

## A Guide to your Statements of Account received during the Enhanced Community Quarantine

In line with the Bayanihan to Heal As One Act (RA11469), we had granted a grace period program for credit card customers with payment due dates falling due within the period of March 17 to May 31, 2020. Customers received a waiver of late payment fees, other fees, and interest on interest during the covered period.

### Definition of Terms

Late Payment Fee:

This is the penalty incurred if you do not pay at least the Minimum Amount Due indicated in your Statement of Account on or before the due date. It is a fixed fee of P850 or equivalent to the value of the unpaid minimum amount due, whichever is lower, per card.

Other Fees include:

- Cash Advance Fee
- Card Replacement Fee
- Returned Check Fee
- Penalty on Returned Check
- Charge Slip Retrieval Fee
- Cancelled Card with Overpayment Fee
- Check Protect Fee
- SIP Loans Fee
- SIP Pre-termination Fee
- Express Start Cancellation Fee

Interest on Interest:

Computations differ depending on the customer's payment behavior prior to the covered period:

- A. For customers who have been paying the Minimum Amount Due or less than the Total Amount Due prior to the covered period, interest on interest is computed as Minimum Amount Due, less Installment Amortization (from your previous Statement) x Monthly Finance Charge of 3.50%. This will not entail a full waiver of finance charges.
- B. For customers who have been consistently paying the Total Amount Due in full for the past 6 months prior to the covered period (September to February), finance charges will be waived.

We have prepared sample illustrations below to help you understand the adjustments to your account related to the granting of the grace period and reversal of said fees.

**A.** Illustration for customers who have been paying the Minimum Amount Due or less than the Total Amount due prior to the covered period, wherein late payment fees, other fees, and interest on interest are waived.

**STATEMENT 1:** The Implementing Rules and Regulations (IRR) for the Bayanihan Act was issued on April 1, 2020. Thus, the March and April Statements of Account (SOA) with payment due dates within the covered period will still have regular charges. Adjustments will be seen in the succeeding SOA.

| <b>JUAN DELA CRUZ</b><br>1234 JUAN ST<br>MAKATI CITY |                   | <table border="1"> <tr> <td>CUSTOMER NUMBER</td> <td>0123456-6-78-9123</td> </tr> <tr> <td>STATEMENT DATE</td> <td>MARCH 7, 2020</td> </tr> <tr> <td>PAYMENT DUE DATE</td> <td>MARCH 30, 2020</td> </tr> <tr> <td>CREDIT LIMIT</td> <td>250,000.00</td> </tr> <tr> <td>TOTAL AMOUNT DUE</td> <td>103,500.00</td> </tr> <tr> <td>MINIMUM AMOUNT DUE</td> <td>3,694.95</td> </tr> </table> |                          |                     |                                 |                          |                   | CUSTOMER NUMBER | 0123456-6-78-9123 | STATEMENT DATE | MARCH 7, 2020 | PAYMENT DUE DATE | MARCH 30, 2020 | CREDIT LIMIT | 250,000.00 | TOTAL AMOUNT DUE | 103,500.00 | MINIMUM AMOUNT DUE | 3,694.95 |
|--|-------------------|--|--------------------------|---------------------|---------------------------------|--------------------------|-------------------|-----------------|-------------------|----------------|---------------|------------------|----------------|--------------|------------|------------------|------------|--------------------|----------|
| CUSTOMER NUMBER                                      | 0123456-6-78-9123 |  |                          |                     |                                 |                          |                   |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| STATEMENT DATE                                       | MARCH 7, 2020     |  |                          |                     |                                 |                          |                   |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| PAYMENT DUE DATE                                     | MARCH 30, 2020    |  |                          |                     |                                 |                          |                   |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| CREDIT LIMIT   | 250,000.00        |  |                          |                     |                                 |                          |                   |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| TOTAL AMOUNT DUE                                     | 103,500.00        |  |                          |                     |                                 |                          |                   |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| MINIMUM AMOUNT DUE                                   | 3,694.95          |  |                          |                     |                                 |                          |                   |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| Card Type  | Previous Balance  | (-) Payments/Credits & Rebates   | (+) Purchases & Advances | (+) Installment Due | (+) Finance Charge & Other Fees | (+) Late Payment Charges | Amount Due        |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| Blue   | 100,000.00        |  |                          |                     | 3,500.00                        |                          | 103,500.00        |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| <b>Total</b>   | 100,000.00        |  |                          |                     | 3,500.00                        |                          | 103,500.00        |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| Past Due Amount                                      |                   |  |                          |                     |                                 |                          | 0.00              |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| Minimum Amount Due                                   |                   |  |                          |                     |                                 |                          | 3,694.95          |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| Unbilled Installment Amount                          |                   |  |                          |                     |                                 |                          | 0.00              |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |
| <b>Total Outstanding Balance</b>                     |                   |  |                          |                     |                                 |                          | <b>103,500.00</b> |                 |                   |                |               |                  |                |              |            |                  |            |                    |          |

The Minimum Amount Due is the minimum amount you should pay on or before your payment due date to avoid incurring penalties. It is computed as 3.57% of your Total Outstanding Balance, or 850, whichever is higher.

