FDC Hotels Corp. and East West Ageas Life Insurance Corporation; Director and President of Pacific Sugar Holdings Corporation

Past Positions

Vice Chairman and Director of EastWest Bank from 1994 to 2007

Education

Bachelor of Science in Management - Ateneo De Manila University engineering; Commerce degree from the Santa Clara University in California and Masters in Management degree from the Kellogg School of Management, Northwestern University in Evanston, Illinois, USA

ANTONIO C. MONCUPA JR.

62 years old, Filipino
Director and Chief Executive Officer since 2007 and Vice Chairman since May 2017

Committees:

Member of the Executive and Compensation and Trust Committees

Concurrent Positions:

Director of Pasberfund Realty Holdings, Bancnet, Philippine Rural Reconstruction Movement, East West Leasing & Finance Corp., LGU Guaranty Corp., Bankers Association of the Philippines and Philippine Payments Management, Inc.; Vice Chairman/Director of East West Rural Bank, Inc.

Past Positions

President of EastWest Banking Corp.; Director of East West Ageas Life Insurance Corporation; Executive Vice President and Chief Financial Officer of the International Exchange Bank

Education

Double degree in Economics and Accounting from the De La Salle University and Masters in Business Administration degree from the University of Chicago

MERCEDES T. GOTIANUN

92 years old, Filipino
Director since 1995

Committee

Member of the Compensation Committee

Concurrent Positions

Chairman of Filinvest Alabang, Inc.; Chairman, President & CEO of Andremerc Holdings Corp.; Director of Filinvest Development Corp., Filinvest Land, Inc., A. L.Gotianun, Inc., Davao Sugar Central Corp., Cotabato Sugar Central Company Inc., High Yield Sugar Farm Corp., FDC Misamis Corp., Team Gladiola, Inc., and FDC Utilities, Inc.; Vice Chairman of Pacific Sugar Holdings Corp.

Education

Pharmacy degree, Magna cum laude, from the University of the Philippines

LOURDES JOSEPHINE GOTIANUN - YAP

66 years old, Filipino
Director since August 2000

Committees

Chairman of the Compensation Committee; member of the Executive and Audit Committees

Concurrent Positions

President and Director of Filinvest Land, Inc., Filinvest Alabang, Inc., Filinvest Development Corp., Mimosa Cityscapes, Inc., Festival Supermall, Inc.; Director of Chroma Hospitality, Inc., High Yield Sugar Farm Corp., Cotabato Sugar Central Company Inc., Davao Sugar Central Corp., Pacific Sugar Holdings Corp.

Education

Business Management degree from the Ateneo de Manila University and Masters in Business Administration, Major in Finance degree from the University of Chicago

CARLOS R. ALINDADA

84 years old, Filipino
Independent Director since April 2002

Committees

Chairman of the Audit Committee; member of the Risk Management Committee

Concurrent Positions

Independent Director of SFA Semiconductor Phil., Inc., Bahay Pari Solidaritas Fund, Datem, Inc. and Home Credit Philippines

Past Positions

Chairman and Managing Partner of SGV & Co.; Director of the National Power Corp.; Commissioner of the Energy Regulation Commission; Chairman of Review Oil Deregulation Law and Committee - SSS

Education

Accounting degree from the University of the East and Masters in Business Administration in Corporate Finance degree from New York University; finished an Advance Management Program at Harvard University

PAUL A. AQUINO

78 years old, Filipino
Independent Director since October 2009

Committees

Chairman of the Corporate Governance & Compliance Committee ; member of the RPT, and Audit Committees

Concurrent Positions

Independent Director of East West Ageas Life Insurance Corp.; Director of Skycable, Inc.; President/Trustee of Keitech (Kananga EDC Institute of Technology); Honorary Consul of the Government of Malta; Consultant of Energy Development Corp.; Trustee of Tanging Yaman

Past Position

President/CEO PNOC- Energy Dev. Corp.

Education

Electrical Engineering degree and a Masters in Business Administration degree from Santa Clara University in California; conferred a Doctor of Management Science (Honoris Causa) degree by the Philippine School of Business Administration

WILSON L. SY

68 years old, Filipino
Director since April 2016

Committees

Chairman of Trust and Member of the Risk Management Committee

Concurrent Positions

Chairman & Director of Wealth Securities, Inc.; Chairman of Manila Stock Exchange Found, Inc.; Director of Philippine Stock Exchange Vantage, Securities, Inc., Philequity Management, Inc., Asian Alliance Holdings Corp., Pacific Online Systems Corp., Xcell Property Ventures, Inc., Monte Oro Resources & Energy, Inc., Vantage Financial Corp., Leisure & Resorts World Corp., MORE Coral Corp. MORE Minerals Corp., MORE Reedback Corp., MORE Oil & Gas Corp., Sinag Energy Philippines, Inc.; Member, Board of Trustee at Ateneo De Manila Univ. Corp

Past Positions

Chairman of the Philippine Stock Exchange from 1996-1998 and Director of Yehey! Corporation and International Exchange Bank

Education

Management Engineering degree from the Ateneo de Manila University

ISABELLE GOTIANUN YAP

33 years old, Filipino
Director since April 2019

Committees

Member of Executive Committee

Concurrent Position

Special Projects Officer and Director of EastWest

Past Positions

Previously worked in multinational companies like McKinsey & Company, Razorfish, SingTel, Credit Suisse and HSBC

Education

Business Management, Double Major Finance and Marketing degree from Singapore Management University, with a Masters degree in Business Administration from Harvard Business School

NELSON JOHN M. BONA

70 years old, Filipino
Director since February 2020

Concurrent Positions

EVP, Chief Financial Officer & Compliance Officer of Filinvest Development Corp. (FDC); Compliance Officer of Filinvest Land, Inc. (FLI); Director of CPI, FAC, TSNC, FAIL Phils., Inc. and FDC Forex. Concurrently holds various positions in other Filinvest subsidiaries and affiliates.

Past Positions

Held officer/executive positions since 1972 in various banks and institutions including Rizal Commercial Banking Corporation, Security Bank, Family Bank, Bank of the Philippine Islands, Morgan Guaranty Bank of New York, Filinvest Capital Inc., EastWest Bank, Millenia Communications, and Filinvest Land Inc.

Education

Graduate of AB-Commerce at University of Sto. Tomas. Attended MBA Program at De La Salle University and training programs at Morgan Guaranty Bank of New York

GREGORIO U. KILAYKO

66 years old, Filipino
Independent Director since April 2019

Committees

Chairman of the RiskManCom; member of Audit, CGCC and Compensation

Concurrent Positions

Independent Director of Belle Corporation, SM Prime Holdings, Inc., Philequity Funds

Past Positions

Country Representative of James Capel Securities (Philippines), President of ING Baring Securities (Philippines) and ABN-Amro Securities (Philippines), Chairman and CEO of ABN-Amro Bank (Philippines), Manager of NCRD, Bureau of Energy Development, Treasury, Philippine National Oil Company

Education

B.S. Industrial Management Engineering degree at De La Salle University, with a Masters Degree in Energy Management and Business Administration from University of Pennsylvania

ATTY. JOSE MARIA G. HOFILEÑA

59 years old, Filipino
Independent Director since April 2019

Committees

Chairman of the RPT; member of Audit, CGCC

Concurrent Positions

Dean at Ateneo de Manila School of Law, Board of Trustees of Advancement for Rural Kids Philippines Inc. and Philippine Association of Law Schools

Past Position

Partner in Sycip Salazar Hernandez & Gatmaitan

Education

Bachelor of Arts degree with Honors from Ateneo de Manila University, and Bachelor of Laws at Ateneo de Manila School of Law; Masters of Laws from Harvard University Law School

ATTY. BENEDICTO M. VALERIO JR.

62 years old, Filipino
Corporate Secretary since April 2007 and Director from July 2012 to April 2017

Concurrent Positions

Corporate Secretary of East West Ageas Life Insurance Corp., Ardent Development Corp., Hospitality Int'l., Inc., Lodging Concepts, Inc., Tribal DDB, Inc., Monserrat Holdings, Inc., and Hospitality Innovations, Inc.

Past Positions

Assistant Corporate Secretary and General Counsel of International Exchange Bank

Education

Commerce degree from the De La Salle University, Bachelor of Laws degree from the Ateneo de Manila University, and Masters in Business Administration degree from the Ateneo Graduate School of Business

SENIOR MANAGEMENT



Rafael S. Algarra, Jr

SEVP & Head of Treasury, Markets and Off-Balance Sheet

52 years old, Filipino

Over 27 years of banking experience

Former EVP & Head of Financial Markets in Security Bank

Graduate of Ateneo de Manila University, BS Management Engineering and Asian Institute of Management, Masters in Business Management

Jacqueline S. Fernandez

SEVP & Chief Lending Officer

58 years old, Filipino

Over 33 years of banking experience

Former Head of Consumer Credit of Standard Chartered Bank Philippines

Graduate of the University of the Philippines Diliman, AB Economics, Cum Laude and Masters in Business Administration

Gerardo Susmerano

SEVP & Head – Retail Banking

56 years old, Filipino

Over 22 years of banking experience

Former Center Head of International Exchange Bank

Graduate of the University of Sto. Tomas, BS Accounting, and Asian Institute of Management, Masters in Business Administration

Pierre Leonard C. Monserrate

EVP & Group Head of Human Resources

49 years old, Filipino

Over 25 years of human resource and business leadership experience

Former Director of People and Culture in Philip Morris International, Inc.

Graduate of De La Salle University, Bachelor of Arts in Human Resources

Rick M. Pusag

EVP & Head, Technology & Productivity

52 years old, Filipino

Over 23 years of evolving experiences in Information Technology with strong emphasis in the Software development modelling and implementation, Infrastructure analysis and architecting, risk mitigation, digital transformation

Former SVP and Chief Information Officer of Security Bank

Graduate of California Polytechnic University Pomona, Bachelor of Science, Business Administration/ Computer Information Systems

Grace N. Ang

SVP & Chief Risk Officer

45 years old, Filipino

20 years of banking experience

Former Senior Manager of International Exchange Bank

Graduate of De La Salle University, B.S. Accountancy

Certified Public Accountant

Eloida F. Oquialda

SVP & Chief Audit Executive

58 years old, Filipino

Over 25 years of banking experience

Former FVP & Department Head of the Internal Audit Division of Rizal Commercial Banking Corporation

Graduate of the Polytechnic University of the Philippines, B.S. Accountancy, Cum Laude

Certified Public Accountant, Certified Information Systems Auditor, Certified Internal Auditor, and Certified Risk and Information Systems Control

Angel Marie L. Pacis

SVP & Special Projects Officer

52 years old, Filipino

Over 20 years of working experience in banking and finance

Former FVP and Trust Officer of EastWest; Founding Shareholder, CEO and President of KnowledgeLinks Wealth Solutions, Inc.

Graduate of University of the Philippines - Diliman, BS Economics (Cum Laude),- Masters in Business Administration; TIFP (Trust Institute Foundation of the Philippines) One-Year Course on Trust Operations

Passed the Level 2 Chartered Financial Analyst Exams

SENIOR MANAGEMENT



Atty. Eleanor B. Rivera

SVP & Chief Compliance Officer

54 years old, Filipino

Over 20 years of experience in the financial markets area covering specific areas of securities regulation

Former Managing Director of Philippine Dealing & Exchange Corp. for almost 12 years

Graduated Accounting at the University of the Philippines - Diliman, Cum Laude

Richard Chester C. Tamayo

SVP & Head, Wealth Management

43 years old, Filipino

Over 20 years of banking experience

Former Vice President and Head of Ortigas Branch of Standard Chartered Bank

Graduate of Ateneo de Manila University, Bachelor of Arts, Major in Economics

Salvador R. Serrano

SVP & Head, Central Branch Operations 1

55 years old, Filipino

Almost 30 years of banking experience, specifically on audit and bank operations

Former SVP & Head of Operations in One Network Bank

Graduate of University of Sto. Tomas, Bachelor of Science in Commerce, major in Accounting, Master in Business Administration from De La Salle University

Certified Public Accountant

Ivy B. Uy

SVP & Head – Regional Branch Banking

48 years old, Filipino

24 years of banking experience

Former Center Head-Manila Area of International Exchange Bank

Graduate of the University of Sto Tomas, Hotel and Restaurant Management, and Asian Institute of Management, Management Development Program



Minda L. Cayabyab

FVP & Financial Controller; Director of EW Rural Bank; member of EW Rural Bank's Audit Committee and Related Party Committee

49 years old, Filipino

Over 22 years of accounting and banking experience

Former Head, PSBank – Financial Accounting Services Division; Former Senior Auditor, Isla Lipana & Co., Philippine member firm of Pricewaterhouse Coopers

BS Business Administration major in Accounting with honors, Pamantasan ng Lungsod ng Maynila.

Certified Public Accountant; Member of Bankers Institute of the Philippines

Anna Maria V. Gonzales

FVP & Head – Human Resources

63 years old, Filipino

Over 25 years of extensive HR experience

Former SVP & Country Head of Human Resources Philippines, Standard Chartered Bank

Graduate of St. Paul College Manila, BS Psychology and Ateneo de Manila University, Clinical Psychology

Atty. Lourdes A. Ona

FVP & Head – Legal Services

61 years old, Filipino

Over 25 years experience in the law practice, the last 13 years of which is with the banking industry

Former Legal Counsel of Union Bank of the Philippines

Graduate of Manuel L. Quezon College of Law, Bachelor of Laws

Certified Public Accountant

Martin B. Ordonez

FVP & Bank Operations Head

63 years old, Filipino

Over 40 years of working experience in banking and finance

Former SVP and Private Banking Operations Head at BDO

Graduated BS Management of Financial Institutions at De La Salle University

SENIOR MANAGEMENT



Renato P. Peralta

FVP & Head – Credit Management

61 years old, Filipino

Over 30 years experience in credit, account management, FX trading, and stock brokerage

Former Securities Head of United Coconut Planters Bank

Graduate of Ateneo de Manila University, A.B. Economics

Manuel Joey A. Regala

FVP & Chief Information Security, Data Protection Officer

62 years old, Filipino

More than 30 years of management experience in Information Technology and IT Security

Former VP & Information Security Department Head and Data Protection Officer of United Coconut Planters Bank

Graduate of Philippine School of Business Administration, BSBA Major in Accounting

Certified Public Accountant, Certified Information Systems Auditor

Alessandro L. Villaraza

FVP & Head of Bank Marketing and Corporate Communications

52 years old, Filipino

Over 20 years of banking experience focusing on credit cards marketing

Former Vice President of AIG

Graduate of University of Sto. Tomas, Bachelor of Science in Commerce, Major in Business Administration

Alvin S. Dimla

VP & Head - Safety and Security

49 years old, Filipino

Over 10 years of experience in bank security and intelligence with over 10 years of military experience

Former FVP and Head of Security and Investigation Division at BDO

Graduate of the Philippine Military Academy, Bachelor of Science in Management; Ateneo Graduate School of Business, Undergraduate Masters in Business Administration – Regis Program

Arnold Stephen H. Saniano

VP & Head of Customer Service

50 years old, Filipino

Over 25 years of banking experience

Former AVP and Card Sales Department Head of Equitable Cardnetwork, Inc.

