



ANNUAL REPORT 2024

PAMANA

CELEBRATING OUR LEGACY. HONORING OUR BEGINNINGS



About the Cover

In the heart of every enduring institution lies a story of humble beginnings and unwavering commitment. UCPB Savings Bank, Inc. (UCPBS) stands as a proud testament to this truth, a legacy born out of purpose, built to serve generations of Filipinos.

Established as a domestic savings bank, UCPBS was created to meet essential needs: deposit-taking, lending, and the transfer of funds across the nation. Today, it remains a vital part of our financial landscape, carrying forward the mission once begun by the United Coconut Planters Bank.

Our story is deeply rooted in the values of rural development and inclusive growth. An institution originally established and founded with a heart for the countryside: to extend credit and support to small farmers, tenants, and rural industries often left behind. It served as an important financial lifeline.

Today, we stand proud in fulfilling the Bank’s commitment to providing services that go beyond numbers to truly uplift lives. These services are vital lifelines that support the communities, fuel the growth of small and medium enterprises, and empower hardworking individuals to realize their dreams. By offering accessible and responsible financing options, the Bank helps build a stronger, more resilient economy rooted in opportunity and hope.

From humble beginnings to a future full of promise, UCPB Savings Bank remains committed to its legacy because this is our PAMANA to the Filipino people.

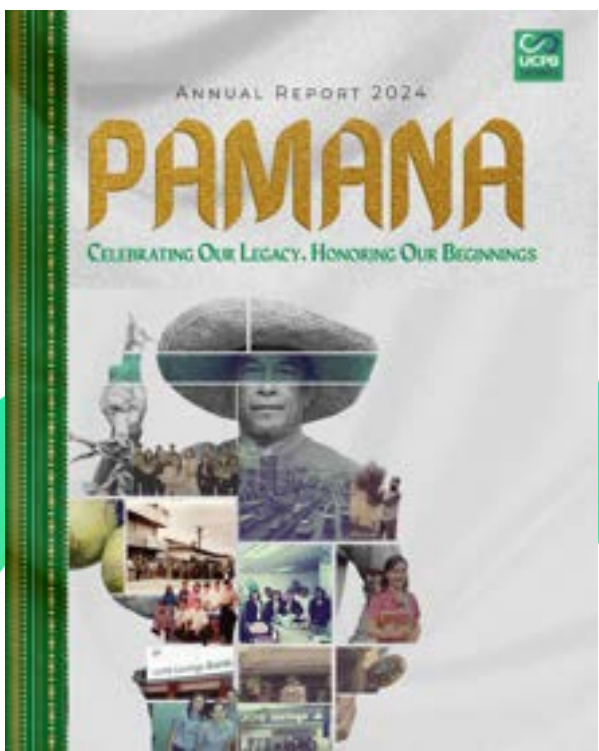


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Company Profile

UCPB Savings Bank, Inc. (UCPBS) started its operation on October 18, 1962, as then Savings Bank of Manila.

In 1984, 98% of its stocks was acquired by the United Coconut Planters Bank, and later merged with other UCPB-owned thrift banks.

In 2005, UCPB Rural Bank, another subsidiary of UCPB, was merged with the Savings Bank, with UCPBS as surviving entity, allowing it to further extend its financial products & services in rural areas; a partner in progress.

On January 4, 2021, UCPBS received its welcome letter from the Governance Commission for Government-Owned and Controlled Corporation (GCG), formally recognizing it as a Government Financial Institution (GFI).

In June 25, 2021, with the enactment of Executive Order No. 142, UCPB was merged with the Land Bank of the Philippines, making UCPBS its subsidiary effective March 1, 2022, further bolstering its vision of being a catalyst for financial inclusion, strengthening its resolve to expand the communities it serves.

As of December 2024, the Bank operates 48 Branches, 11 Branch Lites, and 4 Lending Offices across the Philippines. Its registered principal address is at 7F Robinsons Cybergate Magnolia, Aurora Blvd., corner Doña Hemady St., New Manila, Quezon City.

Our Vision

To be the Bank of CHOICE in the communities we serve and be a CATALYST for financial inclusion.

Our Mission

Customers

We continue to strengthen our partnership with our customers by innovating products that suit their needs and providing effective and efficient personalized services that exceed their expectations.

Employees

We nurture a culture of integrity, professional discipline, excellence, leadership, and foster social responsibility among our associates.

Shareholders

We exercise prudence in managing the Bank's resources and deliver proper financial returns to our shareholders.

Our Core Values

Our Core Values serve as our guiding pillars and hold us together to achieve our Mission and Vision. ILLEAPP defines our aspirations, core, way of banking and communication with our customers.

Integrity

Having and upholding moral uprightness in the conduct of business at all times without compromising ethical standards and in compliance with all the applicable banking laws, rules, and regulations.

Leadership

Taking initiative and selflessly driven to achieve optimum results in all aspects of banking through personal and proactive service, while inspiring employee morale.

Loyalty

Willingness and readiness to act in the interest of the Bank and its customers by temporarily setting aside personal time and needs when work responsibilities call, especially in pressing situations.

Esprit de Corps

Willingness and readiness to act in the interest of the Bank and its customers by temporarily setting aside personal time and needs when work responsibilities call, especially in pressing situations.

Altruism

Thriving in the presence of selflessness makes UCPB Savings Bank humanely successful. A selfless act of help creates an internal support structure to the existing healthy culture of well-being that reflects the Bank's signature service to all of its customers.

Professional Discipline

Projecting a pleasing and professional stance, especially amidst crises, and carries self with dignity and respect that reflect the Bank and its values.

Passion for Excellence

Incorporating the value of excellence to the products or services accompanied with its employees' quality customer service clearly defines passion. This is to continuously provide and genuinely stay true to our tagline – Kasama Mo.



Message from the Chairman of the Board

The year 2024 marks another meaningful chapter in the proud and storied journey of UCPB Savings Bank. Now in our 62nd year, we look back with deep gratitude and look ahead with renewed purpose. Our legacy, our PAMANA, is built on trust, service, and a steadfast commitment to uplift lives. It is a legacy we carry with honor and pride.

As a full-fledged Government-Owned and Controlled Corporation (GOCC), UCPB Savings Bank continues to evolve with the times while remaining true to its mission of advancing financial inclusion. Under the capable leadership of our President & CEO, Ms. Lizette Margaret Mary J. Racela, and the dedication of our Senior Management, we have successfully aligned our operations with key government systems, broadened our community reach, and consistently upheld the standards of public service excellence.

In 2024, we made significant strides in deepening our presence where it matters most—among farmers, micro-entrepreneurs, and underserved Filipinos. Through strategic partnerships with Local Government Units (LGUs), cooperatives, and grassroots organizations, we continue to serve as a vital bridge between aspirations and opportunities.

We are continuously working toward digitalizing our processes as part of our evolving legacy. By gradually embracing technology, we've started enhancing accessibility and improving operational efficiency, ensuring our clients enjoy convenient banking experiences.

On the financial front, the Bank remained strong and resilient. For 2024, we posted a Net Income of ₱63.35 million. Interest Income rose by 8% year-on-year, reaching ₱1,110.85 million from ₱1,028.82 million in 2023, driven primarily by higher loan interest revenues. Other income also saw a significant increase, reaching ₱282.90 million in 2024, up from ₱243.35 million in the previous year—an improvement of ₱39.55 million. These results reflect our continued focus on operational efficiency, prudent portfolio growth, and sound financial management. Amidst market challenges, we maintained our financial strength and delivered solid returns with disciplined cost control.

Yet beyond the numbers lies the true measure of our impact, our legacy for the next generation. Every account opened, every loan granted, and every financial literacy initiative is a step toward empowerment, inclusion, and service beyond self.

To the men and women of UCPB Savings Bank: thank you for your unwavering dedication. Your work today shapes the future we aspire to build. Let us remain faithful to the trust placed in us and steadfast in our role as stewards of this legacy.

As we move forward, guided by the past, grounded in the present, and inspired by the future, may we always remember that true success is not only in what we achieve, but in what we pass on.



Liduvino S. Geron
Chairman of the Board



Lizette Margaret Mary J. Racela
President & CEO

Message from the President & CEO

PAMANA

Celebrating our legacy. Honoring our beginnings.

UCPB Savings Bank Inc. (UCPBS) started the year by moving to its new home at Robinsons Cybergate Magnolia in Quezon City; after staying just a year at Liwasang Bonifacio, Manila. 2024 started off as a demanding year for everyone, both physically and mentally, what with juggling the hitches of the unexpected move and implementing planned initiatives in accordance with established targets for the year. Adjustments in Management were adopted, tapping on internal talents, maintaining the Bank's 'lean and mean' organization. True to form, accustomed to challenges and changes, the Bank stayed the course and delivered its major KRAs for the year. It added its provincial presence by opening a Branch Lite in Candelaria, Zambales, and hit its 2024 Net income target. UCPBS takes pride in fulfilling its commitments even if it depends only its own resources, however limited they may be.

PAMANA. A very telling theme, for this may well be the last full year for the institution to be called UCPB Savings Bank. With Memorandum Order No. 28 'Approving the Privatization of United Coconut Planters Bank – Savings Bank (UCPB-SB)' having been received last 06 August 2024 from Malacañang, privatization activities went full-throttle. And as of this writing, an awarded buyer is already going through the approval process with regulators. It is expected that UCPBS will, sooner than later, have a new owner, and most probably a new name.

But what's in a name? UCPBS, an institution established on 18 October 1962, was then called **Savings Bank of Manila (SBM)**. Bought by United Coconut Planters Bank (UCPB), it was then merged with several Savings and Loan Associations and Thrift Banks and was called **United Savings Bank (USB)**. Renamed **UCPB Savings Bank**, it became the surviving entity after the merger with the rural bank subsidiary of UCPB. UCPBS experienced being a subsidiary of 2 major banks, UCPB and the Land Bank of the Philippines (LBP). And in both instances, it was a subsidiary older than its mother bank. In its sixty-two (62) years of existence, this institution experienced ups and downs, failures, and triumphs. It has weathered through economic downturns, radical business decisions, and rapidly changing industry landscapes. Through all that, it has not just survived, but has grown to be a worthwhile partner in the areas it serves.

Clients of several decades, some second and even third generation ones of pioneer depositors, are the best representations of this year's theme. These customers, the communities they belong to; providing good service to them is what the men and women of UCPBS strive to do seamlessly, every day. Having a passion for excellence is a core value that continues to be passed down to every associate of UCPBS. And if the testimonials of our customers are any proof, this has been taken to heart over the years! It's those constant little things: a warm welcome, personalized service, going the extra mile when needed; those are what have endeared the institution to its customers. That's the legacy we celebrate!

UCPBS will soon face another landmark in its existence. As it embarks on its new journey, it is prayed that this will be welcomed with excitement and enthusiasm by everyone. That it be an opportunity to carry on the core values taught and spread the good learnings in a fresh environment. That's honoring new beginnings!

Pamana. Inheritance. Something stemming from the past. Yes, I, however, prefer to look at it as something you pay forward; a continuum. Let UCPBS be a celebration in you, be it of the past or of new things to come!

With pride in our past and hope for the future, we move forward—stronger, better, and ready for what's next.



Financial Highlights 2024

UCPB Savings Bank continues to demonstrate strong improvements in its financial performance for 2024. **Net income increased by 85.33%, rising from Php 34.18 million to Php 63.35 million, exceeding the full-year target by Php 1.2 million.** This solid performance reflects the Bank's slow yet steady recovery from the pandemic years.

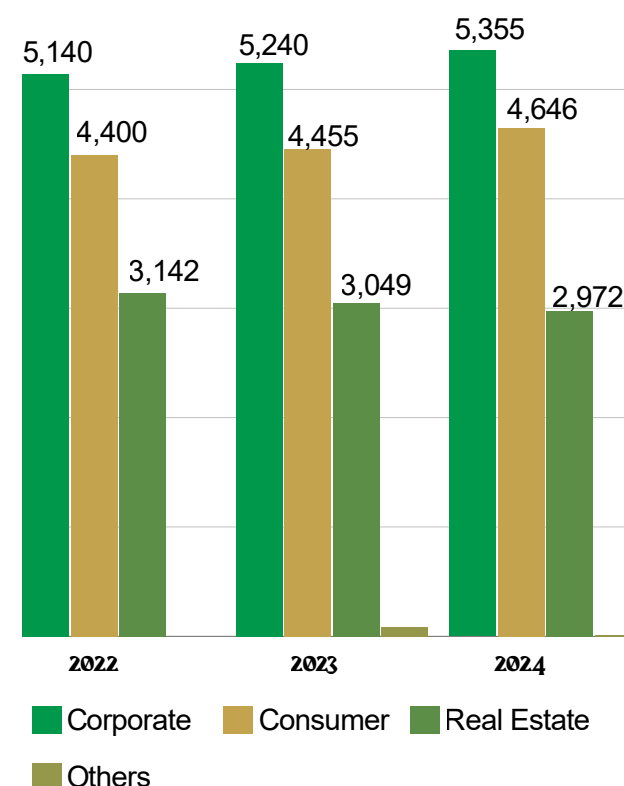
Interest income reached Php 1,110.85 million, a 7.97% increase from Php 1,028.82 million in the previous year. Of this total, **95% was generated from loans and investments.** The increase in loan-related interest income, amounting to Php 54.8 million, was driven by a Php 322 million growth in outstanding loan balances. **Trading and investment securities delivered a strong performance,** contributing to a **45% increase in interest income** from these sources.

The **sale of Real and Other Properties Acquired (ROPA)** yielded gains of nearly Php 45 million, marking an increase of Php 25.83 million or 132% year-on-year.

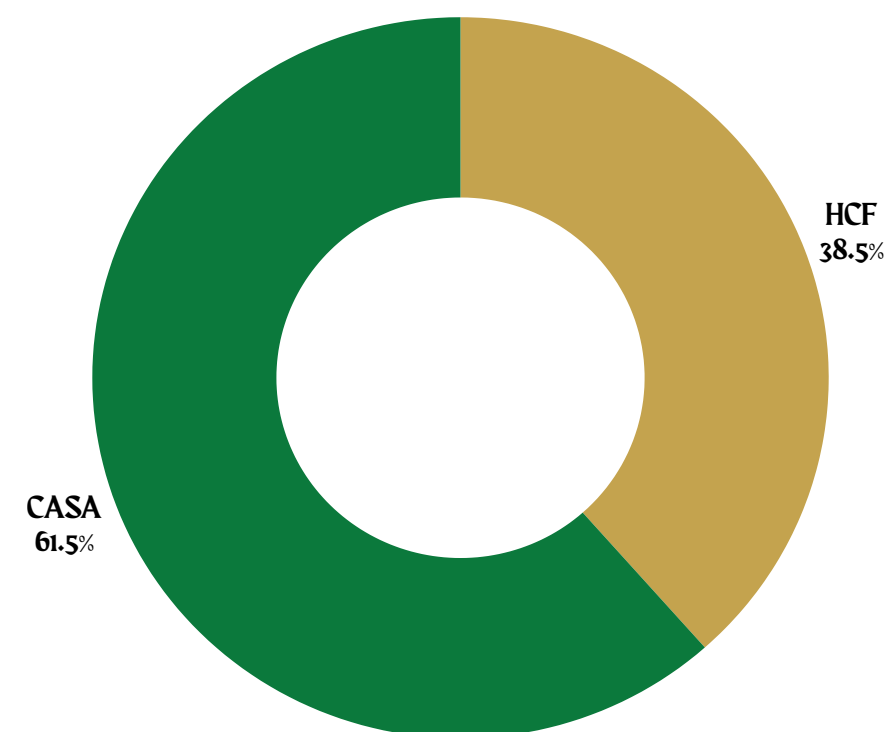
Despite the unforeseen transfer of the Head Office, the Bank effectively managed to control operating expenses through disciplined cost management, with total OPEX increasing only by around Php 4 million year-on-year.

Deposits remained stable year-on-year, while maintaining a favorable deposit mix with low-cost (CASA) deposits comprising 61.5% and high-cost funds accounting for 38.5%.

Total Loans and Receivables

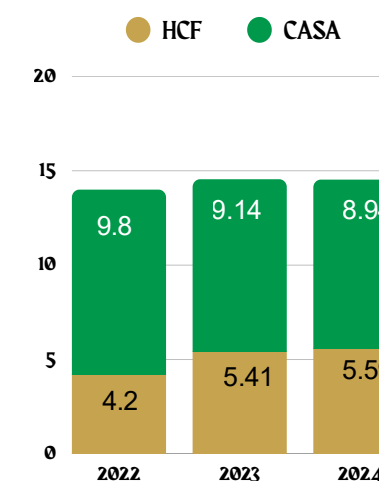


Deposit Mix Year 2024

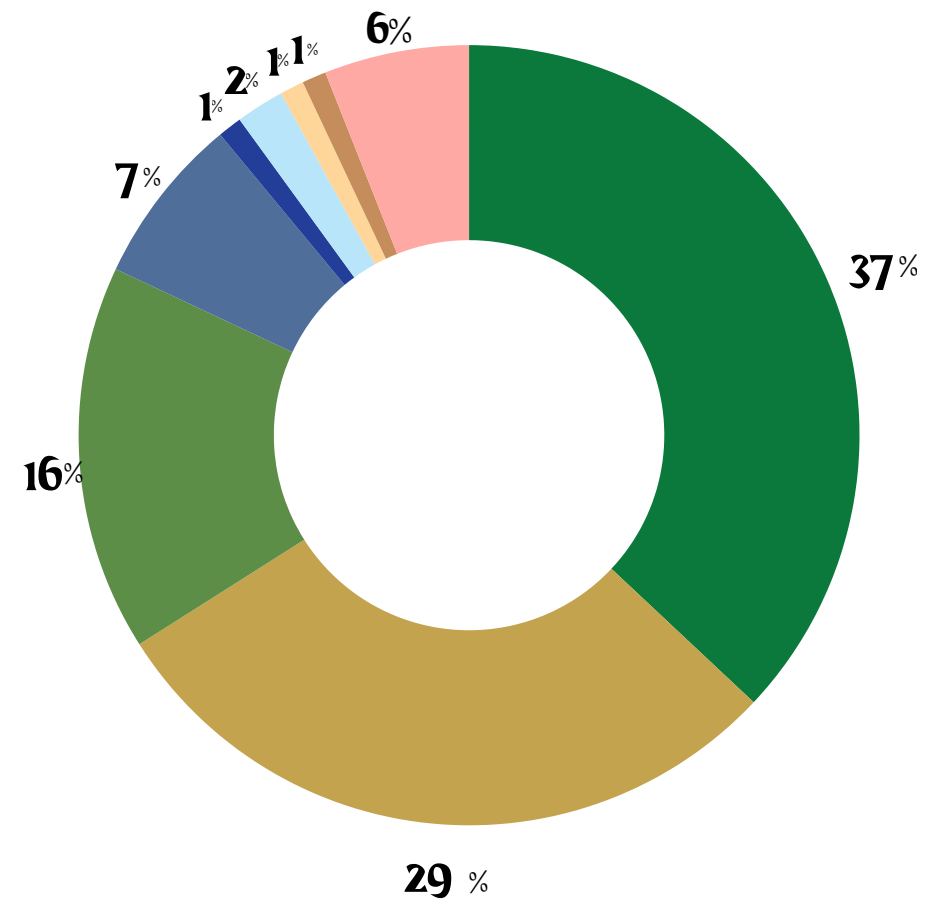


Total Deposits

Total Deposits fell by Php0.012Bn or 0.08% from a year ago to end the year with Php14.54Bn. The deposit mix is 61.55% for CASA (Php8.94Bn) and 38.45% for high-cost funds (Php5.59Bn).



Loans Portfolio per Industry Year 2024 MIX

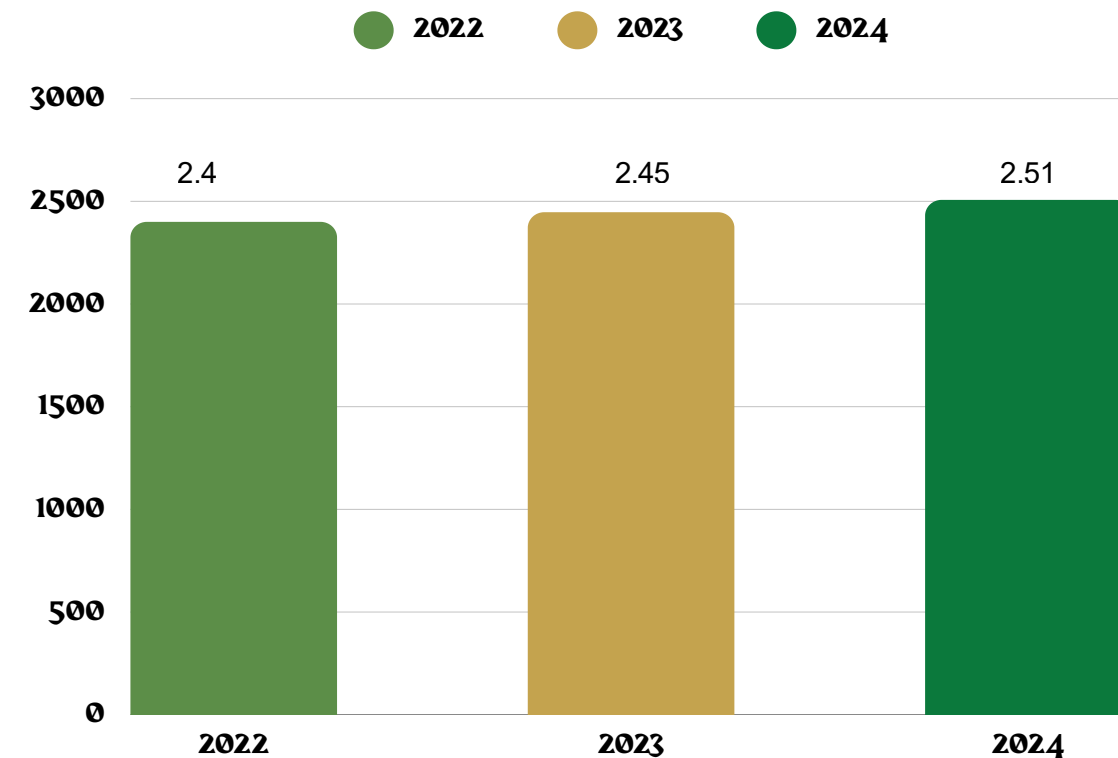


- Loans to individuals primarily for personal use of purposes
- Real Estate activities
- Wholesale and retail trade, repair of motor vehicles
- Financial and insurance activities
- Agriculture, forestry and fishing
- Education
- Transportation and storage
- Construction
- Others

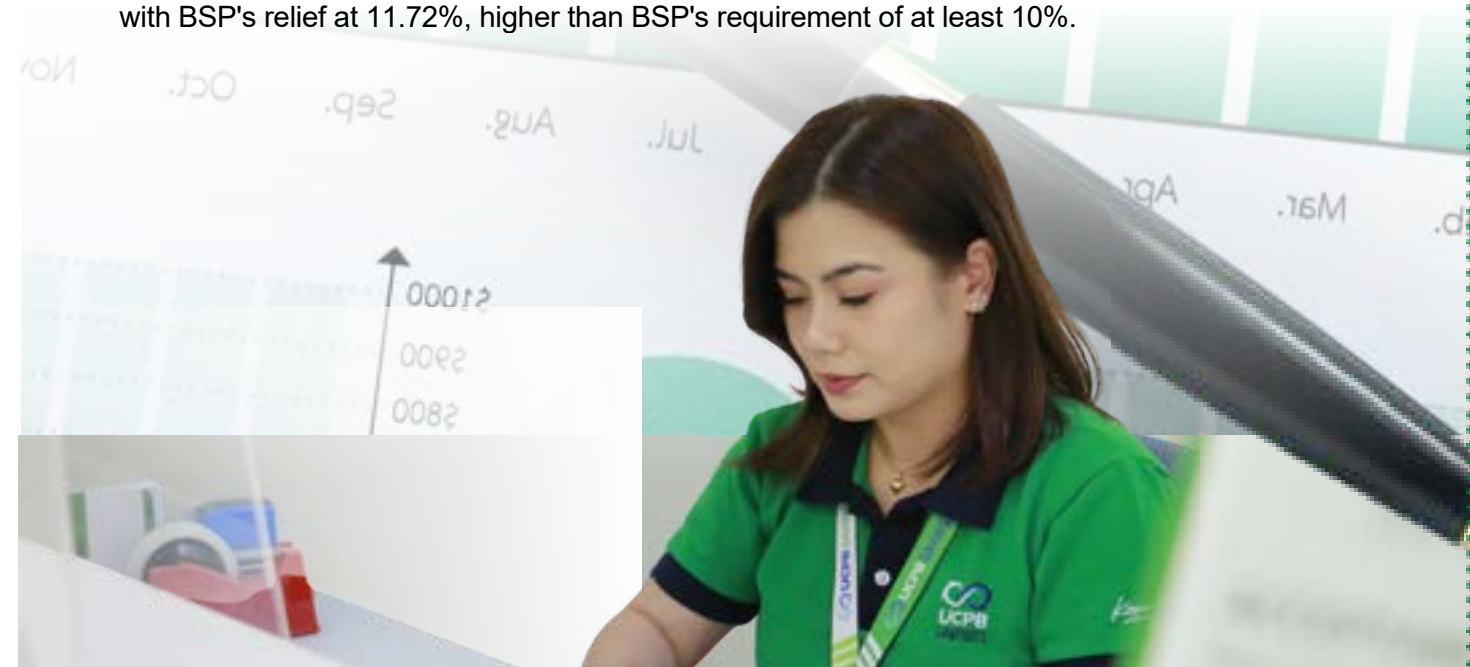
TOTAL GROSS LOANS AND DISCOUNTS ended the year 2024 to Php12.99Bn.

The Lending units continued their steadfast approach in acquiring quality loan portfolio as well as focused on granting new releases to consistently dependable clients, thus, resulted in a diverse year-on-year loan growth. Corporate Loans up by 2.20% to P5.35Bn and Consumer Loans higher by 4.26% to Php4.64Bn. Real Estate and Other Loans decreased by 2.56% and 85.71% to end at Php2.97Bn and Php0.01Bn respectively.

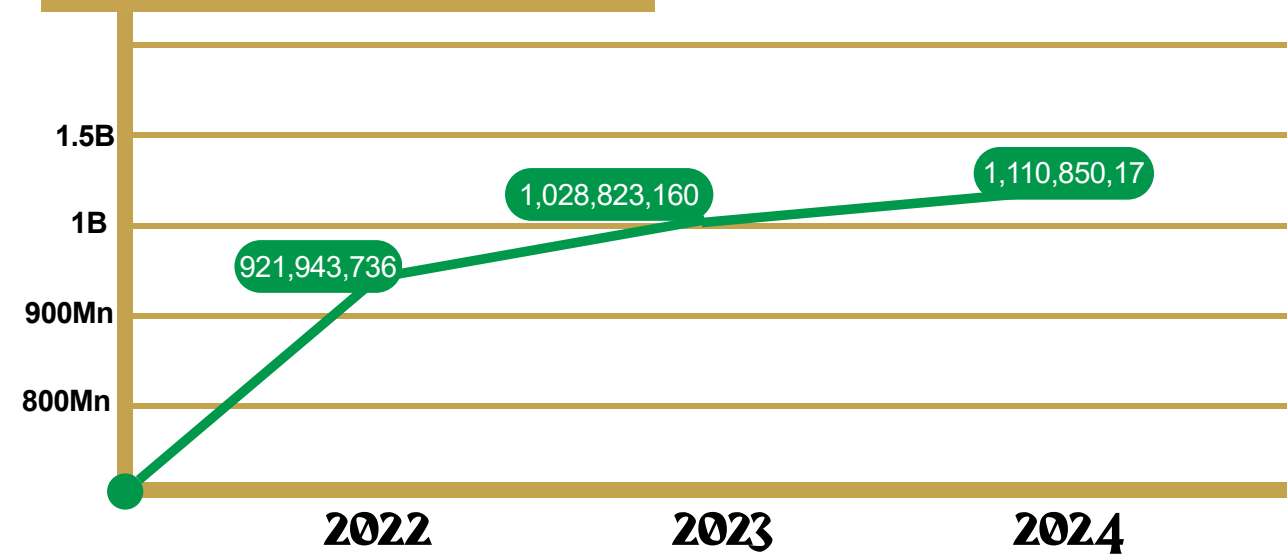
Total Equity



The Bank ended the year with a **TOTAL EQUITY** of P2.51Bn. Capital Adequacy Ratio (CAR) with BSP's relief at 11.72%, higher than BSP's requirement of at least 10%.