**STATEMENT 2:** In this statement, you will already see some balance adjustment entries.

| <b>JUAN DELA CRUZ</b><br>1234 JUAN ST<br>MAKATI CITY |                  | Credit Adjustments will always appear here together with other rebates /reversals credited and payments you have made. |                          | Debit Adjustments will always appear here together with any purchase you made. |                                 | CUSTOMER NUMBER 0123456-6-78-9123<br>STATEMENT DATE APRIL 7, 2020<br>PAYMENT DUE DATE APRIL 27, 2020<br>CREDIT LIMIT 250,000.00<br>TOTAL AMOUNT DUE 107,122.50<br>MINIMUM AMOUNT DUE 3,824.27 |            |
|--|------------------|--|--------------------------|--|---------------------------------|---|------------|
| Card Type  | Previous Balance | (-) Payments/Credits & Rebates   | (+) Purchases & Advances | (+) Installment Due  | (+) Finance Charge & Other Fees | (+) Late Payment Charges  | Amount Due |
| Blue   | 103,500.00       | -3,694.95<br><b>A</b>  | 3,694.95<br><b>B</b>     |  | 3,622.50                        |   | 107,122.50 |
| <b>Total</b>   | 103,500.00       | -3,694.95  | 3,694.95                 |  | 3,622.50                        |   | 107,122.50 |
| Past Due Amount                                      |                  |  |                          |  |                                 |   | 0.00       |
| Minimum Amount Due                                   |                  |  |                          |  |                                 |   | 3,824.27   |
| Unbilled Installment Amount                          |                  |  |                          |  |                                 |   | 0.00       |
| Total Outstanding Balance                            |                  |  |                          |  |                                 |   | 107,122.50 |

| TRANSACTION DATE                    | POST DATE | DESCRIPTION                          | AMOUNT    |
|-------------------------------------|-----------|--------------------------------------|-----------|
| 554812-3-45-678987 – JUAN DELA CRUZ |           |                                      |           |
| APRIL 2                             | APRIL 2   | A. Crd Adj-Covid-19 Deferred Payment | -3,694.95 |
| APRIL 2                             | APRIL 2   | B. Dbt Adj-Covid-19 Deferred Payment | 3,694.95  |

The Credit and Debit Adjustments are system-generated adjustments made in order to grant you the 30-day grace period and maintain your current credit standing.

The amount adjusted is equivalent to the Minimum Amount Due reflected in your **previous Statement of Account (SOA)**.

The Credit and Debit Adjustments will always be reflected together in the same statement of account and will reflect the same amount.

**STATEMENT 3:** In this statement, you will see the interest on interest reversals. It is computed as Minimum Amount Due Less Installment Amortization (from the previous statement) x Monthly Finance Charge of 3.50%. This does not entail full waiver of finance charges.

| <b>JUAN DELA CRUZ</b><br>1234 JUAN ST<br>MAKATI CITY |                  | Credit Adjustments will always appear here together with other rebates /reversals credited and payments you have made. |                          | Debit Adjustments will always appear here together with any purchase you made. |                                 | CUSTOMER NUMBER      0123456-6-78-9123<br>STATEMENT DATE        MAY 7, 2020<br>PAYMENT DUE DATE      MAY 27, 2020<br>CREDIT LIMIT            250,000.00<br>TOTAL AMOUNT DUE      110,608.61<br>MINIMUM AMOUNT DUE    3,948.73 |                   |
|--|------------------|--|--------------------------|--|---------------------------------|---|-------------------|
| Card Type  | Previous Balance | (-) Payments/Credits & Rebates   | (+) Purchases & Advances | (+) Installment Due  | (+) Finance Charge & Other Fees | (+) Late Payment Charges  | Amount Due        |
| Blue   | 107,122.50       | -4,937.44  | 3,824.27                 |  | 3,749.29                        | 850.00  | 110,608.61        |
|  |                  | A+C+D+E  |                          | B  |                                 | Finance charges will still continue to accrue. Interest on interest reversal does not entail full waiver of finance charges.  |                   |
|  |                  |  |                          |  |                                 | While a Late Payment Charge is reflected here, it has a corresponding reversal entry as seen below in Item E.   |                   |
| <b>Total</b>   | 107,122.50       | -4,937.44  | 3,824.27                 |  | 3,749.29                        | 850.00  | 110,608.61        |
| Past Due Amount                                      |                  |  |                          |  |                                 |   | 0.00              |
| Minimum Amount Due                                   |                  |  |                          |  |                                 |   | 3,948.73          |
| Unbilled Installment Amount                          |                  |  |                          |  |                                 |   | 0.00              |
| <b>Total Outstanding Balance</b>                     |                  |  |                          |  |                                 |   | <b>110,608.61</b> |

