

**COUNTRY BUILDERS BANK, INC. (CBB)**  
**2019 ANNUAL REPORT**

**Vision of the Bank:**

- To be the leading community bank in the Greater Metro Manila and its periphery.

**Mission of the Bank:**

- To provide excellent banking and financial services
- To create better communities by nurturing entrepreneurs
- To cultivate commitment to excellence whereby employees can learn, grow and be self-fulfilled
- To optimize earnings for the benefit of all stakeholders

**Core Values**

- Excellence. To ensure excellence in service and banking competency to attain client trust and loyalty
- Integrity. To honor the trust of and the fiduciary responsibility to clients
- Innovative. Matching banking products and services to clients' needs
- Professionalism/Teamwork. A team of committed employees instilled with passion, dedication and pride in their work
- Service-Oriented. To integrate the bank within the communities it serves.

COUNTRY BUILDERS BANK, INC.(CBB) is the largest rural bank in Metro Manila with thirty four (34) banking offices, more than half of which are located in Metro Manila. The Bank covers most cities in Metro-Manila and the areas of Cavite, Laguna, Bulacan and Rizal with a combined workforce of 328 officers and employees. Its banking offices contribute greatly to the financial inclusion advocacy of the BSP in the densely populated Metro Manila areas serving primarily, the CDE socio-economic classes of the economy.

The Bank's services are geared to improving lives in the communities it serves through the Bank's lending and deposit activities, ATM services, SSS Pensions direct deposits, remittances, bills payments and micro-insurance. The Bank aims to create jobs and promote financial inclusion that will enable clients in the communities it serves to avail of financial services conveniently.

## FINANCIAL SUMMARY/FINANCIAL HIGHLIGHTS

<b>Financial Highlights (Based on Audited FS)</b>	<b>2019</b>	<b>2018</b>
<b>Profitability</b>		
Total Net Interest Income	153,541,684	143,380,065
Total Non-Interest Income	68,332,023	91,084,591
Total Non-Interest Expenses	190,215,048	200,164,855
Pre-provision profit	31,658,659	34,299,801
Allowance for credit losses	2,695,486	169,144
Net Income	20,376,148	25,185,414
<b>Selected Balance Sheet Data</b>		
Liquid Assets	1,184,324,063	1,314,420,936
Gross Loans	1,196,552,188	1,057,916,198
Total Assets	2,963,295,002	2,811,809,229
Deposits	2,426,480,946	2,327,407,165
Total Equity	339,547,310	348,419,344
<b>Selected Ratios</b>		
Return on Equity	5.62%	7.46%
Return on Assets	0.67%	0.90%
Capital Adequacy Ratio	15.14%	16.81%
Cash Dividends Declared	15,826,196	17,359,374
Head Count		
Officers	87	86
Staff	241	255

## FINANCIAL CONDITION AND RESULTS OF OPERATIONS

- Total Assets increased by P151.4Mn or 5.38% in 2019, mainly due to increases in the following accounts: a) Loans and Receivables by P135.4Mn or 11.43%; b) Due from BSP by P16.2Mn or 17.38% for reserve requirement since the Deposit Liabilities increased by P99.1Mn and c) Bank Premises, FFE by P38.2Mn or 43.67% resulting from the adoption of PFRS 16 – Leases
- Total loan portfolio increased by 11.47% in 2019. Loans to SME/Businesses represents the biggest share of the total loan portfolio at 35.4%, followed by housing, school, and consumptions loans at 17.7%, 14.4% and 11.4% respectively. Average earning yield in loans was 12.8% in 2019, lower than 13.2% in 2018, due to stiff market competitions in loan rates.
- Total deposits increased by P99.1Mn or 4.26% in 2019, P52.Mn of which represents low cost savings deposits. As of year end 2019, 65.1% of total deposits represents

low-cost deposits bearing 0.25% interest per annum. Average funding cost decreased to 1.18% in 2019, from 1.23% in 2018 due to maturity of high cost deposits from former 1stMacro Bank.