Graduate of University of the Philippines (Los Banos), Bachelor of Science in Economics, Cum Laude, Master in Economics from University of the Philippines (Diliman)

Paul John B. Lopez

SAVP & Head, Corporate Planning

50 years old, Filipino

Over 15 years of experience in finance

Former Head of Business Finance – Banking of EastWest; Former Financial Analyst of UnionBank

Graduate of De La Salle University, Manila, Bachelor of Science Major in

Industrial Management Engineering and Minor in Mechanical Engineering

SENIOR OFFICERS

Chairman
Gotianun, Jonathan T.

Vice Chairman
Moncupa, Antonio Jr. C.

Senior Executive Vice President
Algarra, Rafael Jr. S.
Fernandez, Jacqueline S.
Susmerano, Gerardo

Executive Vice President
Monserrate, Pierre Leonard C.
Pusag, Cecilio Frederick M.

Senior Vice President
Ang, Grace N.
Oquialda, Eloida F.
Pacis, Angel Marie L.
Rivera, Eleanor B.
Serrano, Salvador R.
Tamayo, Richard Chester C.
Uy, Ivy B.

First Vice President
Abrogar, Gerald K.
Butalid, Armin C.
Cayabyab, Minda L.
Ching, Adrian S.
De Guzman, Raul Victor M.
De Lara, Alastair S.
Gonzales, Anna Maria V.
Jao, Glenn Conrad N.
Legaspi, Jocelyn C.
Ona, Lourdes A.
Ordonez, Martin B.
Peralta, Renato P.
Regala, Manuel Joey A.
Tamayo, Aylwin Herminia P.
Villaraza, Alessandro L.

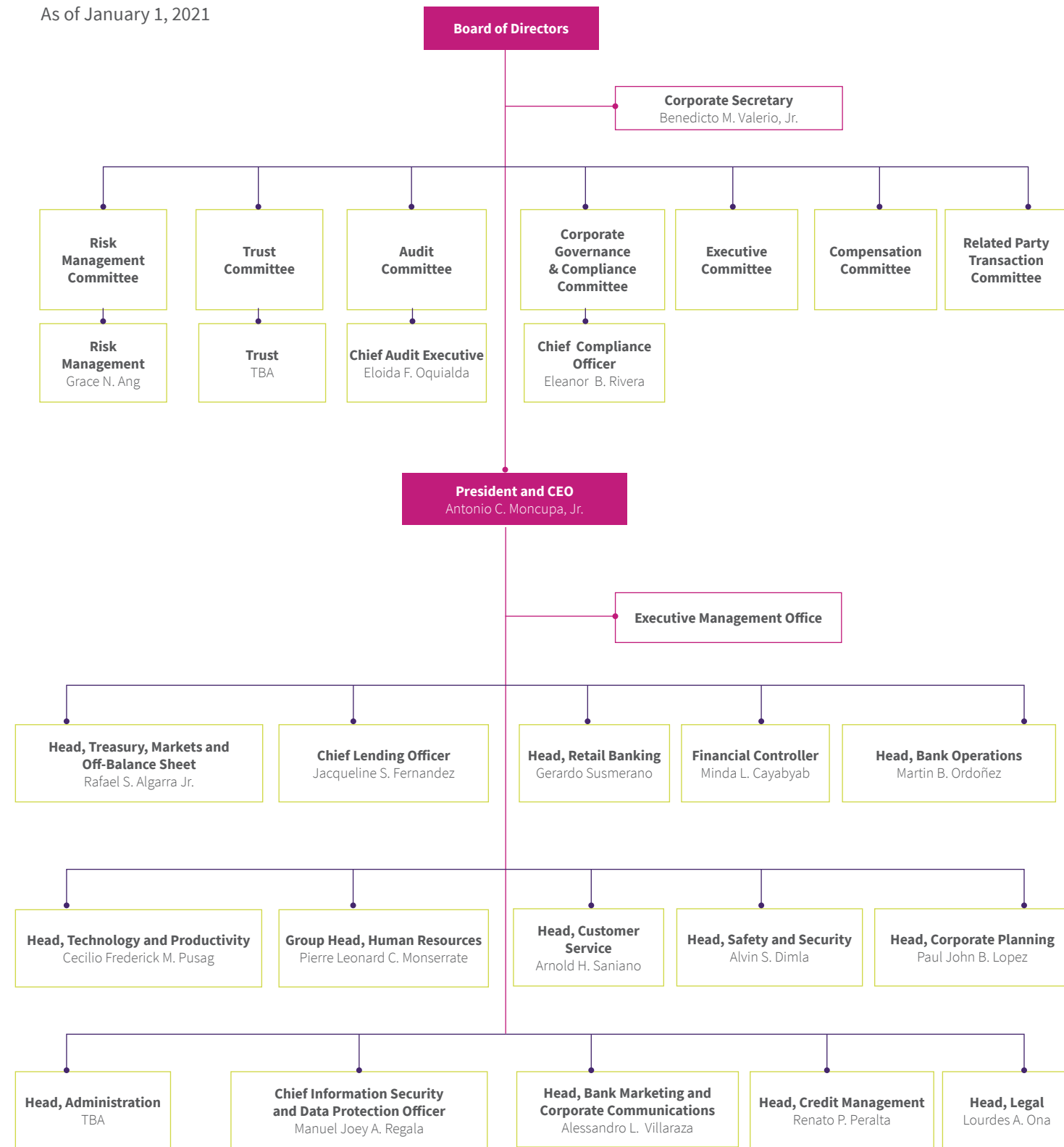
Vice President
Abad, Josephine Vilma A.
Alviar, Jennifer E.
Atienza, Jason Anthony V.
Beltran, Maria Margarita C.
Bernal-Bermas, Maria Isabel D.
Bersamina, Julius P.
Buzon, Ma. Imelda S.
Cabahug, Doli D.
Caliwan, Mary Jane D.
Castañeda, Marie Perpetua Socorre H.
Caw, Marie Antteniette C.
Chan, Angelica G.
Chan, Aurora Socorro O.
Charvet, Rosalie D.
Chua, Paulina L.
Co, Ruth G.
Coloma, Ma. Teresa A.
Crisologo, Alexander Phillippe D.

Vice President
Dela Cruz, Efren Jr. O.
Dimla, Alvin S.
Gabasa, Jennifer P.
Garcia, Eduardo S.
Guangco, Albert J.
Guzman, Ires C.
Landrito, Ivah Marizol D.
Lao, Christopher S.
Laqueo, Maela D.
Laurilla, Marilou S.
Lim, Steve L.
Locsin, Raul Raymund Jr. C.
Lorenzana, Stephanie Belina F.
Lozon, Renato D.
Lucio, Eva Joyce B.
Macalintal, Anna Lynn E.
Mulimbayan, Maria Cecilia A.
Nonato, Herman D.

Vice President
Ocampo, Francis Edsel P.
Raval, Assissi C.
Reboredo, Raymond T.
Rodriguez, Paulo Jose L.
Roque, Carmina Jeanne D.
Ruiz, Ian Jericho Nazareth E.
San Pedro, Christoper M.
Saniano, Arnold Stephen H.
Sharma, Sanjeev Kumar
Sy, Bunny L.
Ubaldo, Carmencita P.
Velez, Rodrigo Thelmo S.

ORGANIZATIONAL STRUCTURE

As of January 1, 2021



SUBSIDIARIES



EastWest Rural Bank (EWRB) saw its Net Income After Tax surge by 124.3% in 2020, ending the year with ₱808.28 million from ₱360.4 million the previous year. This resulted to a return on average equity of 16.84%. Total assets slightly dipped by 2.2% to ₱28.3 billion. Total deposits declined by 5.1% to ₱20.6 billion while total loans fell 7.6% to ₱23.8 billion, year-on-year. EWRB remains well capitalized with a capital adequacy ratio of 19.82% compared to the regulatory requirement of 10%.

Despite the economic recession brought about by the pandemic, the wholly-owned rural bank arm continued its support for DepED borrowers releasing a total of ₱20.8 billion of loans for 2020.

2020 continued to be a breakthrough year for EWRB as it launched Komo in August 2020, making a mark as the first rural bank to offer a digital banking service. Komo provided its customers with an accessible, secure and reliable way to open and manage their bank account completely online, which was especially helpful during the pandemic.

EWRB also sustained its eight-year partnership with the Department of Education (DepED) in its mission to ensure that quality basic education will continue despite the health and

economic crises. In 2020, 98 EWRB offices nationwide participated in the DepED's Brigada Eskwela despite the limited mobility due to the Enhanced Community Quarantine. This earned EWRB a DepED recognition for its people's true dedication and compassion. The Bank also relentlessly supported the Learning Plan for Basic Education which paved the way for a better and stronger relationship with the DepED.

The Ministry of Basic, Higher and Technical Education of Bangsamoro Autonomous Region in Muslim Mindanao (MBHTE-BARMM) recognized EWRB in December 2020, for its commitment to serving the needs of the teaching and non-teaching personnel of schools in the 72 barangays of Cotabato Province and Cotabato City. This was after these schools under the North Cotabato and Cotabato City Divisions were transferred from the DepED to the MBHTE-BARMM.

In recognition of EWRB's commitment to enhancing the lives of school personnel, it is set to become the first bank to be accredited under the Ministry's Automatic Payroll Deduction System Program.



From left to right:
Cristy G. Hurtado, People Support Group Leader; Jo Ann S. de Asis, Customer Experience Cluster Leader; Veronica G. Acuña, Fund Management Group Leader; Edgardo I. Isagon, Corporate Governance Group Leader; Elpidio F. Masbad III, President; Joseph Jay S. Loayon, Administrative Services Group Leader; Hera A. Duka, Store Management Cluster Leader; Sheila M. Bajado, Finance and Support Cluster Leader and concurrent Finance Services Group Leader



EastWest Insurance Brokerage Inc. (EWIB) sustained its mission to provide a whole suite of nonlife insurance protection amid the tough operating environment.

In 2020, the wholly-owned subsidiary earned a net income after tax of ₱46 million from ₱51 million the previous year. It generated an operating income of ₱108 million and earned ₱106 million in total commissions, matching its performance in 2019. Its return on equity stood at 34% while its cost-to-revenue ratio was at 38%.

EWIB will continue to forge stronger synergy with EastWest stores and other Filinvest Group businesses in the coming years, and remains proactive in the generation of new businesses, renewing and bolstering incentive programs within EastWest's top-performing units.

The company leaned on its 32 full-time equivalents (FTEs) to serve the needs of its corporate and retail clientele. It continues to produce well-trained FTEs, particularly frontliners, in creating accurate and reliable written renewal advice.

From setting the groundwork five years ago and making its presence felt in the Bank's retail and corporate spaces, the insurance brokerage arm stays firm in its resolve not just to contribute to the Bank's fee income, but also minimize its risk exposure related to insurance needs. To cover these needs means to substantially push these risks down and bring the Bank closer to its full potential.



From left to right:
Rowena S. Zialcita, Finance & Accounting Head; Raymund R. Baloto, Admin & Operations Head; Gilbert F. Estigoy, Corporate Sales Head; Peter Roy R. Locsin, President & CEO; George W. Villafuerte, Claims Head; Racquel Lourdes L. Mendoza, AVP & FDC & Direct Marketing; Emilia P. Viernes, Retail & Commercial Sales Head

AFFILIATE

In its fifth year in operation, Troo continued to gain market share amid the tough economic and business environment in 2020.

Troo posted an insurance premium income of ₱2.8 billion, a 27% growth from ₱2.2 billion in 2019. An improvement in new annualized premium equivalent boosted Troo's market ranking to 13th place from 15th in 2019, based on published Insurance Commission reports as of the first half of 2020.

Its assets under management stood at ₱5.5 billion, a 53% increase from ₱3.6 billion a year ago. Troo contributed ₱252 million to EastWest's fee income during the year.

The company also further strengthened its capital base after EastWest and international insurance group Ageas infused an additional ₱500 million in the bancassurance joint venture, demonstrating their commitment to make Troo a premiere insurance company in the country.

Despite the challenges posed by the pandemic, which caused a slowdown in many economic sectors, including the insurance sector, Troo continued to put customers and employees first.

To continue helping Filipinos plan a better tomorrow so they can live their best lives today, Troo offered remote selling, premium payment grace period extensions, and waived the waiting period for hospital cash availments.

The company also added new functionalities to GoTroo, its digital customer engagement platform that provides customers 24/7 access to their policies. Since this enhancement, utilization of the customer portal increased more than five times. To enable its agents to offer seamless and personalized service amid the lockdown restrictions, the company launched its sales portal, Troo Gear, to support agents' remote selling experience.

While its employees navigated the challenges of a remote work environment, Troo managed to keep its product pipeline robust. Among the products it launched was Troo Protect, an insurance that can be linked to any bank-financed home loan for Filinvest Land properties. It also added the BuildWealth 10 Pay rider to provide customers additional options to strengthen their protection benefits which have become more important due to the pandemic.

Troo also embarked on a brand refresh — #ByYourSide initiative — which promotes freedom and peace of mind by having the life protection that Troo's insurance and investment solutions provide. It also launched Storex, which harnesses data analytics to identify store potential, and forged stronger data collaboration with EastWest's parent firm, Filinvest.

2020 also marked the launch of Troo's corporate social responsibility program, Sulong, which involves conducting design thinking workshops for Filipino teachers.