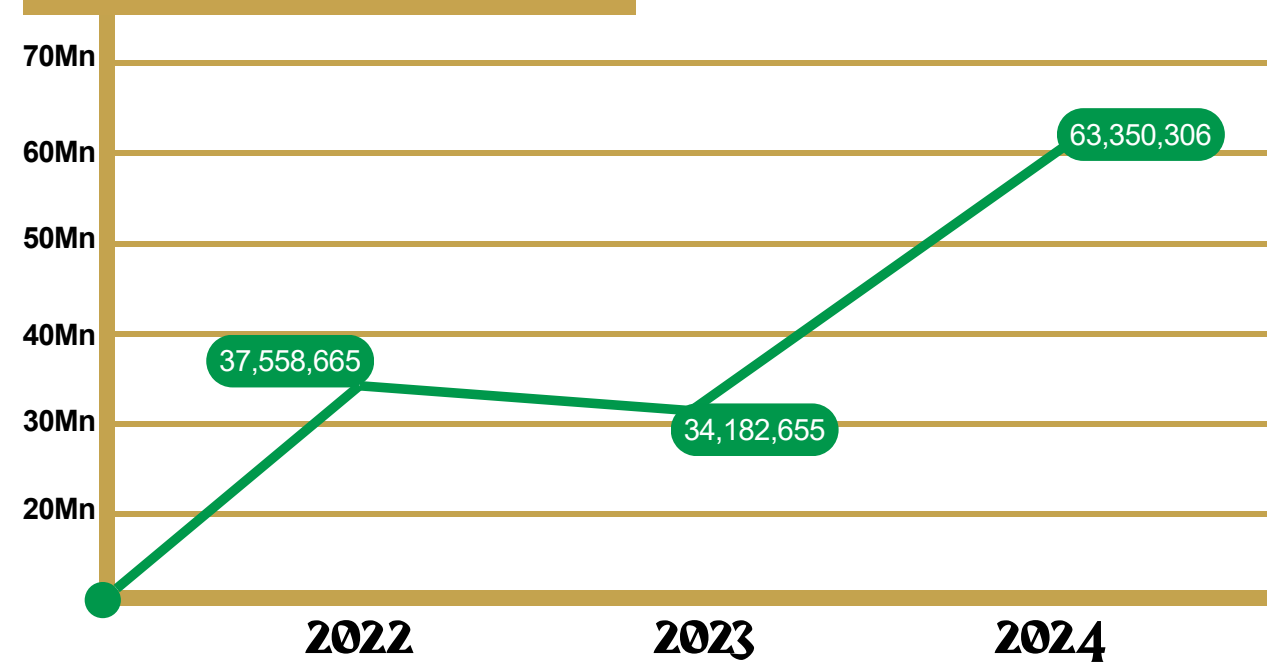


Total Interest Income



Total Interest Income has been steadily growing for the past 3 years.

Total Net Income



Total Net income has steadily increased since the pandemic up by 85.33% from 2023.

Financial Summary

PROFITABILITY	CURRENT YEAR 2024	PREVIOUS YEAR 2023
Total Net Interest Income	807,359,154	806,493,625
Total Non-Interest Income	282,897,544	243,346,737
Total Non-Interest Expenses	976,542,097	972,230,297
Net Income	63,350,306	34,182,655
SELECTED BALANCE SHEET DATA	CURRENT YEAR 2024	PREVIOUS YEAR 2023
Liquid Assets	4,083,728,709	4,360,946,221
Gross Loans and Discounts	12,985,370,661	12,828,641,256
Total Assets	17,641,486,829	17,594,651,979
Deposits	14,537,391,427	14,549,739,947
Total Equity	2,506,766,900	2,446,794,229
SELECTED RATIOS	CURRENT YEAR 2024	PREVIOUS YEAR 2023
Return on Equity	3.28%	2.23%
Return on Assets	0.51%	0.35%
Net Interest Margin	5.58%	5.78%
Capital Adequacy Ratio	11.72%	12.63%
HEAD COUNT	CURRENT YEAR 2024	PREVIOUS YEAR 2023
Officers	264	251
Staff	494	448



UCPB Savings Bank Achieves Outstanding Customer Satisfaction in 2024 for the Harmonized Client Satisfaction Measurement

In 2024, UCPB Savings Bank (UCPBS) once again demonstrated its unwavering commitment to exceptional customer service and operational excellence, achieving remarkable results in its Harmonized Client Satisfaction Measurement (HCSM). The Bank's performance reflects a deep legacy of dedication to Filipino clients and honors its beginnings as a trusted financial institution.

The HCSM results reveal an impressive overall satisfaction index of 99.80%, classified as Outstanding, based on feedback from both external and internal clients. Specifically, 99.74% of external clients and 99.98% of internal clients expressed that UCPBS exceeded their expectations when transacting with the Bank. This outstanding rating is a testament to UCPBS' consistent delivery on its promise to provide reliable, quality banking services to its clientele.

Breaking down the service quality dimensions from 1 to 8, UCPBS achieved an overall rating of 99.41%, also classified as Outstanding. This exceptional score reflects the Bank's best practices in providing assurance and measurable outcomes integrated into all service interactions throughout the year.

HCSM DOMAIN	EXTERNAL	INTERNAL	Overall
CC Awareness	95.49%	96.47%	95.76%
CC Visibility	88.40%	76.31%	85.07%
CC Helpfulness	87.55%	74.06%	83.83%
Response Rate	24.73%	31.26%	28.00%
Overall Satisfaction	99.74%	99.98%	99.80%
Overall Score (SQDI-8)	98.99%	99.83%	99.41%

UCPBS delivered outstanding scores across key customer service dimensions:

- Responsiveness: 98.14% — exceeding client expectations for timely and effective service
- Reliability: 99.76% — consistent delivery on service promises
- Integrity: 99.47% — upholding ethical standards and trustworthiness
- Outcome: 99.55% — ensuring positive results for clients

The 2024 HCSM gathered quantitative and qualitative data nationwide, with a response rate of 28%. This comprehensive feedback enabled UCPBS to rigorously assess its performance and confirm that it has met its agency goal of outstanding customer satisfaction.

Clients recognized the Bank's efforts in providing accessible, visible, and useful services through its Citizen Charter. The information helped clients navigate banking processes more smoothly and contributed to their overall positive experience.

Alongside celebrating these achievements, the HCSM results also provided valuable suggestions aimed at further improving service delivery, particularly in digitization and internet-based banking enhancements. UCPBS remains committed to innovating and evolving its services, honoring its legacy by embracing new technologies to meet the changing needs of Filipino banking customers.

UCPB Savings Bank's stellar 2024 customer satisfaction performance underscores a proud legacy of trust, excellence, and client-centered service.



A Shared Journey Between Buddy's Restaurant and UCPB Savings Bank

The theme of PAMANA reflects the values of legacy, tradition, and continuity. These values are strongly shared by Buddy's Restaurant and UCPB Savings Bank (UCPBS). Two institutions that have grown through the years by staying true to their roots while embracing progress.

The banking relationship between the Veluz family, founders of Buddy's Restaurant, and UCPB Savings Bank began in 1976 with the mother of Salvador "Buddy" Veluz, established the first family account. In 1992, Buddy and his wife, Nova, opened their accounts with UCPBS. Passing on the trust the couple has with UCPBS, they opened savings accounts in for their three children Miguel, Vincent, and Isabela, while they were still very young, to help them manage monetary gifts received from godparents, family, and friends. This marked the start of a three-generation banking relationship that continues to this day. These early financial habits instilled discipline and a culture of saving in the next generation.

For the Veluz family, UCPBS has been more than just a bank. They appreciate the institution's warm and personal approach to customer service, making every interaction feel like dealing with extended family. The bank's consistent reliability and human-centered service have made it an enduring partner in their family and business journey.

Meanwhile, Buddy's Restaurant, which started as a simple burger outlet, is celebrating its 39th this year. Inspired by the vibrant Pahiyas Festival of Lucban, Quezon, Buddy's has grown into a well-loved Filipino restaurant brand with 20 branches nationwide. Its menu features iconic dishes all celebrating Filipino culinary heritage.

Known for its tagline, "Dito sa Buddy's, parang laging fiesta!", the restaurant captures the essence of Filipino hospitality and community spirit. The same values reflected in how the owners treat their employees and customers, much like how UCPBS serves its clients.

The connection between Buddy's and UCPBS illustrates a shared commitment to values that endure across generations: family, trust, service, and heritage. As both institutions continue to grow, they remain anchored in the relationships and principles that have defined their journey from the beginning.

In honoring their beginnings, both Buddy's Restaurant and UCPB Savings Bank celebrate their legacy. A true example of PAMANA in action.



A Legacy of Resilience and Entrepreneurship | The Opeñano Family Story

The inspiring journey of the Opeñano family from Tanay, Rizal, is a true testament to how legacy and hard work build the foundation of success. After marrying Edeso, a military serviceman, Mercy's entrepreneurial spirit shone brightly. She started a humble cafeteria inside the military camp, proving that business truly runs in her blood.

From there, Mercy expanded into selling rice products and eventually rented a unit to open a wholesale grocery store in Sampaloc. Despite the challenges of motherhood, she balanced her family and business life with remarkable resilience. Her ambition grew, and the family acquired a lot just across from her rented space, where the family's building was constructed seven years later.

A decade after that, the second branch of Mercy Grocery Store opened, followed by the third branch in 2024. It seems the business spirit has been passed down to all four children, Michell, Emerson, Chuckie and Jarett, who actively manage the branches and other family ventures, from buying and selling to barber shops and sneaker cleaning outlets. This legacy of entrepreneurship was nurtured early on, as Mercy encouraged her children to sell items at school and work as cashiers and baggers in the family store.

Despite their busy schedules, the family maintains a close-knit relationship with one another and stays deeply connected to their community. Their strong bonds reflect the values they uphold both at home and in business.

For the Opeñano family, savings have always been a cornerstone of financial security. Since 1981, they have trusted UCPB Savings Bank (UCPBS) to manage their deposits, checking accounts, loans, and insurance needs. What truly sets UCPBS apart is the personal care and commitment of its employees, who go above and beyond to help the family navigate their financial journey.

This strong bond between family and bank mirrors the loyalty Mercy Grocery has earned from its customers over the years.

A legacy of trust and hard work that will continue for generations to come.

Operational Highlights



Strengthening Foundations, Embracing New Horizons

Branch Banking Division

In 2024, the Branch Banking Division (BBD) of UCPBS navigated a pivotal year marked by transition, uncertainty, and transformation. Amid the backdrop of the Bank's anticipated privatization, BBD stood firm, delivering strong results, reaffirming its legacy of service, and embracing the opportunities of new beginnings.

Despite challenges, the Division exceeded performance targets in both deposit mobilization and loan delivery.

Total CASA (Current Account/Savings Account) deposits closed at ₱8.84 billion, achieving 105% of the annual target:

Luzon 2 led with 109%, closely followed by Luzon 1 at 105%.

Visayas and Mindanao performed solidly, achieving 98% and 96%, respectively.

This strong performance highlighted the Division's continued operational efficiency.

The year was not without its trials. The departure of several associates across various branches, particularly in provincial locations, posed operational challenges. Yet, true to its legacy, BBD's personnel rose above the disruption.

Branch officers and associates took the lead, training new hires, maintaining service levels, and ensuring business continuity. Their commitment safeguarded the BBD's role as a vital touchpoint for customers during uncertain times.

In alignment with UCPBS's mission of financial inclusion, BBD completed two strategic branch relocations:

- Lapan Branch (Cagayan de Oro) was relocated to Sindangan, Zamboanga del Norte, in April—a high-growth market with strong member potential.



- In December, the San Jose del Monte Branch (Bulacan) moved to Candelaria, Zambales, an underserved and unbanked area with a compelling opportunity to expand access to financial services.

These moves reflected not only a strategic shift but a reaffirmation of BBD's role in supporting sustainable growth and community inclusion.

By year-end, BBD operated 63 banking units:
48 full-service branches
12 branch-lite units
3 lending offices
Supported by 68 ATMs across 43 provinces

Despite internal changes and external pressures, BBD remained a steady force, ready for the road ahead.

As we celebrate the legacy that built this Division, we honor the beginnings that will shape its future. The path forward may change, but the commitment to the "Kasama Mo" culture remains constant.

Grounded on Foundation, Fueled by Change

Asset Recovery and Management Division



Manifesting is rooted in the belief that focused intention and action can turn aspirations into reality.

In 2024, the Asset Recovery and Management Division (ARMD) embraced this truth and delivered results that reflected both its enduring legacy and a bold new beginning.

This past year marked a pivotal transformation for ARMD. Change, though inevitable, is not merely a disruption—it is an opportunity.

It challenges identity and purpose, revealing the strength within and the path forward. For ARMD, 2024 was not just about adapting to change; it was about rising through it.

The changes within the Collection Department sparked a resurgence of focus, energy, and commitment. This ushered in a new lens through which to view challenges, leading to better decision-making, deeper professional insight, and greater team cohesion. The team channeled its legacy of excellence into renewed efforts, resulting in a significant impact across portfolios.

Despite a year-on-year increase in non-performing loans (NPL) from real estate and salary loan products (GUCS and GESL), total consumer loan NPL decreased by Php 56.91 million.

This was largely due to the auto loans team's collection efforts, which drove a reduction of Php 105.41 million in auto loan NPLs year-on-year.

In terms of performance:

29 Transfer Certificate Titles (TCTs) were successfully disposed of, reducing book value (BV) by Php 83.60 million. This disposal translated to Php 80.37 million in income, composed of: Php 67.89 million gain on sale of real estate ROPA Php 12.49 million in SCR income. This resulted in an impressive Total Return Ratio (TRR) of 129.57%.

Additionally, 96 Auto ROPA units were sold, reducing BV by Php 40.55 million. These achievements not only supported the Bank's financial health but also reinforced SAMD's evolving role as a critical revenue generator.

As 2025 approaches, ARMD stands on the cusp of another major transformation. With eyes grounded in a strong legacy, the Division is ready. Whatever change brings—challenges, innovations, or opportunities—ARMD will meet it with resilience and purpose.

Rooted in Strength, Lending Toward Tomorrow

Commercial Lending Division

In 2024, the Commercial Lending Division (CLD) upheld its legacy of responsible, stable growth, delivering strong results while staying true to the Bank's commitment to prudent lending and sound risk management. Amid a changing economic landscape and evolving customer needs, the Division remained focused on quality, sustainability, and long-term partnerships.

The Division closed the year with a ₱165.98 million portfolio increase, bringing total commercial loans to ₱4.95 billion, up from ₱4.78 billion in 2023. This growth was fueled by the continued booking and servicing of high-quality, well-evaluated accounts, reinforcing the Bank's role as a trusted partner for the country's business sector.

CLD generated a solid ₱214.63 million in interest income and ₱12.52 million in non-interest income, underscoring its vital contribution to the Bank's revenue base. Lending activity was anchored in key sectors such as:

- Wholesale and retail trade
- Manufacturing
- Construction
- Cooperative enterprises

These industries remain strategic to the Bank, where deep relationships and sector expertise enable tailored financing solutions

Commercial loan growth was particularly notable in the Visayas and Mindanao clusters, reflecting the Bank's ongoing efforts to diversify its market footprint and strengthen its presence in emerging regional commercial hubs. These expansions support both customer inclusivity and the economic development of underserved areas.

Throughout 2024, the Division maintained a sharp focus on credit quality, keeping the non-performing loan (NPL) ratio at manageable levels through:

- Strengthened portfolio monitoring
- Proactive client engagement
- Targeted restructuring strategies for challenged accounts

Collection efficiency remained high, supported by disciplined recovery and risk management practices that preserved the strength of the loan book.

Engrained in a tradition of integrity and service, the CLD continues to pursue risk-adjusted growth through:

- Targeted marketing
- Relationship-driven account management
- A sustainable lending approach aligned with long-term client needs

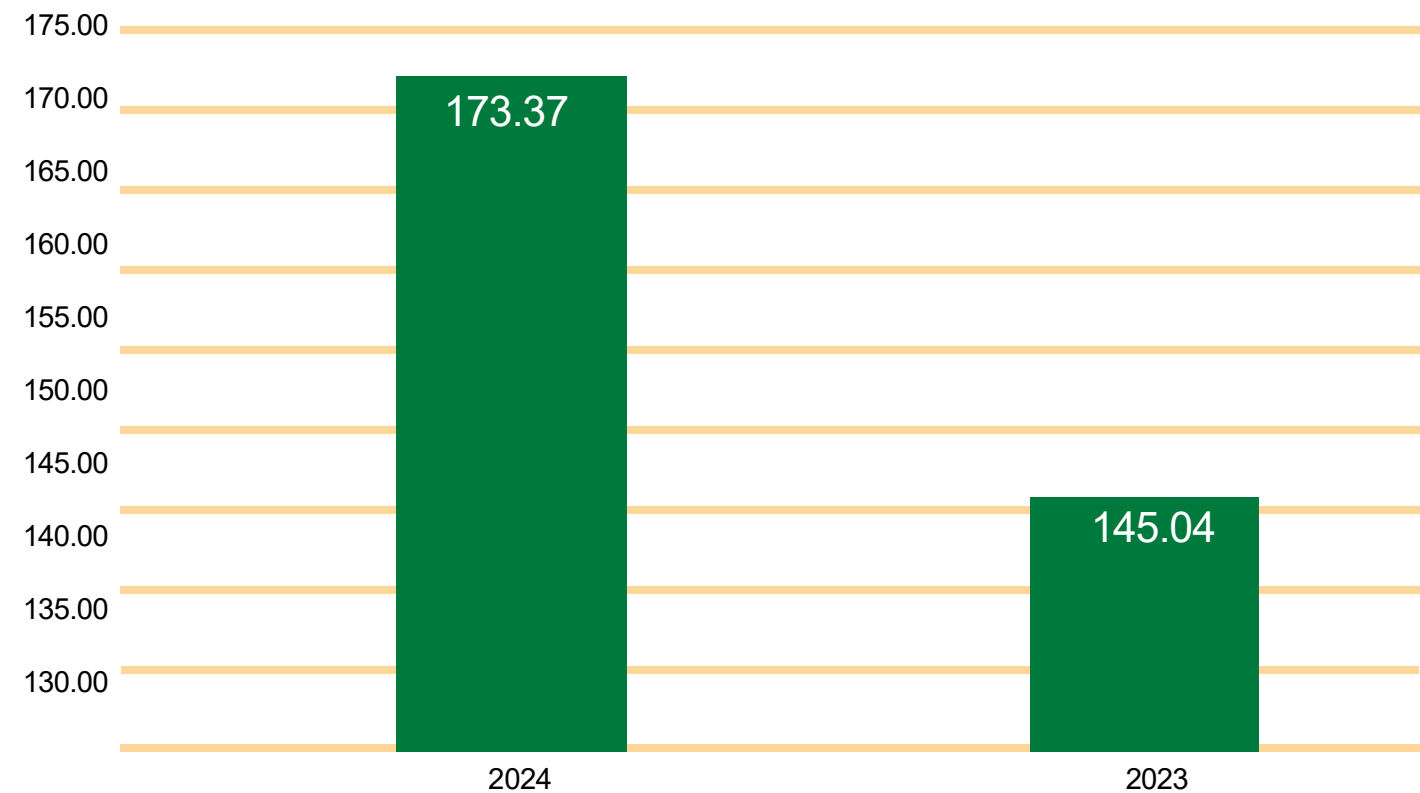
As the Bank prepares for the next chapter, the Commercial Lending Division remains committed to supporting the growth, recovery, and resilience of its customers, ensuring that legacy and progress continue to walk hand in hand.



Preserving Our Financial Pamana: Honoring Stewardship, Sustaining Strength

Treasury Division

Interest Income on Trading and Investment Securites



The Treasury Division remained a steadfast guardian of the Bank’s financial pamana—a legacy built on prudence, discipline, and strategic foresight. Amid internal resource limitations and a dynamic market environment, the Division upheld its critical role in ensuring stability, optimizing returns, and reinforcing institutional resilience.

Through proactive cash flow forecasting and effective asset-liability management, the Division ensured that the Bank consistently met operational funding needs and regulatory liquidity thresholds. These efforts were instrumental in maintaining financial continuity and institutional credibility, even in the face of uncertainty.

Despite lean staffing and heightened volatility in both local and global markets, the Division achieved a remarkable milestone: it generated ₱172.37 million in interest income from trading and investment securities, exceeding prior year performance. This accomplishment underscored the Division’s sharp analytical focus, agile decision-making, and deep commitment to maximizing value from every investment.

More than just numbers, this performance is a reflection of the Division’s unwavering dedication to preserving and growing the Bank’s financial legacy, grounded in integrity and shaped by generations of sound financial management.

From Tradition to Innovation

Information Technology Division

The Information Technology Division (ITD) built on its legacy of innovation and operational excellence by delivering transformative solutions that support the Bank’s evolving strategic priorities. Through a series of high-impact initiatives, ITD demonstrated its enduring commitment to efficiency, compliance, resilience, and service quality, laying the groundwork for a more connected, agile, and future-ready organization.

Each project implemented this year reflects both the strength of the foundation and readiness to embrace what lies ahead.

Key Accomplishments in 2024:

- #### 1. Centralized Bank Deposit Certification System

In alignment with BSP Circular 1112, ITD developed and launched a centralized deposit certification system in August 2024. This innovation not only ensured regulatory compliance but also enhanced operational security, accuracy, and client convenience, streamlining a traditionally manual process into a seamless, secure digital experience.
- #### 2. Instaletter Expansion for Salary Loan Demand

Letters Expanding the functionality of the Instaletter platform, ITD integrated modules for issuing demand letters related to Salary Loans across GUCS, GESL, and Business Entities. Implemented in October 2024, this enhancement improved communication speed and precision, supporting efficient loan servicing and collection efforts.
- #### 3. Loan Origination System (LOS) Enhancement

To improve loan processing for government clients, a new LOS module was launched in November 2024. It supports the creation and approval of Salary Loans under the GUCS and GESL categories—accelerating turnaround times and improving data management in line with the Bank’s client-first approach.
- #### 4. AMLA Base60 Upgrade

ITD completed the upgrade of the Anti-Money Laundering (AML) Base60 system to version 1.40 in September 2024, ensuring the Bank’s continued compliance with the latest regulatory standards and strengthening the internal controls against financial crimes.

- #### 5. Migration to Microsoft Office 365

In December 2024, ITD successfully migrated the organization to Office 365, enabling cloud-based collaboration, enhanced security, and operational scalability. This move supports remote work, strengthens compliance with data privacy regulations, and modernizes the Bank’s digital workplace infrastructure.
- #### 6. Disaster Recovery (DR) Site Relocation

A key milestone in the business continuity strategy was the relocation of the Disaster Recovery site in September 2024. This initiative enhanced readiness to respond to operational disruptions and safeguarded critical systems, further solidifying resilience.
- #### 7. Head Office Relocation Support

ITD played a central role in the relocation of the Head Office from OFBank Manila to Robinsons Magnolia in February 2024. From provisioning network and telecom infrastructure to setting up all IT equipment, the team ensured a smooth transition with no disruption to core services, underscoring ITD’s crucial role in enterprise-wide operational support.

The achievements of 2024 highlight ITD’s role not only as a technology enabler but as a strategic partner in transformation. Through every project, the team honored the legacy of operational excellence while ushering in new systems, capabilities, and ways of working.

As we celebrate our past and embrace what’s next, the Information Technology Division remains committed to building secure, scalable, and human-centered digital solutions that empower the organization’s growth for years to come.

Empowering Governance through Strategic Assurance

Internal Audit Division

In 2024, the Internal Audit Division (IAD) continued to play a pivotal role in strengthening the Bank's internal governance, risk management, and control environment. Anchored on its mission to provide independent, objective, and risk-based assurance, IAD consistently delivered high-value audit services that supported the Bank's operational integrity and long-term sustainability.

a. Transformative Audit Approach

The IAD implemented a hybrid audit framework that maximized technology and data-driven tools, including the use of Computer-Assisted Audit Techniques (CAATs) and document-based workflows. This approach enabled broader, more efficient coverage of audit areas, supported by recalibrated planning and agile prioritization.

Aligned with global internal audit standards and in close coordination with LANDBANK's Internal Audit Group, the Division updated its Internal Audit Charter and Manual to further strengthen its institutional alignment and operational independence.

b. Audit Coverage and Completion

In 2024, the IAD demonstrated its agility and strategic responsiveness by going beyond its core assurance plan. Apart from scheduled audits, the Division proactively addressed emerging concerns through special investigations, advisory reviews, validation activities, and quality assurance assessments.

As a result, the Internal Audit Division achieved a remarkable 144% accomplishment rate, surpassing its original audit targets and reinforcing its commitment to high-impact, value-driven assurance work.

This outstanding performance highlights IAD's role as a trusted partner in governance and a key contributor to the Bank's operational resilience.



c. Strengthening Internal Controls and Process Improvements

- Updates to the Security Manual, Collection Policies, and Dormant Account Handling;
- Strengthening of IT security configurations and access controls;
- Enhancements to project management, application development, and deposit processing procedures;
- Ongoing alignment with anti-money laundering compliance, supported by regular monitoring of Customer Information Sheet (CIS) updating initiatives.

d. Fraud Risk Management

The IAD's Special Audit Unit undertook investigative audits across select branches and IT units, affirming the Bank's zero-tolerance stance against fraud and irregularities. Investigations were conducted with independence and urgency, with results leading to control reinforcements.

Additionally, awareness of ethical conduct and Whistleblower protection was sustained through policy enforcement and independent review of handling protocols.

Evolving: A Renewed Path Forward

Retail Lending Division

A significant chapter unfolded in UCPBS's journey with the renaming of the Retail Distribution Department (RDD) to the Retail Lending Division (RLD), a move that not only marked progress but also paid tribute to the Division's strong foundations. The leadership of Mr. Alexander Tizo transitioned and honored RDD while setting the course for a renewed vision in retail lending.

Carrying forward the pioneering spirit of its predecessor, the newly formed RLD brought together two cornerstone Departments: the Consumer Loans Department and the Retail Business Loans Department. Together, they continue to drive forward the Bank's mission of expanding financial access through responsive and sustainable lending solutions.