4. Net income decreased by P4.91Mn or 19.51% mainly due to the decrease in gain on sale from sale of Assets Acquired by P25.5Mn from P40.4Mn in 2018 to P14.9Mn in 2019.
5. Effective January 1, 2019, companies are required to adopt PFRS 16 on Leases. PFRS 16 significantly changes how a company accounts for leases that were off-balance sheet applying PAS 17, other than short-term leases (leases of 12 months or less) and leases of low-value assets (e.g., computers and office furniture). This means that the operating-lease style of accounting is no longer available except for short-term leases and leases of low-value assets.

All other leases within the scope of PFRS 16 are required to be brought on-balance sheet by lessees, recognizing a 'right of use' asset and the related lease liability at commencement of the lease, with subsequent accounting generally similar to the finance lease model under PAS 17. In addition, entities are also required to (1) recognize depreciation of the lease assets and interests on lease liabilities in the income statement over the lease term, and (2) separate the total amount of cash paid into a principal portion (presented with financing activities) and interest (typically presented within either operating or financing activities) in the statement of cash flows.

With the adoption of PFRS 16, initial recognition of right-of-use assets and lease liabilities amounting to P51.6 million and P70.8 million respectively and other necessary adjustments (depreciation, amortization, and additions) were effected as P&A's adjustments on CBB's Audited Financial Statement as of December 31, 2019, hence increasing CBB's total assets and total liabilities. Net adjustment made to Surplus on the initial recognition amounted to P13.5 million, net of deferred tax assets.

The Bank continues to broaden and expand its MSME and housing loan programs which will be top priorities in 2020. The Bank will continue to seek new ways to improve process efficiency and provide flexible and affordable service options, including embracing the digitalization of banking operations.

There will be accelerated loan expansion through accelerated lending but the Bank will always be observant of risk based principles by identifying viable target markets for lending without excessively increasing the Bank's risk appetite and risk tolerance levels.

The Bank will only grant loans that pass its requirements based on the Bank's Credit Manual. For those who will not pass its requirements, CBB makes use of government guarantees to continue to diversify its loan portfolio in MSMEs/housing/agriculture to minimize risks through guarantees on default and non-payment of borrowers. Risks of loan collections

from SSS Pensioners where the pensions are directly remitted by SSS to the pensioners through the Bank are mitigated by credit life insurance on the pensioner so as not to cause any burden on the family.

The Bank will continue further to offer loans to schools and construction of transient housing for working people who have migrated to Metro-Manila for employment and in need of housing.

Presently, the Bank invests only in government securities which are zero-risk rated as these are direct and unconditional obligations of the Philippine government making it “virtually risk free.” This means that the principal payment is guaranteed safe.

With the passage of BSP Circular #1042 allowing rural banks to invest in other securities, the Bank will explore other profitable and safe investments with the approval of the Board. Better integration of Information Technology into the operations of the Bank is very much a part of the overall Strategic Plan of the Bank. The Bank will continue to exert efforts to eliminate remaining manual processes whenever possible and practical. In anticipation that the IT security will continue to add complication and cost for compliance and understanding the economies of scale that Cloud services offer, management has resolved to switch to a Cloud Solution, Nextbank, for its core banking system using the Software as a Service Model (SaaS. Management believes this is the most direct way to improve operations, develop data analysis, improve technical capabilities, and enhance audit and compliance processes. This will allow CBB to remain competitive in the banking industry's rapid advancement in the digitalization of products and services.

Migration to a cloud based software will allow the Bank to manage its growing requirements and complexities related to IT. This will allow the Bank to fully utilize its memberships in the Philippine Clearing House (PCHC) and the National Retail Payment System (NRPS), to issue its own ATM cards instead of just being an acquirer as it is currently doing and be an active member of Pesonet and Instapay, and go into digitalization and digitization without going through a third party provider. Given the high density of CBB branches as seen in its Bayad Center transactions, the demographic shift in dependence on electronic payments and the more reasonable pricing of electronic transfers with Pesonet and Instapay, the Bank is optimistic that NRPS will be a good revenue channel for the Bank moving forward. And for the ATM services, being an issuer will increase the revenues of the Bank.