From left to right:

Front: Lois Dalida, Chief Human Resources Officer; Melinda Valencia, Chief Bancassurance Officer; Bee Tan, Chief Strategy and Business Development Officer; Rowena Empalmado, Chief Operating Officer

Back: Calvin Kohchet-Chua, Chief Legal and Compliance Officer; Dominik Smeets, President and Chief Executive Officer; Glenn Williams, Chief Financial and Risk Officer

» **PRODUCTS AND SERVICES****DEPOSIT PRODUCTS AND RELATED SERVICES****Savings Accounts**

- Passbook Savings Account
- Passbook Savings Account with Debit Card
- Basic Savings
- Cool Savers Kiddie Account
- ATM Savings Account
- ATM Savings Account for SSS Pensioners
- Super Saver

Checking Accounts

- Regular Checking Account
- ChequeMax
- ChequeMax Rewards
- Basic Checking

Time Deposit Accounts

- Peso Time Deposit
- 5-year Floating Rate Time Deposit
- Online Peso Time Deposit

USD and 3rd Currency Accounts

- US Dollar Savings Account
- US Dollar Time Deposit
- Chinese Yuan Savings and Time Deposit Account
- Euro Savings and Time Deposit Account
- Japanese Yen Savings and Time Deposit Account
- Singapore Dollar Savings and Time Deposit Account
- Australian Dollar Savings and Time Deposit Account
- British Pound Savings Account
- Hongkong Dollar Savings Account
- New Zealand Dollar Savings Account

Debit and Prepaid Cards

- Classic Debit Card
- General Purpose Prepaid Card
- Personal Loan Prepaid Card
- Gift Card
- Travel Money Card

FIXED INCOME INVESTMENT PRODUCTS**Fixed Income**

- Peso Government and Corporate Securities
- USD-denominated Government and Corporate Securities

CONSUMER LOANS AND RELATED SERVICES**Auto Loan**

- Auto Loan
- Fleet Financing
- Refinancing

Home Loan

- Top-Up Loan
- Home Equity
- Home Construct
- Reimbursement
- Home Acquire/ Condo Acquire
- Lot Acquire

Personal Loan**Salary Loan****CREDIT CARDS****Elite Credit Cards**

- Priority Visa Infinite
- Platinum Mastercard
- Visa Platinum
- EveryDay Titanium Mastercard
- Dolce Vita Titanium Mastercard

Credit Cards

- Gold and Classic Mastercard
- Gold and Classic Visa
- Practical Mastercard

Co-brand and Affinity Cards

- Singapore Airlines KrisFlyer Mastercard
- Hyundai Mastercard
- DLSAA Mastercard

INVESTMENT BANKING**Securities Underwriting****Financial Advisory****HEDGING PRODUCTS****Foreign Exchange**

- Spot
- Forwards
- FX Swaps

CORPORATE CREDIT FACILITIES**Working Capital Loans and Facilities**

- Short Term Loan
- Revolving Promissory Note Facility
- Revolving Credit Facility
- Trade Check Discounting Facility

Inventory Financing

- Floor Stock Revolving Facility

Trade Finance

- Domestic Letters of Credit with Trust Receipt Facility
- Import Letters of Credit with Trust Receipt Facility
- Other Types of Documentary Credits with Trust Receipt Facility
- Export Financing Facility, Export Bills Purchase Facility

Guarantees

- Standby Letters of Credit (SLBC)
- Domestic SLBC
- Foreign SLBC
- Bank Guarantees
- Committed Credit Line

Bills Purchase Line

- Domestic Bills Purchase Line
- Foreign Bills Purchase Line

Term Financing

- Term Loans
- Project Finance

SMALL AND MEDIUM ENTERPRISE BANKING**Revolving Credit Facility****Trade Check Discounting Line****Revolving Promissory Note Line****Term Loan****TRUST PRODUCTS****Corporate Solutions**

- Employee Benefit Trust/Retirement Account
- Fund Management

Wealth Management

- Personal Management Trust
- Investment Management Account

Investment Funds

- Peso Money Market Fund
- Peso Short Term Fund
- Peso Intermediate Term Bond Fund
- Peso Long Term Bond Fund
- Dollar Intermediate Term Bond Fund
- PSEi Tracker Fund
- PhilEquity Feeder Fund
- S&P 500 Index Equity Feeder Fund

Other Fiduciary

- Escrow Agency

CASH MANAGEMENT SERVICES**Collection Services**

- Automatic Debit Arrangement
- Bills Collect
- Check Pick-up
- Check Warehousing

Disbursement Services

- Check-writing
- Electronic Invoice Payment and Presentment
- Bulk Intra Bank and Inter Bank Funds Transfer
- Corporate Bills Payment

Liquidity Management Services

- Account Sweeping
- Reverse Account Sweeping

Payroll Services

- Payroll Crediting
- Payroll System with HRIS (Human Resource Information System)
- Payroll Timekeeping

Other Services

- Government Payments

» STORE NETWORK

METRO MANILA

168 Mall
4/F, Unit 4H 09-11, 168 Mall Bldg. 5
Soler St., Binondo, Manila
Tel: (02) 8708-4488; 8708-4595
8708-4596

999 Shopping Mall
3/F, Unit 10 & 3C-2
999 Shopping Mall 2, C.M. Recto St.
Tondo, Manila
Tel: (02) 8516-7194; 8516-7182
8516-2120

A. Bonifacio - Balingasa
G/F, 2/F & 3/F, Units D & E
Winston Bldg., 880 A. Bonifacio Ave.
Brgy. Balingasa, Quezon City
Tel: (02) 8361-0192; 8361-0632
8361-0637

A. Mabini - R. Salas
G/F & 2/F, Jesselton Tower
1453 A. Mabini cor. R. Salas Sts.
Brgy. 668, Zone 72, Ermita, Manila
Tel: (02) 3450-1083; 3450-1257

Acropolis
Unit 1B, G/F, Richmond Centre Bldg.
Lot 46, Block 11, E. Rodriguez Jr. Ave.
Brgy. Bagumbayan, Acropolis
Quezon City
Tel: (02) 8696-5995; 8696-5997

Alabang - Frabelle
Frabelle Alabang Bldg.
1100 Madrigal Business Park
Alabang Zapote Rd., Alabang
Muntinlupa City
Tel: (02) 8850-8483; 8807-4481

Alabang Entrata
Units G3 & G4
Entrata Filinvest Corporate City
Alabang, Muntinlupa City
Tel: (02) 8856-0685; 8519-6407
8553-4295

Alabang Hills
Don Gesu Bldg., Don Jesus Blvd.
Brgy. Cupang, Muntinlupa City
Tel: (02) 8551-0983; 8551-0980

Alabang Madrigal
G/F, CTP Alpha Bldg., Investment Drive
Madrigal Business Park
Ayala Alabang, Muntinlupa City
Tel: (02) 8850-8092;
8850-8094 to 95

Alabang - Commerce Ave.
Spectrum Center, Block 28
Commerce Ave. cor. Filinvest Ave.
Filinvest City Alabang, Muntinlupa City
Tel: (02) 8524-0875; 8524-0879

Alabang - Westgate
Westgate, Filinvest Corporate City
Alabang, Muntinlupa City, 1770
Tel: (02) 8771-0813 to 14; 8771-0816

Amorsolo - Queensway
G/F, Queensway Bldg., 118 Amorsolo St.
Legaspi Village, Makati City
Tel: (02) 8511-1933; 8511-7107
8511-7006

Annapolis
G/F, The Meriden Condominium Bldg.
Unit 1A, Annapolis St., North East Greenhills
San Juan City
Tel: (02) 8705-1517; 8722-6830

Anonas
94 Anonas St. cor. K-6th
East Kamias, Quezon City
Tel: (02) 3434-0057; 3434-0058
3924-3402

Aurora Blvd. - Anonas
Rosario Bldg., 999 Aurora Blvd.
near cor. Lauan and Anonas Sts.
Brgy. Duyan-duyan, Project 3
Quezon City
Tel: (02) 8291-3376; 8294-6402

Ayala Ave. - Herrera
G/F, PBCom Tower, 6795 Ayala Ave.
cor. V. Rufino St. (formerly Herrera St.)
Salcedo Village, Makati City
Tel: (02) 8784-5642 to 46; 8815-1685

Ayala Ave. - Makati Sky Plaza
G/F, Makati Sky Plaza Bldg.
6788 Ayala Ave., Makati City
Tel: (02) 8844-1599; 8887-6223
8886-7019; 8886-7047

Ayala Ave. - Rufino
G/F, Unit 1, Rufino Bldg., 6784 Ayala Ave.
cor. V. A. Rufino St., Makati City
Tel: (02) 8845-0096; 8844-74643
8511-8274

Ayala Ave. - SGV
SGV 1 Bldg., 6760 Ayala Ave.
Makati City
Tel: (02) 7621-9811; 7550-2538
7550-2539

Baclaran
2/F, New Galleria Baclaran Shopping Mall
LRT South Terminal, Taft Ave. Ext.
Pasay City
Tel: (02) 8851-3429; 8851-3488
8851-3584

Baesa Town Center
Baesa Town Center Retail Store #4
232 Quirino Highway, Baesa
Quezon City
Tel: (02) 8990-4537 to 39

Bagumbayan
184-B, E. Rodriguez, Jr. Ave.
Bagumbayan, Libis, Quezon City
Tel: (02) 8709-1729; (02) 8709-1730
8911-3601

Balintawak - A. Bonifacio
659 A. Bonifacio Ave.
Balintawak, Quezon City
Tel: (02) 8442-1802; 8442-1728
8442-1634

Banawe - Kaliraya
Titan 168 Bldg., 126 Banawe
near cor. Kaliraya Sts., Brgy. Tatalon
Quezon City
Tel: (02) 8711-0925; 8521-4749

Banawe - N. Roxas
42 Banawe Ave. cor. Nicanor Roxas
Quezon City
Tel: (02) 8354-4980; 8354-5978
8354-5024

Banawe - Sct. Alcaraz
Unit ABC, G/F, #740 Banawe Ave.
near cor. Scout Alcaraz, Quezon City
Tel: (02) 8354-5042; 8354-5043
8354-5044

Benavidez
Unit 103, One Corporate Plaza
Benavidez St., Legaspi Village
San Lorenzo, Makati City
Tel: (02) 8812-0263; 8812-0230
8812-0019

Better Living - Peru
Blk 9, Lot 3, Doña Soledad Ave.
cor. Peru St., BetterLiving
Parañaque City
Tel: (02) 8511-1213; 8511-1224

Better Living - Doña Soledad
100 Doña Soledad Ave.
Betterliving Subd., Brgy. Don Bosco
Parañaque City
Tel: (02) 8823-4284; 8823-4280

BF Homes - Aguirre
327 Aguirre Ave., BF Homes
Parañaque City
Tel: (02) 8808-7066; 8808-4963

Bicutan - East Service Rd.
G/F, Waltermart Bicutan
East Service Rd. cor. Mañalac Ave.
Brgy. San Martin de Porres
Parañaque City
Tel: (02) 8556-2690

Binondo
G/F, A. CBK Bldg.
493 Quintin Paredes St.
Binondo, Manila
Tel: (02) 8247-3708; 8247-3615
8247-3652; 8243-7110

Blumentritt - Rizal Avenue
2412 Rizal Ave., Sta. Cruz, Manila
Tel: (02) 8230-4276; 8230-4366

Boni Avenue
G/F, Lourdes Bldg. II, 667 Boni Ave.
Bgy. PlainView, Mandaluyong City
Tel: (02) 8655-9409; 8655-9412
8654-6106

Boni Serrano Avenue
107 Boni Serrano Ave.
Brgy. Lipunan ng Crame, Quezon City
Tel: (02) 8532-1478; 8532-1475

C. Raymundo Avenue
G/F, ITSP Bldg., 172 C. Raymundo Ave.
Brgy. Maybunga, Pasig City
Tel: (02) 8640-5690; 8640-4206
8641-0607

Caloocan - A. Mabini
G/F, Gee Bee Bldg., 428 A. Mabini St.
Brgy. 15, Zone 2, Caloocan City
Tel: (02) 8294-8403; 8294-8404

Chino Roces - Bagtikan
G/F, High Pointe Bldg.
1184 Chino Roces Ave. near cor. Bagtikan
Brgy. San Antonio, Makati City
Tel: (02) 8478-7783; 8478-7781

Chino Roces - Dela Rosa
G/F, King's Court II Bldg.
2129 Don Chino Roces Ave.
cor. Dela Rosa St., Makati City
Tel: (02) 8864-0632 to 33; 8864-0792

Chino Roces - La Fuerza
Units 10 & 11, La Fuerza Plaza 1
2241 Don Chino Roces Ave., Makati City
Tel: (02) 8478-9705; 8519-7142

City Place Square
3/F, C-P2-3, Cityplace Square
Reina Regente near cor. Felipe II St.
Binondo, Manila
Tel: (02) 7621-1292; 7621-1293

Commonwealth
G/F, Crissant Plaza Bldg.
272 Commonwealth Ave.
Brgy. Old Balara, Quezon City
Tel: (02) 8355-7736; 8355-7596

Congressional Avenue
Congressional Ave., Brgy. Bahay Toro
Project 8, Quezon City
Tel: (02) 8926-6609; 8926-5934
8426-8587; 8928-6047

Cubao - Araneta Center
G/F, Philamlife Bldg., Aurora Blvd.
cor. General Araneta St., Cubao
Quezon City
Tel: (02) 8709-7697; 8709-7702
8709-7709

Cubao - P. Tuazon
G/F, Prince John Condominium
291 P. Tuazon Ave. cor. 18th Ave.
Cubao, Quezon City
Tel: (02) 8913-4730; 8913-5266
8912-1816

Del Monte
271 Del Monte cor. Biak na Bato
Quezon City
Tel: (02) 8367-1813; 8367-1822
8367-1939

Del Monte - D. Tuazon
155 Del Monte Ave., Brgy. Manresa
Quezon City
Tel: (02) 3416-4712; 3416-1627

Divisoria
802 Ilaya St., Binondo, Manila
Tel: (02) 8244-9972; 8247-4307
8244-9928

Don Antonio Heights
Lot 24, Block 7, Holy Spirit Drive
Don Antonio Heights, Brgy. Holy Spirit
Quezon City
Tel: (02) 8376-0817; 8376-0820
8376-0647

E. Rodriguez Avenue
G/F, MC Rillo Bldg.
1168 E. Rodriguez Ave.
Brgy. Mariana, Quezon City
Tel: (02) 8695-3520; 8695-3519
8695-3521