RLD strengthened its position as a core engine for secured business loans (SBL), housing loans (REL), and auto loans. The REL portfolio flourished, bolstered by enduring partnerships with accredited developers, a collaborative ethos that has defined the retail journey. Meanwhile, the auto loan business thrived through the steady support of Branch referrals, reaffirming the strength of internal networks.

In keeping with the pioneering efforts that shaped RDD, RLD ventured into new frontiers through strategic regional expansion. Account Officers (AOs) were deployed across Lingayen, Iloilo, Cebu, Cagayan de Oro, and Davao, reinforcing our commitment to local presence and deeper client engagement in key growth areas.

True to its founding values, the SBL Program remained a cornerstone in empowering small and medium enterprises (SMEs), offering customized financing that fuels dreams and drives progress.



The program extended its reach with SBL Agri Loans supporting rural and agribusiness development, and SBL Motor Vehicle Financing, catering to transport and delivery vehicle acquisition for businesses.

As RLD advances its vision, it remains grounded in service and partnership. Its efforts in inclusive financing and SME development culminated in a performing loan portfolio of ₱3.9 billion by year-end 2024.

The evolution from RDD to RLD stood not only as a structural change but as a tribute to the Department's purpose.

Readiness in Action

Security Department



The Security Department continued to honor its foundational mission to safeguard people, assets, and operations by advancing a comprehensive, forward-looking approach to security management. Guided by experience and strengthened by innovation, the department delivered measurable results in prevention, preparedness, and protection, supporting the Bank's overall stability and operational continuity.

Security Operations

Throughout the year, the Department maintained a high level of readiness across five critical focus areas:

1. Guard Force Management
2. Alarm Handling and Monitoring
3. Cash-in-Transit Oversight
4. Guard Performance Evaluation
5. VIP Protection Services

Through enhanced coordination, quick response times, and proactive prevention, the Security Operations Team contributed to a safer work environment, reducing potential threats while improving situational response and incident containment.

Security Administration

The Department successfully developed and implemented updated security policies and procedures, including the formal Security Manual, which integrates current best practices in the banking sector. This initiative strengthened standardization, compliance, and operational efficiency in areas such as:

- Security system replacement and maintenance
- Billing processes for external service providers
- Oversight of outsourced security services

These foundational improvements affirmed the Department's commitment to a culture of continuous enhancement and proactive protection.

Physical Security

In line with its mission to safeguard physical assets and personnel, the Department implemented updated controls and infrastructure enhancements. Key accomplishments included:

- Conduct of Security Surveys and Audits
- Submission of Risk Assessments and Recommendations
- Contributions to the Branch Design, Expansion, and Upkeep Programs
- Establishment of Branch Physical Security Standards
- Support during branch construction and relocations

These actions reflected the Department's ongoing effort to elevate the Bank's security posture across all touchpoints.

Security Investigation

In 2024, the Security Investigation Unit ensured the timely and thorough handling of all security-related incidents, upholding standards in evidence gathering, documentation, and case resolution.

Key achievements include:

- Support for internal, external, and cybersecurity-related investigations
- Collection and preservation of evidence under chain-of-custody protocols
- Development of standardized investigation templates and tools
- Successful recovery of ₱2.6 million in overpayments and other assets
- Maintenance of detailed investigation records for compliance and legal use

These efforts reinforced organizational integrity and supported long-term risk mitigation strategies

Security Awareness

A critical component of the Department's mission is to educate and empower employees through consistent awareness initiatives. In 2024, key programs included:

- Ongoing Security Awareness Campaigns
- Regular New Employee Orientation Sessions
- Disaster and Crisis Management Training
- Business Continuity Exercises (Call Tree simulations)
- Issuance of Alerts, Advisories, and Reminders

These activities enhanced employees' understanding of policies and security best practices, reducing risks linked to human error and fostering a proactive security mindset across the organization.

Disaster, Crisis & Business Continuity Management

The Department played a vital role in the Bank's crisis preparedness and emergency response. Notable accomplishments include:

- Support during natural and man-made disasters (e.g., typhoons, earthquakes, flooding)
- Facilitation of fire and emergency evacuation drills
- Activation and simulation of the Call Tree Protocol
- Formation of the Bank Marshal and Emergency Reaction Teams
- Collaboration with the Health and Safety Committee

These undertakings echoed a strong commitment to operational resilience and rapid recovery of critical functions in times of disruption.

Strategic Coordination and Relationship-Building

Security success is rooted in collaboration. In 2024, the Department actively fostered relationships across internal teams and external stakeholders to support security goals, compliance efforts, and incident resolution. Key activities included:

- Coordination with internal Departments/Divisions.
- Engagement with BSP, law enforcement, LGUs, and other National Agencies
- Cross-functional incident/crisis coordination and reporting

The strategic networking and collaboration ensured aligned responses, timely interventions, and a united front in safeguarding the organization.

As the Bank continues to evolve, the Security Department remains grounded in vigilance and professionalism.



Foundations of Trust, Pathways to Progress

Credit Management Division



Excellence Through Adaptability

Credit Evaluation Department

In 2024, the Credit Evaluation Department consistently delivered outstanding operational efficiency, achieving a 100% turnaround time (TAT) within 24 hours for loan application processing. This remarkable feat underscores the Department's commitment to timely, high-quality service.

The year, however, presented significant challenges when CED was reduced to a single Credit Officer by April 2024. The team quickly compensated by training rank-and-file employees within the Division to assume Credit Officer roles for Auto and Real Estate Loans (REL). This swift action not only ensured business continuity but also fostered internal growth and capability building.

In July 2024, the implementation of rotational functions for appointed Division Heads marked a milestone in leadership development. This strategic rotation broadened the Heads' perspectives across the Bank's operations and challenges. This fostered the exchange of ideas and best practices, drove innovation, enhanced risk management, and promoted a unified corporate culture. This approach ensured a strong pipeline of well-rounded leaders ready to meet the evolving demands of the UCPBS

Strengthening Compliance, Enhancing Risk Management

Loan Documentation Department

The Loan Documentation Department made significant strides in fortifying the Bank's compliance and risk mitigation frameworks. Notably, the Department achieved a substantial reduction in documentation deficiencies, including unregistered Real Estate Mortgages (REMs), outstanding Original Receipts/Certificates of Registration (OR/CR) for encumbrances, and unmatched records for Real and Other Properties Acquired (ROPA).

These improvements directly contributed to enhanced regulatory compliance, reduced risk exposure, and a potential decrease in Expected Credit Losses (ECL) as mandated by the BSP. They also supported a more favorable Capital Adequacy Ratio (CAR), reinforcing the Bank's financial stability.

Parallel to these efforts, LDD advanced its digitization initiatives aligned with BSP's regulatory framework. This digital transformation improved document accessibility across Departments, reduced reliance on physical files, increased operational efficiency, and bolstered data integrity through centralized documentation management.

LDD's dedication to compliance is further reflected in its internal and external audit ratings, ranging from 85% to 100%, affirming its pivotal role in supporting the Bank's risk and regulatory mandates.

Integrity and Excellence in Asset Management

Credit Appraisal and Investigation Department

The Credit Appraisal and Investigation Department demonstrated exceptional performance in 2024 with several key accomplishments. Foremost, it completed the cleanup of all unmatched ROPA records inherited from merged Banks, ensuring the accuracy and reliability of asset data.

Additionally, CAID updated appraised values and thoroughly cleaned up booked ROPAs in the ROPA Registry, reinforcing the Department's commitment to precision and asset integrity.

The Department's excellence was nationally recognized when it was awarded 2nd Most Outstanding Member by the Credit Management Association of the Philippines (CMAP)—a testament to CAID's dedication and professionalism in credit appraisal and investigation.

Across the Credit Evaluation, Loan Documentation, Credit Appraisal and Investigation Departments, 2024 was a year of resilience, growth, and steadfast commitment to excellence. Rooted in a legacy of strong operational performance, the Division continues to honor new beginnings—building capacity, embracing innovation, and upholding the highest standards in service, compliance, and asset management.

A Legacy Protected

Legal Service Division



With unwavering resolve, the Legal Service Division (LSD) reinforced its commitment to manage through the successful enforcement of legal remedies and the recovery of properties. These efforts are more than procedural victories; they are acts of honoring the value of hard-earned assets and the people who made them possible.

Throughout the year, the Division facilitated the foreclosure of properties amounting to ₱38,113,006.96—a clear reflection of its decisive role in addressing non-performing accounts.

Consolidation efforts followed with ₱33,683,900.00 in appraised property values, further underscoring

the Division's effort to convert dormant or at-risk assets into renewed opportunities for growth and service.

Perhaps most notably, LSD secured legal possession of properties valued at ₱194,287,222.33. These figures highlight the Legal Services Division's continuing efforts to safeguard institutional interests through proactive legal strategies and strong collaboration with other departments.

A story of dedication and teamwork of the Division that continues to fulfill the promise to protect, preserve, and pass on the value of UCPBS.



PRESERVING EXCELLENCE IN OPERATIONS

Operations Division

In 2024, the Operations Division, comprised of Remittance Unit, Treasury Operations, Central Clearing, ATM Operations, Systems & Methods, and Loan Operations Departments – continued to uphold the Bank's proud legacy of service, reliability, and operational integrity. Through the collective efforts and strong commitment to regulatory compliance, process efficiency and customer satisfaction, the Division stayed true to its pursuit of being one of the strong pillars of UCPBS—ensuring its legacy endures well into the future.

Remittance Unit

At the core of Remittance Unit's aspirations is the desire to continuously improve remittance processes, strengthen compliance alignment, and achieve seamless operational excellence.

In March 2024, the Remittance Unit successfully participated in the User Acceptance Testing (UAT) of the 3-cycle test run under PCHC's oversight. This helped facilitate the final validation and approval from users, and strengthened compliance alignment through thorough review of PCHC.

In June 2024, the result of Remittance Unit's test run was officially approved by the BSP, which is a testament to RU's efforts in achieving full regulatory compliance and readiness, leading to seamless operational transition for implementation.

In August 2024, UCPBS participated in the launching of the 3 Multi-batch Settlement (3MBS) system of PESONet Automated Clearing House (ACH). With the new settlement features under PCHC's framework, fund transfers using the UCPBS network have become more efficient through optimized settlement cycles, further improving the Bank's remittance processing.

Central Clearing Department

The Central Clearing Department (CCD) lives up to its decades-long history of efficiency, operational resilience, and staff readiness.

In 2024, the Central Clearing Department reinforced this legacy by processing and clearing a total of 320,781 outward checks and 420,016.00 inward checks. Throughout these operations, the department

ensured strict compliance with BSP, PCHC, and internal audit requirements, consistently meeting standard processing times.

Notably in 2024, CCD fully complied with PCHC's implementation of the PM Adjustment Window (PAW), which addressed the discrepancies arising from over- and under-encoding. A key benefit of PAW is the ability to return high-value items even before the 4:30 PM cutoff time, enhancing overall clearing efficiency.

ATM Operations Department

For many years, driven by its purpose of serving its customers, the Bank has maintained and operated its own ATM network. In line with its commitment to enhancing accessibility and customer service, the ATM Operations Department spearheaded the Bank's efforts in expanding and upgrading its ATM infra-structure to better serve the communities it serves.

In terms of transaction performance, the Bank processed a total of 3,463,639 ATM transactions amounting to ₱17.49 billion in 2024. InstaPay transactions grew by 12%, from 158,619 transactions valued at ₱1.96 billion in 2023, to 177,795 transactions worth ₱2.24 billion in 2024, reflecting the increasing adoption of digital payments by customers.

Financially, ATM transactions delivered a remarkable performance in 2024, netting an income of ₱23.79 million on revenues of ₱38.88 million, with expenses kept at ₱15.09 million. This underscores the continued strength and profitability of the Bank's ATM operations, which remains to be a key contributor to the Bank's overall income.

In September 2024, the Bank approved the acquisition of 23 new ATM models to cope with the increasing customer demands and enhanced service delivery.

Systems & Methods Department

The Systems and Methods Department (SMD) bolstered the Bank's legacy of operational excellence, regulatory compliance, and customer-centric service.

Sustained Good Governance. SMD updated the Bank's manuals to integrate both new and enhanced procedures, ensuring full alignment with the requirements of the BSP and other regulating agencies. The department released a total of 66 bank circulars, encompassing key amendments and new policies, guidelines, and procedures, to document and support the Bank's operations.

Streamlined Services. To promote efficiency and transparency, SMD developed the Reengineering Manual in line with the Anti-Red Tape Authority (ARTA) mandate of enhancing the delivery of banking services, consistent with the Ease of Doing Business and Efficient Government Service Delivery Act (RA 11032).

Elevated Customer Experience. SMD crafted the Online Loan Application (OLAP) guidelines, enabling eligible government employees to seamlessly apply for salary loans with streamlined loan application retrieval and initial assessment. The OLAP was launched in November 2024, kicking off the Bank's initiatives towards electronic based transactions and strategies in reaching out to its customer base in the unbanked communities.



Treasury Operations Department

The Treasury Operations Department (TOD) takes pride in having successfully settled and booked 101 trades involving government securities, Treasury bills, and BSP securities without any failed transactions – This speaks volumes of the department's efficient management and precise execution. This high level of performance is crucial in financial markets, where timely and accurate settlements help safeguard the Bank's reputation.

Throughout 2024, TOD also managed a substantial volume of 2,002 incoming Real-time Gross Settlement (RTGS) transactions and processed 263 outgoing RTGS transactions. Given how critical RTGS is in ensuring the real-time settlement of large-value payments, the department's ability to handle such high volumes underscores its operational efficiency and reliability in supporting the financial operations of UCPBS.

Another remarkable achievement in 2024 was TOD's outstanding performance in the internal audit, achieving an exceptional audit rating of 95.58%-- the highest ever attained by any unit within the Head Office. This reflects the department's strong compliance with internal controls and procedures, as well as its commitment to operational efficacy and efficiency. Such feat reinforces the department's dedication to excellence in risk management and maintaining the Bank's financial integrity, which TOD looks forward to building on even more in the years to come.

Loan Operations Department

The Loans Operations Department (LOD) is primarily responsible for the effective bookkeeping and proper recording of the Bank's various loan accounts, Sales Contract Receivables (SCR), and Real and Other Properties Acquired (ROPA). As of December 2024, LOD managed a total of 25,046 loan accounts amounting to ₱12,983,593,307.34, along with 75 accounts for SCR.

In March 2024, LOD successfully participated in the testing of Enhanced Comprehensive Credit and Equity Exposures Report (COCREE 2.0), a system implemented by the Bangko Sentral ng Pilipinas (BSP).

COCREE 2.0 builds on the previous version (COCREE 1.0) by broadening the coverage and increasing the level of details required for reporting credit and equity exposures. Some key features of this enhanced system include:

- Electronic submission through BSP Relationship Management System (BRMS)
- Adoption of the XML file format
- Reduced reporting time

To seamlessly adopt this enhanced reporting framework, LOD continues to address the challenge of updating and enriching customer information, particularly in resolving gaps in the Bank's database. This is essential to ensuring accurate submissions, as the expanded reportorial requirements under COCREE 2.0 demand more extensive customer data. LOD remains committed to strengthening its data management efforts to ensure regulatory compliance and uphold data integrity.

FROM POTENTIAL TO PERFORMANCE

Human Resources Division

Human Capital

In Year 2024, UCPB Savings Bank reflected on the challenges of recent years and transformed them into opportunities for growth and renewed motivation to better support its human resources. As the Bank continues its evolution as a Government-Owned and Controlled Corporation (GOCC), it remains steadfast in upholding and implementing key human resource initiatives.

These initiatives include strict compliance with labor laws and regulations, competitive compensation and benefits, and fostering employee growth through comprehensive training and development programs. Additionally, the Bank is committed to maintaining a safe and secure work environment.

With strong support and collaboration from Senior Management, the Bank's continued emphasis on these core areas underscores its dedication to the well-being of UCPB Savings associates and the pursuit of organizational excellence.

Employee Selection and Placement Unit

The Employee Selection and Placement Unit at UCPB Savings Bank recognizes that talent acquisition is a vital driver of organizational success. In 2024, the Bank remained committed to attracting and selecting candidates who align closely with its strategic objectives.

By employing targeted sourcing strategies, strengthening employer branding, and utilizing competency-based assessments, the Bank ensured the recruitment of high-potential talents poised to contribute to long-term growth and operational excellence.

Additionally, UCPB Savings Bank leveraged technology to enhance the efficiency of its human resources acquisition process through continued use of the Talent Acquisition Portal. This system facilitates organized tracking of applications and employment records, improving overall process management.

Acquisition strategies were continuously aligned with evolving business needs, utilizing key sourcing channels including:

1. UCPB Savings Bank website online careers page
2. UCPB Savings Bank official Facebook page
3. Various online job portals and professional networking sites (i.e., Jobstreet and LinkedIn)
4. Employee Referral

All candidates undergo a rigorous screening and pre-assessment process to ensure their qualifications meet the specific requirements of each role. This thorough selection process guarantees that only candidates with the right competencies are hired, supporting efficient and effective performance in their respective duties and responsibilities.

HUMAN RESOURCES INTEGRATED SYSTEM



Manpower Chart

758

UCPBS MANPOWER



494

Total Non-Officers

264

Total Officers

758

UCPB Savings Manpower as of December 2024



168

2024 Total New Hires

27

Officers

141

Non-Officers

Competency Based Training and Development

UCPB Savings Bank remains dedicated to the continuous growth of its associates through comprehensive learning and development initiatives. In 2024, the Bank delivered diverse training programs focused on enhancing technical skills, leadership capabilities, and compliance knowledge. These efforts underscore the Bank's vision that investing in people is key to driving performance, fostering innovation, and ensuring long-term success.

Competency Framework and Assessment

In line with the Governance Commission for GOCCs (GCG) requirements, UCPB Savings Bank continues to leverage its Competency Framework strategically to align employee competencies with the Bank's evolving business direction.

In year 2023 Assessment: A total of 661 associates underwent competency assessments. Of these, 36 associates (5.45%) did not meet the passing rate of 75%.

For Year 2024, there is a significant improvement : Among the 36 associates below the competency standard in 2023, 28 demonstrated measurable improvement in 2024, reflecting a 77.78% success rate in upskilling efforts.

The HR – Center for Learning used the assessment results in Year 2023 to formulate the 2024 Annual Training Plan, offering targeted programs aligned with the four key competency areas: Organizational, Core, Leadership, and Functional Competencies.

Organizational Competency

In line with the objective of establishing strategic capabilities critical to the organization's overall success, UCPB Savings Bank continued to promote the KASAMA MO culture among all new associates. This was achieved through the hybrid format of the New Employees Orientation Program, designed to support new employees in gradually integrating into the company. The program emphasizes the embodiment of the bank's Vision, Mission, and Values, while also providing comprehensive knowledge of its products and services to ensure a strong foundation for their growth and contribution.

Additionally, the HR – Center for Learning intensified its efforts to enhance organizational competency among regular employees through various training initiatives. These included the Branch Conference, BSP Trainings, AMLA Trainings, Data Privacy, AFASA Law, DOSRI, Sustainable Finance Framework, and the Corporate Governance Orientation Program tailored for Senior Management.

Core Competency

HR-Center for Learning also implemented training programs aimed at enhancing the core competencies of its associates. These included "Ikaw at Ako: Cultivating Team Dynamics through Emotional Intelligence and Malasakit," "Professional Development Program: Malayo Pa Pero Malayo Na (Growth Through Setting Personal Goals)," "Effective Business Writing," and other related courses focused on strengthening communication, collaboration, and personal development.



3. For separation due to Retirement

A. After the submission of a letter to the immediate Head and endorsement to HRD, the Compensation and Benefits Unit will determine the remaining claims of the employee such as, but not limited to the accrue leaves, allowances, and others;

B. Deductions for remaining loans or leave without pay shall be computed;

C. All the remaining benefits and loans shall be computed and there shall be an entry of data to the Payroll System for the processing.

4. For separation due to Resignation

An employee may choose to cease employment with UCPBS due to personal reasons. The HRD procedure below shall be followed:

a. Resignation is signified by the employee through a letter approved by the immediate Head;

b. Signed letter is forwarded to HRD for monitoring and tracking of the effective date of resignation and list of exit requirements to be complied as:

- Receipt, Release and Quitclaim; and
- Exit Questionnaire

c. Letter is forwarded to the Compensation and Benefits Unit for filing and tagging (if the employee is not included in the payroll).

d. Letter is forwarded to the Compensation and Benefits Unit for filing and tagging (if the employee is not included in the payroll).

e. Once the clearance is completed, deductions shall be computed by the payroll system as:

- Existing statutory and company loans;
- Leave without pay after the payroll period;
- Attendance deficits;
- Contributions to SSS, Philhealth, Pag-IBIG;
- Withholding tax, if any;
- Pro-rated fringe benefits; and
- Pro-rated other earnings

f. Documents and deductions shall be forwarded to the Compensation and Benefits Unit Head for verification and checking;

g. The HRGSD Head shall approve the documents; and

h. These will be submitted to FATMD for the issuance of cheques corresponding to the payment of remaining entitlements.

5. Other Conditions.

a. Separation for Cause - In case of separation from the service with just cause, any and all vested rights are deemed forfeited.

b. Death/Incapacity - In the event of death or upon separation from the service due to incapacity or disability not attributed to the employee, a member of the registered beneficiaries, regardless of the employee's length of service, shall be paid with the amount of entitlements net of all deductions

c. Withholding Tax - Proceeds of the Retirement Benefits Program shall be subjected to withholding tax when the nature of the retirement does not comply with the pertinent government laws in this regard.

Succession Policy

The Bank prioritized promoting potential employees to fill key vacancies, support career growth, and advance the succession plan. Individual development plans were regularly updated to address competency gaps and ensure readiness for future roles.

Succession planning plays a vital role in building bench strength by developing promising talent for senior and leadership positions through targeted programs and growth opportunities.

1. Succession Planning Process

The Bank shall follow the steps in the succession planning process:

Step 1: Strategic and Workforce Planning Decisions

This stage involves the identification of the long-term vision and direction of the Bank by analyzing future requirements for products and services. This connects the succession framework to the values of the organization and the needs and interests of the Senior Management.

Step 2: Analysis of Leadership Gaps

This step involves identifying core competencies and technical competencies of the Middle and Senior Management. It determines talents needed for the long-term and develops a business plan based on talent and not on position replacement. In this step, it is important to consider the manager's assessment of personal views about leadership and development needs, and the corresponding competencies required for the present and future abilities to deliver the expected proficiencies.

Step 3: Identification of Talent Pools

This involves identifying talents with critical competencies from various levels, and assessment of competencies and skill levels of the current workforce.

Through this step, the Bank will be able to set decisions and processes to understand, evaluate, and prepare for future talent needs. It is typically an outcome of business workforce planning.

The identification of groups of high-performing, high potential employees who are being developed to assume greater responsibilities within the organization is very important in succession planning. HRD shall look for those who are not only engaged and performed at an exemplary level but also embrace the corporate culture. Demonstration of competencies of the company values the ability to obtain the organizational knowledge and the interest to advance in the company is performed.

Step 4: Development of Succession Strategies

This step involves the identification of various strategies:

A. Recruitment Strategies. The Recruitment Department's hiring strategies are aligned to support the Bank's Talent Pipeline Management programs which include Succession Management, High Potentials Management, Job Rotation, and External Candidates pooling.

B. Retention Strategies. Retention can be done through recognition, continuous assessment, feedback, and coaching to further develop the potential and create a committed relationship. This includes regularly revisiting the compensation and long-term incentives of the Bank.



C. Training and Development Strategies.

Training strategies will be identified to align the performance dimensions and career ladders to attain the achievement required for employee success.

Development strategies involve workshops and other formal events. Most often, however, development occurs on the job through coaching and various developmental assignments, such as participation on action learning teams or job rotation. Those identified as having the greatest potential are more likely to be recommended for off-site workshops and other similar activities.

Step 5: Implementation of Succession Strategies

This step involves implementing the succession strategies that are identified through recruitment, retention, and training and development. It encompasses communication planning and determining measures of success. HRD will create a succession plan that links talent development to the strategic goals of the Bank.

Step 6: Monitoring and Evaluation

This step involves tracking the development of talent pools, documenting feedback from immediate heads on successful internal talent and internal hires, and assessing response to the changing requirements and needs of the Bank.

It is important to determine progress, make mid-course corrections, and assign accountability for achieving the desired outcome. An evaluation provides a regular flow of information about how well the strategies are working. Information should be provided on a regular basis so that decisions can be made about personnel. Information about recruitment, retention, training, and development should also be analyzed.

In order to keep track of the progress, documentation of the strategies in an action plan must be done. The succession plan strategies will provide the mechanism for clearly defining timelines and roles and responsibilities.



Renumeration Policy

In 2024, the Governance Commission for Government-Owned or Controlled Corporations (GCG) issued the authorization to implement the CPCS under E.O. No. 150 for UCPBS, the Bank's compensation framework is now aligned with the applicable provisions of CPCS.

DISCLOSURE STATEMENTS

Complaints by employees concerning illegal and unethical behavior

UCPB Savings Bank as a financial service provider is committed to promote the highest standards of integrity and trust. To protect the stakeholders of the bank and maintain the credible reputation in the financial industry, the Whistleblowing Policy is articulated. The policy encourages and enables UCPBS employees to report, in good faith and in an environment free from retaliation, actual or suspected wrongdoing against UCPBS. This allows the Board and Senior Management to manage risks and cultural issues within UCPBS. Likewise, the policy defines procedures for attending to reports. To ensure compliance with applicable regulations, the Whistleblowing policy was amended last April 2021.

Procedures to protect an employee/ person who reveals illegal/ unethical behavior from retaliation

The bank employees who report suspected wrongdoing are protected from harassment, retaliation, or adverse employment consequences. The UCPB Savings Bank amended its existing policy to clarify the conditions for providing whistleblower and witness protection. Furthermore, the policy elaborated on the context of safety and security against retaliation.

The policy clearly stated limitations and other conditions. Regarding malicious and false reporting, UCPBS assures that allegations made in good faith by a whistleblower or witness that are reasonably believed to be accurate but not confirmed by the investigation will not be considered malicious.

However, any willful act of reporting a false, frivolous, malicious, and misleading allegation of illegal activity may result in appropriate action, including disciplinary action, following the UCPB Group of Conduct, without prejudice to any criminal or civil liabilities that may arise.

PERFORMANCE APPRAISAL AND PROMOTION PERFORMANCE APPRAISAL POLICY

Work performance of every UCPBS employee shall be assessed, monitored and evaluated through a systematic performance appraisal. This is to ensure that all employees shall be aware of the weaknesses and strengths, as well as opportunities for improvement and skills development.

Employees shall receive feedback on job performance, to assist on ways to become more effective and to provide information to the immediate Head for career aspirations. This allows the associate the opportunity to progress to the full potential in order to meet the company's needs and personal development goals.

1. Purpose

As Bank's feedback written mechanism on the associate's job performance, as well as recording the concerns and issues which need attention and interventions.



2. Associates Subject for Appraisal

- All Associates who have completed 6 months as of December 31 of the previous year;
- Associates whose resignation dates take effect on or before February 28, of the present year shall be excluded in the annual performance appraisal; and
- For associates who have been transferred from one unit to another, performance shall be evaluated by the supervisor in each unit, provided length of assignment is no less than two (2) months in each unit. Consolidation of ratings will be done by the current supervisor.

3. Performance Appraisal Rating

The rating shall be based on the new guidelines for performance appraisal and living and leading brands. Ratings in each of the factors are to be consolidated in the Performance Appraisal Rating Sheet, discussed with the associate, and signed by both appraiser and appraisee.