For Human Resource, the Human Resources Department has increased its emphasis on trainings both internally and externally. Internal trainings with guest speakers and workshops in addressing training gaps and enhancing employee competencies will be enhanced as these are more effective and cost efficient. In addition to training, performance metrics will be expounded to monitor the professional development of all the officers and staff of the bank.

## **RISK MANAGEMENT FRAMEWORK**

CBB, as a financial institution, is in the business of risk taking. Its activities expose the Bank to credit, liquidity, market, operational, reputational and legal risks.

Credit risks emanates from exposures to borrowing customers, counterparty risk in trading activities, and contingent credit risks arising from trade finance exposures.

Market risks cover price, liquidity and interest rate risks in the Bank's investment portfolio.

Liquidity risks may arise from shortage in funding and/or lack of market for sale of its assets.

Operational risks cover potential losses other than market and credit risks arising from failures of people, process, systems and information technology and external events.

The ability to manage risks effectively is vital for the Bank to sustain its growth and continue to create value for its shareholders.

Risk management involves identifying, measuring, controlling and reporting risks and disclosing possible consequences. The normal risks in daily operations include credit, liquidity, market, operations, legal and compliance.

The Bank continues to review its limits system to ensure that it only enters into transactions allowed under its existing policies and that adequate capital is available to cover risk exposures.

### **Credit Risks:**

Credit risks pertains to the risks to income or capital due to failure by borrowers or counterparties to pay their obligations, either in full or partially as they fall due, deterioration in the credit quality of a borrower, issuer or counterparty, and the reduced recovery from a credit facility in the event of default. This is inherent in the Bank's lending, and is managed in accordance with the Bank's credit risk framework of risk identification, measurement, control and monitoring. Credit risks are managed through a continuing review of credit policies, systems, and procedures. Credit Officers and Account Officers directly handle credit risks as guided by BOD-approved policies and limits.

Exposures to credit risks are managed through regular analysis and evaluation of the ability of the borrowers and potential borrowers to meet interest and capital repayment obligations and by changing lending limits when appropriate. Exposures to credit risks are also managed in part by obtaining marketable real-estate collaterals and government guarantees.

On the transactional level, exposure to credit risks is managed through a credit review process wherein analysis of the ability of the obligors and potential obligors to meet interest and capital repayment obligations is performed. Exposure to credit risks is also managed in part by obtaining collateral and guarantees, government and personal. Moreover, in accordance with best practices, the Bank also adopts an internal credit risk rating system (ICRRS) for the purpose of measuring credit risks and uses this information as a tool for

decision-making. Pursuant to regulatory requirements and best practices, the Bank also conducts sensitivity analysis and stress testing of the credit portfolio to assess sensitivity of the Bank's capital to BOD-approved credit risk scenarios.

### **Liquidity Risk:**

Liquidity risks are risks that there could be insufficient funds available to meet the credit demands of the Bank and repay deposits upon withdrawal upon maturity. The Bank ensures that there exists an adequate amount of liquid assets to meet the daily funding requirements in its operations.

The Bank manages its liquidity risks through the management's monitoring of various liquidity ratios, assessment of liquidity gaps, and the maturity ladder. A maturity ladder relates the inflows to outflows of funds at selected maturity dates and is constructed to measure liquidity exposure. The ladder shows the Bank's statement of financial position distributed into tenor buckets across the term structure on the basis of the term to final maturity or cash flow dates. The amount of net inflows which equals the difference between the amounts of contractually maturing assets (inflows) and liabilities (outflows) is computed per tenor bucket and on a cumulative basis incorporating certain behavioral and hypothetical assumptions regarding the flows from assets and liabilities including contingent commitments over time. The calculated periodic and cumulative gaps constitute the Bank's run off schedule, which indicate the Bank's net funding requirements in local currency.

The Asset and Liability Committee (ALCO) of the Bank reports regularly to the Board of Directors.

### **Operational Risks:**

Managing of operational risks is founded on a sound internal control environment:

Recruitment and placement policies are in place to ensure the integrity, ethics and competence of personnel. Also in place are a written Code of Conduct, written policies and procedures that clearly establish accountability and responsibility, segregation of functions, verification and reconciliation procedures, and, an effective assurance and internal audit function.