| TRANSACTION DATE                    | POST DATE | DESCRIPTION                    | AMOUNT    |
|-------------------------------------|-----------|--------------------------------|-----------|
| 554812-3-45-878987 - JUAN DELA CRUZ |           |                                |           |
| APRIL 24                            | APRIL 24  | A. Credit Adjustment-Bayanihan | -3,824.27 |
| APRIL 24                            | APRIL 24  | B. Debit Adjustment-Bayanihan  | 3,824.27  |
| APRIL 24                            | APRIL 24  | C. Interest Reversal-Bayanihan | -129.32   |
| MAY 7                               | MAY 27    | D. Interest Reversal-Bayanihan | -133.85   |
| MAY 7                               | MAY 7     | E. LPC Reversal-Bayanihan      | -850.00   |

Interest Reversal from the 1st Statement above (With Due Date Mar 30)

Minimum Amount Due : 3,694.95  
 x Monthly Finance Charge : 3.50%  
 Interest Reversal : -129.32

Amount adjusted is equivalent to the Minimum Amount Due in your previous SOA

Interest Reversal from the 2<sup>nd</sup> Statement above (With Due Date Apr 27)

Minimum Amount Due : 3,824.27  
 x Monthly Finance Charge : 3.50%  
 Interest Reversal : -133.85

**STATEMENT 4:** In this statement, you will again see some balance adjustment entries and interest on interest reversals.

| <b>JUAN DELA CRUZ</b><br>1234 JUAN ST<br>MAKATI CITY |                   | Credit Adjustments will always appear here together with other rebates /reversals credited and payments you have made. | Debit Adjustments will always appear here together with any purchase you made. | <table border="1"> <tr> <td>CUSTOMER NUMBER</td> <td>0123456-6-78-9123</td> </tr> <tr> <td>STATEMENT DATE</td> <td>JUNE 7, 2020</td> </tr> <tr> <td>PAYMENT DUE DATE</td> <td>JUNE 27, 2020</td> </tr> <tr> <td>CREDIT LIMIT</td> <td>250,000.00</td> </tr> <tr> <td>TOTAL AMOUNT DUE</td> <td>114,341.71</td> </tr> <tr> <td>MINIMUM AMOUNT DUE</td> <td>4,082.00</td> </tr> </table> |                                 |                          |  | CUSTOMER NUMBER | 0123456-6-78-9123 | STATEMENT DATE | JUNE 7, 2020 | PAYMENT DUE DATE | JUNE 27, 2020 | CREDIT LIMIT | 250,000.00 | TOTAL AMOUNT DUE | 114,341.71 | MINIMUM AMOUNT DUE | 4,082.00 |
|--|-------------------|--|--|--|---------------------------------|--------------------------|--|-----------------|-------------------|----------------|--------------|------------------|---------------|--------------|------------|------------------|------------|--------------------|----------|
| CUSTOMER NUMBER                                      | 0123456-6-78-9123 |  |  |  |                                 |                          |  |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| STATEMENT DATE                                       | JUNE 7, 2020      |  |  |  |                                 |                          |  |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| PAYMENT DUE DATE                                     | JUNE 27, 2020     |  |  |  |                                 |                          |  |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| CREDIT LIMIT   | 250,000.00        |  |  |  |                                 |                          |  |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| TOTAL AMOUNT DUE                                     | 114,341.71        |  |  |  |                                 |                          |  |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| MINIMUM AMOUNT DUE                                   | 4,082.00          |  |  |  |                                 |                          |  |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| Card Type  | Previous Balance  | (-) Payments/Credits & Rebates   | (+) Purchases & Advances   | (+) Installment Due  | (+) Finance Charge & Other Fees | (+) Late Payment Charges | Amount Due   |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| Blue   | 110,608.61        | -4,086.93  | 3,948.73   |  | 3,871.30                        |                          | 114,341.71   |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
|  |                   | A+C  | B  |  |                                 |                          |  |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
|  |                   |  |  |  |                                 |                          | Finance charges will still continue to accrue. Interest on interest reversal does not entail full waiver of finance charges. |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| <b>Total</b>   | 110,608.61        | -4,086.93  | 3,948.73   |  | 3,871.30                        |                          | 114,341.71   |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| Past Due Amount                                      |                   |  |  |  |                                 |                          | 0.00   |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| Minimum Amount Due                                   |                   |  |  |  |                                 |                          | 4,082.00   |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| Unbilled Installment Amount                          |                   |  |  |  |                                 |                          | 0.00   |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |
| <b>Total Outstanding Balance</b>                     |                   |  |  |  |                                 |                          | <b>114,341.71</b>  |                 |                   |                |              |                  |               |              |            |                  |            |                    |          |

