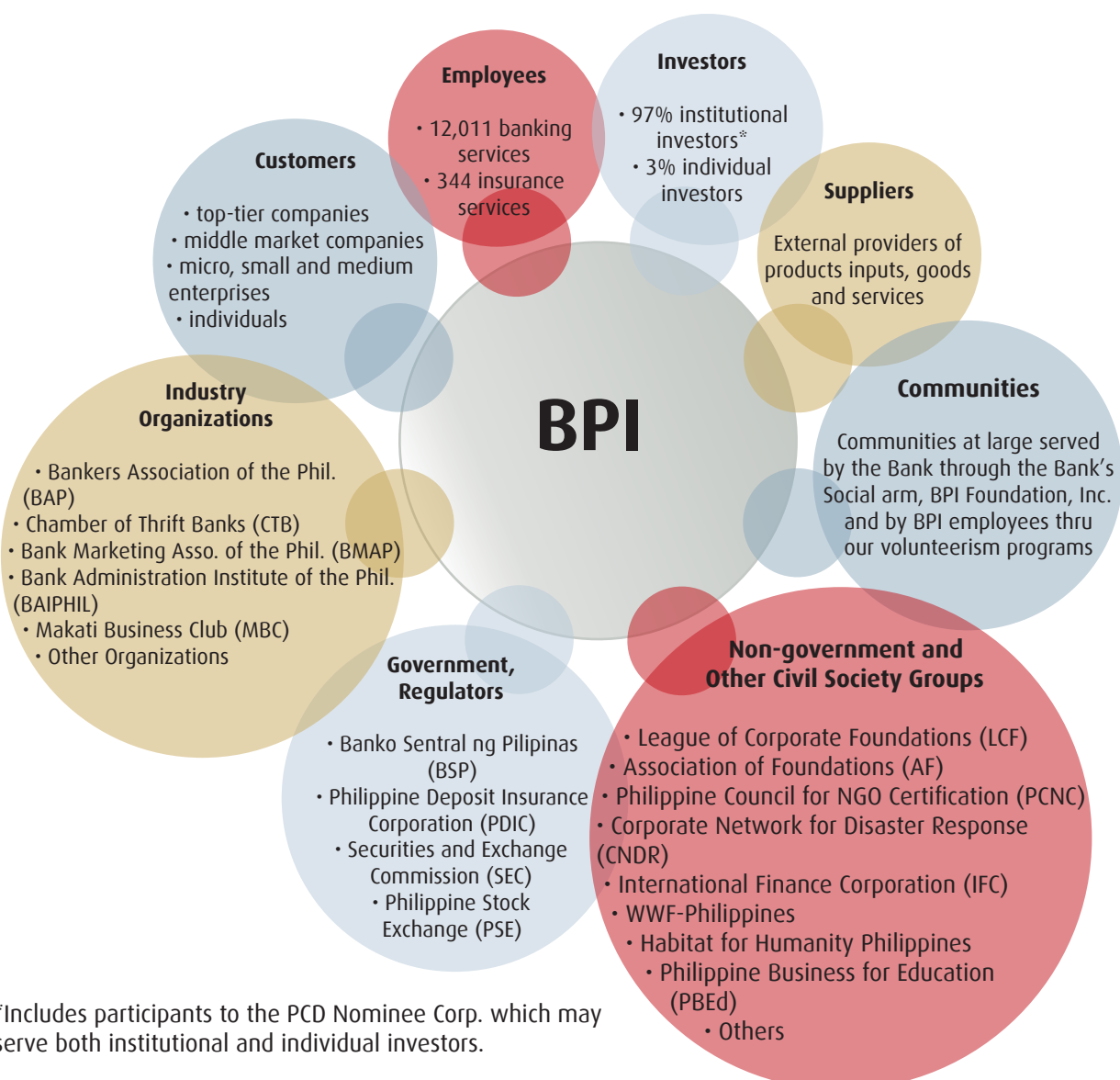


OUR STAKEHOLDERS

At BPI, we consider stakeholder engagement as a key aspect in staying relevant as a business institution. In our 160 years of existence, we have continually kept abreast of the wants and needs of our stakeholders. It is imperative for us to know and understand them in order to direct our decisions toward fulfilling their aspirations and expectations.

We categorize our stakeholders into 2 groups. First are those who are directly affected by our business operations and outcomes and they are our investors, clients, employees, suppliers, and the community at large. The other group consists of those who guide and influence us in carrying out our business and they are the government and regulatory agencies, non-government and civil society groups, and industry organizations.



*Includes participants to the PCD Nominee Corp. which may serve both institutional and individual investors.

For us to serve the needs of each of our stakeholders, it is important that they share with us their thoughts and ideas. We do this by constantly engaging them thru various platforms and means, which include among others our distribution network (branches, satellite offices, website, call center, etc.), surveys, publications, meetings, conferences, regulatory audits, consultations and dialogues, public policy making participation, organizational memberships, accreditation and bidding processes, training programs, and seminars.

Through these various points of engagement, we became aware of varying concerns and interests such as customer service, deposit-related matters, systems-related concerns, promotional campaign related complaints, shareholder return, strategies and outlook, regulatory compliance, employees' behavior, work pay and benefits, and the needs for financial assistance.

This stakeholder engagement process proved to be beneficial for both BPI and our stakeholders as it enabled us to innovate on and/or improve our products, services, systems, operational processes, and practices based on the feedback we received. Aside from this, we also addressed concerns received thru outright correction of errors raised, if any, and warranted, formal written responses, polite and honest verbal responses in case of meetings, conferences, discussions or verbal complaints, investigation of complaints received, and submission of necessary documents in the case of regulatory audits or inquiry, to name a few.

Seeing the value that stakeholder engagement brings to the Bank and its stakeholders, we shall endeavor to create more touch points where we will be able to listen more to what our stakeholders have to say.