

## Integration of the RBank Trust / Investment Management / Other Fiduciary Accounts with BPI Wealth

Frequently Asked Questions as of January 26, 2024

### 1. When will the RBank Trust / Investment Management / Other Fiduciary Accounts be transferred to BPI Wealth?

Following the BPI-RBank merger, BPI Wealth received the RBank trust business from BPI and assumed the trust, investment management, and other fiduciary accounts of RBank effective January 1, 2024. There will be no changes to the Rbank account arrangements for the meantime until the completion of the integration activities.

As a result of the ongoing integration discussions, your RBank Trust / Investment Management / Other Fiduciary Accounts will be operationally transferred to the BPI Wealth system on February 1, 2024. To ensure a seamless transfer of your records, a three-day investment holiday from January 29 (Monday) to January 31 (Wednesday) will be implemented.

### 2. What happens during the investment holiday on January 29-31, 2024?

Investment activities will be limited to efficiently facilitate records transfer.

During this time, the following shall be observed:

Activity	Can be implemented during the investment holiday?
Trust / Investment Management / Other Fiduciary Account Opening <sup>1</sup>	<b>Yes</b> <i>using the BPI Wealth requirements and facilities</i>
Cash Contributions <sup>2</sup> (e.g., debit RBank settlement account, receipt of cash remittance)	<b>Yes</b>
Check Contributions <sup>2</sup> (e.g., RBank on-us checks/MC, BPI / Other banks / local / regional checks)	<b>Yes</b>
Withdrawals from the RBank Trust / Investment Management / Other Fiduciary Account (e.g., credit Rbank settlement account, remittance, check cutting) <sup>2</sup>	<b>Yes</b> <i>if there is available cash balance at the time of withdrawal</i>
Receipt of maturity proceeds, coupons, dividends, interest, and other income <sup>2</sup>	<b>Yes</b>
Time deposit placements/rollovers (e.g. RBank, BPI, and Other Bank time deposits)	<b>Yes</b>
Settlement of upcoming BDO Bond Issuance on January 29, 2024	<b>Yes</b>
Direct fixed income/bond and equity trades	<b>No</b>
Subscriptions to RBank Unit Investment Trust Fund (UITF) units under RBank Trust / Investment Management / Other Fiduciary Accounts	<b>No</b>
Redemptions from RBank UITF units under RBank Trust / Investment Management / Other Fiduciary Accounts	<b>No</b>

Upon completion of the transfer of records on February 1, 2024, all investment transactions as above will resume.

<sup>1</sup> New accounts will be opened following the BPI Wealth requirements and facilities. This requires the nomination of a BPI settlement account. Pending the conversion of existing RBank deposit accounts to BPI deposit accounts scheduled in 2025, we can assist you in opening a BPI deposit account through one of our servicing BPI branches. You may contact one of our representatives for assistance.

<sup>2</sup> Restrictions will be observed on the accompanying trade/investment transaction, if any.

**3. Is there any action required from me prior to the February 1 records transfer?**

There is no immediate action required from you. We do recommend that you plan your transactions according to the available activities during the investment holiday.

**4. What can I expect upon completion of the trust integration activities on February 1, 2024?**

○ *New BPI Wealth Account Number and Account Officer*

Once the transfer of records is completed, you will receive a new BPI Wealth account number which you can use for your future BPI Wealth transactions. A BPI Wealth account officer will also be assigned to your account to help you navigate BPI Wealth's investment products and services. At the same time, you may continuously coordinate with your respective RBank branch officers / Relationship Managers as we collaborate to ensure that your financial goals are fully understood and supported.

You will be advised of your new BPI Wealth account number and account officer through a separate notice sent to you according to your existing mailing arrangements

You will be advised of your new BPI Wealth account number and account officer through a separate notice delivered according to your existing mailing arrangements.

During the transition, your accounts will be continuously managed in accordance with the existing RBank documentation. Rest assured that we will collaborate in ensuring your financial goals are fully understood and supported through the review of your account arrangements.

○ *Records*

A financial statement/report will be generated as of end of January 2024 and sent to you according to your existing delivery arrangements. This will allow you to reconcile your last account records prior to migration to the BPI Wealth system.

From February 2024 onwards, you will be receiving your financial statements/reports directly from BPI Wealth.

**5. What happens to my RBank Settlement Account?**

Your RBank settlement account will be utilized for the time being but we encourage you to nominate your existing BPI deposit account, if readily available, for ease in execution of future transactions.

**6. Can I course my trust / investment management / other fiduciary account requests through BPI branches for referral and coordination with BPI Wealth?**

Unless you already nominated a BPI deposit account as settlement account, we recommend that you continue to coordinate with your RBank branch officer / relationship manager for your BPI Wealth activities.

**7. Who do I contact for questions or clarifications?**

If you have any questions, feel free to get in touch with your respective RBank branch officers / relationship managers. Alternatively, you may email [trustgroup@robinsonsbank.com.ph](mailto:trustgroup@robinsonsbank.com.ph) or contact (02) 8702-9500 locals 48744 or 48546. We will notify you should there be any changes in our contact information.