3.1. The Performance Appraisal tool is comprised of 4 performance factors, namely:

A. Key Results Area/ Objectives (75%) - To be based on actual attainment of targets as set forth in the individual performance plans or objectives. Immediate Heads must:

- Ensure objective, quality and quantifiable rating with full justification;
- A rating of three (4) means that standards are met or equivalent to 100% task done and would mean extraordinary performance. This should be fully manifested or evident with justifications; and
- Include or indicate numbers to validate ratings.

B. Living and Leading the Brand (10%) – To be based on behaviors demonstrated by the associate. Immediate Head must:

- Read and understand guidelines and sample for better understanding and appreciation on how to rate;
- Scores and template for “Managing performance for success”, should be the previous year’s Leadership Survey rating.

Performance Appraisals should be signed off by the Division / Department or Region / Branch Head, where applicable;

- Associates have the option of retaining a copy of their performance appraisals;
- Fully accomplished forms should be consolidated per Division/ Branch, using the Performance Appraisal Summary Form; and
- HRGSD shall ensure that performance appraisal is implemented properly.

C. Based on the requirement of GOCC and CPCS policy the competency rating is included with the rating of 10%. Immediate head must:

- Read and understand the guidelines;
- Demonstrated required competencies are Knowledge, Attitudes, Values, and Skills.

D. Sustainable Financial Framework (SFF) – BSP requirement to align financial decision-making with the broader goals of sustainable development. Immediate head must:

- Read and understand the guidelines;
- The rating is based on participated in any of the SFF Activities, Projects, and Programs (Rethink, Reduce, Reuse, Repair, and Recycle)



3.2. Rating descriptions found in the Bank’s Performance Appraisal Rating Sheet shall be amended to conform to the below policy change, as follows:

From		To	
5	Exceed objective at least (110%)	5	Exceeded objective over 105%
4	Slightly exceeded the standards of the objective set (101% - 109%)	4	Objectives met at over 95% - 105%
3	Met all the standards of the objective set (95% - 100%)	3	Objectives met at over 85% - 95%
2	Met most of the standard objective set (85% - 94%)	2	Objectives met at over 75% - 85%
1	Met some of the standard objective set (75% - 84%)	1	Objectives met at over below 75%



RISK MANAGEMENT



Culture and Philosophy

As part of its commitment to sound corporate governance, the Bank prioritizes the effective management of risks to protect and create value for all stakeholders. Recognizing that risk-taking is fundamental to banking, UCPB Savings Bank (UCPBS) strives to embed a strong risk-return mindset throughout the organization. The Bank promotes a robust risk management culture that ensures capital preservation and sustainable profitability.

UCPBS adheres to the following core risk management principles:

- **Risk is inevitable but manageable.** Effective and consistent risk measurement enables control and mitigation.
- **Risk management is foundational.** A sound risk management system underpins safe and sustainable operations.
- **Leadership-led risk governance.** Risk oversight originates from the Board and cascades through all levels of the organization.

- **Control over aversion.** A culture of risk awareness—not risk aversion—is promoted, emphasizing accountability and internal controls.
- **Regulatory alignment.** All activities must comply with relevant laws, regulations, and internal policies.
- **Sound incentives.** Practices that may promote short-termism, conflict of interest, weak internal controls, or tolerance for inappropriate behavior are avoided.

Risk Appetite and Strategy

The Bank's risk appetite is established by the Board of Directors (BOD), reflected through risk policies, frameworks, and tolerance limits that are regularly reviewed and approved. In setting risk appetite, the BOD considers external market and regulatory conditions alongside the Bank's long-term strategic goals and risk management capabilities.

Senior Management is responsible for implementing the strategy and ensuring that risk appetite is embedded across the Bank by:

1. Developing and aligning risk tolerance policies with strategic goals;
2. Communicating the Bank's risk philosophy and ensuring operational alignment;
3. Ensuring the availability of timely, accurate, and relevant risk information systems

Risk Governance Structure

Risk governance is anchored on a three-tiered structure:

The BOD, supported by specialized board and management-level committees, provides overall risk oversight. These are the Executive Committee (EXCOM), Audit Committee (AUDITCOM), Corporate Governance Committee (CORPGOV), Risk Oversight Committee (ROC), Credit and Collection Committee (CRECOLCOM), Bank's Anti Money Laundering Committee (BAMLC), Asset Liability Committee (ALCO), Technology Committee (TECHCOM), Bids and Awards Committee (BAC).

The Risk Oversight Committee (ROC), composed of two independent directors and one executive director, oversees the Bank's risk management framework and reports monthly to the BOD.

The Risk Management Division (RMD), led by the Chief Risk Officer (CRO), provides objective risk assessments, monitors adherence to risk appetite, and reports directly to the ROC and BOD.

The ROC convenes monthly and is responsible for ensuring the effectiveness of the risk management framework, identifying emerging risks, and overseeing risk mitigation efforts. The CRO serves as both ROC secretariat and principal liaison between management and the Board on risk-related matters.

The Bank operates under the principle that risk management is a shared responsibility across all levels of the organization.

Risk Management Process

UCPBS adopts a **Three Lines of Defense Model** to manage risks effectively:

First Line: Business and Support Units

Divisions such as Lending, Treasury, Branch Banking, Operations, and IT act as risk owners, directly managing the risks inherent in their activities. They are accountable for identifying, assessing, and mitigating risks while ensuring compliance with internal policies and strategic goals..

The first line of defense consists of the following business and support units of the Bank:

1. Asset Recovery and Management Division
2. Branch Banking Division and Branches (including Lending Offices)
3. Commercial Lending Division
4. Consumer Lending Division
5. Controllship Division
6. Corporate Planning, MIS, and Marketing Departments
7. Credit Management Division
8. Human Resources Division
9. Information Technology Division
10. Legal Services Division
11. Operations Division
12. Treasury Division

Divisions such as **Lending, Treasury, Branch Banking, Operations, and Information Technology (IT)** serve as **risk owners** within the Bank's risk management framework. As first-line functions, they are directly responsible for the day-to-day management of risks arising from their respective activities.

Each division is accountable for:

Identifying risks associated with their operations, products, and services;

Assessing the potential impact and likelihood of those risks;

Mitigating risks through appropriate controls, procedures, and operational practices;

Escalating material risk issues to the relevant oversight functions;

Ensuring compliance with applicable internal policies, procedures, and regulatory requirements;

Aligning risk-taking activities with the Bank's overall risk appetite and strategic objectives.

By taking ownership of the risks within their domains, these divisions form a critical component of the Bank's **Three Lines of Defense** model, reinforcing accountability and promoting a strong risk culture across the organization.

Second Line: Risk Management and Compliance

Risk Management Division (RMD) independently monitors risk exposures, validates controls, and reports to the ROC.

RMD is responsible for the establishment of risk management frameworks, policies, standards, and guidelines aligned with the bank's objectives, regulatory requirements, and risk appetite

Performs risk identification, assessment, measurement, monitoring, and reporting across all types of risks

RMD also conducts ongoing monitoring and independent oversight of risk-taking activities by the first line to ensure compliance with policies, limits, and controls

Consolidates and reports risk exposures across the organization to management committees and senior management for informed decision-making

Facilitates risk culture and awareness, and ethical behavior throughout the organization.

The Bank Compliance Division (BCD) promotes governance standards and ensures regulatory compliance, reporting to the Corporate Governance Committee. It focuses on ensuring adherence to external and internal regulatory requirements.

- BCD ensures that the bank complies with laws, regulations, and internal policies.
- Develops compliance policies and standards.
- Conducts compliance risk assessments to identify areas of regulatory risk exposure.
- Provides training and awareness on compliance obligations.

Third Line: Internal Audit

The Internal Audit Division (IAD) conducts independent and objective assurance to the Board and Senior Management on the effectiveness of governance, risk management, and internal controls.

- IAD evaluates the effectiveness of risk management
- Assess internal controls
- Review governance processes
- Provide assurance services
- Conduct audits across all areas
- Report to Audit Committee/Board
- Maintain independence and objectivity

The Bank's risk management structure ensures clear functional segregation across key areas to maintain effective oversight and control:

Risk-Taking Functions (Front Office):

Responsible for initiating and managing risks within the framework of approved policies and procedures.

Risk Control and Compliance (Back Office):

Focuses on monitoring operational compliance, enforcing internal controls, and ensuring adherence to regulatory and internal requirements.

Risk Management Function (Middle Office):

Operates independently to assess, monitor, and report on risk exposures and policy compliance across the organization.

The Bank's risk management functions are carried out by the Risk Management Division (RMD), Bank Compliance Division (BCD), and Internal Audit Division (IAD), each playing a distinct role in maintaining a robust risk governance framework.

II.C. Key Risk Categories and Management Strategies

The following are the risk identification, measurement, monitoring, and control tools specific for each risk category:

1. Credit Risk

Credit Risk is the risk of financial loss to the Bank resulting from a counterparty's failure to fulfill its contractual obligations. While commonly associated with the loan portfolio, credit risk extends beyond lending activities and can arise in various forms wherever the Bank's funds are deployed or exposed.

The Bank's credit risk management processes are performed coherently and collaboratively at three (3) levels:

Strategic Level: The BOD sets risk appetite, approves target markets, and asset acceptance criteria.

Transactional Level: Lending units conduct due diligence, ensuring alignment with risk strategy.

Portfolio Level: Independent validation is conducted by RMD, BCD, and IAD.

The Bank uses the standardized approach in quantifying risk-weighted assets.

CREDIT RISK

The following are risk management tools specific for the management of Credit Risk and are discussed on a monthly/quarterly basis during the ROC meeting.

- Loan Portfolio Analysis – showing portfolio trends, under-performing loans, non-performing loans, and how the Bank fares vis-à-vis the industry;

- Concentration Risk Review - this monitors loan exposure to big ticket accounts known as large exposures, portfolio quality trend on a per product basis, exposure to various industries, and exposures on a clean basis;

- Regulatory and Internal Limits monitoring;

- CRR Validation;

- Portfolio Quality Review;

- Review of Sufficiency of Valuation Reserves using the Expected Credit Loss model in measuring credit impairment aligned with the provisions of PFRS 9; and

- Stress testing using BSP's Uniform Stress Testing Framework and internal scenarios.



Management of Credit Risk

The granting of loans undergoes a rigorous process of evaluation and approval to ensure sound credit decisions and effective monitoring of the Bank's risk exposure. To support this, the Bank has its Internal Credit Risk Rating System (ICRRS) for commercial accounts.

All potential and existing commercial accounts must be risk-rated by the Account Officer (AO) from the Commercial Lending Division prior to the approval of new credit facilities, as well as for the renewal or restructuring of existing accommodations. The AO submits the proposed credit risk rating, along with all necessary supporting documents, to the Credit Risk Management Unit (CRMU) of the Risk Management Division (RMD) for validation.

The Credit Risk Management Unit (CRMU) serves as an independent unit within the Bank, responsible for performing the credit risk control function.

A rating exception arises when a proposed rating does not conform to the standards set by the Bank's credit risk rating criteria. In cases where there is a disagreement between the AO and the CRMU Credit Risk Officer/Analyst—often due to differing interpretations of the credit rating criteria—the matter is escalated to the Chief Risk Officer (CRO) for resolution. If consensus is still not reached, the issue is further elevated to the President and CEO for final decision.

To maintain the integrity and effectiveness of its credit risk practices, the Bank continuously reviews and validates its ICRRS model. This includes ensuring compliance with the minimum standards outlined in BSP Circular No. 855.

Below are the total credit-risk weighted assets broken down by type of exposure:

Credit Risk Weighted Assets				
	2024 Amount (in Millions)		2023 Amount (in Millions)	
0% Risk Weight				
Cash on Hand	448.11		903.78	
Due from BSP	1,241.51		972.20	
Available for sale financial assets	1,411.43		1,313.78	
Held to Maturity Financial assets	304.05		304.89	
Loans and Receivables Arising from Repurchase Agreements			499.40	
Sales Contract Receivable				
Real and other Properties Acquired				
Other Assets				
Total Subject 0% Risk Weight	3,405.10		3,994.05	
20% Risk Weight				
Held to Maturity Financial assets	4.96		4.96	
Total Subject to 20% Risk Weight	4.96	0.99	4.96	0.99
50% Risk Weight				
Due from other Banks	18.47		37.54	
Loans and Receivables Interbank Loans Receivable and others	1,766.80		1,775.49	
Total Subject to 50% Risk Weight	1,785.27	892.63	1,813.03	906.52
75% Risk Weight				
Loans and Receivables Interbank Loans Receivable and others	669.92		693.31	
Total Subject to 75% Risk Weight	669.92	502.44	693.31	519.98
100% Risk Weight				
Due from other Banks	1.16		1.02	
Loans and Receivables Interbank Loans Receivable and others	7,057.97		7,097.63	
Sales Contract Receivable	109.53		53.28	
Other assets	641.45		503.12	
Total Subject to 100% Risk Weight	7,810.11	7,810.11	7,655.05	7,655.05
150% Risk Weight				
Loans and Receivables Interbank Loans Receivable and others	1,817.83		1,488.53	
Sales Contract Receivable	138.44		141.94	
Real and other Properties Acquired	530.69		565.03	
Total 150% Risk Weight	2,486.96	3,730.43	2,195.51	3,293.26
Risk-weighted on Balance Sheet Assets		12,936.31		12,375.81
Total Credit Risk Weighted Assets		12,936.31		12,375.81

The Bank has established the Credit and Collection Committee (CreColCom), a management-level body responsible for the collegial review, approval, and/or endorsement of credit proposals involving higher exposure limits. This committee ensures that credit decisions are made with appropriate rigor, oversight, and alignment with the Bank's overall risk appetite and credit policies.

In addition, the Bank maintains a dedicated Remedial Unit, tasked with the management and resolution of past due and problematic accounts. This unit focuses on mitigating credit losses through proactive account monitoring, restructuring strategies, and recovery efforts.

2. Market Risk

Market Risk arises from potential losses in the Bank’s trading book due to adverse movements in interest rates or prices.

The Bank uses the Standardized Measurement in quantifying the capital requirements for Market Risk. In December 2024, the Market Risk weight of P104.37M accounted for only .69% of the Bank’s overall RWA.

Market Risk Weighted Assets				
Debt Securitties / Derivatives	2024 Amount (in Millions)		2023 Amount (in Millions)	
0% Risk Weight				
1 month or less				
Subtotal subject to 0% Risk Weight				
0.20% Risk Weight				
Over 1 month to 3 months				
Subtotal subject to 0.20% Risk Weight				
1.25% Risk Weight				
Over 1 year to 2 years	50.51			
Subtotal subject to 1.75% Risk Weight	50.51	0.63		
1.75% Risk Weight				
Over 2 years to 3 years	97.73		50.33	
Subtotal subject to 2.25% Risk Weight	97.73	1.71	50.33	0.88
2.25% Risk Weight				
Over 3 years to 4 years			97.35	
Subtotal subject to 2.25% Risk Weight			97.35	2.19
2.75% Risk Weight				
Over 4 years to 5 years	153.68			
Subtotal subject to 2.75% Risk Weight	153.68	4.23		
3.25% Risk Weight				
Over 5 years to 7 years	54.83		52.24	
Subtotal subject to 3.25% Risk Weight	54.83	1.78	52.24	1.70
Total Capital Charge for Interest Rate Exposure (IRR)		8.35		4.77
Adjusted Capital Charge for IRR (times 125%)		10.44		5.96
Total Risk Weighted Assets (times 10)		104.37		59.61

The Bank utilizes **Value-at-Risk (VaR)** as a key measure to estimate the potential maximum loss in its trading portfolio. This statistical approach is based on Bloomberg’s parametric VaR model, applying a **99% confidence level** and a **two-week defeasance period**. The VaR model enables the Bank to assess and manage market risk exposures with a high degree of reliability.

In addition to VaR, the Bank conducts **daily mark-to-market monitoring** of securities within its trading portfolio to capture any unrealized losses. Results of this monitoring are reported weekly to the Asset and Liability Committee (ALCO) in cases where a limit breach occurs, and monthly to the Risk Oversight Committee (ROC) as part of regular risk reporting and governance.

3. Interest Rate Risk

Interest Rate Risk (IRR) refers to potential income volatility arising from mismatches in the repricing of assets and liabilities. This arises from mismatches in the timing of interest rate changes and the timing of cash flows, commonly referred to as **repricing risk**.

The Bank monitors IRR on a monthly basis using Earnings-at-Risk (EaR), also known as repricing gap analysis. This forward-looking approach measures the potential change in earnings over the next 12 months due to shifts in interest rates and is designed to help prevent unexpected impacts on the Bank’s income.

EaR is calculated using the Bank’s current rate-sensitive exposures and is based on the following parameters:

A standard deviation (SD) of 2.326, representing a 99% confidence level

A sample size of 260 trading days

A defeasance period of three (3) months

Only rate-sensitive assets and liabilities are included in the EaR assessment. Specifically:

- Loan accounts are evaluated based on their next repricing date
- Time deposits are assessed based on their next maturity date.
- Savings accounts and non-repricing loans (e.g., loans close to full repayment) are excluded from the analysis

To evaluate earnings exposure, the Bank calculates the repricing gap for each time bucket by subtracting interest rate-sensitive liabilities from interest rate-sensitive assets.

- A positive gap indicates that rate-sensitive assets exceed liabilities, which is generally favorable in a rising interest rate environment, as assets can be repriced at higher rates.
- A negative gap, where liabilities exceed assets, may be advantageous in a falling rate environment but could lead to reduced earnings when rates rise.

In addition to monthly monitoring, the Bank performs quarterly stress testing using the Bangko Sentral ng Pilipinas (BSP) Uniform Stress Testing Framework. These stress tests assess the Bank’s resilience to sudden interest rate shocks, and results are reported to both the Risk Oversight Committee (ROC) and the Board of Directors (BOD).

4. Liquidity Risk

Liquidity Risk refers to the Bank’s potential inability to meet its financial obligations as they fall due, arising from unexpected changes in the availability or cost of funding, or from the Bank’s failure to recognize or respond to shifts in market conditions.

To manage this risk, the Bank conducts ongoing monitoring through a combination of liquidity ratios and the Maximum Cumulative Outflow (MCO). The MCO provides a forward-looking snapshot of the Bank’s liquidity position by estimating the total amount of funding required at specific future dates under normal business conditions. It measures the liquidity gap by comparing the maturities of liabilities with those of assets.

The Bank has established a defined tolerance level for liquidity risk, aligned with its funding capacity as outlined in the **Contingency Funding Plan (CFP)**. This plan serves as a strategic guide for maintaining adequate liquidity under stressed conditions.

In addition, the Bank conducts **quarterly liquidity stress testing** using scenarios such as:

- A significant decline in the deposit portfolio
- A surge in loan defaults

These stress tests are designed to evaluate the Bank’s resilience to extreme but plausible adverse conditions.

Findings from liquidity risk monitoring and stress testing are regularly reported to the Risk Oversight Committee (ROC) and the Board of Directors (BOD) to support timely and informed decision-making.

5. Operational Risk

Operational Risk is the risk of loss resulting from inadequate or failed internal processes, people, and systems, or from external events. This includes risks arising from fraud, human error, failure to deliver products and services, or mismanagement of information. Operational risk is embedded across all aspects of the Bank's operations—from product development and delivery, operational processing, and systems development, to IT infrastructure, product complexity, and the overall internal control environment.

Recognizing that operational risk is inherent in all activities, products, and services—and is closely interlinked with credit, market, and liquidity risks—the Bank promotes a strong risk culture. The Risk Management Division (RMD) emphasizes this through its Operational Risk Awareness Training, which is mandatory for all new employees. This training reinforces the principle that operational risk management is everyone's responsibility and is essential for the safe, sound, and effective functioning of the Bank.

To quantify the risk-weighted assets for operational risk, the Bank adopts the **Basic Indicator Approach (BIA)** in accordance with regulatory standards.

The Bank identifies, measures, monitors, and controls operational risks through a comprehensive risk management framework that includes the following tools:

- Audit and Supervisory Findings Regular reviews and issues identified through internal and external audits, as well as regulatory examinations by the Bangko Sentral ng Pilipinas (BSP)
- Internal Loss Data Collection and Analysis, sourced from:
 - Loss Event Reporting
 - Information Security Incident Reporting
 - Compliance Reports
 - Legal Reports

Risk and Control Self-Assessment (RCSA) - A proactive process where business units identify key operational risks and assess the effectiveness of controls.

Key Risk Indicators (KRIs) - Regular monitoring of metrics that provide early warning signs of potential risk exposures.

Business Continuity Plan (BCP) - A structured approach to ensure the Bank's ability to respond to and recover from operational disruptions

Risk Awareness Training - new employee onboarding includes operational risk awareness

This integrated approach ensures that operational risks are systematically managed and mitigated, in alignment with the Bank's overall risk appetite and regulatory expectations.

6. Legal Risk

Legal Risk refers to the potential for loss arising from legal actions, non-compliance with laws or regulations, or the imposition of legal sanctions against the Bank. Beyond financial implications, legal risk can significantly impact the Bank's reputation, especially if adverse legal findings or sanctions become public.

The Bank manages legal risk through its Legal Services Division, which is responsible for providing legal guidance, ensuring compliance with applicable laws and regulations, and addressing potential legal exposures across all business activities.

The Chief Legal Officer plays a key role in the governance of legal risk and reports to the Risk Oversight Committee (ROC) on a regular basis, providing updates on legal matters, ongoing cases, emerging legal risks, and mitigation strategies.

7. Strategic Risk

The Bank defines Strategic Risk as the potential failure to achieve its business objectives due to ineffective strategy formulation or poor execution. Such failures may significantly impact the Bank's strategic direction, financial performance, reputation, competitiveness, and long-term business prospects.

The Board of Directors (BOD) is ultimately responsible for overseeing Strategic Risk. This responsibility is exercised through the Management Committee (MANCOM) and the Corporate Planning and Communications Division, which monitor the implementation of strategic plans and ensure alignment with the Bank's overall objectives.

8. Compliance Risk

arises from breaches or non-compliance with applicable laws, regulations, rules, internal policies, procedures, prescribed practices, or ethical standards. It may also stem from ambiguities or uncertainties in the legal or regulatory framework governing certain bank products or activities.

This type of risk can expose the Bank to regulatory sanctions, financial penalties, reputational damage, unenforceable contracts, and diminished business prospects—including reduced franchise value, limited growth opportunities, and constraints on market expansion.

The Bank manages Compliance Risk through its Bank Compliance Division, which is responsible for ensuring adherence to all relevant regulatory and internal requirements.

9. Reputational Risk

arises from negative public perception of the Bank by customers, counterparties, shareholders, investors, employees, debt holders, market analysts, regulators, government agencies, media, and other stakeholders. Such adverse perception can significantly impact the Bank's ability to maintain existing business relationships, attract new clients, or access diverse funding sources.

This type of risk may lead to litigation, financial losses, erosion of customer trust, and—in severe cases—a loss of public confidence that could trigger a bank run.

The Bank Compliance Division is responsible for managing Reputational Risk. As part of its monitoring framework, client complaints are reported monthly to the Corporate Governance Committee. The minutes of these meetings are then submitted to the Board of Directors (BOD) for oversight and appropriate action.

10. Information Technology, Information Security, and Cyber Risk

refers to any potential adverse outcomes, including damage, loss, failure, violation, or disruption, associated with the use or reliance on computer hardware, software, devices, systems, applications, and networks.

Information Security Risk specifically pertains to threats against the confidentiality, integrity, and availability of information and information assets. This risk arises from unauthorized access, use, disclosure, disruption, modification, or destruction that could impair organizational operations. Cyber Risk involves exposure to harm or loss resulting from cyberattacks or breaches targeting the Bank's information systems.

These risks have the potential to trigger operational, strategic, reputational, and compliance challenges. In response, the Bank actively promotes continuous Information Security awareness programs for both new hires and existing employees. Additionally, the Bank rigorously reviews and updates its security parameters to ensure alignment with internationally recognized frameworks and best practices such as COBIT and NIST.

INTERNAL AUDIT

UCPB Savings Self-Assessment



I. Self-Assessment Function

i. The structure of the internal audit and compliance functions, including its role, mandate/authority, and reporting process.

The Internal Audit strengthens the Bank's ability to create, protect, and sustain value by providing the board and management with independent, risk-based, and objective assurance, advice, insight, and foresight.

The Internal Audit Division enhances the organization's:

- Successful achievement of its objectives
- Governance, risk management, and control processes
- Decision-making and oversight
- Reputation and credibility with its stakeholders
- Ability to serve the public interest

Pursuant to the UCPBS Internal Audit Charter, the internal audit activity has full, free, and unrestricted access to all functions, records, properties, and personnel of the Bank, subject to its existing mandate and applicable laws and regulations.

To preserve its independence, the Internal Audit Division reports functionally to the Board of Directors through the Audit Committee and administratively to the President and Chief Executive Officer. It derives its authority from, and remains directly accountable to, the Audit Committee.

The Chief Audit Executive (CAE) implements the Board-approved audit directives and oversees the audit function. The CAE provides strategic leadership in the communication and monitoring of audit policies, practices, programs, and processes. As stated in the UCPBS Audit Committee Charter, recommending for approval by the Board of Directors the appointment, reappointment, replacement/dismissal, and performance appraisal of the Chief Audit Executive is one of the responsibilities of the committee. Any action taken by the Audit Committee in the exercise of this function shall be done in coordination with the Human Resources Division.

Audit Committee

Duties and Functions:

The Audit Committee is established to assist the Board of Directors in the effective discharge of its oversight responsibilities, specifically:

- Ensure that auditing, accounting, and financial management practices align with both Philippine and international best practices and comply with all applicable laws and regulatory requirements;
- Oversee Senior Management in the establishment and maintenance of a sound, effective, and efficient internal control framework, ensuring that systems and processes are designed to assure in areas such as financial reporting, compliance with laws and internal policies, operational efficiency and effectiveness, and the safeguarding of assets;
- Provide oversight of the internal audit function to ensure its independence, objectivity, and overall effectiveness.

The Committee's principal objectives are as follows:

- (i) to assess the completeness, accuracy, and fairness of the Bank's financial statements and reports of UCPBS submitted to shareholders and regulatory bodies;
- (ii) to monitor the implementation of the internal audit plan, including the evaluation of business, operational, compliance, reputational, control, and fraud-related risks, along with associated policies and controls;
- (iii) to guide the Board on the Bank's annual operating and capital expenditures budget; and
- (iv) to review and endorse, for Board approval, the appointment of the external auditor as recommended by Management, taking into consideration the independence of the external auditor.

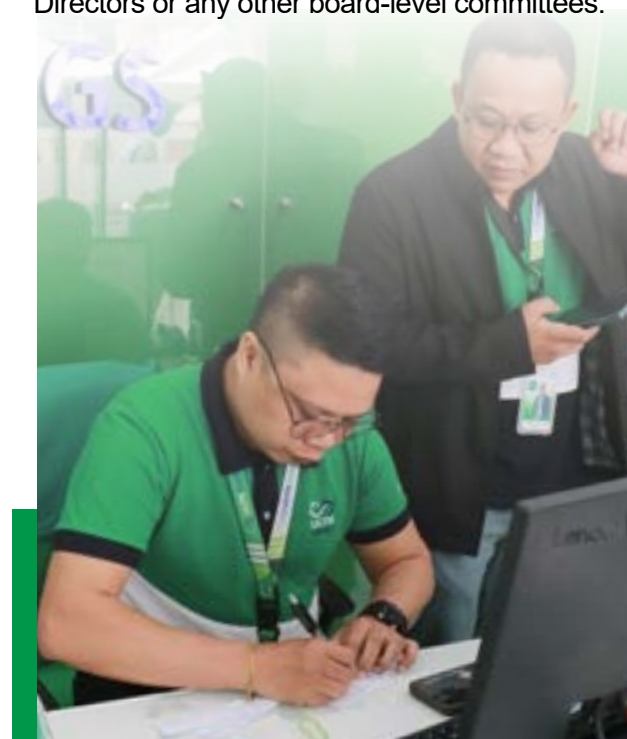
Membership, Composition, and Competencies

The Audit Committee is composed of at least three (3) members of the Board of Directors, two (2) of whom must be independent directors, including the Chairperson. The Committee collectively possesses the necessary core competencies in accounting, auditing, financial management, and risk oversight, aligned with the Bank's size, operational complexity, and risk profile.