E. Rodriguez Ave. - Cubao
1731 E. Rodriguez Sr. Ave.
Brgy. Pinagkaisahan, Cubao, Quezon City
Tel: (02) 8477-0285; 8477-3979

E. Rodriguez - Welcome Rotonda
G/F, AEK Bldg., 40 E. Rodriguez Sr. Ave.
Brgy. Don Manuel, Quezon City
Tel: (02) 8255-3865; 8255-3997

Eastwood City
Unit D, Technoplaza One Bldg.
Eastwood City Cyberpark
188 E. Rodriguez Jr. Ave.
Bagumbayan, Quezon City
Tel: (02) 8234-1389; 8234-1392
8234-1390

EDSA - Howmart
1264 EDSA near cor. Howmart Rd.
Brgy. A. Samson, Quezon City
Tel: (02) 8990-9588 to 89; 8990-9811

EDSA - Kalookan
490 EDSA, Quezon City
Tel: (02) 8364-1858 to 60; 8364-1862

EDSA - Muñoz
G/F, Lemon Square Bldg.
1199 EDSA Muñoz, Brgy. Katipunan
Quezon City
Tel: (02) 8376-5168; 8376-5087
8441-2354

Elcano
G/F, Elcano Plaza Bldg., 622 Elcano St.
Binondo, Manila
Tel: (02) 8242-0254; 8242-0256
8242-0259

Escolta
Unit 3, G/F, First United Bldg.
413 Escolta cor. Banquero Sts.
Binondo, Manila
Tel: (02) 8242-4635; 8245-3983
8247-6536

Evangelista
1806 Evangelista cor. Hen. Mojica Sts.
Brgy. Bangkal, Makati City
Tel: (02) 8846-9500; 8846-8516 to 17

F. Ortigas Jr.
Unit G103, G/F
AIC Gold Tower Condominium
F. Ortigas, Jr. Rd. cor. Garnet
and Sapphire Sts., Ortigas Center, Pasig City
Tel: (02) 8687-0037; 8687-0039

» STORE NETWORK

Fairview

72 Commonwealth Ave. cor. Camaro St.
East Fairview, Quezon City
Tel: (02) 3430-5260; 3332-8598
3709-2583

Festival Mall - Expansion Wing

Space No. 2219.1
FSM Expansion Mall Inc., FCC
Alabang-Zapote Rd., Muntinlupa City
Tel: (02) 8838-2260; 8845-2649

Festival Mall Level 1

X-cite Area, Level 1, Festival Supermall
Filinvest Corp. City, Alabang
Muntinlupa City, 1781
Tel: (02) 8842-5981

Festival Mall Level 2

2/F, Unit 2115-2118, Festival Supermall
Filinvest Corporate City, Alabang
Muntinlupa City
Tel: (02) 8850-3722 to 23

G. Araneta Avenue

Units A & B, Ilo Bldg., 195 G. Araneta Ave.
Brgy. Santol, Quezon City
Tel: (02) 8715-4580; 8715-9671

General Luis - Kaybiga

4 Gen. Luis St., Brgy. Kaybiga
Caloocan City
Tel: (02) 8922-5346; 8921-8167

Gil Puyat - Dian

G/F, Wisma Cyberhub Bldg.
45 Sen. Gil Puyat Ave., Makati City
Tel: (02) 8845-0493; 8845-0487
8845-0479

Gil Puyat - F.B. Harrison

131 Gil Puyat Ave. Ext.
Brgy 24, Zone 4, Pasay City
Tel: (02) 8831-7636; 8831-7637

Gil Puyat - Metro House

G/F, Metro House Bldg.
345 Sen. Gil Puyat Ave., Makati City
Tel: (02) 8890-8102; 8890-8625
8890-8591; 8890-8323;
8890-8420

Gil Puyat - Pacific Star

G/F, Pacific Star Bldg.
Sen Gil Puyat Ave., Makati City
Tel: (02) 8403-3368; 8403-7657

Gil Puyat - Salcedo Village

G/F, Unit 1C, Country Space 1 Bldg.
Gil Puyat Ave., Makati City
Tel: (02) 8823-2685; 8823-5220

Gil Puyat - Washington

100 Sen. Gil Puyat Ave. cor. Washington St.
Brgy. Pio Del Pilar, Makati City
Tel: (02) 8864-0632; 8864-0633;
8575-3888 loc. 8396
8864-0792

Grace Park - 11th Avenue

G/F, Remcor V Bldg., Block 172, Lot 5
Rizal Ave. Ext., Caloocan City
Tel: (02) 8376-5825; 8361-0107
8376-5562

Grace Park - 3rd Avenue

215 Rizal Ave. Ext., Brgy. 45
Grace Park West, Caloocan City
Tel: (02) 5310-5081; 5310-3394

Grace Park - 7th Avenue

G/F, Units 1,2, & 3, 330 Rizal Ave. Ext.
near cor. 7th Ave., East Grace Park
Caloocan City
Tel: (02) 8709-5560; 8709-5548

Grace Park - 8th Avenue

896 8th Ave. cor. J. Teodoro
Grace Park, Caloocan City
Tel: (02) 8361-7545; 8361-8856
8364-9576

Greenhills Shopping Center

Units G-102B, Greenlanes Arcade
Greenhills Shopping Center
San Juan City
Tel: (02) 8721-8292; 8721-4886;
8721-3674

Greenhills - Connecticut

Unit B, G/F, Fox Square Bldg.
53 Connecticut St., Northeast Greenhills
San Juan City
Tel: (02) 8705-1413; 8705-1428;
8721-2100

Greenhills - North

G/F, BTTC Bldg., Ortigas Ave.
cor. Roosevelt St., Greenhills
San Juan City
Tel: (02) 8477-3741; 8477-3499;
8477-3365

Greenhills - Promenade

Unit 3, G/F & 2/F, Promenade Bldg.
Missouri St., Greenhills, San Juan City
Tel: (02) 8571-7737; 8571-5985

Greenhills - West

G/F, ALCCO Bldg., Ortigas Ave.
Greenhills-West, San Juan City
Tel: (02) 8721-9605; 8727-7629

H.V. Dela Costa

Unit GFC-2, Classica 1
112 H.V. Dela Costa St.
Salcedo Village, Makati City
Tel: (02) 8550-2289; 8550-2268
8550-2261

Intramuros

G/F, BF Condominium
104 A. Soriano Ave. cor. Solana St.
Intramuros, Manila
Tel: (02) 8527-2631; 8527-2627
8527-2604

J.P. Rizal

805 J.P. Rizal cor. F. Zobel St.
San Miguel Village, Makati City
Tel: (02) 8511-0789; 8511-0791 to 92

Jose Abad Santos - Tayuman

G/F & 2/F, Cada Bldg., 1200 Tayuman St.
cor. Jose Abad Santos Ave., Tondo, Manila
Tel: (02) 8230-2339; 8230-2342
8230-2336

Juan Luna - Binondo

580 Juan Luna St., Binondo, Manila
Tel: (02) 8523-0275; 8523-0282

Juan Luna - Pritil

G/F, 1953-1955 Juan Luna St.
Tondo, Manila
Tel: (02) 8230-2143; 8230-2217
8354-4969

Julia Vargas

G/F, Unit 101
One Corporate Centre Office Condominium
Doña Julia Vargas Ave. cor. Meralco Ave.
Ortigas Center, Pasig City
Tel: (02) 8655-1597; 8655-3339
8655-1312

Jupiter - Paseo de Roxas

30 Jupiter cor. Paseo de Roxas Sts.
Brgy. Bel-Air, Makati City
Tel: (02) 8823-1989; 8823-1952

Kalayaan - Matalino

123 Kalayaan Ave. near cor. Matalino St.
Brgy. Central, Diliman, Quezon City
Tel: (02) 8293-9601; 8293-9495

Kalentong

908 Gen. Kalentong St.
Mandaluyong City
Tel: (02) 8534-0669; 8534-0667

Kamias

10 Kamias Rd. cor. Col Salgado St.
Brgy. West, Kamias, Quezon City
Tel: (02) 8376-2979; 8376-6136
8961-8088

Kamuning

JPY Bldg., 52 Kamuning Rd.
Brgy Kamuning, Quezon City
Tel: (02) 3412-0573; 3448-7080

Katipunan - St. Ignatius

132 Katipunan Ave.
St. Ignatius Village, Quezon City
Tel: (02) 8913-2370; 8913-2398

Lagro

Lot 2-B-6 Quirino Highway
Lagro, Novaliches, Quezon City
Tel: (02) 8709-1997; 8352-4948
8352-6151

Las Piñas - Almanza

Aurora Arcade Bldg., Alabang Zapote
Road, Almanza Uno, Las Piñas City
Tel: (02) 8551-0597; 8551-0612

Las Piñas - BF Resort

B.F. Resort Drive, Phase IV
BF Resort Village, Las Piñas City
Tel: (02) 8822-2802; 8822-2699

Las Piñas - J. Aguilar Avenue

J. Aguilar Ave. cor. Casimiro Drive
Brgy. BF International, Las Piñas City
Tel: (02) 8478-7276; 8478-7361

Las Piñas - Marcos Alvarez

575 Marcos Alvarez Ave.
Talon V, Las Piñas
Tel: (02) 8550-2163; 8550-2165

Las Piñas - Pamplona

Lot 16B PSD 208390
Alabang-Zapote Rd., Las Piñas City
Tel: (02) 8872-4883; 8873-5090

Legaspi - Aguirre

G/F, Unit 1-B, The Biltmore
102 Aguirre St., Legaspi Village
Makati City
Tel: (02) 8807-1593; 8807-1539

Legaspi - Dela Rosa

G/F, I - Care Bldg., 167 Legaspi
cor. Dela Rosa Sts., Legaspi Village
Makati City
Tel: (02) 8844-5810; 8845-0006

Legaspi - Rufino

G/F, Libran Bldg., Legaspi St.
cor. V.A. Rufino Ave., Legaspi Village
Makati City
Tel: (02) 8519-7398; 8519-8125
8519-1785

Leviste

Unit Ground B, LPL Mansions Bldg.
122 L.P. Leviste St., Salcedo Village
Makati City
Tel: (02) 8828-9858; 8828-9897

Loyola Heights - Katipunan

Unit 13, Elizabeth Hall Bldg.
Lot 1 Blk. 41, Katipunan Avenue
Loyola Heights, Quezon City
Tel: (02) 8426-0420; 8426-0403
8426-0361

Makati Ave. - Juno

Unit No. 2, A and W Bldg., 1 Juno St.
cor. Makati Ave., Brgy. Bel-air
Makati City
Tel: (02) 8880-0529; 8880-0526

Malabon - Gov. Pascual

Gov. Pascual Ave. cor. Maria Clara St.
Acacia, Malabon City
Tel: (02) 8351-7619; 8332-9441
8332-9606

Malabon - Potrero

Units 1 & 2, Mary Grace Bldg.
142 MacArthur Highway
Potrero, Malabon
Tel: (02) 8352-5490; 8352-7682
8442-7583

Malabon - Rizal Avenue

726 Rizal Ave., Brgy. Tanong, Malabon City
Tel: (02) 8441-5267; 8441-4446
8441-4738

Mandaluyong - Wack-Wack

G/F, Unit JI-E, Jovan Condominium
Shaw Blvd. cor. Samat St.
Mandaluyong City
Tel: (02) 8570-4017; 8570-4031

Mandaluyong - Libertad

G/F, Units A, B & C, Dr. Aguilar Bldg.
46 D.M. Guevarra cor. Esteban Sts.
Highway Hills, Mandaluyong City
Tel: (02) 8534-5507; 8535-3091
8534-7617

Mandaluyong - Shaw Blvd.

G/F, Unit No. 7
Sunshine Square Liberty Center
Shaw Blvd., Mandaluyong City
Tel: (02) 8534-3942; 8534-7958

Marikina - Concepcion

Bayan-Bayanan Ave., Concepcion
Marikina City
Tel: (02) 7625-2092

Marikina - Gil Fernando

Gil Fernando Ave. cor. Estrador St.
Midtown Phase 1, San Roque
Marikina City
Tel: (02) 8681-7143; 8681-7384

Marikina - J.P. Rizal

367 J.P. Rizal St., Sta. Elena, Marikina City
Tel: (02) 8645-2890; 8645-0655
8645-7241

Marikina - Parang

JNJ Bldg., 108 BG Molina St.
Parang, Marikina
Tel: (02) 7625-5541; 7625-6230

Masambong

L.G. Atkinson Bldg., 627 Del Monte Ave.
Brgy. Masambong Quezon City
Tel: (02) 8709-7701; 8376-6108
8376-6952

Masangkay

1411-1413 Masangkay St., Tondo, Manila
Tel: (02) 8230-2363; 8230-2364
8230-2332

Mayon

170 Mayon Ave., Quezon City
Tel: (02) 8354-4695; 8354-4717 to 18

Mayon - Dapitan

181 Mayon St. near cor. Dapitan St.
Brgy. Sta. Teresita, Quezon City
Tel: (02) 8230-4750; 8230-4751

Metropolitan Avenue

Savana Bldg. 3, Metropolitan Ave.
cor. Venezia St., Brgy. Sta Cruz
Makati City
Tel: (02) 8556-8947; 8556-8948

MIA Road

Salud-Dizon Bldg. 1, 5 MIA Road
Tambo, Parañaque City
Tel: (02) 8808-1825; 8556-9266

Muntinlupa

G/F, Remenes Center Bldg.
22 National Highway, Putatan
Muntinlupa City
Tel: (02) 8846-9311; 8659-1008

Navotas - M. Naval

895 M. Naval St., Brgy. Sipac-Almasen
Navotas City
Tel: (02) 8355-4148; 8283-9403
8283-9536

Navotas - North Bay

G/F, Unit 2, Melandria III Bldg.
1090 Northbay Blvd., Navotas City
Tel: (02) 8922-0812; 8922-1173
8922-1163

New Manila

G/F, AAP Bldg., 683 Aurora Blvd.
New Manila, Quezon City
Tel: (02) 8722-6239; 8725-1700
8725-7340; 8726-3202

» STORE NETWORK

North EDSA

UGF, Units 4, 5, 6 & 7
EDSA Grand Residences, EDSA
cor. Corregidor St., Quezon City
Tel: (02) 8376-1176; 8376-3059
8376-2832