| TRANSACTION DATE                    | POST DATE | DESCRIPTION                    | AMOUNT    |
|-------------------------------------|-----------|--------------------------------|-----------|
| 554812-3-45-678987 – JUAN DELA CRUZ |           |                                |           |
| MAY 19                              | MAY 19    | A. Credit Adjustment-Bayanihan | -3,948.73 |
| MAY 19                              | MAY 19    | B. Debit Adjustment-Bayanihan  | 3,948.73  |
| JUNE 4                              | JUNE 4    | C. Interest Reversal-Bayanihan | -138.21   |

Interest Reversal from the 3rd Statement above (With Due Date May 27)

|                          |   |          |
|--------------------------|---|----------|
| Minimum Amount Due       | : | 3,948.73 |
| x Monthly Finance Charge | : | 3.50%    |
| Interest Reversal        | : | -138.21  |

Amount adjusted is equivalent to the Minimum Amount Due in your previous SOA



**B.** Illustration for customers who have been consistently paying the Total Amount Due in full for the past 6 months prior to the covered period (September to February), late payment fees, other fees, and finance charges will be waived.

The Minimum Amount Due is the minimum amount you should pay on or before your payment due date to avoid incurring penalties. It is computed as 3.57% of your Total Outstanding Balance, or 850, whichever is higher.

**STATEMENT 1**

| <b>JUAN DELA CRUZ</b><br>1234 JUAN ST<br>MAKATI CITY |                   | <b>CUSTOMER NUMBER</b> _____<br><b>STATEMENT DATE</b> _____<br><b>PAYMENT DUE DATE</b> _____<br><b>CREDIT LIMIT</b> 250,000.00<br><b>TOTAL AMOUNT DUE</b> 100,000.00<br><b>MINIMUM AMOUNT DUE</b> 3,570.00 |                          |                     |                                 |                          |                   |
|--|-------------------|--|--------------------------|---------------------|---------------------------------|--------------------------|-------------------|
| Card Type  | Previous Balance  | (-) Payments/Credits & Rebates   | (+) Purchases & Advances | (+) Installment Due | (+) Finance Charge & Other Fees | (+) Late Payment Charges | Amount Due        |
| Blue   | 150,000.00        | -150,000.00  | 100,000.00               |                     |                                 |                          | 100,000.00        |
| <b>Total</b>   | <b>150,000.00</b> | <b>-150,000.00</b>   | <b>100,000.00</b>        |                     |                                 |                          | <b>100,000.00</b> |
| Past Due Amount                                      |                   |  |                          |                     |                                 |                          | 0.00              |
| Minimum Amount Due                                   |                   |  |                          |                     |                                 |                          | 3,570.00          |
| Unbilled Installment Amount                          |                   |  |                          |                     |                                 |                          | 0.00              |
| Total Outstanding Balance                            |                   |  |                          |                     |                                 |                          | 100,000.00        |

Customer has been consistently paying the total amount due for the past 6 months prior to the covered period