All members of the Audit Committee have a clear understanding of finance and accounting and are able to read and understand financial statements. No member of the Audit Committee is a large customer of the LANDBANK OF THE PHILIPPINES (LBP) or any of its subsidiaries or affiliates.

The Chairperson and members of the Audit Committee are elected by the Board of Directors and shall serve until their duly elected successors assume office. The election of all members of the Audit Committee shall require the unanimous approval of all independent directors of the Board present during their election.

To maintain independence and avoid conflicts of interest, the Chairperson of the Audit Committee shall not be the Chairperson of the Board of Directors or any other board-level committees.



Accomplishments

The Audit Committee effectively carried out its responsibilities throughout the year in alignment with the duties defined in its Board-approved Audit Committee Charter. It supported the Board of Directors in meeting its statutory and fiduciary obligations, as well as in protecting the value and interests of shareholders. This was achieved through proactive engagement with the Management, particularly in addressing emerging risks and ensuring that operational processes remain efficient and effective.

In 2024, the Audit Committee conducted its regular monthly meetings, as well as special sessions with the Commission on Audit (COA). It confirmed that the internal audit function continued to operate with independence and appropriate authority, enabling it to perform its mandate effectively.

The Committee consistently extended its support and guidance to the Internal Audit Division (IAD) in the implementation of its 2024 audit plans and programs. The results of these audit engagements and initiatives have served as valuable inputs to Management in strengthening the Bank's governance, risk management, and internal control frameworks.

The following are the accomplishments of the Audit Committee (AC) regarding its functional supervision and oversight function over internal control and compliance system, internal audit and assurance process, financial reporting, risk management, and corporate governance of the Bank:

- Reviewed and discussed with the Management and Commission on Audit (COA), the year-end Audited Financial Statements (AFS) and the related disclosures; and endorsed for Board approval of the 2024 AFS. The Management is responsible for the preparation and fair presentation of the Bank's financial statements and adequacy of disclosures in accordance with Philippine Financial Reporting Standards (PFRS); while COA is responsible for expressing an independent opinion on the AFS and their conformity with PFRS.
- Reviewed, noted, and approved all key IA reports with results of its assurance services, consulting services, special/ fraud audits, and other services to ensure that Management is taking necessary corrective actions in a timely manner to address any weaknesses, non-compliance with policies, laws, and regulations, and other issues identified by the internal auditor;

- Identified and assessed controls and high-risk areas that require more consideration by IAD through approval of special projects or improvements of audit methodologies such as Audit Program Guides and continuous alignment of UCPBS IAD with LBP Internal Audit Group (IAG), its internal audit strategies, methodology, scope, and quality assurance measures, among others;
- Based on the last BSP Report of Examination (ROE), the internal audit function remained Acceptable, as it is effective and reliable in providing objective assurance that internal control processes, corporate governance, and risk management are designed and operating as intended;
- Discussed and approved the annual work plans (i.e., recalibrated short-term audit plan anchored on the approved long-term audit plan as well as proposed extension of such audit plan) to ensure the adequacy of scope and adoption of alternative strategies and methodologies due to changed environments and volatile conditions. IAD completed additional projects on top of its 2024 audit plan.
- Approved the Audit Committee (AC) Minutes of the Meetings;
- Reviewed and monitored through IAD the Management action plans on audit findings, thereby enhancing the management and process of monitoring, following up, and implementing corrective actions to accordingly manage risk issues and improve the operations of the branches, head office units, IT units, processes, and information systems;
- Approved/ noted 2024 Internal Audit Annual Report and other reports such as (1) IAD Budget for 2024, (2) IAD Accomplishment Reports on a semestral basis in 2024 and (3) Summary of Branch Banking Units' Common Audit Exceptions with estimated financial risk exposures (4) IAD'S Declaration of Organizational Independence as required by the Standards, among others;



- Monitored and noted IAD's ongoing audit projects on a regular basis;
- Noted the status updates on the validation activities of IAD relative to the Bank's commitment with BSP on a quarterly basis;
- Provided guidance on IAD's Reporting and presentation of AML-related findings to BAMLC on a regular basis;
- Noted the updates from Business Units on ROPA-related concerns;
- Noted the updates on LANDBANK's Competency Development Training for Auditors, as participated by UCPBS Internal Auditor/s;
- Noted the court case updates from the Legal Services Division relative to special audit/ fraud investigations conducted by Internal Audit;
- Noted the updates on CARP-related concerns and results of coordination with LBP on a quarterly basis; and
- Reviewed the IAD adequacy of resources, staff competencies, activities, and effectiveness. Noted the regular report on movements of IAD personnel/ employee turnover.



The Audit Committee held eleven (11) regular meetings and three (3) special meetings in 2024:

Name of Director	Period Covered	Held Since assumption	Attended	%
Old set of Directors/ AC Members (Jan. 1, 2024 to July 18, 2024)				
Delma O. Bandiola	Jan 1, 2024 to July 18, 2024	7	7	100%
Filipina D. Monje	Jan 1, 2024 to July 18, 2024	7	7	100%
Camilo C. Leyba	Jan 1, 2024 to July 18, 2024	7	7	100%
New set of Directors/ AC Members (July 19, 2024 to Dec. 31, 2024)				
Maria Belma T. Turla	July 19, 2024 to Dec. 31, 2024	7	7	100%
Daisy M. Macalino	July 19, 2024 to Dec. 31, 2024	7	6	86%
Marilyn M. Tiongson	July 19, 2024 to Dec. 31, 2024	7	6	86%



II. The review process adopted by the Board to ensure the effectiveness and adequacy of the internal control and risk management systems.

The Board of Directors, through the Audit Committee, adopts a formal review process to evaluate the adequacy and effectiveness of the Bank’s internal control and risk management systems. The Audit Committee actively monitors and evaluates the implementation of internal control policies and procedures, ensuring that a review of the effectiveness of the institution’s internal controls, including financial, operational, and compliance controls, and risk management, is conducted at least annually. This review aims to identify control weaknesses and evaluate its robustness, considering the Bank’s risk profile and strategic direction. Achieving this principle also requires continuous collaborative and interactive communication between the Board and the Chief Audit Executive, along with the Board’s commitment to ensuring that the internal audit function is provided with sufficient resources to effectively carry out its mandate.

Accordingly, the Internal Audit Division (IAD) reports to the Audit Committee the results of its assurance services, consulting services, including special/ fraud audits, and other services. These reports serve as a basis for monitoring whether Management is taking timely and appropriate corrective actions to address identified control deficiencies/weaknesses, non-compliance with policies, laws, and regulations, and other issues identified by the internal audit function.

In addition to discussion and notation of regular audit reports, the Audit Committee also deliberates on various control-related issues, potential vulnerabilities, and risk exposures. It provides recommendations to strengthen the internal control environment and manage institutional risks. The business units that fail in the audit are also required to present to the Audit Committee the status/action taken on the audit’s recommendations to address internal control breaches or related plans.

The Committee meets regularly and maintains minutes of its meetings. The Minutes are confirmed by the UCPBS Board. They held 14 meetings in 2024.

The Audit Committee is composed of the following:

I. Old set of Directors/ AC Members (Jan 1, 2024 to July 18, 2024)

- Dir. Delma O. Bandiola (Chairman)
- Dir. Filipina B. Monje (Member)
- Dir. Camilo C. Leyba (Member)

II. New set of Directors/ AC Members (July 19, 2024 to Dec. 31, 2024)

- Dir. Maria Belma T. Turla (Chairman)
- Dir. Daisy M. Macalino (Member)
- Dir. Marilyn M. Tiongson (Member)

CORPORATE GOVERNANCE



UCPBS upholds a robust Corporate Governance framework that reinforces ethical leadership, accountability, and adherence to sound management practices. Recognizing governance as a cornerstone of long-term sustainability and institutional resilience, the Bank continually enhances its policies and controls to align with evolving regulatory standards and best practices. The Board of Directors provides strategic direction and ensures effective oversight by establishing governance mechanisms that promote transparency, prudent risk management, and compliance across all key operational areas.

BOARD OF DIRECTORS (BOD)

The Board of Directors (BOD) is primarily responsible for the governance of the Bank. It establishes strategic objectives, policies, and procedures to guide and direct the Bank’s activities in achieving these objectives, while also monitoring and overseeing management’s actions.

The BOD is responsible for defining the Bank’s Vision, Mission, and Values, and holds a fiduciary duty to the Bank and its shareholders. It approves and oversees the implementation of strategies aligned with the Bank’s corporate objectives, risk governance framework, and systems of checks and balances.

The BOD ensures that Corporate Governance are upheld through the following standards:

- Fostering good corporate culture and values;
- Approving the Bank’s objectives and strategies, and overseeing the management’s implementation;
- Overseeing the selection process of key members of Senior Management and heads of control functions, and approving a sound remuneration and incentive policy for personnel; and
- Approving and overseeing the implementation of the Bank’s good corporate governance framework.

The BOD is composed of seven (7) members, of whom at least one-third shall be independent directors. Non-executive directors shall comprise at least majority of the Board to promote independent oversight of the Bank. The UCPBS Board is composed of the following members:

- From January 1, 2024 to July 18, 2024

Independent Dircetor	-
Non - Executive Director	6
Executive Director	-
Interim Director	1
Total	7

- From July 19, 2024 to December 31, 2024

Independent Dircetor	2
Non - Executive Director	3
Executive Director	-
Interim Director	1
Regular Director	1
Total	7

SELECTION PROCESS

The Bank selects candidates for Board positions in accordance with the fit and proper rule provided by the policies of the Bangko Sentral ng Pilipinas (BSP), Securities and Exchange Commission (SEC), Governance Commission for GOCCs (GCG), and other governing agencies.

Appointments of Senior Officers and other positions requiring confirmation by the Monetary Board or BSP shall be approved by the Board of Directors, upon the recommendation of the appropriate Committee.

PRESIDENT AND CHIEF EXECUTIVE OFFICER (CEO)

The President and CEO (PCEO) is responsible for the overall supervision, administration, and management of the Bank’s day-to-day operations. The PCEO may assign or delegate the exercise or performance of her powers, duties, and functions to any officer under her supervision and control. The PCEO may also establish Management Committees to assist in the administration of the Bank.

The PCEO oversees the Bank’s business affairs, taking into consideration the strategic direction and risk appetite approved by the Board of Directors. Furthermore, the PCEO is responsible for formulating the Bank’s primary direction and strategies, and for promoting its long-term interests.

CHAIRMAN OF THE BOARD OF DIRECTORS

The Chairman of the Board ensures the effectiveness and performance of the BOD in fulfilling its duties and responsibilities, as well as fostering a harmonious relationship among its members. Specifically, the Chairman’s duties and responsibilities include the following:

- Ensures that meetings address strategic matters, including discussions on risk appetite and key governance issues;
- Executes a sound decision-making process;
- Considers dissenting views during the decision-making process;
- Promotes comprehensive and critical discussion;

CHAIRMAN OF THE BOARD OF DIRECTORS

- Ensures that members receive accurate, timely, and relevant information;
- Ensures the proper orientation of incoming directors and provides training opportunities for all; and
- Conducts a performance evaluation of all members of the Board of Directors at least once a year.

REGULAR DIRECTORS

Regular Directors are members of the Board who are part of the standard, ongoing structure of the Bank's Board of Directors. They are the most common type of director, serving on the Board for the long term, participating in strategic planning, and overseeing management.

EXECUTIVE DIRECTORS

Executive Directors are members of the Board who are involved in the day-to-day operations of the Bank. They hold positions on the Board while also having management responsibilities related to the Bank's operations.

INDEPENDENT DIRECTORS

Independent Directors are members of the Board who do not have a material relationship with the Bank and are neither part of its executive team nor involved in the day-to-day operations of the parent bank or its subsidiaries. An Independent Director may serve in such capacity for a maximum cumulative term of nine (9) years, after which they shall be perpetually barred from serving in the same position with UCPBS but may continue to serve as a Regular Director.

NON-EXECUTIVE DIRECTORS

Non-Executive Directors are members of the Board who are not involved in the day-to-day management of the Bank's operations and devote sufficient time to effectively carry out their duties and responsibilities.

A Non-Executive Director may concurrently serve as a director in a maximum of five (5) publicly listed companies. In the case of concurrent directorships within the Bank's subsidiaries, each entity where the Non-Executive Director serves shall be separately considered in assessing compliance with this requirement.

INTERIM DIRECTORS

Interim Directors are members of the Board appointed for a limited period to fill a vacant position, manage a specific project, or address a temporary situation. Their responsibilities are similar to those of permanent directors but are focused on short-term objectives and the immediate needs of the company.

BOARD LEVEL COMMITTEES

The Bank has four (4) Board-Level Committees, namely: (1) the Executive Committee; (2) the Audit Committee; (3) the Risk Oversight Committee; and (4) the Corporate Governance Committee. The Audit, Risk Oversight, and Corporate Governance Committees oversee the Bank's independent units. These Board-Level Committees convene monthly and report to the Board during regular and special Board meetings.

Executive Committee (EXCOM)

The Executive Committee (ExCom) assists the Board of Directors (BOD) in the general supervision, administration, and management of the Bank. The ExCom reviews, considers, and approves credit proposals within its approving authority and formulates recommendations to the BOD on matters relating to strategy; credit and debt restructuring; borrowings and expenditures; acquisition and disposal of key assets; issuance and investment of securities; technology and operations issues; organizational and key management changes; policy and manual revisions; and other matters requiring BOD approval that are not within the authority of other Board Committees.

Audit Committee (AC)

The Audit Committee's primary purpose is to assist the UCPBS Board in fulfilling its oversight responsibilities over the Bank's reporting policies, practices, and controls, as well as its internal and external audit functions. It also helps ensure that the Bank's auditing, accounting, and financial management principles and practices align with both international and Philippine best practices, and comply with all legislative and regulatory requirements.

Specifically, the Audit Committee assists the Board of Directors in:

- Ensuring that auditing, accounting, and financial management principles and practices are consistent with international and Philippine best practices, and comply with all legislative and regulatory requirements;
- Overseeing Senior Management in establishing and maintaining an adequate, effective, and efficient internal control framework. This includes ensuring that systems and processes are designed to provide assurance in areas such as financial reporting, compliance with laws, regulations, and internal policies, operational efficiency and effectiveness, and safeguarding of assets; and
- Overseeing the internal audit function.

The primary responsibility of the Audit Committee is to oversee the Bank's financial reporting and financial management processes on behalf of the Board of Directors and to report the results of its activities to the Board. The Audit Committee shall assess the completeness and fairness of the presentation of the financial statements and financial reports of UCPB Savings Bank (UCPBS) to shareholders and regulators. It is also responsible for monitoring the implementation of the internal audit program, including the assessment of business, operational, compliance, reputational, control, and fraud risks, as well as related policies.

Additionally, the Committee shall monitor and advise the Board of Directors on the annual operating and capital expenditures budget. Furthermore, it shall endorse the external auditor recommended by Management, taking into consideration the auditor's independence.

The Audit Committee is composed of at least three (3) members of the Board of Directors, two (2) of whom shall be independent directors, including the Chairman. The Chairman of the Audit Committee shall not serve as the Chairman of any other board-level committee.

Risk Oversight Committee (ROC)

The Risk Oversight Committee (ROC) is responsible for fulfilling the Bank's statutory, fiduciary, and regulatory responsibilities. It advises the Board of Directors on the Bank's overall current and future risk appetite and oversees Senior Management's adherence to the risk appetite statement. The Committee ensures that the Bank's risk management objectives are aligned with its overall business strategies and performance goals. Additionally, it reports on the state of the Bank's risk culture by developing and overseeing the Bank's risk management programs. This includes oversight of the risk management framework, monitoring adherence to the risk appetite, managing the risk management function, and approving proposals related to the Bank's policies, procedures, and best practices. These areas include, but are not limited to, asset and liability management, credit, market, interest rate, liquidity, and operational risks. The Committee also ensures compliance with all written policies and procedures related to risk management throughout the Bank.

The Committee shall be composed of at least three (3) members of the Board, the majority of whom shall be independent directors, including the Chairperson. The ROC Chairperson shall not serve as the Chairperson of any other board-level committee. Committee members should possess a range of expertise and adequate knowledge of risk management issues and practices. They shall also have access to independent experts to assist them in carrying out their responsibilities.

The Corporate Governance Committee (CGC)

The Corporate Governance Committee (CGC) assists the Board in promoting the principles of good corporate governance—transparency, accountability, and fairness—in the conduct of the Bank’s business activities, customer relationships, and those of the UCPBS Group. The Committee shall recommend to the Board policies and improvements that align with the regulations and directives of the BSP, SEC, PSE, and other relevant regulatory bodies, as well as internationally recognized industry best practices.

The CGC reports to the Board in fulfilling its corporate governance responsibilities. It promotes corporate governance principles and guidelines and supports the development of a culture of excellence, professionalism, efficiency, and integrity. The Committee shall take the lead in implementing the Board’s performance evaluation and capability-building functions.

In this regard, the Corporate Governance Committee performs the following:

1. *Oversee the nomination process for members of the Board of Directors and for positions appointed by the Board of Directors*

The Committee reviews and evaluates the qualifications of all persons nominated to the Board of Directors, as well as those nominated to other positions requiring appointment by the Board. It also recommends to the Board matters pertaining to committee assignments and the succession plan for members of the Board of Directors and Senior Management.

Furthermore, the Committee ensures that individuals nominated to positions requiring Board approval possess all necessary qualifications and none of the disqualifications mandated by laws, rules, regulations, and other directives issued by regulators. It also recommends nominees for the Bank’s Board composition and succession planning to the Governance Commission for GOCCs (GCG).



2. *Oversee the continuing education program for the Board of Directors*

The Committee provides a program for the continuing education of directors and engages external expertise as needed. It ensures the effective implementation of the onboarding and orientation program for new directors, as well as the annual continuing education for all directors. The training program covers relevant topics to support directors in carrying out their duties and responsibilities.

3. *Oversee the performance evaluation process.*

The Committee oversees the periodic evaluation of the performance and contributions of the Board of Directors, Board-Level Committees, and Senior Management. Evaluation criteria include competence, candor, attendance, preparedness, and participation.

4. *Oversee the design and operation of the remuneration and other incentives policy.*

The Committee also acts as the Nomination and Remuneration Committee of the Bank and ensures that the Bank’s remuneration and incentive policies are aligned with its operating and risk culture, as well as the strategic and financial interests of UCPBS. These policies must promote good performance, encourage acceptable risk-taking behavior as defined in the Bank’s Code of Ethics, and comply with legal and regulatory requirements. The Human Resources Division regularly reports to the Committee on the evaluation of the Bank’s remuneration and incentive programs.

5. *Oversee the Related Party Transactions*

The Committee handles the Bank’s Related Party Transactions. It ensures that any issues involving conflicts of interest in RPTs are properly addressed and that any member affected by such conflict refrains from evaluating the specific transaction.

The Committee evaluates and endorses all material RPTs to the Board to ensure that such transactions are not conducted on terms more favorable than those granted to non-related parties, and that no Bank resources are misappropriated or misapplied. It also ensures that transactions with related parties, including the write-off of exposures, are subject to periodic independent review or audit. The Committee reports regularly to the Board of Directors on the status and aggregate exposures to each related party, as well as the total amount of exposures to all related parties.

6. *Oversee the compliance functions*

The compliance function is subject to the oversight of the Corporate Governance Committee.

The Committee ensures the independence of the compliance function from the Bank’s business activities and guarantees that the compliance program, as approved by the Board, is supported by adequate and sufficient resources, and that compliance issues are resolved promptly. It also coordinates the relationship of the Chief Compliance Officer (CCO), as Head of the Bank’s Compliance Division, with other functions and/or units of the Bank, including the delineation of responsibilities and lines of cooperation. The Committee ensures that the CCO has unimpeded access to information necessary for conducting investigations into possible breaches of compliance policy.



AML GOVERNANCE & CULTURE

The Bank has active Board of Directors (BOD) and Senior Management Committees that oversee its Anti-Money Laundering (AML) operations. It has a Compliance Office that appraises the Board of all matters pertaining to AML activities, in alignment with the requirements of Republic Act No. 9160, as amended, and its Implementing Rules and Regulations (IRR).

The BOD has also designated the Corporate Governance Committee as the AML Committee responsible for overseeing the implementation and monitoring of the Bank's compliance with all laws, rules, and regulations related to AMLA. Furthermore, the BOD approved the establishment of the Bank's Anti-Money Laundering Committee (BAMLC), a management-level committee whose functions include:

- Ensuring that the Bank fully complies with the requirements of all AML laws;
- Ensuring that the BCD monitors and reports Covered Transactions in a timely manner, or within five (5) banking days from the transaction date;
- Deciding whether to report a Suspicious Transaction upon the determination or establishment of suspicion regarding the nature of the transaction or activity. If a report is not filed, the decision must be properly documented. The determination period shall follow the timelines prescribed by the AMLA, its implementing rules and regulations, including the AMLC Regulatory Reporting Guidelines (ARRG). If warranted, the Committee may also decide whether to close the account in question;

- Periodically reporting BAMLC activities to the Corporate Governance Committee and the Bank President, through the BCD;
- Recommending amendments to policies aimed at achieving BAMLC's objectives and directives, including the strengthening of internal controls;
- Recommending and performing such other acts and functions as may be necessary or appropriate in carrying out its duties and responsibilities;
- Investigating or inquiring into possible or suspected violations of AML laws; and
- Approving the BCD's AMLA Training Program and ensuring that the BCD conducts adequate and continuing training for all concerned associates.

1.) BOARD OF DIRECTOR

a. Old set of Directors (from January 1, 2024 to July 18, 2024)

- Liduvino S. Geron
- Camilo C. Leyba
- Delma O. Bandiola
- Filipina B. Monje
- Maria Belma T. Turla
- Marilou L. Villafranca
- Randolph L. Montesa

b. New set of Directors (from July 19, 2024 to December 31, 2024)

- Liduvino S. Geron
- Filipina B. Monje
- Maria Belma T. Turla
- Marilou L. Villafranca
- Randolph L. Montesa
- Daisy M. Macalino
- Marilyn M. Tiongson

2.) CORPORATE SECRETARY

- Atty. Florence Rosalinda R. Claveria – Corporate Secretary
- Atty. Melissa L. Adajar – Assistant Corporate Secretary

3.) SENIOR MANAGEMENT

- Ms. Lizette Margaret Mary J. Racela - President and CEO
- Mr. Tristan D. Baria – Chief Audit Executive (CAE)/ Head, Internal Audit Division and concurrent Chief Compliance Officer (CCO)/ Head, Bank Compliance Division (July 1, 2024 – December 31, 2024)
- Mr. Ernesto V. Aguilar Jr. – OIC, Bank Compliance Division (January 1, 2024 – June 30, 2024)
- Mr. Lemuel Andrew D. Ravelo – Chief Risk Officer (CRO)/ Head, Risk Management Division
- Atty. Jonathan M. Acosta - Head, Legal Services Division
- Ms. Irene S. Quintana - Head, Controllershship Division
- Mr. Manuel C. Madridejos - Head, Treasury Division
- Ms. Ma. Catalina M. Cruz – Head, Branch Banking Division

- Mr. Santiago P. Yusing IV - Head, Human Resources and General Services Division
- Mr. Dante R. Cortez - Head, Operations Division
- Mr. Alexander G. Tizo – Head, Retail Lending Division (former Consumer Lending Division)
- Mr. Ernesto O. Olavario - Head, Credit Management Division
- Ms. Ma. Pamela V. Suarez - Head, Corporate Planning & Communications Division
- Ms. Elenora C. Cua - Head, Information Technology Division
- Mr. Roberto R. Noceda - Head, Commercial Lending Division and concurrent Head, Consumer Lending Division (January 1, 2024 – May 31, 2024)
- Ms. Veronica S. Sarmiento – OIC, Commercial Lending Division
- Atty. Rhoel R. Recheta – OIC, Asset Recovery and Management Division

BOARD MEETINGS AND DIRECTORS' ATTENDANCE

The Board of Directors meets monthly as scheduled. A special meeting may be called at any time by the Chairman of the Board, the President, or any three (3) members of the Board to discuss progress or address issues requiring immediate action by the Bank. Board materials for each meeting are delivered to the members at least three (3) working days prior to the meeting.



BOARD OF DIRECTORS ATTENDANCE FOR THE PERIOD ENDING DECEMBER 31, 2024

Board of Director	Jan	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Nov	Dec
	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Special Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Special Meeting	Regular Meeting	Regular Meeting
	31	20	24	29	20	19	6	18	31	12	22	23
Dir. Liduvino S. Geron (BOD Chairman)												
Dir. Delma O. Bandiola (Board Member)						n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dir. Camilo C. Leyba (Board Member)						n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dir. Filipina B. Monje (Board Member)											X	
Dir. Randolph L. Montesa (Board Member)												
Dir. Maria Belma T. Turla (Board Member)												
Dir. Marilou L. Villafranca (Board Member)		OB										
Dir. Daisy M. Macalino (Board Member)	n/a	n/a	n/a	n/a	n/a	n/a						
Dir. Marilyn M. Tiongson (Board Member)	n/a	n/a	n/a	n/a	n/a							

*Pursuant to the appointment letter from the Office of the President (Malacañang) dated 25 June 2024, the following were appointed as members of the Board of Directors of UCPB Savings Bank, Inc., to wit:

- **Mr. Liduvino S. Geron;**
- **Ms. Daisy M. Macalino (vice Ms. Delma O. Bandiola) *;**
- **Ms. Filipina B. Monje; and**
- **Ms. Marilyn M. Tiongson (vice Mr. Camilo C. Leyba) *.**

Legend:

✓ : Attended | X : Absent | n/a : Not applicable | ML : Mandatory Leave | OB : Official Business

BOARD LEVEL COMMITTEES

1.) Executive Committee (from January 1, 2024 to December 31, 2024):

- Mr. Liduvino S. Geron – Chairperson
- Ms. Filipina B. Monje
- Ms. Lizette Margaret Mary J. Racela

2.) Audit Committee:

a. Old set of Directors (from January 1, 2024 to July 18, 2024)

- Ms. Delma O. Bandiola – Chairperson
- Mr. Camilo C. Leyba
- Ms. Filipina B. Monje

b. New set of Directors (from July 19, 2024 to December 31, 2024)

- Ms. Maria Belma T. Turla – Chairperson
- Ms. Daisy M. Macalino
- Ms. Marilyn M. Tiongson

3) Risk Oversight Committee:

a. Old set of Directors (from January 1, 2024 to July 18, 2024)

- Mr. Randolph L. Montesa – Chairperson
- Ms. Delma O. Bandiola
- Mr. Camilo C. Leyba

b. New set of Directors (from July 19, 2024 to December 31, 2024)

- Mr. Randolph L. Montesa – Chairperson
- Ms. Marilyn M. Tiongson
- Ms. Maria Belma T. Turla

4.) Corporate Governance Committee:

a. Old set of Directors (from January 1, 2024 to July 18, 2024)

- Ms. Marilou L. Villafranca - Chairperson
- Ms. Maria Belma T. Turla
- Mr. Randolph L. Montesa

b. New set of Directors (from July 19, 2024 to December 31, 2024)

- Ms. Marilou L. Villafranca - Chairperson
- Ms. Daisy M. Macalino
- Mr. Randolph L. Montesa

BOARD- LEVEL COMMITTEE MEETINGS

Legend:

✓ : Attended | X : Absent | n/a : Not applicable | ML : Mandatory Leave | OB : Official Business

I. Audit Committee Meetings

Name of Director	Jan	Mar	Apr	May		Jun		July	Aug	Sep		Oct	Nov	Dec
	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Special Meeting	Special COA Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Special Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting
	31	1	15	24	28	10	24	29	27	12	25	28	25	17
Dir. Delma O. Bandiola (AC Chairman)								n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dir. Filipina B. Monje (AC Member)								n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dir. Camilo C. Leyba (AC Member)								n/a	n/a	n/a	n/a	n/a	n/a	n/a

Name of Director	Jan	Mar	Apr	May		Jun		July	Aug	Sep		Oct	Nov	Dec
	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Special Meeting	Special COA Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Special Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting
	31	1	15	24	28	10	24	29	27	12	25	28	25	17
Dir. Maria Belma T. Turla (AC Chairman)	n/a	n/a	n/a	n/a	n/a	n/a	n/a							
Dir. Daisy M. Macalino (AC Member)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	X						
Dir. Marilyn M. Tiongson (AC Member)	n/a	n/a	n/a	n/a	n/a	n/a	n/a							X

* Directors Delma Bandiola and Camilo Leyba were replaced by Directors Daisy Macalino and Marilyn Tiongson, respectively.