Novaliches - Gulod

Lot 489-B2, Quirino Highway
Brgy. Gulod, Novaliches, Quezon City
Tel: (02) 8355-2741; 8355-2630
8355-2700

Novaliches - Talipapa

G/F, Units C, D, E, F & G
526 Quirino Highway, Brgy. Talipapa
Novaliches, Quezon City
Tel: (02) 8332-3592; 8709-6909

Ongpin

G/F, Unit G1
Strata Gold Condominium Bldg.
738 Ongpin St., Binondo, Manila
Tel: (02) 8353-4414; 8241-0451

Ortigas - Orient Square

G/F, Orient Square Bldg., Emerald Ave.
Ortigas Center, Pasig City
Tel: (02) 7910-5621

Ortigas - ADB Avenue

G/F, Units G1 & G2, ADB Avenue Tower
ADB Ave., Ortigas Center, Pasig City
Tel: (02) 8532-0292; 8532-0313

Ortigas - Emerald

G/F, Unit 103, Hanston Bldg.
Don F. Ortigas Jr. Road
Ortigas Center, Pasig City
Tel: (02) 8477-4975; 8477-5371
8477-5368

Ortigas - Garnet

Unit 102, Prestige Tower, Emerald Ave.
Ortigas Center, Pasig City
Tel: (02) 8631-0079; 8631-0135
8234-1272

Ortigas - Rockwell

Unit No. W-01, Tower 1
The Rockwell Business Center
Ortigas Ave., Pasig City
Tel: (02) 8633-6909; 8633-6766

P. Ocampo Avenue

245 P. Ocampo Ave. cor. Flordeliz St.
Brgy. La Paz, Makati City
Tel: (02) 8887-2321

Paco

1050 Pedro Gil St., Paco, Manila
Tel: (02) 8527-3609; 8527-3298

Padre Faura

G/F, Units A-D, Metrosquare Bldg. 2
1241 M.H. Del Pilar cor. Padre Faura Sts.
Ermita, Manila
Tel: (02) 8404-0536; 8404-0537

Pasay - D. Macapagal Boulevard

G/F, The Biopolis, Macapagal Blvd.
Pasay City
Tel: (02) 8511-8351 to 53

Pasay - Libertad

Unit 265-E, Nemar Bldg.
Libertad St., Pasay City
Tel: (02) 8550-2427; 8550-1328

Pasay - Oceanaire

G/F, Units. 108 & 109
Podium Commercial Area
Oceanaire Condominium
Sunrise Drive cor. Rd. 23
SM Mall of Asia Complex, Pasay City
Tel: (02) 8886-9014; 8886-8809

Paseo de Magallanes

G/F, Unit 102, Tritan Plaza Bldg.
San Antonio St., Paseo de Magallanes
Makati City
Tel: (02) 8478-4856 to 58;

Paseo de Roxas - Legaspi

G/F, 111 Paseo de Roxas Bldg.
111 Paseo de Roxas cor. Legaspi Sts.
Legaspi Village, Makati City
Tel: (02) 8840-5442

Paseo - Philam Tower

G/F, Philamlife Tower
8767 Paseo de Roxas St.
Makati City
Tel: (02) 8884-8810;

Pasig Boulevard

cor. Pasig Blvd. and Lakeview Drive
Brgy. Bagong Ilog, Pasig City
Tel: (02) 8661-8790; 8661-8785 to 86
8234-1272

Pasig Rosario

Unit 3, 1866 Ortigas Ave., Ext.
Rosario, Pasig City
Tel: (02) 8628-4390; 8628-4300
8234-1992

Pasig - Kapasigan

A. Mabini cor. Blumentrit Sts.
Brgy. Kapasigan, Pasig City
Tel: (02) 8642-8559; 8643-8729
8575-3200 loc. 8308

Pasig - Santolan

G/F, Santolan Bldg.
344 A. Rodriguez Ave.
Santolan, Pasig City
Tel: (02) 8654-0196; 8654-0246
8646-0951

Pasig - Shaw Boulevard

Units A & B, Karina Bldg., 33 Shaw Blvd.
Brgy. San Antonio, Dist. 1, Pasig City
Tel: (02) 8570-9356; 8401-3740

Pasig - Valle Verde

102 E. Rodriguez, Jr. Ave.
Ugong, Pasig City
Tel: (02) 8695-3345; 8655-3337
8640-0033

Paso De Blas

191 Paso de Blas, Valenzuela City
Tel: (02) 8332-2246; 8332-2061
8332-2620

Pasong Tamo Extension

G/F, Dacon Bldg.
2281 Pasong Tamo Ext., Makati City
Tel: (02) 8892-2825; 8867-2756
8575-3888 loc. 8324;
8867-2755

Pateros

M. Almeda cor. G. De Borja Sts.
San Roque, Pateros
Tel: (02) 8941-5366

Paz M. Guazon

Units 5 & 6, Topmark Bldg.
1763 Paz M. Guazon St., Paco, Manila
Tel: 516-2263 / 562-0206

Pedro Gil

574 Pedro Gil St., Malate, Manila
Tel: (02) 8256-2018; 8256-2019

Perea

G/F, Greenbelt Mansion, 106 Perea St.
Legaspi Village, Makati City
Tel: (02) 8511-0317; 8511-0998

Pioneer

UG-09, Pioneer Pointe Condominium
Pioneer St., Highway Hills
Mandaluyong City
Tel: (02) 8584-3515; 8584-3392

President's Avenue

35 President's Ave., BF Homes
Parañaque City
Tel: (02) 8807-5549

Project 8 - Shorthorn

G/F, West Star Business Center Bldg.
31 Shorthorn St., Brgy. Bahay Toro
Project 8, Quezon City
Tel: (02) 8952-4526; 8332-4339

Quezon Ave. - Banawe

G/F, PPSTA 1 Bldg., Quezon Ave.
cor. Banawe St., Quezon City
Tel: (02) 8743-4715; 8412-1681

Quezon Ave. - Dr. Garcia

G/F, Kayumanggi Press Bldg.
940 Quezon Ave. near cor. Dr. Garcia St.
Brgy. Paligsahan, Quezon City
Tel: (02) 8709-7805; 8709-7807 to 08

Quezon Ave. - Scout Albano

Quezon Ave. near cor. Scout Albano
Brgy. South Triangle, Quezon City
Tel: (02) 8352-8100; 8352-8163
8352-8160

Quezon Ave. - Scout Santiago

Units 2G-7 and 2G-8
Sunshine Blvd. Plaza, 1328 Quezon Ave.
cor. Scout Santiago St.
Brgy. South Triangle, Quezon City
Tel: (02) 8372-8214 to 15

Quiapo

E & L Haw Dynasty Bldg.
502 Evangelista cor. P. Paterno Sts.
Quiapo, Manila
Tel: (02) 8353-0052; 8353-0053
8353-0037

Rada

G/F, Unit No. 102
La Maison Rada Condominium Bldg.
Rada St., Legaspi Village, Makati City
Tel: (02) 8804-2865; 8804-2866
8804-2869

Regalado

Regalado Ave. cor. Archer St.
North Fairview Subd., Quezon City
Tel: (02) 8939-5459; 8417-2822

Roosevelt - Frisco

184 Roosevelt Ave.
San Francisco del Monte, Quezon City
Tel: (02) 3411-8035; 3372-9480
3372-1090

Roosevelt - Sto. Niño

282 Roosevelt Ave., Brgy. Sto. Niño
San Francisco del Monte, Quezon City
Tel: (02) 8922-1723; 8709-1354

Roxas Boulevard

G/F, DENR Bldg., 1515 Roxas Blvd.
Ermita, Manila
Tel: (02) 8525-3605; 8526-0533

Salcedo

G/F, First Life Center, 174 Salcedo St.
Legaspi Village, Makati City
Tel: (02) 8815-8747; 8815-8810
8815-8490; 8815-8669

Sampaloc - J. Figueras

427-433 J. Figueras St., Sampaloc, Manila
Tel: (02) 8735-0082; 8735-0083

San Juan

EastWest Bank Bldg., F. Blumentritt
cor. M. Salvador, Brgy. San Perfecto
San Juan City
Tel: (02) 8723-8991; 8725-5442;
8727-8522

San Lorenzo - A. Arnaiz

The E-Hotels Makati Bldg.
906 A. Arnaiz Ave. (formerly Pasay Rd.)
San Lorenzo Village, Makati City
Tel: (02) 8812-0211; 8845-0295
8845-0263; 8845-0295

San Miguel Avenue

G/F, Medical Plaza Bldg., San Miguel Ave.
Ortigas Center, Pasig City
Tel: (02) 8637-5121; 8637-5649
8637-5251

Soler

G/F, R & S Tower, 941 Soler St.
Binondo, Manila
Tel: (02) 8244-0169; 8243-5872
8243-6406

Sto. Cristo

Unit 108, Sto. Cristo Condominium
Sto. Cristo cor. Ilang-Ilang Sts.
San Nicolas, Binondo, Manila
Tel: (02) 8247-7110; 8247-7112

Sucut - Evacom

8208 Dr. A. Santos Ave.
Brgy. San Isidro, Parañaque City
Tel: (02) 8822-4249; 8822-7217

Sucut - Kabihansan

G/F, Unit 3 & 4
Perry Logistics Center Bldg.
Ninoy Aquino Ave., Parañaque City
Tel: (02) 8553-5064; 8553-5400

Sucut - Kingsland

G/F and 2/F, No. 5 & 6, Kingsland Bldg.
Dr. A. Santos Ave., Sucut
Parañaque City
Tel: (02) 8553-5108; 8553-5110

Sucut - NAlA

Unit 707-6, Columbia Air Freight Complex
Miescor Drive, Ninoy Aquino Ave.
Brgy. Sto. Niño Parañaque City
Tel: (02) 8852-2949; 8852-2846

T. Alonzo

623 T. Alonzo St., Brgy. 300
Zone 029, Sta. Cruz, Manila
Tel: (02) 8733-7627; 8733-7645
8733-9387

T.M. Kalaw

A-1,2,3 & 4 Ditz Bldg.
444 T.M. Kalaw St., Ermita, Manila
Tel: (02) 8353-9756; 8353-9739

Taft Avenue

Philippine Academy of Family Physicians
(PAFF) Bldg., 2244 Taft Ave., Manila
Tel: (02) 8708-5241; 8708-5973
8708-5902

Taft - Nakpil

RLR Bldg., 1820 Taft Ave.
near cor. Nakpil St., Malate, Manila
Tel: (02) 8525-0495; 8525-0428

Tandang Sora

Lot 80 - A Kalaw Hills Subd.
Brgy. Culiati, Tandang Sora, Quezon City
Tel: (02) 8951-2550; 8951-0813;
8456-6989

Tektite

G/F, East Tower, PSE Center
Exchange Drive, Ortigas Center, Pasig City
Tel: (02) 8667-3211; 8637-4164;
8575-3888 loc. 8349;
8637-4165

The Fort - Active Fun

G/F, Active Fun Bldg., 9th Ave.
cor. 28th St., City Center
Bonifacio Global City, Taguig City
Tel: (02) 8856-7490; 8856-7423

The Fort - B3 Bonifacio High Street

G/F, Quadrant 3 Wumaco Bldg. 2
7th Ave. B3, Bonifacio High St.
Bonifacio Global City, Taguig
Tel: (02) 8403- 7132; 8403-7130

The Fort - Beaufort

G/F, The Beaufort, 5th Ave. cor. 23rd St.
Bonifacio Global City, Taguig City
Tel: (02) 8808-2236; 8575-3895;
8575-3896; 8575-3882

The Fort - BGC Corporate Center

G/F, Unit 2, BGC Corporate Center
3030 11th Ave. cor. 30th St., City Center
Bonifacio Global City, Taguig City
Tel: (02) 8800-8671; 8800-8546

The Fort - Brilliance Center

Unit 102, The Brilliance Center
11th Ave. cor. 40th St., BGC, Taguig City
Tel: (02) 8563-0335; 8561-9940

» STORE NETWORK

The Fort - Burgos Circle

G/F, Units H & I, Crescent Park Residences
30th St. cor. 2nd Ave., Bonifacio Global City
Taguig City
Tel: (02) 8478-5481; 8478-5482;
8478-5483

The Fort - F1 Center

G/F, Unit D, F1 City Center, 32nd St.
near cor. 5th Ave., Bonifacio Global City
Taguig City
Tel: (02) 8478-3834; 8478-4326;
8575-3888 loc. 8268;
8478-5213;

The Fort - Marajo Tower

G/F, The Marajo Tower, 26th St.
cor. 4th Ave., Fort Bonifacio Global City
Taguig City
Tel: (02) 8856-0201; 8856-2722;
8856-4275

The Fort - PSE Tower

5/F, One Bonifacio High St.
Philippine Stock Exchange Tower
(One BHS - PSE Tower), 5th Ave.
cor. 28th St., Bonifacio Global City
Taguig City
Tel: (02) 8851-4649; 8851-4723

The Fort - South of Market

G/F, Units 25 & 26, North Tower
South of Market (SOMA) Bldg., 26th St.
cor. 11th Ave., Bonifacio Global City
Taguig City
Tel: (02) 551-4072 / 831-6759

Timog Avenue

G/F, Timog Arcade, Timog Ave.
cor. Sct. Torillo, Quezon City
Tel: (02) 8376-7884; 8376-7886

Timog - Mother Ignacia

21 Timog Ave., Brgy. South Triangle
Quezon City
Tel: (02) 8374-3619; 8374-2358

Tomas Mapua - Lope de Vega

G/F & 2/F, Valqua Bldg.
1003 Tomas Mapua cor. Lope de Vega Sts.
Sta. Cruz, Manila
Tel: (02) 8711-0423; 8711-0412
8711-0411

Tomas Morato

257 Tomas Morato St.
near cor. Sct. Fuentabella, Quezon City
Tel: (02) 8929-5313; 8928-6286
8928-2163

Tordesillas

Unit 105, Le Metropole Condominium
H.V. Dela Costa cor. and Tordesillas Sts.
& Sen. Gil Puyat Ave., Salcedo Village
Makati City
Tel: (02) 8828-8407; 8828-8586

UN Avenue

MAGCOOP Bldg., UN Ave.
near cor. A. Mabini Sts., Ermita, Manila
Tel: (02) 8354-5082; 8524-7753