**STATEMENT 2:** In this statement, you will already see some balance adjustment entries.

| <b>JUAN DELA CRUZ</b><br>1234 JUAN ST<br>MAKATI CITY |                   | Credit Adjustments will always appear here together with other rebates /reversals credited and payments made. |                          | Debit Adjustments will always appear here together with any purchase you made. |                                 | <b>CUSTOMER NUMBER</b> 0123456-6-78-9123<br><b>STATEMENT DATE</b> APRIL 7, 2020<br><b>PAYMENT DUE DATE</b> APRIL 27, 2020<br><b>CREDIT LIMIT</b> 250,000.00<br><b>TOTAL AMOUNT DUE</b> 100,000.00<br><b>MINIMUM AMOUNT DUE</b> 3,570.00 |                   |
|--|-------------------|---|--------------------------|--|---------------------------------|---|-------------------|
| Card Type  | Previous Balance  | (-) Payments/Credits & Rebates  | (+) Purchases & Advances | (+) Installment Due  | (+) Finance Charge & Other Fees | (+) Late Payment Charges  | Amount Due        |
| Blue   | 100,000.00        | -100,000.00 <b>A</b>  | 100,000.00 <b>B</b>      |  |                                 |   | 100,000.00        |
| <b>Total</b>   | <b>100,000.00</b> | <b>-100,000.00</b>  | <b>100,000.00</b>        |  |                                 |   | <b>100,000.00</b> |
| Past Due Amount                                      |                   |   |                          |  |                                 |   | 0.00              |
| Minimum Amount Due                                   |                   |   |                          |  |                                 |   | 3,570.00          |
| Unbilled Installment Amount                          |                   |   |                          |  |                                 |   | 0.00              |
| Total Outstanding Balance                            |                   |   |                          |  |                                 |   | 100,000.00        |

| TRANSACTION DATE                    | POST DATE | DESCRIPTION                           | AMOUNT      |
|-------------------------------------|-----------|---------------------------------------|-------------|
| 554812-3-45-678987 - JUAN DELA CRUZ |           |                                       |             |
| APRIL 2                             | APRIL 2   | A. Crd Adj-Covid-19 Deferred Payment  | -100,000.00 |
| APRIL 2                             | APRIL 2   | B. Dbit Adj-Covid-19 Deferred Payment | 100,000.00  |

The Credit and Debit Adjustments are system-generated adjustments made in order to grant you the 30-day grace period and maintain your current credit standing.  
 The amount adjusted is equivalent to your **current balance**.  
 The Credit and Debit Adjustments will always be reflected together in the same statement of account and will reflect the same amount.

**STATEMENT 3:** In this statement, you will see the finance charge and late payment charge reversals.

| <b>JUAN DELA CRUZ</b><br>1234 JUAN ST<br>MAKATI CITY |                  | Credit Adjustments will always appear here together with other rebates /reversals credited and payments made. | Debit Adjustments will always appear here together with any purchase you made. | CUSTOMER NUMBER 0123456-6-78-9123<br>STATEMENT DATE MAY 7, 2020<br>PAYMENT DUE DATE MAY 27, 2020<br>CREDIT LIMIT 250,000.00<br>TOTAL AMOUNT DUE 100,000.00<br>MINIMUM AMOUNT DUE 3,570.00 |                                 |                          |            |
|--|------------------|---|--|---|---------------------------------|--------------------------|------------|
| Card Type  | Previous Balance | (-) Payments/Credits & Rebates  | (+) Purchases & Advances   | (+) Installment Due   | (+) Finance Charge & Other Fees | (+) Late Payment Charges | Amount Due |
| Blue   | 100,000.00       | -104,350.00   | 100,000.00   |   | 3,500.00                        | 850.00                   | 100,000.00 |
|  |                  | <div style="border: 1px solid black; padding: 2px;">A+C+D</div>   |  | <div style="border: 1px solid black; padding: 2px;">           While charges are reflected here, they have corresponding reversal entries below as seen in items C and D         </div>   |                                 |                          |            |
| <b>Total</b>   | 100,000.00       | -104,350.00   | 100,000.00   |   |                                 |                          | 100,000.00 |
| Past Due Amount                                      |                  |   |  |   |                                 |                          | 0.00       |
| Minimum Amount Due                                   |                  |   |  |   |                                 |                          | 3,570.00   |
| Unbilled Installment Amount                          |                  |   |  |   |                                 |                          | 0.00       |
| Total Outstanding Balance                            |                  |   |  |   |                                 |                          | 100,000.00 |

| TRANSACTION DATE                    | POST DATE | DESCRIPTION                    | AMOUNT      |
|-------------------------------------|-----------|--------------------------------|-------------|
| 554812-3-45-678987 – JUAN DELA CRUZ |           |                                |             |
| APRIL 24                            | APRIL 24  | A. Credit Adjustment-Bayanihan | -100,000.00 |
| APRIL 24                            | APRIL 24  | B. Debit Adjustment-Bayanihan  | 100,000.00  |
| APRIL 24                            | APRIL 24  | C. Interest Reversal-Bayanihan | -3,500.00   |
| MAY 7                               | MAY 7     | D. LPC Reversal-Bayanihan      | -850.00     |

Amount adjusted is equivalent to your current balance.