* Director Daisy Macalino officially assumed office on July 26, 2024, while Director Marilyn Tiongson assumed office on on July 19, 2024. Furthermore, Director Maria Belma Turla assumed the role of AC Chairmanship on July 19, 2024.

II. Corporate Governance Committee Meetings

Name of Director	Jan	Feb		Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
	Regular Meeting	Special Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting
	23	8	21	14	23	20	20	30	20	17	21	19	13
Dir. Marilou L. Villafranca (CGC Chairman)													
Dir. Maria Belma T. Turla (CGC Member)								n/a	n/a	n/a	n/a	n/a	n/a
Dir. Randolph L. Montesa (CGC Member)													

Name of Director	Jan	Feb		Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
	Regular Meeting	Special Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting
	23	8	21	14	23	20	20	30	20	17	21	19	13
Dir. Marilou L. Villafranca (CGC Chairman)													
Dir. Daisy M. Macalino (CGC Member)	n/a	n/a	n/a	n/a	n/a	n/a	n/a						
Dir. Randolph L. Montesa (CGC Member)													

* Directors Delma Bandiola and Camilo Leyba were replaced by Directors Daisy Macalino and Marilyn Tiongson, respectively.

* Director Daisy Macalino officially assumed office on July 26, 2024, and Director Marilyn Tiongson assumed office on July 19, 2024.

III. Risk Oversight Committee Meetings

Name of Director	Feb	Mar	Apr	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting
	01	11	17	29	24	21	18	22	25	22	21	12
Dir. Randolph L. Montesa (ROC Chairman)												
Dir. Delma O. Bandiola (ROC Member)		X						n/a	n/a	n/a	n/a	n/a
Dir. Camilo C. Leyba (ROC Member)								n/a	n/a	n/a	n/a	n/a

Name of Director	Feb	Mar	Apr	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting
	01	11	17	29	24	21	18	22	25	22	21	12
Dir. Randolph L. Montesa (ROC Chairman)												
Dir. Maria Belma T. Turla (ROC Member)	n/a	n/a	n/a	n/a	n/a	n/a	n/a					
Dir. Marilyn M. Tiongson (ROC Member)	n/a	n/a	n/a	n/a	n/a	n/a	n/a					

* Directors Delma Bandiola and Camilo Leyba were replaced by Directors Daisy Macalino and Marilyn Tiongson, respectively.

* Director Daisy Macalino officially assumed office on July 26, 2024, and Director Marilyn Tiongson assumed office on July 19, 2024. Furthermore, Director Maria Belma Turla assumed the role of ROC Member on July 19, 2024.

IV. Executive Committee Meetings

Name of Director	Jan	Apr	Aug	Sep	Oct	Nov	Dec
	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting
	29	16	2	16	16	21	19
Dir. Liduvino S. Geron (EXCOM Chairman)							
Dir. Filipina B. Monje (EXCOM Member)							
Ms. Lizette Margaret Mary J. Racela (EXCOM Member)					ML		

PERFORMANCE EVALUATION

The Performance Evaluation for Directors (PED) of the Bank cover all appointive Directors and shall serve as the basis for the determination of whether they shall be recommended for reappointment. Provided, that the Appointive Director has served at least three (3) months within the calendar year and has attended at least three (3) duly called for Board and/or Committee meetings subject of performance evaluation (the “PED Period”). It shall also cover a Director who was appointed to a term of less than three (3) months, but has served as Officer-in-Charge (OIC) or Acting Chairman or President/CEO and attended at least three (3) duly called for Board and/or Committee meetings during the PED period.

The PED measures the overall performance of Appointive Directors during the PED Period based on the weighted average of the following components:

- Performance Evaluation System (PES) – 50%
- Corporate Governance Scorecard (CGS) – 10%
- Director Performance Review (DPR) – 20%
- Director Attendance Score (DAS) – 20%

I. Performance Evaluation System (PES) – The Bank shall submit the fully accomplished Monitoring Report (PES Form 3) and corresponding supporting documents to the GCG within thirty (30) calendar days from the close of each quarter for validation.

II. Corporate Governance Scorecard (CGS) – The Bank’s CGS rating shall be translated into a percentage equivalent based on a prescribed scale, which will be factored into the PED. The CGS rating equivalent are the following: (a) Outstanding – 10%, (b) Excellent – 8%, (c) Above Average – 6%, (d) Average – 4%, (e) Below Average – 2%, and (f) Fail – 0%.

III. Director Performance Review (DPR) – To ensure the confidentiality of DPR results, appraisal forms shall be completed and submitted using an internet-based system accessible at <http://iped.gcg.gov.ph>. Appointive Directors shall provide an email address to serve as their default username on the DPR platform. This email address will also be used by the GCG for direct communication regarding any issues and/or concerns related to the DPR. The Corporate Secretary and the Compliance Officer shall identify, compile, and submit to the GCG the official email addresses of the Bank’s Appointive Directors, and ensure their accuracy and validity. They shall also serve as the Bank’s liaison to the GCG concerning the compliance status of the GOCC Board Members with the DPR process. DPR submissions must be completed within the first twenty (20) working days of February each year.

IV. Director Attendance Score (DAS) – An internet-based system, duly prescribed by the GCG and to be accessed at <http://iped.gcg.gov.ph>, shall be used to encode the attendance of the Bank's Governing Board Members. The Compliance Officer and the Corporate Secretary shall certify the accuracy and correctness of the information encoded in the DAS.

The performance evaluation and assessment of the Board of Directors are in place and are governed by the Corporate Governance Manual, which is aligned with the criteria set by the Governance Commission for GOCCs (GCG).

BOARD OF DIRECTORS PROFILE

LIDUVINO S. GERON Chairman of the Board Filipino, 60

Mr. Geron brings with him over 30 years of expertise in various areas of banking, particularly branch banking, strategic planning, and lending. Mr. Geron is the Executive Vice President and Head of the Branch Banking Sector of the Land Bank of the Philippines. Mr. Geron began his career at Land Bank as a management trainee in 1994 and steadily rose from the ranks, eventually leading several key units, including the Visayas Branches Group, Lending Program Management Group, Credit Policy Department, Strategic Planning Group, and the National Development Lending Sector. He also served as the Officer-in-Charge of the former United Coconut Planters Bank (UCPB) prior to its merger with LBP. He holds a degree in Agricultural Engineering from the University of the Philippines Los Baños and a Master's Degree in Systems Agriculture from the University of Western Sydney.

DELMA O. BANDIOLA Filipino, 54

Ms. Bandiola is a former Senior Vice President of Land Bank of the Philippines. She had been with Landbank for 31 years and previously served as Head of its West Visayas Branches Group. She is a Certified Public Accountant. She graduated with a degree in Commerce, Major in Accounting, from St. Anthony's College in 1991 and earned her Master's in Business Administration from Pamantasan ng Lungsod ng Maynila in 2013.

CAMILO C. LEYBA Filipino, 62

Mr. Leyba is a former Senior Vice President of Land Bank of the Philippines. He had been with Landbank for 39 years and previously served as Head of its East Mindanao Branches Group. He earned his degrees in Commerce, Major in Accounting, and Masters in Business Administration from Ateneo de Davao University.

RANDOLPH L. MONTESA Filipino, 57

Mr. Montesa is a former President and CEO of Overseas Filipino Bank (OFBank) and a former Senior Vice President of the Digital Banking Sector of Land Bank of the Philippines. Prior to that, he served as Vice President of the IT-Project Management Office under the Technology Management Group. Mr. Montesa also served as Director of United Coconut Planters Bank from November 24, 2021, until its merger with LANDBANK on March 1, 2022. He holds a Bachelor of Science degree in Civil Engineering from the University of the Philippines – Diliman and a Master's degree in Business Administration from the College of the Holy Spirit.

FILIPINA B. MONJE Filipino, 63

Ms. Monje is a former Senior Vice President of Land Bank of the Philippines and previously served as Head of its Northern and Central Luzon Lending Group. She is a Certified Public Accountant, holding a degree in Bachelor of Science in Commerce, major in Accounting, graduated as Cum Laude from the University of Luzon (formerly Luzon Colleges), and a Master's degree in Business Administration from the College of the Holy Spirit. She is a Career Service Officer and has also completed the requirements for Career Executive Service Eligibility (CESO).

MARIA BELMA T. TURLA Filipino, 57

Ms. Turla is a Senior Vice President of Land Bank of the Philippines. She has been with LANDBANK for 36 years she held various positions in the Branch Banking Sector of the Bank prior to her assignment as Head of the then North Luzon Branches Group, now as Head of Northwest Luzon Branches Group.

Ms. Turla graduated with a Bachelor of Science in Commerce degree and is a Certified Public Accountant. She also holds a Master's degree in Public Administration and has CESO eligibility.

MARILOU L. VILLAFRANCA Filipino, 56

Ms. Villafranca is a Senior Vice President at Land Bank of the Philippines and currently serves as Group Head of the Central NCR Branches. She brings with her 33 years of branch banking experience, having held various positions in marketing, operations, and support functions.

She rose from the ranks, beginning as a Branch Officer Development Trainee in 1992, and later served as a Contractual Cashier before becoming an Officer in several bank units, including the Customer Development Office, Market Research and Product Development Department, Consumer Banking, and Branch Operations Support Department. She also served as Branch Manager of various branches and supervised field units in her roles as Regional Head for Area IV-B and Group Head for Southeast Luzon Branches and North NCR Branches. Ms. Villafranca holds a degree in AB Philosophy from the University of Santo Tomas and earned her Master's degree in Development Management from the Asian Institute of Management.

DAISY M. MACALINO Filipino, 67

Ms. Macalino is a former Senior Vice President of Land Bank of the Philippines. She had been with Land Bank for 26 years and previously served as Head of its NCR Branches Group and Lending Groups of Southern Luzon and the Visayas. She earned her Bachelor's Degree in Accounting from St. Paul's College, Quezon City and a Certified Public Accountant.

MARILYN M. TIONGSON Filipino, 71

Marilyn Murillo-Tiongson has been a banker since the late 1970's having worked with Pacific Banking Corporation, BDO and Land Bank of the Philippines where she retired as Senior Vice President. Throughout her banking career, she handled various functions in Investment and Securities, Branch Banking, Consumer Lending, e-Banking, and Human Resource Management.

Ms. Tiongson was also an Associate Professor at the UST Graduate School and Colegio de San Juan de Letran, GS in Manila for a total of 13 years. She graduated from St. Louis University in Baguio City with a degree in BSC major in Economics, completed her MBA at Lyceum of the Philippines, and Ph.D. in Human Resource Management at University of Santo Tomas, with Latin honors. She was a board member of BancNet, an interbank electronic payments network for three years. Ms. Tiongson is presently an Independent Director of this Bank and SeaBank, Philippines.

FLORENCE ROSALIND R. CLAVERIA
Corporate Secretary since September 2020
Filipino, 49

Atty. Claveria has 21 years of experience in the legal profession, specializing in banking, government and commercial transactions, and contracts. She also brings with her 21 years of banking experience, 14 of which were with the Investment Banking Group of Land Bank of the Philippines. She rose from the ranks as a documentation lawyer and investment banker. She served as the last Corporate Secretary of UCPB prior to its merger with LANDBANK in 2022. She is a graduate of the Management Development Program, Treasury Certification Program, and Leadership Development Program conducted by LANDBANK and the Ateneo Center for Continuing Education. She also worked at Bernaldo Law Firm and the Cultural Center of the Philippines. Atty. Claveria holds a degree in AB English (Literature) from Far Eastern University, a Bachelor of Laws from San Beda University, and an MBA, major in International Business and Finance, from De La Salle University.

REMUNERATION POLICY

It is the policy of the Bank to adopt a compensation program that is competitive within the banking industry. The Bank provides a fair, reasonable, and competitive compensation and benefits package, aligned with its commitment to delivering outstanding service to clients while complying with the current Philippine Labor Code.

Members of the Bank's Board of Directors receive a per diem for every committee meeting attended, while employees are remunerated on the 10th and 25th of each month. In addition to their basic salary, employees are also entitled to applicable allowances, such as clothing and rice allowances.

**RELATED PARTY
TRANSACTIONS**

A Related Party Transaction (RPT) refers to any transaction, arrangement, or relationship—or any series of similar transactions—in which (i) the Company or any of its subsidiaries is or will be a participant, and (ii) any Related Party has or will have a direct or indirect interest. This also includes any material amendment or modification to an existing RPT. The RPT policy provides a clear definition of which transactions fall under its scope to ensure they are conducted at arm's length and in a transparent manner. All RPTs of the Bank are carried out in the regular course of business and are not undertaken on terms more favorable than those available to others.

The Corporate Governance Committee also performs the functions of the Related Party Transactions Committee, assisting the Board of Directors (BOD) in its oversight responsibility to ensure that the Bank's direct and indirect credit transactions with Related Parties are handled soundly and prudently, on an arm's-length basis, with transparency and integrity, and in compliance with applicable laws and regulations. The Committee also ensures that all RPTs are properly identified, monitored, and evaluated, and that appropriate disclosures are made to the BOD and relevant regulatory authorities.

The Committee is likewise responsible for ensuring that all Related Party Transactions are endorsed to the BOD for confirmation and that all material transactions receive both BOD approval and shareholder confirmation.

**SELF-ASSESSMENT
FUNCTION**

The Board regularly approves and oversees the implementation of policies governing the major areas of the Bank's operations. The Board of Directors reviews these policies and evaluates the control functions (Internal Audit, Risk Management, and Compliance), as well as Senior Management, to identify areas for improvement and promptly address significant risks and issues.

1.) Bank Compliance Division (BCD)

The Bank Compliance Division is responsible for conducting independent assessments to evaluate the Bank's compliance with relevant laws, rules, and regulations. It operates under a Compliance Charter, approved by the Board of Directors, which defines the compliance function's status, authority, and independence. The Division has the right to access information necessary to carry out its responsibilities, investigate possible breaches of regulatory policy, and report directly to the Board of Directors or the appropriate Board-level Committee.

The compliance function facilitates the effective management of compliance risk by:

- Identifying all relevant laws, rules, and regulations applicable to the Bank.
- Analyzing the risks of non-compliance, prioritizing them (e.g., low, medium, high), and addressing all compliance matters.
- Establishing a clear communication process to promptly inform all affected business and operating units of regulatory changes.
- Establishing and maintaining a constructive working relationship with all regulatory agencies, primarily to seek clarification on laws and regulations or to discuss compliance findings.

e. Establishing and maintaining a regular schedule of compliance testing across all Bank units to ensure compliance with applicable banking laws, rules, and regulations. The frequency of testing must be commensurate with the identified risk levels (e.g., high-risk areas).

2.) Risk Management Division (RMD)

The Risk Management Division (RMD) is responsible for overseeing the Bank's risk-taking activities. It ensures that the risk governance framework remains appropriate relative to the complexity of the Bank's risk exposures. The RMD reports directly to the Risk Oversight Committee (ROC) and the Board of Directors. As part of the second line of defense, the risk management function is responsible for identifying, measuring, monitoring, and reporting risk on an enterprise-wide basis. Its responsibilities include:

- Identify key risk exposures, assess, and measure the extent of the Bank's risk exposures.
- Monitor risk exposures and determine the corresponding capital requirements in accordance with the Basel capital adequacy framework and the Bank's internal capital adequacy assessment, on an ongoing basis.
- Monitor and assess specific risks to ensure consistency with board-approved policies on risk tolerance and evaluate the effectiveness of corresponding risk mitigation measures.
- Regularly report the results of risk assessments and monitoring activities to Senior Management and the Board of Directors.
- Ensure that Environmental and Social (E&S) risk-taking activities remain consistent with the Bank's risk appetite and risk governance framework.
- Provide guidance in identifying, measuring, monitoring, reporting, and mitigating E&S risk exposures inherent in the Bank's operations, products, and services, as part of the second line of defense.

g. Assist Management in understanding and managing E&S risk exposures and ensure the development and consistent implementation of risk policies, processes, and procedures across the Bank.

h. Business Units (BUs) under the RMD shall oversee the identification, assessment, monitoring, and mitigation of E&S risks associated with various Bank activities.

The Risk Oversight Committee's (ROC) reports are documented in the minutes of its meetings and presented to the Board during regular BOD meetings.

3.) Internal Audit Division (IAD)

The Internal Audit Division assists the Bank in fulfilling its vision, mission, strategic initiatives, and objectives while upholding its core values, by adopting a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control, and governance processes. The Internal Audit function is entirely independent from all other organizational units of the Bank, as well as from the personnel and activities it audits.

To ensure its independence, the internal audit activity operates under the direct oversight of the Audit Committee. It functionally reports to the Audit Committee and administratively to the President and Chief Executive Officer. The internal audit activity is free to report its findings and appraisals directly to the Audit Committee at its own initiative. The Audit Committee's reports are recorded in the minutes of its meetings and presented to the Board during regular BOD meetings.



The Internal Audit Division also helps ensure the following:

- Risks are appropriately identified and managed;
- Significant financial, managerial, and operational information is accurate, reliable, and timely;
- Employees' actions comply with the Bank's policies, standards, procedures, and applicable laws and regulations;
- The Bank's resources are acquired economically, used efficiently, and adequately safeguarded;
- The Bank's operations are conducted with sufficient internal controls, sound business judgment, and high ethical standards;
- Quality and continuous improvement are fostered in the Bank's internal control processes; and
- Significant legislative or regulatory issues impacting the Bank are identified and addressed appropriately.

Dividend Policy

Dividends shall be declared and paid out of the Bank's surplus profits at such times and as often as the Board of Directors may deem appropriate, in accordance with the provisions of law and applicable BSP rules and regulations.



PHILIPPINE IDENTIFICATION SYSTEM (PhilSys)

The Office of the President of the Philippines, through Memorandum Circular No. 95, directs the Bank, as a government-owned and controlled corporation (GOCC), to establish a PhilSys Integration Plan. This directive supports the implementation of Republic Act No. 11055, also known as the "Philippine Identification System Act," which created the Philippine Identification System (PhilSys). PhilSys provides citizens and resident aliens with a valid proof of identity to streamline public and private transactions, eliminate the need to present multiple forms of identification, and promote ease of doing business.

In compliance with the Memorandum Circular, the Bank has developed its PhilSys Integration Implementation Plan, which covers: (1) organizational mandate and functions, (2) final outputs, and (3) services and programs subject to streamlining. Implementation follows a work plan guided by the following activities: (1) information dissemination, (2) gap analysis, (3) management approval, (4) procurement process, (5) equipment installation, (6) training and orientation, (7) policy-making, and (8) execution.

Subsequently, the Bangko Sentral ng Pilipinas (BSP) issued Memorandum No. 2022-044, directing BSP-Supervised Financial Institutions (BSFIs) to recognize the PhilSys ID as an official proof of identity for Know-Your-Client (KYC) processes. The Bank has complied with these government directives, including the formulation of corresponding guidelines and procedures.

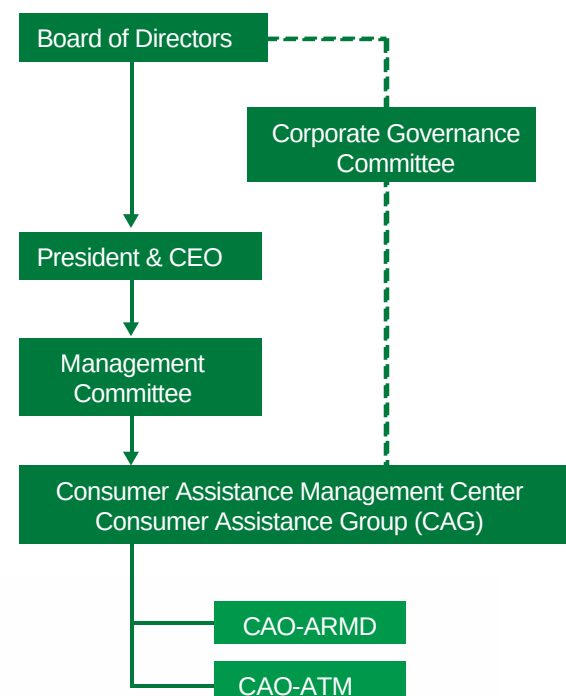
UCPB Savings Bank: Upholding a Legacy of Trust Through Financial Consumer Protection

Customer Assistance and Management Center (CAMC)

In honoring our legacy and reaffirming our commitment to ethical business conduct, UCPB Savings Bank (UCPBS) continues to place the welfare and protection of our clients at the forefront of our operations. Building on a strong foundation of integrity and accountability, the Bank has implemented a comprehensive Financial Consumer Protection Manual in full alignment with Bangko Sentral ng Pilipinas (BSP) Circular No. 857, following the precedents set by BSP Circular No. 1160.

This manual serves as a cornerstone of our consumer protection framework, clearly defining policies, practices, and procedures that safeguard our clients' interests.

Consumer Assistance Organizational Structure



It establishes robust structural guidelines and delineates clear responsibilities across the organization, ensuring consistent adherence to the highest standards of conduct.

Through these strengthened measures, UCPBS reinforces its unwavering dedication to protecting our consumers' assets against fraud, misuse, and other risks. This proactive approach not only safeguards our clients but also preserves the trust and confidence that have been the foundation of our legacy since the Bank's beginnings.

To promote broad and convenient access to high-quality financial services and consider the customers' interests, UCPBS maintained the highest standards in implementing financial consumer protection. It is integral to the Bank's corporate governance, culture, and risk management.

UCPB Savings Customer Assistance and Management Center Hotline

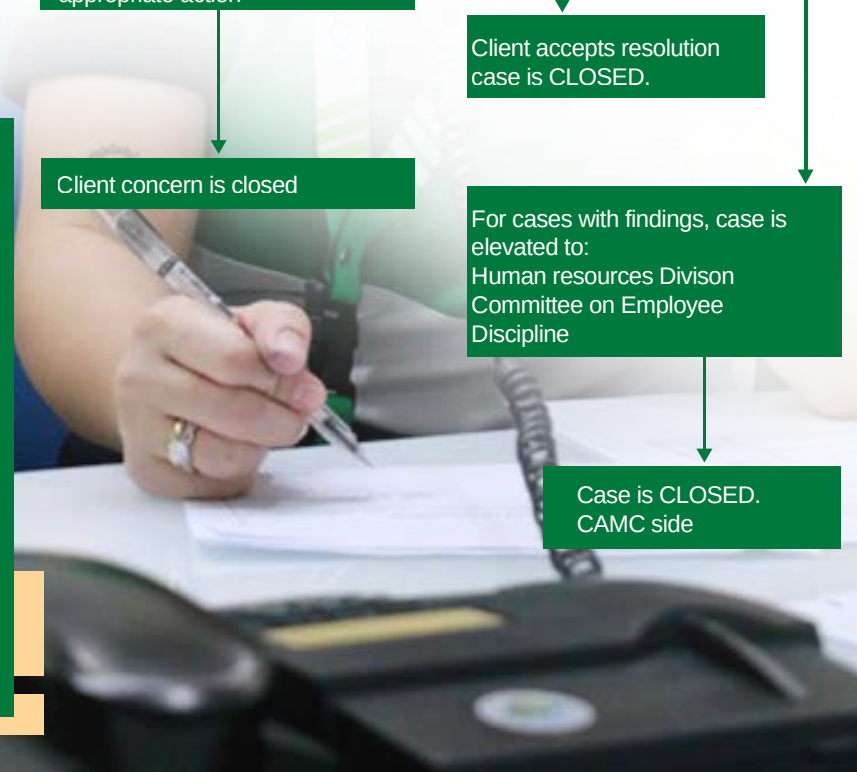
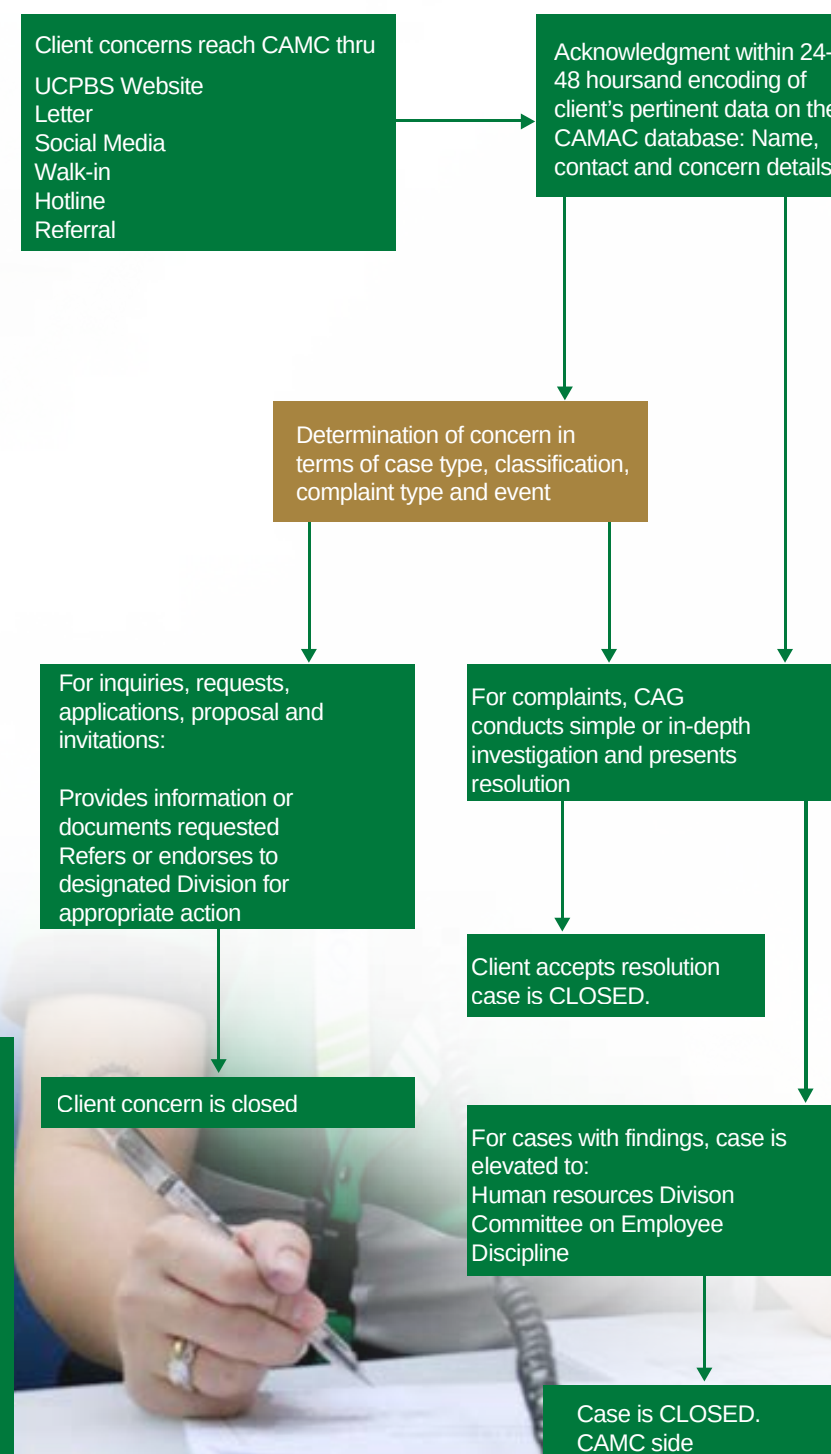
(02) 8811-0278
0998-591-9006

✉ usb-camu@ucpbsavings.com

🌐 www.ucpbsavings.com

📘 fb.com/UCPBS.KASAMAMO

Customer Assistance Process Flow



The Board of Directors

The Board of Directors holds the crucial responsibility of approving and overseeing the implementation of all policies and processes related to the Bank's Consumer Protection Risk Management System (CPRMS), as well as all consumer protection programs executed by the Customer Assistance Management Center (CAMC).