UP Village

65 Maginhawa St., U.P. Village
Diliman, Quezon City
Tel: (02) 3433-8625; 3376-0215
3376-1452

Valenzuela - Dalandanan

Malanday Machinery's Commercial Bldg.
212 KM. 15 McArthur Highway
Brgy. Dalandanan, Valenzuela City
Tel: (02) 8277-0276; 8277-0246;
8277-0251

Valenzuela - Gen. T. De Leon

G/F, Units 4 & 5, Liu Shuang Yu Bldg.
3026 Gen. T. De Leon St.
Brgy. Gen. T. De Leon, Valenzuela City
Tel: (02) 3440-5635; 3456-7921

Valenzuela - Marulas

JLB Enterprises Bldg., KM. 12
McArthur Highway, Marulas
Valenzuela City
Tel: (02) 8445-0670; 8291-8961;
8291-0053

Valero

G/F, Retail 1B, Paseo Park View Tower
1 140 Valero St., Salcedo Village
Makati City
Tel: (02) 7751-0002 to 03; 7817-3733

Visayas Avenue

G/F, K.L. Group Bldg., Units B, C, & D
15 Visayas Ave., Brgy. Vasra, Quezon City
Tel: (02) 8441-6604; 8441-6621

West Avenue

108 West Ave. cor. West Lawin St.
West Triangle, Quezon City
Tel: (02) 8928-5920; 8927-1185
8927-1597

West Service Road

West Service Rd. cor. Sampaguita Ave.
West IV Subd., Parañaque City
Tel: (02) 8822-3910 to 11

Wilson

220-B Wilson St., San Juan City
Tel: (02) 8696-7366; 8661-9330;
8696-7365

Xavierville

60 Xavierville Ave., Xavierville Subd.
Brgy. Loyola Heights, Quezon City
Tel: (02) 8364-5379; 8363-9498

Ylaya - Padre Rada

G/F, Josefa Bldg., 981 Ylaya
cor. Padre Rada Sts., Tondo, Manila
Tel: (02) 8243-9006; 8243-9005

LUZON

Angeles - Balibago

Saver's Mall Bldg., MacArthur Highway
Balibago, Angeles City
Tel: (045) 458-0613

Antipolo - Marcos Hi-way

Ciannat Complex, Marcos Highway
Brgy. Mayamot, Antipolo City
Tel: (02) 8682-2250; 8682-2251

Antipolo - ML Quezon

146 M.L. Quezon Ave. cor. F. Dimanlig St.
San Roque, Antipolo City
Tel: (02) 8661-9677; 8661-9676

Bacoor - Aguinaldo Hi-way

General E. Aguinaldo Highway
Talaba, Bacoor City, Cavite
Tel: (046) 417-0482; 417-0395

Bacoor - Molino

G/F, Units 101, 102 & 103
VCENTRAL Mall Molino Bldg.
Molino Blvd., Bacoor City, Cavite
Tel: (046) 424-2518; 424-2037

Baguio - Legarda

G/F, Lindi Hotel, 12 Legarda Rd.
Baguio City
Tel: (075) 442-5288; 442-4404

Baguio City - Session Road

Unit B, 101 Lopez Bldg., Session Rd.
Baguio City
Tel: (074) 424-8507; 424-8524
442-3339

Baguio - Rizal Monument

One VF Tower, Benjamin Salvosa Drive
Brgy. Rizal Monument, Baguio City
Tel: (074) 448-0513 to 0514

Baliuag

Doña Remedios Trinidad Highway
cor. Benigno S. Aquino Ave.
Baliuag, Bulacan
Tel: (044) 766-4878; 766-5308

Bataan - Balanga

Don Manuel Banzon Ave.
cor. Cuaderno St., Doña Francisca
Balanga City, Bataan
Tel: (047) 237-0350 to 51

Bataan - Dinalupihan

Bgy. San Ramon, Dinalupihan, Bataan
Tel: (047) 636-0040

Bataan - Mariveles

8th Ave., Freeport Area of Bataan (FAB)
Mariveles, Bataan
Tel: (047) 633-1782; 633-1783

Batangas City

54-A D. Silang cor. Pastor Sts.
Brgy. 14 Poblacion, Batangas City
Tel: (043) 723-7665; 300-6143

Batangas City - Pallocan

Units 6, 7, & 8, Mayvel Center Bldg.
Manuela Pastor Ave., Brgy. Pallocan West
Batangas City
Tel: (043) 740-6559; 740-6560

Batangas - Balayan

cor. Paz and Union Sts., Poblacion
Balayan, Batangas
Tel: (043) 740-3618; 740-3619

Batangas - Bauan

J.P. Rizal cor. San Agustin Sts.
Bauan, Batangas
Tel: (043) 702-4970 to 71;

Batangas - Lemery

G/F, LDMC Bldg., Ilustre Ave.
Brgy. Rizal, Lemery, Batangas
Tel: (043) 740-2602; 409-3009

Batangas - Nasugbu

J.P. Laurel St., Poblacion
Nasugbu, Batangas
Tel: (043) 740-1103

Batangas - Rosario

Rosario-Padre Garcia-Lipa Rd.
Poblacion Rosario, Batangas
Tel: (043) 740-2554; 417-1349

Batangas - Sto. Tomas

KM 67 Maharlika Highway, Poblacion
Sto. Tomas, Batangas
Tel: (043) 702-8636

Batangas - Tanauan

98 J.P. Laurel Highway
Brgy. Darasa, Tanauan City
Tel: (043) 702-4939; 702-3943

Benguet - La Trinidad

KM 5, Central Pico, La Trinidad
Benguet
Tel: (074) 422-1544; 422-1629

Bulacan - Sta. Maria

115 M. De Leon St., Brgy., Poblacion
Sta. Maria, Bulacan
Tel: (044) 769-2426; 769-2499

Bulacan - Balagtas

Buro 1st, McArthur Highway
Balagtas, Bulacan
Tel: (044) 308-2072

Bulacan - Plaridel

Lot 1071- A, Daang Maharlika Rd.
(Prev. Cagayan Valley Rd.), Banga First
Plaridel, Bulacan
Tel: (044) 794-9947; 794-1140
794-3500

Bulacan - San Jose Del Monte

Dalisay Resort, Gov. F. Halili Ave.
Tungkong Mangga, San Jose del Monte
Bulacan
Tel: (044) 815-6128

Cabanatuan - Maharlika

Maharlika Highway, Brgy. Dicarma
Tel: (044) 464-1634; 464-1635

Cabanatuan - Melencio

Melencio cor. Gen. Luna Sts.
Cabanatuan City
Tel: (044) 464-1634; 464-1635

Calamba

G/F, SQA Bldg., Brgy. Uno, Crossing
Calamba City, Laguna
Tel: (049) 545-9018

Calamba - National Road

1425 National Rd., Brgy. Uno
Crossing, Calamba, Laguna
Tel: (049) 508-7466 to 77

Candelaria

National Highway cor. Ona St.
Brgy. Poblacion, Candelaria, Quezon
Tel: (042) 717-5528; 717-5529

Carmona

Lot 1947-B, Paseo de Carmona Cmpd.
Governor's Drive, Brgy. Maduya
Carmona, Cavite
Tel: (046) 482-0410; 482-0411

Cavite - Rosario

Lot 616 F1, Gen. Trias Drive
Tejeros Convention, Rosario, Cavite
Tel: (046) 435-1107

Cavite City

P. Burgos Ave., Brgy. Caridad
Cavite City
Tel: (046) 431-0510

Cavite - Naic

Ibayo Silangan cor. Sabang Rd.
Naic, Cavite City
Tel: (046) 412-0144; 412-0146

Cavite - Silang

132 J. P Rizal cor. E. Montoya Sts.
Brgy. San Vicente I, Silang, Cavite
Tel: (046) 413-2600; 683-3218
512-4317

Cavite - Tanza

Antero Soriano Highway, Daang Amaya 2
Tanza, Cavite
Tel: (046) 431-2097; 431-2378

Cavite - Trece Martires

G/F, Dionets Commercial Place Bldg.
Trece Martires-Indang Rd., Brgy. San Agustin
Trece Martires City, Cavite City
Tel: (046) 514-0071

Dagupan - A.B. Fernandez

New Star Bldg., A.B Fernandez
Avenue, Dagupan City
Tel: (075) 529-1903; 529-1920
529-2162

Dagupan - Perez

Lot 194 D1-A & Lot 194 D1-B
Brgy. Pogo Chico, Perez Blvd.
Dagupan City
Tel: (075) 522-2284; 522-9221

Dasmariñas

KM. 31, Gen. Emilio Aguinaldo Highway
Brgy. Zone 4, Dasmariñas City, Cavite
Tel: (046) 424-1454; 424-1589

General Trias

G/F, Unit 102, VCentral Gentry Bldg.
Governor's Drive, Manggahan
General Trias, Cavite
Tel: (046) 476-0596; 476-0598

Ilocos Norte - San Nicolas

Brgy. 2, San Nicolas, Ilocos Norte
Tel: (077) 670-6465; 677-1084

Ilocos Sur - Candon

G/F, KAMSU Bldg., Brgy San Jose
Candon City, Ilocos Sur
Tel: (077) 674-0253; 674-0255
674-0214

Imus

G/F, LDB Bldg., 552 Gen. Aguinaldo Highway
Imus City, Cavite
Tel: (046) 471-5188

Isabela - Roxas

Maharlika Highway, Brgy. Bantug
Roxas, Isabela
Tel: (078) 624-0450; 624-0449

» **STORE NETWORK****Cebu - Magallanes**

Go Quiaco Bldg., Magallanes
cor. Gonzales Sts., Cebu City
Tel: (032) 254-1940; 254-1005

Cebu - Mandaue North Road

G/F, ALDO Bldg., North Rd.
Basak, Mandaue City, Cebu
Tel: (032) 236-5582; 520-3599

Cebu - Mandaue Subangdaku

Kina Bldg., National Highway
Subangdaku, Mandaue City, Cebu
Tel: (032) 346-5268; 420-5779

Cebu - Minglanilla

G/F, La Nueva-Minglanilla Center
Ward 2, Poblacion, Minglanilla, Cebu
Tel: (032) 236-9314; 236-9324

Cebu - N. Escario

Cebu Capitol Commercial Complex Bldg.
N. Escario St., Cebu City
Tel: (032) 253-9226; 255-8250

Cebu - Park Mall

Alfresco 4, Units 39, 40 & 40A
Parkmall, Mandaue City
Tel: (032) 505-4057; 505-3755

Cebu - Srp Il Corso

Units R 160 & 161, IL Corso Retail Bldg.
SRP, Cebu City
Tel: (032) 236-0774; 236-0735

Cebu - Talisay

Paul Sy Bldg., Highway Tabunok
Talisay City, Cebu
Tel: (032) 236-9434; 236-9433

Dumaguete City

Don Joaquin T. Villegas Bldg.
Colon St., Dumaguete City
Tel: (035) 226-3797 to 98

Iloilo - Diversion

The 21 Ave. Bldg., Benigno Aquino Ave.
Mandurriao, Iloilo City
Tel: (033) 323-1107; 323-1108

Iloilo - Iznart

G/F, B&C Square Bldg., Iznart St.
cor. Solis St., Iloilo City
Tel: (033) 338-1207; 338-1961

Iloilo - Jaro

Jaro Townsquare, Mandaue Foam Bldg.
Quintin Salas, Jaro, Iloilo City
Tel: (033) 320-0241; 320-0247

Iloilo - Ledesma

Sta. Cruz Arancillo Bldg., Ledesma
cor. Fuentes Sts., Iloilo City
Tel: (033) 336-0441; 336-0443

Iloilo - Molo

GT Plaza Mall, MH del Pilar St.
Molo, Iloilo City
Tel: (033) 330-2003; 330-2004

Kalibo

Roxas Ave. Ext., Kalibo, Aklan
Tel: (036) 268-3461 / 268-3462

Ormoc City

G/F, Hotel Don Felipe Annex Bldg.
Bonifacio St., Ormoc City
Tel: (053) 255-8689; 255-8693
561-0150

Roxas City

cor. Roxas Ave. and Osmeña St.
(formerly Pavia St.), Roxas City, Capiz
Tel: (036) 620-0652; 620-0134

Silay

Rizal St., Silay City, Negros Occidental
Tel: (034) 441-3863; 441-3866

Tacloban City - Marasbaras

G/F, JGC Bldg., Brgy. 77
Marasbaras, Tacloban City
Tel: (053) 325-3596; 323-0133

Tacloban - J. Romualdez

RUL Bldg., Justice Romualdez St.
Brgy. 15, Tacloban City
Tel: (053) 832-2717; 832-2534

Tagbilaran City

CPG Ave., 2nd District, Tagbilaran City
Tel: (038) 411-0903; 411-0904
411-0911

MINDANAO**Bukidnon - Valencia**

Tamay Lang Lang Park Lane Bldg.
G. La Viña Ave., Poblacion
Valencia City, Bukidnon
Tel: (088) 828-4068; 828-4078

Butuan City

G/F, Deofevente Bldg., Lot No. 7
Governor J. Rosales Ave.
Brgy. Imadejas, Butuan City
Tel: (085) 225-9620 / 342-7757

Butuan - P. Burgos

Units 1, 2 & 3, G/F, FSUU Bldg.
P. Burgos cor. San Francisco Sts.
Brgy. Sikatuna, Butuan City
Tel: (085) 225-0432; 225-0429

Cagayan de Oro - Pueblo de Oro

VLC Tower One, B1 L1, Gran Via St.
Pueblo de Oro, Cagayan de Oro City
Tel: (088) 881-5148; 881-5149

Cagayan de Oro - Carmen

RTS Bldg., Vamenta Blvd.
Carmen, Cagayan de Oro City
Tel: (088) 880-0265 / 880-1342

Cagayan de Oro - Cogon

De Oro Construction Supply, Inc. Bldg.
Don Sergio Osmeña St. cor. Limketkai Drive
Cagayan de Oro City
Tel: (088) 850-0336; 850-0371

Cagayan de Oro - Lapasan

Lapasan Highway, Cagayan de Oro City
Tel: (088) 850-1870 / 850-1869

Cagayan de Oro - Velez

Juan Sia Bldg., 50 Don Apolinar
Velez St., Cagayan de Oro City
Tel: (088) 857-8801 to 02

