

# Shareholder Services and Assistance

For inquiries regarding dividend payments, change of address and account status, or lost or damaged stock certificates, please write or call  
Bank of the Philippine Islands  
BPI Stock Transfer Office 16th floor, BPI Building  
6768 Ayala Avenue  
Makati City 1226  
Philippines  
Tel (632) 8169067 to 68  
Fax (632) 8455515

## Institutional Investor Inquiries

Bank of the Philippine Islands welcomes inquiries from institutional investors, analysts, and the financial community. Please write or call:

Investor Relations Office  
18th Floor, BPI Building  
6768 Ayala Avenue  
Makati City 1226  
Philippines  
Tel (632) 8169753 / 8169557  
[investorrelations@bpi.com.ph](mailto:investorrelations@bpi.com.ph)

Concept, Design, and Execution:	K2 INTERACTIVE (ASIA), INC.
Content Design and Layout:	K2 INTERACTIVE (ASIA), INC.
Photography	
Cover:	Carlo Dimarucut and Maynard Cloa
Business Review:	Andy Samaniego
Portraits:	Wig Tysmans
Additional Photography:	Mikkela Rey Santos



This Bank of the Philippine Islands 2009 Annual Report cover is printed on FSC®-certified Mohawk Options 100% PC, which is made of 100% process chlorine-free post-consumer recycled fiber with the balance comprised of elemental chlorine-free virgin fiber. This paper is made carbon neutral with Mohawk's production processes by offsetting thermal manufacturing emissions with Verified Emission Reduction Credits (VERs), and by purchasing enough Green-e certified Renewable Energy Certificates (RECs) to match 100% of the electricity used in our operations. This paper is certified by Green Seal.

The main sections of this report is printed on Limited Edition Sinar Woodfree 70% R. White PCW 80gsm 70% recycled, which is 70% recycled uncoated paper made from post-consumer collected waste.

The Financial Statements of this report is printed on Econobond, which is 100% recycled uncoated paper made from post-consumer collected waste.