As stewards of the Bank's legacy, the Board leads the development and promotion of a robust culture of consumer protection throughout the organization. Furthermore, the Board ensures strict compliance with BSP Circular 1160 and all applicable laws, rules, and regulations governing consumer protection. In fulfilling this role, the Board remains committed to safeguarding the rights and welfare of our clients, reinforcing trust and integrity as foundational pillars of the Bank's heritage.

Approve the CPRMS and consumer assistance mechanism (CAM) that takes into consideration the Bank's business model, market, product lines, and relationships with third parties that may give rise to consumer protection risks;

Promote a culture of ethical behavior and adherence to the highest standards of fair and responsible dealing with consumers;

Ensure that adequate information and actions taken are reported regularly in terms of the measurement of consumer protection-related risks, reports from the CAMC, as well as other material consumer-related developments that will impact the Bank;

Ensure the adequate provision of resources and effective implementation of personnel training and competency requirements;

Approve remuneration and compensation packages structured to encourage responsible business conduct, fair treatment, and avoidance/mitigation of conflicts of interest; and

6. Review periodically the implementation and effectiveness of the CPRMS, including how findings are reported and whether the audit mechanisms are in place to enable adequate oversight, and put in place a regular mechanism to review the relevance of the CPRMS in case of changes in the bank's business model and/or operating environment.

The Senior Management

The Senior Management Committee (Mancom) is responsible for ensuring that the Bank's practices align with the approved CPRMS and related policies. These standards must be consistently upheld across all areas of the Bank, especially within business units that interact directly with consumers.

In this capacity, Senior Management shall:

Ensure that the approved CPRMS and CAM policies and procedures are clearly documented, properly understood, and appropriately implemented across all levels and business units.

Establish an effective monitoring and management information system to regularly measure, aggregate, and analyze consumer-related issues to determine the level of consumer protection risk. An appropriate and clear reporting and escalation mechanism should also be integrated with the risk governance framework. The management information system should be able to:

Provide adequate information on the performance and quality of the Bank's CAM that allows for the identification of emerging consumer issues and root cause analysis; Determine the level of consumer protection risk exposure through assessment of its implementation of the Consumer Protection Standards of Conduct (i.e., transparency and disclosure, protection of client information, fair treatment, effective recourse, and financial learning and awareness);

- d. Point out and assess emerging or increasing consumer risks that affect the Bank, i.e., through social media monitoring and market monitoring;
3. Ensure that adequate systems and controls are in place to promptly identify issues across all phases of the relationship with the consumer;
4. Ascertain that the concerns in the consumer protection practices or consumer protection emerging risks are addressed and corrective actions are taken promptly; and
5. Ensure observance of expectations and requirements prescribed under relevant regulations on compliance and internal audit.

The Consumer Protection and Risk Management System

The Consumer Protection Risk Management System (CPRMS) is a vital component of the Bank's comprehensive risk management framework. Seamlessly integrated into the Bank's governance structure, policies, and processes, the CPRMS ensures that consumer protection risks are proactively identified, measured, monitored, and mitigated.

By embedding consumer protection within its risk management practices, the Bank upholds strict adherence to standards of conduct and full compliance with relevant laws, rules, and regulations. This system provides a solid foundation for managing risks associated with potential financial harm or loss to consumers, reinforcing the Bank's commitment to safeguarding client interests and maintaining the legacy of trust that has defined its beginnings.

The Consumer Assistance and Management System (CAMC):

Elevating Customer Experience Nationwide

UCPB Savings Bank's Customer Assistance and Management Center (CAMC) provides a comprehensive and structured framework to manage inquiries, requests, and complaints, ensuring consistent and effective resolution of customer concerns across all branches nationwide.

CAMC guarantees that all issues are addressed promptly, fairly, and confidentially, adhering to rigorous internal review and tracking procedures via the CAMC Database. This centralized system enables the Bank to monitor customer concern trends, identify opportunities for service enhancement, and ensure timely resolution to continually improve customer satisfaction.

Operating through multiple channels—including email, hotline, mobile platforms, Facebook Messenger, and the Bank's official website—CAMC ensures accessibility and responsiveness to meet the evolving needs of its clients.

In 2024, the results of UCPBS' Harmonized Client Satisfaction Measurement showcased an exceptional overall rating of 99.80%, demonstrating the Bank's consistent ability to exceed customer expectations by delivering on its service commitments throughout the year.

1. The Customer Assistance Management Center (CAMC) shall manage through its Customer Protection Program, the Customer Assistance Management System (CAMS) as prescribed in BSP Circular 1160, in documenting, tracking, and monitoring customer cases. A dedicated team shall be maintained to ensure consistent, effective, and competent handling of customer complaints, inquiries, and requests for assistance.

The Consumer Assistance and Management System (CAMC):

2. CAMC shall ensure timely updates and enhancements to the CAMM based on internal policies and directives, experience, and regulatory requirements under the Guidelines and Procedures Governing the Consumer Assistance Management Systems (Circular 857 -Appendix A) and applicable laws, rules, and regulations.

3. CAMC shall develop a manual of consumer assistance policies, procedures, and controls in the management and handling of financial consumer complaints, inquiries, and requests, including but not limited to:

a. Corporate structure and specific duties and responsibilities of CAMC and the units in charge of providing consumer assistance/relations and market/ customer research;

b. Process and timeline for receiving and acknowledging, investigating, resolving, and responding to customer complaints, inquiries, and requests;

c. Recordkeeping of customer complaints, inquiries, and requests, and data management under UCPBS's recordkeeping and retention policy;

d. Competency building of team members in interpersonal and communication skills, handling feedback and management of difficult situations, problem solving and conflict resolution, and knowledge improvement of the features of Bank products and services, among others;

e. Monitoring and coordinating appropriate measures to address systemic/ recurrent problems and weaknesses in operating procedures and controls related to consumer protection and customer complaints;

f. System for evaluating the effectiveness of the CAMM under policies and procedures, recent experience, developments, or directives;

g. Other customer assistance policies, procedures, and practices as necessary, or may be required under BSP Circular 1160 and other laws, rules, and regulations.

4. CAMC shall ensure that special attention, methods, and techniques are available for handling customer complaints, inquiries, and requests of persons with disabilities and social difficulties.

5. CAMC shall report to the ManCom, the CorpGov Committee, the President, and the Board on all matters and issues relating to consumer protection and submit regulatory reports as required.



From the Heart of Our Beginnings: UCPB Savings Bank's Legacy of Giving Back

Corporate Social Responsibility

As a reliable financial institution within the community, UCPBS recognizes its duty to go beyond traditional banking services by creating a meaningful and lasting influence through its Corporate Social Responsibility (CSR) efforts. These initiatives aim to support the economic, social, and environmental progress of the communities we serve.

By implementing targeted programs in areas such as financial education, academic support, environmental protection, and social consciousness, the Bank aspires to promote inclusive development and nurture a stronger, more adaptable society. Through alignment with international sustainability standards and proactive collaboration, UCPBS is dedicated to acting as a responsible corporate entity and a driving force for positive transformation.



UCPBS JOINS INTERNATIONAL COASTAL CLEANUP 2024

In celebration of its enduring commitment to community and environmental stewardship, UCPBS, through the initiative of its Calapan Branch Lite, proudly joined the International Coastal Clean-Up last September 7, 2024. This global movement, recognized as the world's largest volunteer effort for ocean health, was led locally by Calapan City Mayor Marilou Flores-Morillo, in partnership with the City Environment and Natural Resources Department.

Reflecting on its legacy of civic engagement and honoring its roots in community service, UCPBS Calapan took a proactive role in inspiring the younger generation to take part in this meaningful cause. Youth groups, including The Order of DeMolay – Sesinado Bugarin Chapter and the Oriental Mindoro National High School's Youth for Environment, actively participated, deepening their awareness of pressing environmental concerns.

As it continues to grow alongside the communities it serves, UCPB Savings Bank remains steadfast in its mission to uplift lives, not only through financial empowerment but by fostering social and environmental responsibility. By honoring its beginnings and celebrating its legacy, the Bank remains committed to helping build a cleaner, stronger, and more sustainable future for all.



DONATE BLOOD, SAVE LIVES YEAR 5

Honoring its longstanding commitment to service and community well-being, UCPB Savings Bank, in partnership with the Philippine Red Cross, held its annual Blood Donation Drive at the UCPBS Head Office in Robinsons Cybergate Magnolia on June 28, 2024. Now in its fifth year, this meaningful initiative reflects the Bank's enduring legacy of compassion and civic responsibility.

What began as a simple act of volunteerism has grown into a tradition of life-saving impact, encouraging more individuals to become regular donors while raising awareness about the importance of an accessible and safe blood supply. The recent campaign was led by UCPBS President & CEO Lizette Margaret Mary J. Racela, with the Philippine Red Cross represented by Dr. Gerald Valeriano. A total of 47 successful donors took part in the event, each contributing to a cause that continues to save lives.

In recognition of its unwavering support, UCPB Savings Bank was honored with a Diploma of Service by the Philippine Red Cross on July 31, 2024, a testament to the Bank's meaningful contribution to Blood Services throughout the years.

By celebrating its legacy and honoring the spirit of service that marked its beginnings, UCPB Savings Bank reaffirms its commitment to go beyond banking—to be a reliable partner in building healthier, more compassionate communities.



A Hole in One, a Helping Hand

In line with its enduring commitment to community upliftment and inclusive development, UCPB Savings Bank once again partnered with the Gary B. Teves Golf Foundation Inc. (GBTGFI) for its 5th Golf Tournament, held on May 15, 2024, at the South Course of the Canlubang Golf and Country Club in Laguna.

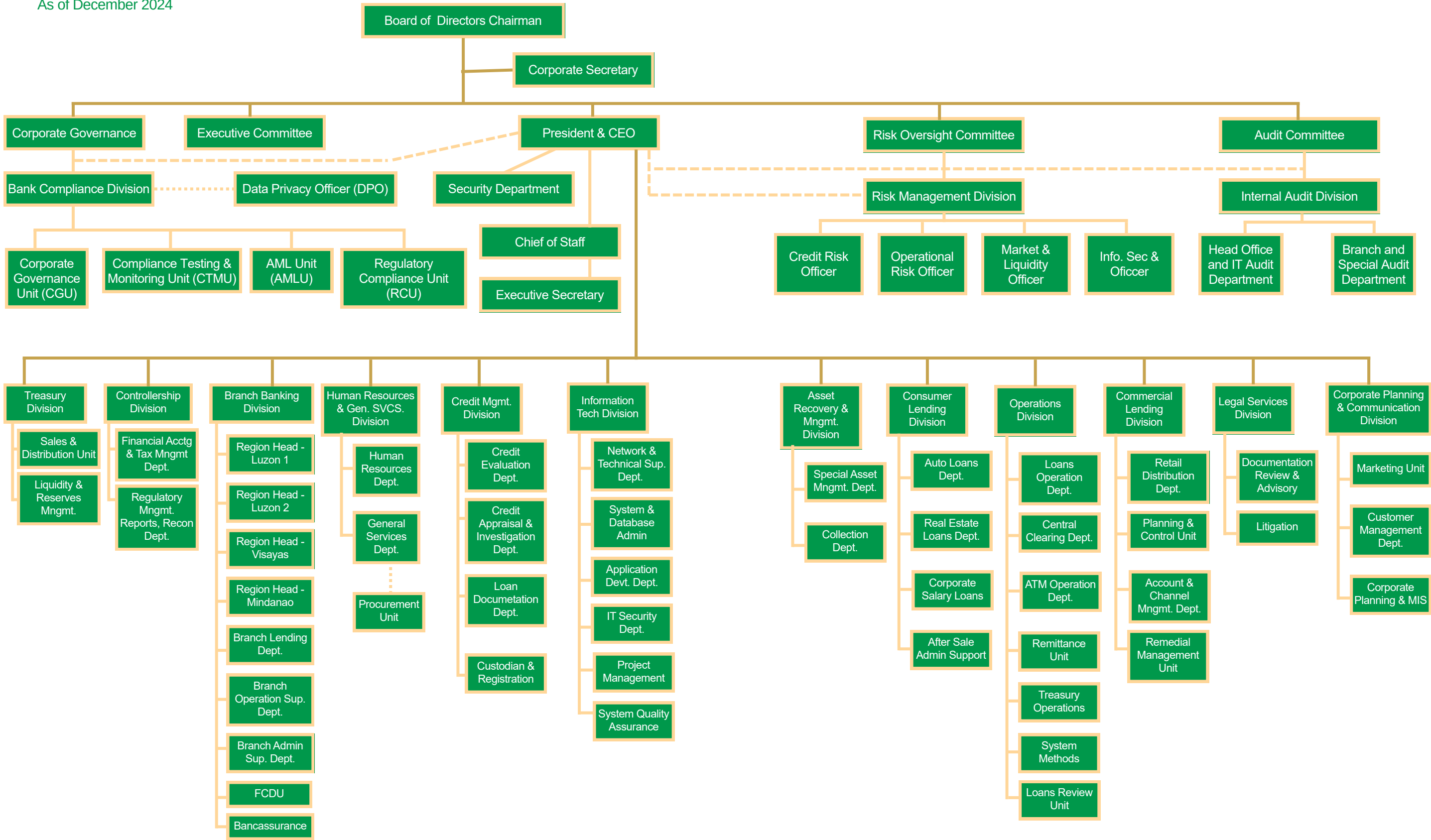
Rooted in the shared values of service and social responsibility, this partnership aims to generate funds that directly support underprivileged communities and marginalized sectors of society. For the second consecutive year, UCPB Savings Bank has proudly stood alongside GBTGFI, recognizing the importance of giving back and creating opportunities for others. The Bank remains committed to forging more alliances with organizations that champion similar causes, expanding its reach and impact.

As we celebrate our legacy of purpose-driven service and honor the values that shaped our beginnings, UCPB Savings Bank reaffirms its dedication to being present, not only in times of need but in every journey toward a better future.

Because life, like golf, is a course, and UCPB Savings Bank will always be there when it counts.

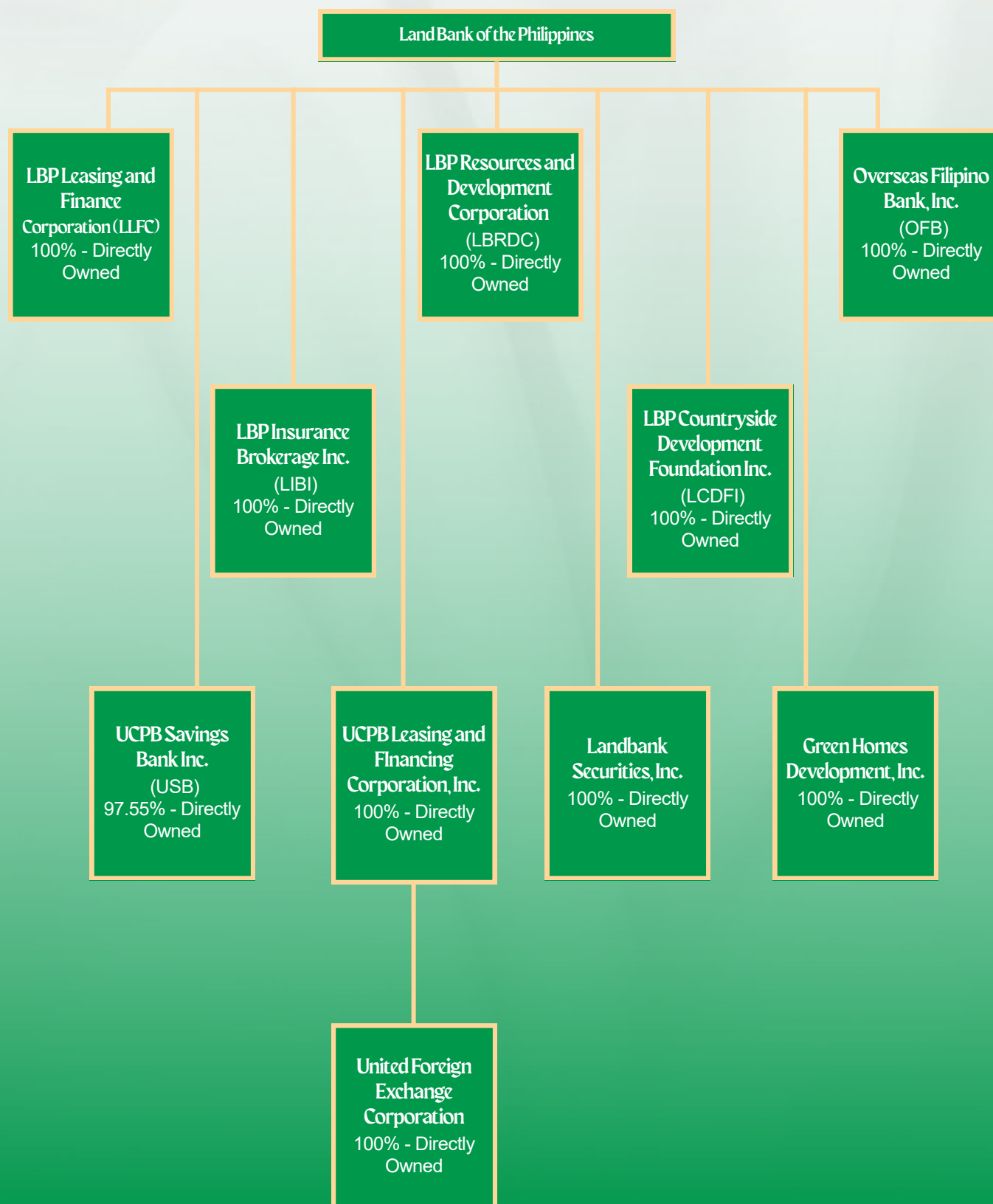


UCPB Savings Bank
Organizational Chart
As of December 2024



Land Bank of the Philippines

Conglomerate Structure
As of December 31, 2024



Board of Directors



Top (From Left to Right) : Daisy M. Macalino | Randolph L. Montessa | Atty. Florence Rosalind R. Claveria
Bottom: (From Left to Right) : Filipina B. Monje | Marilyn M. Tiongson | Marilou L. Villafranca | Maria Belma T. Turla



Liduvino S. Geron
Chairman of the Board



Liduvino S. Geron
Chairman of the Board

Mr. Geron brings with him over 30 years of expertise in various areas of banking, particularly branch banking, strategic planning, and lending. Mr. Geron is the Executive Vice President and Head of the Branch Banking Sector of the Land Bank of the Philippines. Mr. Geron began his career at Land Bank as a management trainee in 1994 and steadily rose from the ranks, eventually leading several key units, including the Visayas Branches Group, Lending Program Management Group, Credit Policy Department, Strategic Planning Group, and the National Development Lending Sector. He also served as the Officer-in-Charge of the former United Coconut Planters Bank (UCPB) prior to its merger with LBP. He holds a degree in Agricultural Engineering from the University of the Philippines Los Baños and a Master's Degree in Systems Agriculture from the University of Western Sydney.



Filipina B. Monje
Director

Ms. Monje is a former Senior Vice President of Land Bank of the Philippines and previously served as Head of its Northern and Central Luzon Lending Group. She is a Certified Public Accountant, holding a degree in Bachelor of Science in Commerce, major in Accounting, graduated as Cum Laude from the University of Luzon (formerly Luzon Colleges), and a Master's degree in Business Administration from the College of the Holy Spirit. She is a Career Service Officer and has also completed the requirements for Career Executive Service Eligibility (CESO).



Randolph L. Montesa
Director

Mr. Montesa is a former President and CEO of Overseas Filipino Bank (OFBank) and a former Senior Vice President of the Digital Banking Sector of Land Bank of the Philippines. Prior to that, he served as Vice President of the IT-Project Management Office under the Technology Management Group. Mr. Montesa also served as Director of United Coconut Planters Bank from November 24, 2021, until its merger with LANDBANK on March 1, 2022. He holds a Bachelor of Science degree in Civil Engineering from the University of the Philippines – Diliman and a Master's degree in Business Administration from the College of the Holy Spirit.



Marilou L. Villafranca
Director

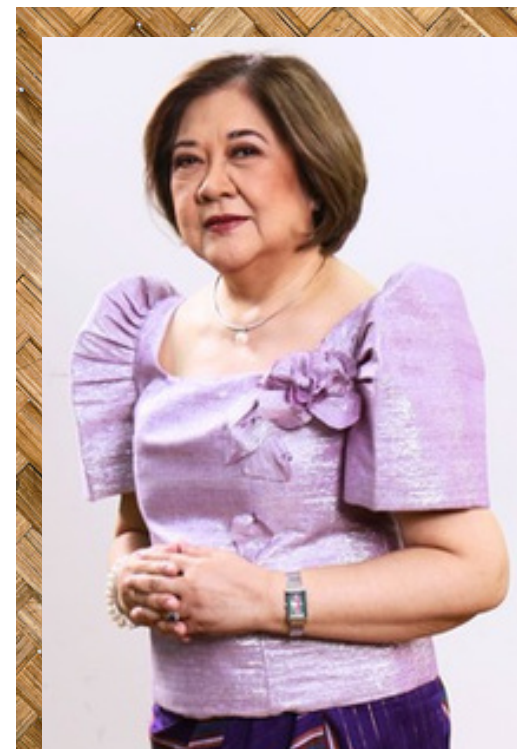
Ms. Villafranca is a Senior Vice President at Land Bank of the Philippines and currently serves as Group Head of the Central NCR Branches. She brings with her 33 years of branch banking experience, having held various positions in marketing, operations, and support functions. She rose from the ranks, beginning as a Branch Officer Development Trainee in 1992, and later served as a Contractual Cashier before becoming an Officer in several bank units, including the Customer Development Office, Market Research and Product Development Department, Consumer Banking, and Branch Operations Support Department. She also served as Branch Manager of various branches and supervised field units in her roles as Regional Head for Area IV-B and Group Head for Southeast Luzon Branches and North NCR Branches. Ms. Villafranca holds a degree in AB Philosophy from the University of Santo Tomas and earned her Master's degree in Development Management from the Asian Institute of Management.



Ma. Belma T. Turla
Director

Ms. Turla is a Senior Vice President of Land Bank of the Philippines. She has been with LANDBANK for 36 years she held various positions in the Branch Banking Sector of the Bank prior to her assignment as Head of the then North Luzon Branches Group, now as Head of Northwest Luzon Branches Group.

Ms. Turla graduate of Bachelor of Science in Commerce and a Certified Public Accountant. She is also a holder of Master's in Public Administration and CESO eligibility.



Daisy M. Macalino
Director

Ms. Macalino is a former Senior Vice President of Land Bank of the Philippines. She had been with Land Bank for 26 years and previously served as Head of its NCR Branches Group and Lending Groups of Southern Luzon and the Visayas. She earned her Bachelor's Degree in Accounting from St. Paul's College, Quezon City and a Certified Public Accountant.



Marilyn M. Tiongson
Director

Ms. Tiongson has been a banker since the late 1970's having worked with Pacific Banking Corporation, BDO and Land Bank of the Philippines where she retired as Senior Vice President. Throughout her banking career, she handled various functions in Investment and Securities, Branch Banking, Consumer Lending, e-Banking, and Human Resource Management.

Ms. Tiongson was also an Associate Professor at the UST Graduate School and Colegio de San Juan de Letran, GS in Manila for a total of 13 years. She graduated from St. Louis University in Baguio City with a degree in BSC major in Economics, completed her MBA at Lyceum of the Philippines, and Ph.D. in Human Resource Management at University of Santo Tomas, with Latin honors. She was a board member of BancNet, an interbank electronic payments network for three years. Ms. Tiongson is presently an Independent Director of this Bank and SeaBank, Philippines.



Atty. Florence Rosalind R. Claveria
Corporate Secretary

Atty. Claveria has 21 years of experience in the legal profession, specializing in banking, government and commercial transactions, and contracts. She also brings with her 21 years of banking experience, 14 of which were with the Investment Banking Group of Land Bank of the Philippines. She rose from the ranks as a documentation lawyer and investment banker. She served as the last Corporate Secretary of UCPB prior to its merger with LANDBANK in 2022. She is a graduate of the Management Development Program, Treasury Certification Program, and Leadership Development Program conducted by LANDBANK and the Ateneo Center for Continuing Education. She also worked at Bernaldo Law Firm and the Cultural Center of the Philippines. Atty. Claveria holds a degree in AB English (Literature) from Far Eastern University, a Bachelor of Laws from San Beda University, and an MBA, major in International Business and Finance, from De La Salle University.