Cotabato City

31 Quezon Ave., Poblacion 5
Cotabato City
Tel: (064) 421-5961; 421-5962

Davao - Agdao

Doors 2 & 3, Cabaguio Plaza
Cabaguio Ave., Agdao, Davao City
Tel: (082) 222-2029; 222-0072

Davao - Bajada

Carolina Uykimpang Bldg. cor. Iñigo St.
J.P. Laurel Ave., Davao City
Tel: (082) 285-2701; 285-2700

Davao - Buhangin

G/F, D3G Bldg., KM. 5 Buhangin Rd.
cor. Gladiola St., Buhangin, Davao City
Tel: (082) 221-7420; 221-8186
221-6596

Davao - C.M. Recto

P&E Bldg., Poblacion, Brgy. 035
C.M. Recto Ave., Davao City
Tel: (082) 285-0376 / 228-6016

Davao - Digos

Commercial Space-4, Davao RJ and
Sons Realty & Trading Corp. Bldg.
V. Sotto St., Brgy. Zone-1, Digos City
Davao del Sur
Tel: (082) 272-1896; 272-1897

Davao - Diversion Road

G/F, Units 4 & 5, D3G Y10 Bldg.
C.P. Garcia National Highway
Brgy. Cabantian, Davao City
Tel: (082) 296-2047; 296-1648

Davao - J.P. Laurel

J.P. Laurel Ave., Davao City
Tel: (082) 222-0137; 222-0138

Davao - Lanang

Blk. 5 Lot 6, Insular Village
Pampanga, Lanang, Davao City
Tel: (082) 234-0867 / 234-0726

Davao - Ma-a

G/F, Rosario Bldg.
Don Julian Rodriguez Ave.
Ma-a Rd., Davao City
Tel: (082) 327-3547 / 287-0907

Davao - Magsaysay

EWB Bldg., Lot 100-C, Brgy. 030
Poblacion, R. Magsaysay Ave.
Davao City
Tel: (082) 222-1279; 221-4712

Davao - Matina

Lot 16 Blk 3, McArthur Highway
Matina, Davao City
Tel: (082) 299-0893; 297-0012

Davao - McArthur Matina

BGP Commercial Complex II Bldg.
McArthur Highway, Matina, Davao City
Tel: (082) 285-8086; 285-8089

Davao - Panabo City

Quezon St. Sto. Niño
Panabo City, Davao del Norte
Tel: (084) 628-4022; 628-4024

Davao - Quirino

Centron Bldg., Quirino Ave.
cor. General Luna St., Davao City
Tel: (082) 224-0582; 224-0696

Davao - Sta. Ana

G/F, GH Depot Bldg., Gov. Sales St.
Sta. Ana, Davao City
Tel: (082) 221-4021; 221-0436

Davao - Toril

Saavedra St., Toril, Davao City
Tel: 082-295-6623; 295-6621

Dipolog City

G/F, Felicidad II Bldg., Quezon Ave.
Miputak, Dipolog City
Tel: (065) 908-361 / 908-0360

General Santos City - Calumpang

Calumpang Medical Specialist Bldg.
National Highway, Calumpang
General Santos City
Tel: (083) 552-4739; 552-4742

General Santos - Pioneer

Pioneer Ave. cor. Magsaysay Ave.
General Santos City
Tel: (083) 552-2472; 552-2514

General Santos - Santiago

Ireneo Santiago Blvd.
General Santos City
Tel: (083) 552-0530; 552-0537

Iligan City

G/F, Party Plaza Bldg., Quezon Ave. Ext.
Rabago, Iligan City
Tel: (063) 222-1681; 221-1682

Kidapawan

Doña Leonila Complex, National Highway
Poblacion, Kidapawan City
North Cotabato
Tel: (064) 577-3989; 577-3988

Koronadal City

G/F, RCA Bldg., Gen. Santos Drive
Koronadal City, South Cotabato
Tel: (083) 520-0021; 520-0013

Ozamiz City

G/F, Casa Esperanza
Don Anselmo Bernard Ave., Ozamiz City
Tel: (088) 564-0153; 564-0158

Pagadian City

BMD Estate Bldg., F. Pajares
cor. Sanson Sts., Pagadian City
Zamboanga del Sur
Tel: (062) 925-0037; 215-4681

Surigao City

G/F, EGC Bldg., Rizal St.
Washington, Surigao City
Tel: (086) 231-5155 to 56

Tacurong

Tacurong City-Lambayong
National Highway, Tacurong
Sultan Kudarat
Tel: (064) 562-0473; 562-0475

Tagum City

Gaisano Grand Arcade, Apokon Rd.
cor. Lapu-Lapu Ext., Brgy. Visayan Village
Tagum City
Tel: (084) 216-4325; 216-4323

Zamboanga - Canelar

Printex Bldg., Mayor Jaldon St.
Zamboanga City
Tel: (062) 990-1110; 990-1102

Zamboanga - NS Valderrosa

N.S. Valderrosa cor. Corcuerra Sts.
Zamboanga City
Tel: (062) 992-6571; 992-6574

» EASTWEST RURAL BANK STORE NETWORK

Kabacan Store
National Rd., Rizal St., Brgy. Poblacion
Kabacan, North Cotabato
Tel: (064) 557-1418

Kitcharao Store
National Highway, Brgy. Songkoy
Kitcharao, Agusan del Norte
Tel: (086)826-7542

Koronadal Store
Purok Mabuhay, Brgy. Zone IV
Koronadal City, South Cotabato
Tel: (083) 520-0863

Madrid Store
Arpilleda cor. Buniel Sts., Brgy. Quirino
Madrid, Surigao del Sur

Malita Store Lite
Castro Bldg., Maruya St., Poblacion
Malita, Davao Occidental

Mangagoy Store
EWRB Bldg., Espiritu St., Mangagoy
Bislig City, Surigao del Sur
Tel: (086) 853-2435

Maramag Store
G/F, Abao Bldg., Bonifacio St.
P-1A South Poblacion, Maramag
Bukidnon

Mati Store
Magricom Bldg. 2, Limatoc St.
Central Mati City, Davao Oriental
Tel: (087) 811-4093

Midsayap Store
Crossing Poblacion 8, Midsayap
North Cotabato
Tel: (064) 229-9735

Molave Store
Cinema Bldg., Zamora St.
Purok Waling-waling, Brgy. Maloloy-on
Molave, Zamboanga del Sur

Nabunturan Store
Amatong Bldg., Purok 11, Poblacion
Nabunturan, Compostela Valley

Nasipit Store
Roxas St., Brgy. 4, Nasipit
Agusan del Norte
Tel: (085) 343-2078

Ozamiz Store Lite
G/F, Clarita L. Yu Bldg.
Don Anselmo Bernad Ave.
Brgy. Aguada, Ozamiz City
Misamis Occidental
Tel: (088) 545-2207

Pagadian Store
Vicente Araneta Tolibas Bldg.
Jamisola cor. Ariosa Sts., Santiago Dist.
Pagadian City, Zamboanga del Sur

Panabo Store Lite
National Highway
P-3A Brgy. San Francisco
Panabo City, Davao del Norte

San Francisco Store
Quezon St., Brgy. 2, San Francisco
Agusan del Sur
Tel: (085) 343-9469

San Jose Store Lite
P-1, San Jose, Dinagat Island

Surigao City Store
Parkway, Km.2, Brgy. Luna
Surigao City, Surigao del Norte
Tel: (086) 826-6238

Tagoloan Store
National Highway, Brgy. Poblacion
Tagoloan, Misamis Oriental

Tagum Store
KORE Bldg., Purok Doctolero
Brgy. Magugpo East, Tagum City
Davao del Norte

Tandag Store
Pimentel Bldg., Donasco St.
Brgy. Bag-ong Lungsod, Tandag City
Surigao del Sur
Tel: (086) 211-3513

Trento Store
P-7, Juan Luna St., Brgy. Poblacion
Trento, Agusan del Sur
Tel: (085) 255-2565

Valencia Store
LCC Bldg., Purok 2, Sayre Highway
Poblacion, Valencia City, Bukidnon
Tel: (088) 828-4108

Zamboanga City Store
Mayor Vitaliano Agan Ave., Nunez Ext.
Brgy. Camino, Nuevo, Zamboanga City
Tel: (062) 310-3509

» OFFSITE ATM NETWORK

LUZON

Aces Agri - Echague
KM 342, Maharlika Highway
Brgy. Garit Norte, Magnolia
Chicken Plant, Echague, Isabela

Amosup - Mariners Home
1765 Vasquez cor. Julio Nakpil St.
Malate, Manila

Ayala Fairview Terraces
Ayala Fairview Terraces, Quirino Highway
cor. Maligaya Drive, Novaliches
Quezon City

Ayala Mall - Circuit
Ayala Mall Circuit Makati
Hippodromo St., Brgy. Carmona
Makati City

Ayala Mall - Feliz
4/F, Ayala Mall Feliz, Marcos Highway
cor. Amang Rodriguez, Brgy. Dela Paz
Pasig City

Ayala Mall Cloverleaf
3/F, near food court Ayala Mall Cloverleaf
Balintawak, Quezon City

Bataan 2020
Roman Superhighway, Samal, Bataan

Castro Maternity Hospital
M. Ponce St., Subic, Baliuag, Bulacan

Centro Mall Cabuyao
Brgy. Pulo, National Highway Rd.
Cabuyao, Laguna

Century Mall
Century City Mall, Kalayaan Ave.
cor. Salamanca St., Brgy. Poblacion
Makati City

District Imus
Aguinaldo Highway cor. Daang Hari Rd.
Brgy. Anabu II-D, Imus, Cavite

DMCI Calaca
Gate 4 DMCI, San Rafael
Calaca, Batangas

DMCI Homes
132 Apolinario St., Bangkal
Makati City

Eastwood 1800
1880 Eastwood Ave.
Eastwood City Cyberpark
E. Rodriguez, Jr. Ave. (C5), Quezon City

» OFFSITE ATM NETWORK

Eastwood Mall
3/F, Eastwood Mall
E. Rodriguez, Jr. Ave. (C5)
Bagumbayan Libis, Quezon City

EWRB - Baguio
2/F, Jose Miguel Bldg. II, Yandoc St.
cor. Naguilian Rd., Brgy. Kayang Ext.
Baguio City

EWRB - Cabanatuan
Bulanadi Bldg., Maharlika Highway
Brgy. H. Concepcion, Cabanatuan City
Nueva Ecija

EWRB - Daet
Blk. 8, Lot-11, FMDC Bldg.
Central Plaza Complex, Brgy. Lag-on
Daet, Camarines Norte

EWRB - Irosin
M.H. Del Pilar St., Brgy. San Julian
Irosin, Sorsogon

EWRB - Masbate
Doors 1 & 2, Sanchez Bldg.
Sitio Cagba, Brgy. Tugbo, Masbate City

EWRB Batangas
G/F, Epicenter, National Highway
Brgy. Balagtas, Batangas

EWRB Cainta
Unit 101, East 1900 Bldg., Gate 3
Vista Verde Executive Village
Felix Ave., Cainta Rizal

EWRB Dagupan
G/F, Units L1L & L1M, Eastgate Plaza Bldg.
A.B. Fernandez East Ave., Brgy. Mayombo
Dagupan City
Pangasinan

EWRB Dasmariñas
Lot-4 Aguinaldo Highway
Brgy. Salitran, Dasmariñas City, Cavite

EWRB Gumaca
MAJT Bldg., Brgy. Pipisik
Gumaca, Quezon

EWRB Legazpi
Doors 2 & 3
Bicol Wei Due Fraternity Bldg.
Quezon Ave., Oro Site, Legazpi City

EWRB Lucena
Benco Bldg., Enriquez cor. Juarez Sts.
Lucena City

EWRB Meycauyan
2602 Malhacan National Rd.
Brgy. Malhacan, Meycauayan City
Bulacan

EWRB Naga
Door 43, Central Business Dist. 2 Terminal
Naga City

EWRB San Fernando La Union
Brgy. Pagdurawan, Diversion Rd.
San Fernando, La Union

EWRB San Fernando Pampanga
Suburbia North Subd., McArthur Highway
San Fernando, Pampanga

EWRB Sta. Rosa
LC Business Center, National Highway
Brgy. Macablang, Sta. Rosa, Laguna

EWRB Tanay
M.H. del Pilar St., Plaza Aldea, Tanay, Rizal

EWRB Tarlac
Silayan Business Center
Brgy. Santo Cristo, Tarlac City

EWRB Tuguegarao
Don Domingo St., Tuguegarao City

FastByte - North Cyberzone
FastByte, North Cyberzone
Northgate, Filinvest Corporate City
Alabang, Muntinlupa City

FDC Cyber Sigma BGC
ATM Area beside new Bistro Deli
G/F, Cyber Sigma Bldg., Lawton Ave.
Mckinley West, Fort Bonifacio
Taguig City

FEU - NRMF Fairview
Regalado Ave. cor. Dahlia West
Fairview, Quezon City

Filinvest - Mandaluyong
79 EDSA, Mandaluyong City

Filinvest - Mandaluyong 2
7/F, Filinvest Bldg., 79 EDSA
Mandaluyong City

Finman Pasig
360 Dr. Sixto Antonio Ave.
Caniogan, Pasig City

FPF Manufacturing Corp.
11th Ave., Phase II FAB
Mariveles, Bataan

Glorietta Makati
2/F, Glorietta 1, South Drive
Ayala Center, Makati City

Goldwing
61 F. Balagtas St., Parang
Marikina City

Harbor Point
Rizal Highway, Subic Bay
Freeport Zone

Hilton Hotel
Newport Blvd., Newport City, Pasay City
(Across Resorts World Manila)

Jollibee Mabalacat
Lot 301, McArthur Highway
Brgy. San Francisco, Mabalacat City

La Suerte
Maharlika Highway, Brgy. Alupaye
Pagbilao, Quezon

Landmark Alabang
ATM #05, G/F, Landmark Alabang
Festival Mall, Civic Drive, Alabang Muntinlupa
City

Landmark Makati
Ayala Center Makati, Makati City

Landmark Trinoma
EDSA cor. Mindanao Ave. Ext.
Quezon City

Luckygold Plaza
2/F, Luckygold Plaza Bldg.
58 Ortigas Ave. Ext., Pasig City

Market Market
4/F, ATM Center, Market Market
Taguig City

Marquee Mall
3/F, Marquee Mall
Francisco G. Nepo Ave.
Angeles City, Pampanga

Mimosa CitiScape Inc. - Quest Hotel
M.A. Roxas Highway
Clark Freeport Zone
Philippines-Mimosa Hotel (Quest Hotel)

Mitsubishi Laguna
Mitsubishi Motors Philippine Corp.
No. 1 Auto Park Ave., Greenfield
Automotive Park, Sta. Rosa, Laguna

New Rosario Arcade
New Rosario, Ortigas Arcade
Pasig City

» OFFSITE ATM NETWORK

One Oasis Ortigas
Building M, Oasis Hub
Ortigas Ave., Pasig City

Pasong Tamo Head Office
2264 Pasong Tamo Ext.
Brgy. Magallanes, Makati City

Philstar
202 Oca Rail Rd. St., Port Area, Manila

Powerplant Mall
3/F, R3, Power Plant Mall
Rockwell Center, Makati City

RBC Sheridan
9/F, Rockwell Business Center
Sheridan, Sheridan St.
Mandaluyong City

Robinsons Forum Pioneer
30 EDSA cor. Pioneer St.
Mandaluyong City

Robinsons Magnolia
Aurora Blvd. cor. Doña Hemady St.
Quezon City

Robinsons Metro East
Marcos Highway, Brgy. Dela Paz
Santolan, Pasig City

Robinsons Place Cainta
2/F, ATM Center, Ortigas Ave. Ext.
Brgy. Sto. Domingo, Cainta, Rizal

Robinsons Place Dasmariñas
1/F, Aguinaldo Highway cor. Gov's Drive Sitio
Palapala, Dasmariñas, Cavite

Robinsons Place Imus
G/F, E. Aguinaldo Highway
Tanzang Luma V, Imus, Cavite

Robinsons Place Manila
M. Adriatico cor. Pedro Gil
Malate, Manila

Robinsons Sta. Rosa Market
1/F, Old National Highway
Brgy. Tagapo, Sta. Rosa, Laguna

Shangri-La Plaza
LG/F, East Wing, EDSA
Mandaluyong City

Simbayanan
115 M.L. Quezon St., Purok 02
New Lower Bicutan, Taguig City

SLU Hospital Baguio
Saint Louis University Hospital
Assumption Rd., Baguio City

SM Aura Premiere
LG/F, Parking Entrance near DHL
SM Aura Premier, 26th St.
cor. McKinley Parkway, Taguig City

SM Center Sangandaan
3/F near Cinemas, Samson Rd.
Sangandaan, Caloocan City

SM Fairview
SM City Fairview Complex
Quirino Highway, Fairview
Quezon City

SM Mall of Asia
J.W. Diokno Blvd., Mall of Asia Complex
CBPIA, Pasay City

SM Megamall
SM Megamall Bldg., Julia Vargas
cor. EDSA, Wack Wack Village
Mandaluyong City

SM Megamall Wing B
2/F, ATM Center, Megamall Wing B
SM Megamall, EDSA cor. J. Vargas Ave.
Mandaluyong City

SM North EDSA
Parking Lot, SM North EDSA Complex
EDSA, Pag Asa 1, Quezon City

SM Novaliches
Quirino Highway, San Bartolome
Novaliches, Quezon City

SM San Lazaro
UG/F, Felix Huertas
cor. AH Lacson St., Manila

SM Sta. Mesa Supermarket
Ramon Magsaysay cor. Araneta Ave.
Quezon City

SM Taytay
Manila East Rd., Dolores
Taytay, Rizal

Sogo Hotel
G/F, Sogo Corporate Office
629 EDSA, Cubao, Quezon City

St. Clare's Medical Center
1838 Dian St., Brgy. Palanan
Makati City

St. Paul - Pasig
St. Paul Rd., Brgy. Ugong, Pasig City

Super 8 Cogeo
SPI Bldg., Manuel L. Quezon Ave.
Brgy. San Roque, Antipolo, Rizal

The Palms Country Club
1410 Laguna Heights Drive
Filinvest City, Alabang, Muntinlupa City

Theatre Mall
Ortigas Ave., Greenhills, San Juan

Toyota Dagupan
Service Reception Area
Toyota Dagupan, McArthur Highway
Calasiao City, Pangasinan

Twenty Oaks Mariveles Bataan
Twenty Oaks Duty Free Hypermarket
Mariveles, Bataan

U.P. Town Center
2/F beside China Bank ATM
UP Town Center, Katipunan Ave.
Quezon City

Uptown Mall (BGC)
G/F beside National Bookstore
9th Ave. cor. 36th St.
Bonifacio Global City, Taguig City

Vector - Alabang
G/F, Vector One Bldg.
Northgate Cyberzone
Alabang, Muntinlupa City

Vector 2 - Alabang
8/F, Chroma Hospitality
Vector 2, Alabang

VISAYAS

Ayala Center Cebu
2/F beside Sanuk
Ayala Center Cebu Expansion
Cebu Business Park, Cebu City

Boracay Villa Lourdes
D' Mall Station 2, Brgy. Balabag
Boracay Island, Malay, Aklan

BQ Luitton
Luitton Bldg., Gallares St.
Tagbilaran City

Crimson Bay Hotel
Seascape Resort Town, Sitio Dapdap
Lapu-Lapu City, Mactan, Cebu

Crimson Hotel Boracay
Crimson Resort and Spa Boracay
Punta Bunga Cove, Brgy. Yapak
Boracay Island, Malay, Aklan

EWRB - Carcar
Ramos Bldg., P. Nellas St.
Poblacion III, Carcar City, Cebu

EWRB - Catarman
Benpres Bldg., South Diversion Rd.
Brgy. Macagtas, Catarman, Samar

EWRB - Kabankalan
The Crossing, Guazon St., Brgy. 2
Kabankalan City, Negros Occidental

EWRB - Larena
GDM Bldg., North Poblacion
Bonifacio St., Larena, Siquijor

EWRB - Narra
National Highway, Brgy. Panacan II
Narra, Palawan

EWRB - San Carlos
Center Mall, F. C. Ledesma Ave.
Brgy. Palampas, San Carlos City
Negros Occidental

EWRB - Sogod
L. Regis St., Brgy. Zone 5
Sogod, Southern Leyte

EWRB Bacolod
RS Bldg. cor. Hilado & 6th Sts.
Capitol Shopping Center, Bacolod City

EWRB Baybay
D. Veloso cor. M. L. Quezon St.
Baybay City, Leyte

EWRB Bogo
CPN Bldg., M. H. Del Pilar St.
Carbon, Bogo City, Cebu

EWRB Calbayog
Irigon Bldg., Pajarito St.
Calbayog City, Western Samar

EWRB F. Ramos
V. Yap Bldg., 29 F. Ramos St.
Cebu City

EWRB Iloilo
Bonifacio Drive in front of
Metro Iloilo Water Dist., Iloilo City

EWRB Maasin
R. Kangleon St., Tunga-Tunga
Maasin City, Southern Leyte

EWRB Mandaue Subangdaku
Dayzon Bldg., Lopez Jaena St.
Subangdaku, Mandaue City

EWRB Ormoc
Juan Luna St., Sabang, Ormoc City

EWRB Palawan
National Highway, Brgy. San Pedro
Puerto Princesa City, Palawan

EWRB Roxas
Unit 2, CLER Grand Hotel
Brgy. Lawaan, Roxas City

EWRB Tacloban
G/F, Insular Life Bldg.
Avenida Veterans St., Brgy. 34
Tacloban City

EWRB Tagbilaran
G/F, Sum Bldg., 29 San Jose St.
Brgy. Cogon, Tagbilaran City, Bohol

EWRB Talibon
G/F, Edificio Luciano Aurorita Bldg.
CPG Ave., Poblacion, Talibon, Bohol

EWRB Tanjay
Magallanes cor. Basa Sts.
Pob. 2, Tanjay City, Negros Oriental

EWRB Toledo
Peñalosa St., Luray I, Toledo City, Cebu

Gaisano Casuntingan
M.L. Quezon Ave., Casuntingan
Mandaue City

Gaisano Country Mall
G/F, Banilad, Cebu City

Gaisano Grand Fiesta Mall
Highway Tabunok, Talisay City
Gaisano Grand Mall Mactan
Brgy. Basak, Agus Rd., Lapu-lapu, Cebu

Gaisano Grand Mall Mactan
Brgy. Basak, Agus Rd., Lapu-lapu, Cebu

Gaisano Mall Tagum
Apokon Rood cor. Lapu Lapu Ext.
Brgy. Visayan Vill., Tagum City

Gaisano Metro Store Lapu-Lapu
M.L. Quezon Highway, Pajo
Lapu-lapu City, Cebu

Gaisano SRP
South Reclamation Project, Talisay City

Hotel Del Rio
Hotel Del Rio – Iloilo, M.H. Del Pilar St.
Molo, Iloilo City

J Center Mall
AS Fortuna St., Bakilid
Mandaue City, Cebu

La Nueva Supermart
G.Y. Dela Serna St., Lapu-Lapu City

Lifebank Roxas
Krn. 2 Brgy. Lawa-an Roxas City

Lifebank Sta. Barbara
Lifebank Sta. Barbara, Bypass Rd.
Brgy. Duyan Duyan, Sta. Barbara, Iloilo

Lovefeeds - Iloilo
Love Feeds New Panay Agri Venture
Brgy. Cabugao Sur, Pavia, Iloilo

Marina Mall (Cebu)
G/F, Bk. C108 Mactan
Lapu-Lapu, Cebu

Robinsons Galleria Cebu
2/F, ATM 202, Robinsons Galleria Cebu

SM City - Consolacion
Cebu North Rd., Brgy. Lamac
Consolacion, Cebu

SM City Cebu
North Reclamation Area, Cebu City

SM City Cebu 2
LG/F, North Reclamation Area
Cebu City

SM Seaside Cebu
1024B, SM Seaside City Cebu
SRP-Mambaling Rd., Cebu City

MINDANAO

Abreeza Corporate Center
J.P. Laurel Ave., Bajada, Davao City

Abreeza Mall
J.P. Laurel Ave., Bajada
Lanang, Davao City

Apo View Hotel
150 J. Camus St., Davao City

Cagayan de Oro Liceo University
RN Pelaez Blvd., Causwagan
Cagayan de Oro City

Davao Doctors Hospital
Davao Doctors Hospital
Dumoy Satellite Out Patient Facility
McArthur Highway, Talomo, Davao City

EWRB - Maramag
G/F, Abao Bldg., Bonifacio St.
P-1A South, Poblacion, Maramag
Bukidnon

» OFFSITE ATM NETWORK

EWRB - Zamboanga

Nunez Ext., Brgy. Camino Nuevo
Mayor Vitaliano Agan Ave.
Zamboanga City

EWRB Bayugan

Libres St., Taglatawan, Bayugan
Agusan del Sur

EWRB Butuan GBI

Montilla Blvd., Butuan City

EWRB Cabadbaran

Garame St., Cabadbaran
Agusan del Norte

EWRB Cagayan de Oro

Capistrano cor. Mabini St.
Cagayan de Oro City

EWRB Dapa

Mabini St., Brgy. 11, Poblacion Dapa
Surigao del Norte

EWRB Davao Tagum

Magugpo East, Tagum City

EWRB Davao Uyangurin

Uyangurin St., Ramon Magsaysay Ave.
Davao City

EWRB Dipolog

General Luna cor. Calibo Sts.
Zamboanga del Norte

EWRB GenSan

Doors 2 & 3, Grace Commercial Bldg.
Jose Catolico Sr. Ave., Gen. Santos City

EWRB Gingoog

DESMARK Arcade, Brgy. 17
National Highway, Gingoog City

EWRB Ipil

Eastwest Rural Bank, Inc. - Ipil
Zamboanga Ipil, Sibugay
Zamboanga

EWRB Kabacan Cotabato

National Rd., Rizal St., Poblacion
Kabacan, Cotabato

EWRB Kitcharao

Brgy. Songkoy, National Highway
Kitcharao, Agusan del Norte

EWRB Koronadal

UGA Bldg., Gensan Drive, Purok
Mabuhay, Zone IV, Koronadal City

EWRB Madrid

Arpilleda cor. Buniel St., Brgy. Quirino
Madrid, Surigao del Sur

EWRB Mangagoy

Espiritu St., Mangagoy
Bislig City, Surigao del Sur

EWRB Mati

Door 5, Magricom Bldg. II
National Highway, Mati
Davao Oriental

EWRB Midsayap Cotabato

Crossing Poblacion 8
Midsayap, Cotabato

EWRB Molave

Goles Bldg., Mabini St.
Brgy. Madasigon, Molave
Zamboanga del Sur

EWRB Nabunturan

Purok 11, Brgy. Poblacion
Nabunturan, Compostela Valley

EWRB Pagadian

Jamisola cor. Ariosa Sts.
Santiago Dist., Pagadian City

EWRB San Francisco

Quezon St. Brgy. 2, San Francisco
Agusan del Sur

EWRB Surigao

Parkway, Km. 3, Brgy. Luna
Surigao City, Surigao del Norte

EWRB Tagoloan

National Highway, Poblacion
Tagoloan, Misamis Oriental

EWRB Tandag

Pimentel Bldg., Donasco St.
Bagong Lungsod, Tandag
Surigao del Sur

EWRB Trento

P-7 Juan Luna St., Poblacion Trento
Agusan del Sur

EWRB Valencia

Alkuino Bldg., Sayre Highway
Poblacion, Valencia City, Bukidnon

Gaisano Grand Tagum

National Highway, Tagum City
Davao del Norte

Gaisano Mall of Davao

UG/F, ATM Center
JP Laurel Ave., Davao City

Gaisano Mall Toril

Gaisano Mall Toril, Toril, Davao City

Nasipit

Roxas St., Nasipit, Agusan del Norte

Robinsons Cagayan de Oro

Rosario Crescent cor. Florentino Sts.
Limketkai Center, Cagayan de Oro City

SM City Davao

SM City Davao - Annex
Quimpo Blvd., Ecoland, Davao City

SM Lanang

J.P. Laurel Ave., Bajada, Lanang
Davao City

Veranza Mall

J. Catolico Ave., General Santos City

SHAREHOLDER'S INFORMATION

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34th Floor, Unit D, Rufino Pacific Tower
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Similarly, statements that describe the Bank's objectives, plans or goals are also forward-looking statements. All such statements are subject to known and unknown risks and uncertainties that could cause actual results to differ materially from those contemplated by the relevant forward-looking statement.

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