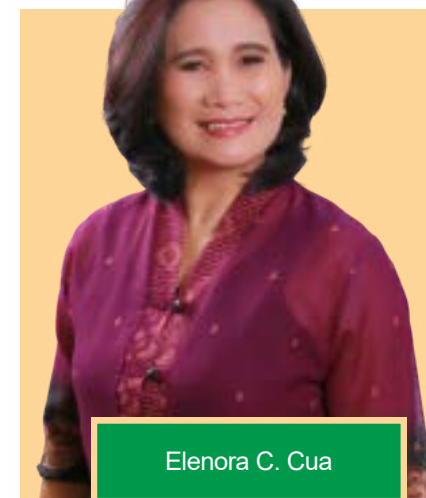
Santiago P. Yusing IV



Atty. Jonathan M. Acosta



Atty. Rhoel R. Recheta



Elenora C. Cua



Lizette Margaret Mary J. Racela

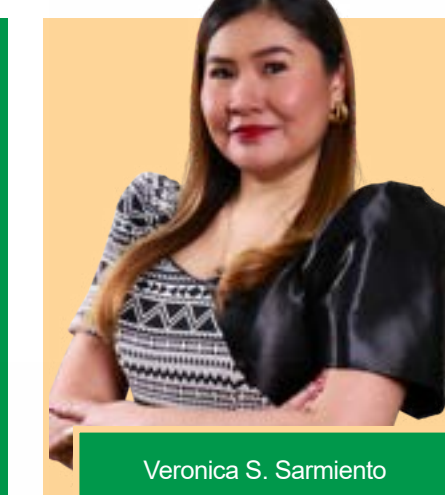


Ma. Catalina M. Cruz

THE MANCOM



Ma. Pamela V. Suarez



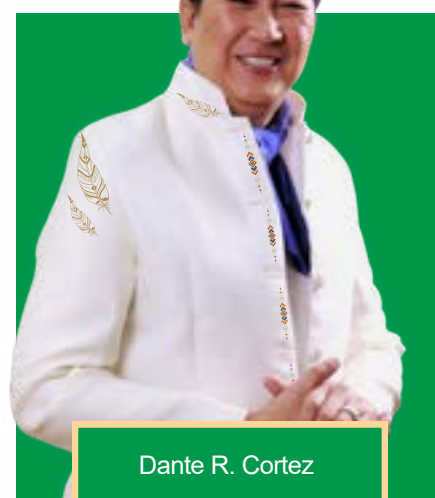
Veronica S. Sarmiento



Irene S. Quintana



Alexander G. Tizo



Dante R. Cortez



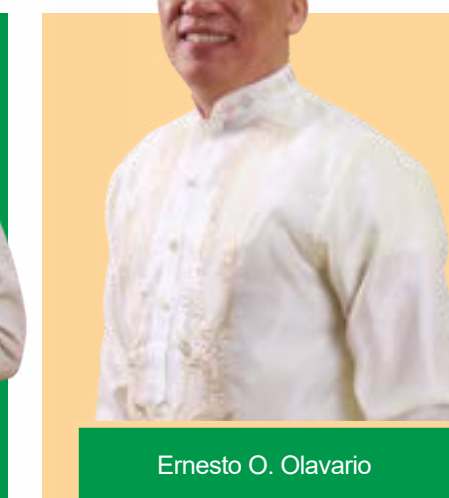
Tristan D. Baria



Manuel C. Madridejos



Lemuel Andrew D. Ravelo



Ernesto O. Olavario



President & CEO
Filipino, 59 years old

Ms. Racela has more than 36 years of banking experience, with extensive exposure in the areas of Retail Banking, Commercial and SME Lending, Consumer Lending and Credit Administration. Prior to her current position, she headed the Consumer Lending and Branch Banking groups in RCBC. She also held executive positions with Philippine National Bank, EastWest Bank and UCPB. She completed her degree in Bachelor of Science in Business Administration at the University of the Philippines Diliman.

Lizette Margaret Mary J. Racela



Head, Human Resources and General Services Division
Filipino, 58 years old

Mr. Yusing IV's professional practice spans 29 years in the Banking and Telecom industry; he started his (management) career as a budget officer in BF Corp, MIS/Budget Officer at Solidbank Corporation, Strategic Planning Officer at Philippine Savings Bank, Product Category & Market Research Manager at Philippine Savings Bank, Strategy and Operations Management Department Head and Business Analytics Head at Bayan Telecommunication, Inc. He graduated from Far Eastern University, Manila, with a Bachelor of Science in Civil Engineering in 1986.

Santiago P. Yusing IV



Head, Branch Banking Division
Filipino, 55 years old

Ms. Cruz has been in the banking industry for 31 years. She began her professional journey as a Lead Loans Officer at Metrobank. Her journey continued as she advanced to the position of Branch Head at Security Bank. Following this, she took on the role of Head of the Main Office Branch at United Coconut Planters Bank (UCPB), where she further honed her management skills. Ms. Cruz subsequently became the Head of the Business Development Department for Trust Banking Group at UCPB. Her performance and exceptional leadership qualities ultimately led to her appointment as Vice President. Ms. Cruz earned her Bachelor's Degree in Management from Assumption College in Makati in 1990.

Ma. Catalina M. Cruz



Head, Legal Services Division
Filipino, 53 years old

Atty. Acosta has more than 19 years of experience in handling litigation of bank cases. He worked for UCPB from 2004 to 2022, retiring as Vice President in charge of past due consumer loans. His area of practice covers commercial law, criminal law, and civil law. He finished law at the University of the Philippines in 1998, and passed the bar given in the same year. He took up his pre-law at the same university where he graduated with Bachelor of Arts in Political Science, cum laude.

Atty. Jonathan M. Acosta



Head, Operations Division
Filipino, 59 years old

Mr. Cortez has 35 years of work experience in the field of credit evaluation and sales-marketing. He started his banking career as part of the Consumer Lending Group in 2012 and became the Credit Process Project Head. Before he entered the banking industry, he previously worked with Home Development Mutual Fund where he earned his experience in collection, remedial, credit evaluation, foreclosure and acquired assets management. He earned his Bachelor's degree in Accounting at the Manuel S. Enverga University and took his Masters in Business Administration at the same school. He is a CESO qualifier of the Career Executive Service Board.

Dante R. Cortez



Head, Controllership Division
Filipino, 55 years old

Ms. Quintana has over 34 years of working experience in the banking industry. She started her career with extensive exposure to the different functions such as Finance and Controllership, Branch Banking Operations, Bank Regulatory Reports and Special Audit Services. She holds a Bachelor's Degree in Accounting from the Philippine School of Business Administration and a Certified Public Accountant.

Irene S. Quintana



Alexander G. Tizo

Head, Retail Lending Division
Filipino, 57 years old

Mr. Tizo brings over 34 years of extensive experience in accounting, branch operations and account management, including 28 years in the banking industry. Before assuming his current role, he led the Retail Lending Division. Mr. Tizo earned his Bachelor of Science in Commerce major in Accounting from the University of Iloilo in 1990.



Lemuel Andrew D. Ravelo

Head, Risk Management Division
Filipino, 65 years old

Mr. Ravelo has over 30 years of professional experience, with 15 years in the banking industry, specializing in branch operations, purchasing, audit, and compliance. He graduated Cum Laude from the University of the East in 1981 with a Bachelor of Science in Business Administration major in Accounting. Mr. Ravelo is also a Certified Public Accountant.



Ernesto O. Olavario

Head, Credit Management Division
Filipino, 55 years old

Mr. Olavario has been in the banking industry for more than 30 years with an exposure in the Branch Banking Operations, Check Clearing, Loans Accounting and Audit. He started his career as an Accounting Assistant and worked his way up to become an Audit Officer. He graduated with a degree in Bachelor of Science in Business Administration Major in Accounting from National College of Business and Arts.



Tristan D. Baria

Head, Internal Audit Division and Bank Compliance Division (in concurrent capacity) Filipino, 44 years old

Mr. Baria is an experienced finance and internal audit practitioner. He is a control professional with almost 16 years of banking audit experience, extensive background in fraud investigation, and comprehensive familiarity with all areas of bank operations. Prior to joining the banking sector, he held leadership roles for five (5) years in accounting, financial controls, and project management in other industries, serving as Chief Accountant, Financial Controls Lead, and Project Manager for key initiatives. This gives him a total of 21 years of combined experience in finance, internal controls, risk management, and corporate governance. He joined UCPB Savings Bank in 2016 and has since assumed various leadership positions in Internal Audit. In 2021, he was designated and confirmed as Chief Audit Executive and Head of the Internal Audit Division. Since July 2024, he has also been serving concurrently as the Bank's Chief Compliance Officer. He earned his Bachelor of Science in Accountancy from Palawan State University and a Master of Business Administration from the University of the East, Manila.



Manuel C. Madridejos

Head, Treasury Division
Filipino, 52 years old

Mr. Madridejos earned his bachelor degree in Commerce major in Business Administration at the University of Sto. Tomas in 1993. He has 31 years of experience in the Banking Industry of which 25 years were spent holding various roles in Treasury. He is also a Licensed Civil Service Professional, an SEC Certified Fixed Income Market Salesman and a BAP Certified Treasury Professional.



Elenora C. Cua

Head, Information Technology Division
Filipino, 60 years old

Ms. Cua has 30 years of professional experience in the field of Information Technology. Prior to her employment with UCPB Savings, she worked at United Coconut Planters Bank (UCPB) from September 1992 to February 2022 as Network Engineer, Head of IT Engineering and Head of IT Security and Management Department. She graduated from the University of Santo Tomas in 1987 with a Bachelor of Science in Electronics and Communications Engineering. In 1988, she became a Licensed Electronics and Communications Engineer after successfully passing the board exam.

UCPB Savings Bank's Commitment to Sustainability

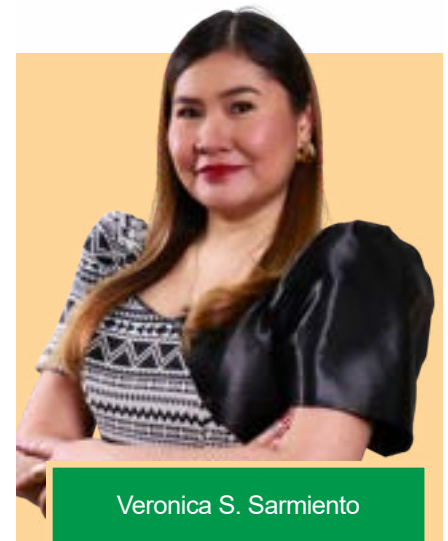
Sustainable Finance Framework



Atty. Rhoel R. Recheta

Officer-In-Charge, Asset Recovery and Management Division
Filipino, 51 years old

Atty. Recheta possesses 24 years of corporate and litigation experience gained from working in various law firms. He joined UCPB Savings as Legal Officer – Litigation in April 26, 2023. He graduated from Ateneo De Manila University in 1994 with a Bachelor of Science in Management (Honors Program). He completed his law degree at the University of the Philippines in 2000 and passed the Bar in 2021.



Veronica S. Sarmiento

Officer-In-Charge, Commercial Lending Division
Filipino, 37 years old

Ms. Sarmiento has more than 13 years of work experience in the field of banking specifically on commercial loans and branch operations. Prior to her current position, she headed the Account and Channel Management Department. She graduated from Philippine School of Business Administration with a Bachelor of Science in Business Administration Major in Management.



Ma. Pamela V. Suarez

Head, Corporate Planning and Communications Division
Filipino, 55 Years old

Ms. Suarez' professional practice spans 34 years of experience. She began her career as an Account Executive in a multinational advertising agency for 5 years growing global brands. Moving on to banking, she assumed for the past 25 years different posts in the field of Marketing Communications, Product Management and Business Development of loan, deposit products and acquired assets of foreign and local banks. Ms. Suarez graduated from the University of Santo Tomas with a Bachelor of Science in Pharmacy. She has also completed the Tactical Marketing Implementation and Delivery Program of the Ateneo Graduate School of Business.



WORK TOGETHER,
P.O.O.L TOGETHER

UCPB Savings Bank (UCPBS) continues to strengthen its commitment to sustainability by aligning its operations with BSP Circular No. 1085, or the Sustainable Finance Framework. This initiative supports the integration of environmental, social, and governance (ESG) principles into the Bank's internal practices and contributes to the United Nations Sustainable Development Goals (SDGs).

A major initiative is "Work Together, Pool Together", launched in June 2024 to promote resource-sharing and energy efficiency. Pooled Resource Areas (PRAs) were set up in the Head Office and branches, allowing staff to donate and reuse office supplies like scratch paper, folders, and clips. This effort fosters responsible consumption and reduces unnecessary purchases, aligned with SDG 12: Responsible Consumption and Production. In support of SDG 13: Climate Action, energy-saving practices were also introduced, such as a daily lights-off policy from 12:00 PM to 1:00 PM, however ensuring that employees are available to accommodate work.

To ensure long-term impact, sustainability is now a regular part of the New Employee Orientation Program (NEOP). All new hires are introduced to the BSP Sustainable Finance Framework and UCPBS's sustainability practices.

This builds ESG awareness from day one and supports SDG 4: Quality Education and SDG 13.

The Bank has also implemented Secured Printing protocols to promote both environmental efficiency and data security. Employees must authenticate before printing documents, which reduces paper waste and ensures that only authorized users can access printed materials. This not only aligns with SDG 12 but also supports SDG 16: Peace, Justice, and Strong Institutions by strengthening information confidentiality.

Beyond internal efforts, UCPBS promotes inclusive growth through its Small Business Loan (SBL) program, which provides agricultural loans to smallholder farmers. These loans fund essential activities like land preparation and input purchase, helping farmers sustain and grow their livelihoods. This initiative supports SDG 1: No Poverty, SDG 2: Zero Hunger, and SDG 8: Decent Work and Economic Growth.

Together, these programs reflect UCPBS's holistic approach to sustainability—promoting operational efficiency, employee engagement, environmental stewardship, and inclusive economic development. The Bank remains committed to expanding these efforts and exploring new ways to align with national goals and global sustainability standards.





Products & Services

PESO ACCOUNTS

Regular Savings Deposit

An interest-bearing deposit account with a passbook

Basic Deposit Account

A bank product that allows individuals to easily open a deposit account with minimal account opening requirements at a reasonable cost.

ATM Savings Account

A Peso-denominated savings account on the ATM card.

My First Step

A Peso-denominated savings account with ATM card.

Stratified Savings Account

A special savings/deposit account with interest based on pre-agreed rates and level of deposit (monthly average daily balance).

Savings Builder Account

An interest-bearing Peso-denominated account that automatically transfers a specific amount from the primary account on specified date's of the month.

Regular Current Account

A non-interest bearing deposit account with checkbook

Current Account with Automatic Transfer Arrangement (ATA)

An account where funds are automatically transferred from savings to current account whenever a check is drawn/issued or when the account is debited.

Cheque Plus

A special type of current account which is interest bearing with checkbook, passbook and/or ATM.

Cheque Lite

A demand deposit with a lower initial deposit and maintaining balance requirement for individual depositors

TIME DEPOSITS

A deposit account with a higher interest rate at a specific maturity date and evidenced by a Certificate of Deposit.

Certificate of Peso Time Deposit
Long Term Time Deposit
-Time Deposit 1 Year
-Time Deposit 5 Years

CASH MANAGEMENT

Conduit Clearing Arrangement

A service offered to eligible Financial Institutions (Fis) to enable them to participate in BSP/PCHC Clearing Operations through the facility of a clearing bank.

Deposit Pick-up Service

An arrangement by which the Bank picks-up deposits either in cash or in check from the client/institution's place of business or operations on days mutually agreed upon by them and stipulated in the Memorandum of Agreement (MOA) on Deposit Pick-up Service.

Cash Delivery Service

A service where the Bank delivers cash to the client at the latter's place of business or delivery points on days mutually agreed upon by the mandstipulated in the Memorandum of Agreement (MOA) on Cash Delivery Service.

Payroll Service Arrangement

A disbursement system by which the salaries of the employees are automatically credited to their individual payroll/deposit accounts.

CONSUMER LOANS

Auto Loan

A secured loan facility for the purpose of financing a vehicle.

Real Estate Loan

A secured loan facility for the purpose of acquisition of lot, residential units, construction, renovation, expansion of house, and refinancing of existing mortgage.

Personal Loan

A loan facility granted to qualified individual borrowers.

Cash Loan

A loan facility granted to existing borrowers, depositors and employees of the Bank, and accredited companies.

Back-to-back Loan

A loan secured by assignment/hold-out on deposits covered by a deed of assignment signed by the depositor/s

Salary Loan

- Payroll Service Plan Loan (PSPL) for public school teachers
- Payroll Service Non-DepEd (PSND) for local government employees
- Time Plan Loan (TPL) for employees of private institutions.

Corporate Salary Loan

Unsecured/clean loan facility granted by the Bank for employees accredited corporations

COMMERCIAL LOANS

Commercial Loans

A secured or unsecured loan facility extended to business entities to fund their working capital needs, acquisition of equipment, building construction/renovation or to liquidate their trade receivables

Small Business Loans

A loan facility fully secured by REM that is extended to qualified Micro Small and Medium Enterprises to fund their working capital or business expansion.

- Term Loan
- Promisory Note (PN) Line

Short-term Loans

Loans are revolving credit facilities used to augment the working capital requirements of a business and are paid within a year.

Long-term Loan

Loans finance the capital expenditure of a business including purchase of real assets, equipment and business expansion and have a repayment term of more than a year up to 10 years.

SBL-Agri Loan

Business Loans designed for our Agri and Agri-business sector.

OTHER SERVICES

- Government Payments
- PhilHealth Payments
- SSS Payments
- Domestic Remittance
- Safety Deposit Box*
- Manager's Check
- eCash Card

*selected branches only



BRANCH & ATM
DIRECTORY

LUZON

ALABANG BRANCH 
Common Goal Tower Finance St. cor.
Industry St. Madrigal Business Park
Alabang, Muntinlupa City
T: (02) 8824-6030
TF: (02) 8824-6028

ALAMINOS BRANCH 
Mabini St. cor. Libertad St. Poblacion,
Alaminos, Laguna
T: (049) 521-0309
TF: (049) 567-1296

ALFONSO BRANCH  
Mabini St. cor. Libertad St. Poblacion I,
Alfonso, Cavite
T: (046) 402-2002
TF: (046) 402-1587

ATIMONAN BRANCH 
Quezon St. cor. CO. Reyes St. Brgy. Zone
Atimonan Quezon
TF: (042) 316-5314
P: 09175515179

BACNOTAN BRANCH LITE 
267 Maharlika Highway Poblacion
Bacnotan, La Union
T: (072) 252-3603/(072) 607-4544

BANAUE BRANCH 
G/F PPSTA Dormitory Building 245
Banaue Street, Sto. Domingo,
Quezon City
T: (02) 873-7860/(02) 873-0258

BATAC BRANCH 
MC Building Washington Street
Barangay Ablan Batac, Iocos Norte
T: (077) 600-0895-96/09175623673

CALAPAN BRANCH LITE 
G/F Halcon Heights Building Dama de
Noche St Lumang Bayan, Calapan City
Oriental Mindoro
T: (043) 288-2065/(043) 441-7543

CALAUAG BRANCH  
Cantre St. cor Bonifacio St
Brgy 3 Calauag. Quezon
T: (042) 717-7200/717-7201

CARAMOAN BRANCH 
41 Real St, Tawog Caramoan
Camarines Sur
T: (054) 238-5041
P: 0917-850-1381

CANDELARIA ZAMBALES BRANCH 
LGU Commercial Bldg., Rubi cor Caballero
Sts., Candelaria Town Proper, Candelaria,
Zambales
T: '(047) 272-0272

DARAGA BRANCH LITE 
Daraga Town Center, Bañag Daraga Albay
T: (052) 431-2583/(052) 480-4581

ILAGAN BRANCH LITE 
G/F Hipolito Building, Maharlika Highway
Calamagui 2nd, City of Ilagan, Isabela
TF: (078) 624-1701

METROPOLITAN BRANCH 
GF Bormaheco Condominium
Metropolitan Avenue, Corner Zapote
Street, Makati City.
T: (02) 8833-8923
TF: (02) 8833-8927

GOA BRANCH 
Rizal St. cor. Panday St. Brgy. Poblacion
Coa, Camarines Sur
T: (054) 453-1523/(054) 881-9719
TF: (054) 453-1524

LA TRINIDAD BRANCH 
JC 159 Central Pico La Trinidad, Benguet
T - (074) 442-8106/(074) 442-8060

LINGAYEN BRANCH 
Avenida Rizal cor. Artacho West St.
Lingayen, Pangasinan
T: (075) 632-4774
TF: (075) 632-4751

LIBMANAN BRANCH  
Bichara Arcade, T. Dilanco St
Libod, Libmanan Camarines Sur
T: (054) 511-8222
TF: (054) 451-2048

LUCBAN BRANCH  
Rizal Avenue cor. San Luis St. Brgy. 8,
Lucban Quezon
T: (042) 91-1495/540-6526
TF: (042) 540-4213

MABALACAT BRANCH 
Kimaesha Bldg, Dau Mc-Arthur Highway
Mabalacat City
T: (045) 308-0583/(045) 409-0086

MALOLOS BRANCH 
Paseo Del Congreso
Catmon, Malolos, Bulacan
T: (04) 794-0022/794-0188
TF: (044) 794-0021

MORONG BRANCH 
600 Tomas Claudio St
San Pedro Morong, Rizal
T: (02) 8653-0281
TF: (02) 8653-0282

ORION BRANCH LITE 
Stall No. 31 National Road,
Brgy. Arellano, Orion, Bataan
T: (047) 633-3197

PILI BRANCH 
National Highway, Brgy. Old San Roque
Pili, Camarines Sur
T: (054) 477-7752/205-1220
TF: (054) 477-5170

PUERTO PRINCESA BRANCH 
AICON Plaza, National Highway, Brgy.
San Pedro Puerto Princesa City, Palawan
T: (048) 433-2066
TF: (048) 433-8187

RIZAL AVENUE BRANCH LITE 
Unit 201-203 Tan Han Chi Place 1558
Rizal Ave. cor. Mayhaligue St. Sta. Cruz,
Manila
T: (02) 8743-7426/5309-9558
TF: (02) 8743-0750

SABLAYAN BRANCH 
420 P. Urieta St, Brgy. Buenavista
Sablayan, Occidental Mindoro
T : (043) 458-0012

SAN JOSE BATANGAS BRANCH 
Makalintal Ave, cor. Dr. Ona St.
San Jose, Batangas
T: (043) 784-2052

STA. IGNACIA BRANCH 
UCPB Building National Highway
Poblacion East, Sta Ignacia, Tarlac
T: (045) 606-3381
TF: (045) 606-3379

STA. ROSA BRANCH 
UCPB Building National Highway Brgy.
Balibago, Sta Rosa, Laguna T: (049) 530-
8291/(049) 530-8193
TF: (049) 530-8192

TANAY BRANCH 
FT Catapusan St.Plaza Aldea Tanay, Rizal
T: (02) 8654-0880
TF: (02) 8654-0818

TANZA BRANCH 
007 A. Soriano Highway, Daang Amaya 1
Tanza, Cavite
T: (046) 437-1162/437-167
TF: (02) 8529-8970

TAYABAS BRANCH  
64 Quezon Avenue (Tayabas Lucban
Road) cor. M. Ponce St, Brgy. San Diego
Zone 1 City of Tayabas
T: (042) 793-2329
TF: (042) 793-2205

TIAONG BRANCH 
Maharlika Highway cor. San Antonio Road
Poblacion 3, Tiaong, Quezon
T: (042) 777-9659/(042) 323-6115
(042) 323-6201
TF: (042) 717-9658

VISAYAS

BACOLOD BRANCH 
G/F San Antonio Park Square
Mandalagan, Bacolod City Negros
Occidental
T: (034) 709-7486/(034) 441-2345/
(034) 713-5138
P: 09175238134

BORONGAN BRANCH 
E. Cinco St, Borongan City Eastern Samar
T: (055) 568-0010
P09988445395

ESCALANTE BRANCH 
Stall D-1, Puregold Bldg. North Ave
Balintawak, Escalante City
Negros Occidental
T: (034) 724-8022/724-801
TF: (034) 454-0734

GANDARA BRANCH LITE 
Maharlika Highway, Brgy Adela Heights
Gandara, Samar
T: 0917-847-0475

ILOILO BRANCH 
Angeles Arcade De Leon St, Iloilo City
T: (033) 508-7090/508-7490
TF: (033) 335-0422

LA CASTELLANA BRANCH 
Feria cor. Bonifacio St Brgy. Robles, La
Castelana Negros Occidental
T: (034) 485-0160/702-251
TF: (034) 485-0059

NAGA-CEBU BRANCH  
E. Sayson St, Central Poblacion Naga
City, Cebu
T: (032) 489-5394
TF: (032) 505-6930

NUMANCIA BRANCH 
RPV. Building National Highway
Brgy. Joyao-Jayao, Numancia, Aklan
T: (036) 265-6953
TF: (036) 265-6952

PALO BRANCH LITE 
Diversion Road, Barangay Guindapunan
Palo, Leyte
T: (053) 832-30-41

SAN JOSE ANTIQUE BRANCH LITE 
G/F LASP Building, Cov. Fulion St
San Jose de Buenavista, Antique
T: (036) 540-7905

SOGOD BRANCH 
Osmeña St, Brgy. Zone IV Sogod,
Southern Leyte
T: (053) 382-2039
TF: (053) 382-3262

ORMOC BRANCH 
G/F HSC Building Real St, Ormoc City
T: (053) 832-2745/561-7477

TUBURAN BRANCH 
Tabotabo St. Poblacion Tuburan Cebu City
T: (032) 463-9088
TF: (032) 463-9151

MINDANAO

ALORAN BRANCH  
Jose Mutia St, Brgy. Ospital Aloran
Misamis Occidental
TF: (088) 545-4011
P: 091891363

BULUA BRANCH 
G/F Forever Books Building, Zone 6
Bulua, Cagayan De Oro City
Misamis Oriental
T: (088) 275-4519
TF: (088) 858-8063

CAGAYAN DE ORO BRANCH 
Capistrano-Cruz, Taal St
Brgy 7 Cagayan de Oro City
Misamis Oriental
T: (088) 272-2695/852-4099
TF: (088) 857-2355

DAVAO BRANCH 
MK Central Bldg. 3P. Laurel Ave.
Bajada, Davao City
T: (082) 224-4229/305-8575
TF: (082) 300-0541

DIPOLOG BRANCH 
Quezon Ave, Miputak, Dipolog City
Zamboanga Del Norte
T: (065) 212-1296
TF: (065) 212-1300

GLAN BRANCH 
182-C Enrique Yap St, Poblacion Clan
Sarangani Province
T: (083) 893-0080
TF: (063) 262-1010

KABASALAN BRANCH LITE 
Cainglet, Kabasalan, Zamboanga Sibugay
T: (08) 333-0600

LAMITAN BRANCH  
Quezon Boulevard, Brgy. Malakas
Lamitan City, Basilan
T: (062) 936-0018

LAPASAN BRANCH 
Market City, Agora, Lapasan
Cagayan de Oro City
T: (088)-880-8272
TF: (088) 880-088

PROSPERIDAD BRANCH LITE 
Purok 3, Patin-Ay, Prosperidad,
Agusan del Sur

SINDANGAN BRANCH 
Mabini Street, Brgy. Poblacion Sindangan
Zamboanga del Norte
T: (065)-917-8272
TF: (088) 880-0885

TAGUM BRANCH 
Consuelo Business Center
Units 9-12 Pioneer Ave
Magugpo South, Tagum City
T: (084) 655-4086/655-4087/655-4088

LENDING OFFICES

BUTUAN CITY LENDING OFFICE
Door G, 2/F Oro Cam Building
3.C. Aquino Avenue cor. M. Carlo St.
Silongan Butuan City, Agusan Del Norte
T: (085) 815-0776

MALAYBALAY LENDING OFFICE
Unit 3 Saint Joseph Square Fortich St.
Brgy: 3 Malaybalay City, Bukidnon
T: (088) 813-0830

ZAMBOANGA CITY LENDING OFFICE
UCPB Bldg, Rizal & Corcuera St.
Zamboanga City
T: (062) 991-2681



Audited Financial Statement 2024





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