Information security policies are strengthened, implemented, and disseminated across all units of the Bank.

### **Interest Rate Risks:**

Interest rate risks arise from the possibility that changes in the interest rates will affect future cash flows or the fair value of the financial instruments. The Bank's interest rate risks relates primarily to the possible changes in the prevailing interest rates on deposit liabilities, loan investments and investments in other financial instruments. The volatility in interest rates

will result in an increase or decrease in the Bank's interest spread, and consequently will affect financial performance.

**Compliance Risks:**

Risk to earnings or capital arising from violations of or non-conformance with laws, rules, regulations, prescribed practices, internal policies and procedures or ethical standards. This arises in situations where the laws or rules governing certain bank's products or activities of its clients may be ambiguous or untested. These exposes the Bank to fines, civil money penalties, payment of damages and the voiding of contracts.

**Legal Risks:**

This is defined as the risk to earnings or capital arising from unenforceable contracts, lawsuits or adverse judgments.

**Banks' Efforts to Combat Money Laundering and Terrorist Financing:**

The banking industry's main goal is to help deter, detect and report criminal and terrorist activity, while protecting the privacy of law-abiding customers, and ensuring the integrity of the banking system in the Philippines. Country Builders Bank adheres to these objectives.

The Bank continually updates its Money Laundering and Terrorist Financing Prevention Program in compliance with all the BSP regulations. This program aims to implement sound anti-money laundering practices and combat terrorist financing and other financial crimes. It consists of conscientious customer due diligence and know-your-customer or KYC processes, technology and automated tools to identify and detect financial transactions of a suspicious nature; and monitoring, periodic review, and timely reporting of anti-money laundering-combating the financing of terrorism (AML-CFT) events to senior management. This program also includes regular and effective AML-CFT training and awareness programs for all personnel; maintenance of customer data and transaction documents within prescribed timelines; and timely updates of policies and procedures in accordance with changes in regulations and AML and CFT typologies. With increasing global AML initiatives and numerous new regulations, we recognize that our AML processes and controls are changing from a stand-alone function under Compliance, to an increasingly complex and overarching function cutting across legal, risk and operations.

In-house Orientation Seminars are regularly conducted for newly hired personnel of the Bank. Continuous training and re-training of existing officers and employees are also done to improve their knowledge in preventing money laundering and terrorism financing and to get to know the customers better for this purpose. Reports on the monitoring of the Bank's compliance to the AML-CFT rules and regulations are regularly presented to the Board of Directors in its monthly meetings.

The Bank continuously tracks and reports covered and suspicious transactions to the BSP-AMLC as required. The Bank has significantly increased its anti-money laundering controls and expanded its compliance departments to meet increasingly stringent requirements from the AMLC to ensure that the products and services it offers are not used for illegal purposes.

The following policies are embedded in this program and their implementation is being strictly monitored by the Bank's Compliance Unit:

1. Customer Identification Process
  - a. Customer Acceptance Policy
  - b. Customer Identification
  - c. On-going monitoring of customers, accounts and transactions
2. Covered and Suspicious Transaction Reporting
3. Record Keeping and Retention
4. Training Program

## **CORPORATE GOVERNANCE**

The Board of Directors of Country Builders Bank, Inc. is committed to good governance which is vital to creating trust and confidence with its stakeholders. The Board aims to ensure on a continuing basis the application of best practices of corporate governance and corporate administration.

The Board has delegated authority to committees of the Board to support its oversight of risk and control. The committees are the Corporate Governance Committee, the Risk Management Committee, the Nominations Committee, the Executive Committee, and the Audit Committee. The chairperson of each committee reports on matters discussed during committee meetings to the subsequent scheduled meetings of the Board.

The Bank continually monitors and reviews its governance through effective oversight. The Directors are aware that in case they have material concerns about the overall governance, these should be acted upon without delay.

The Bank has acted judiciously and expeditiously to resolve complaints and/or concerns of its clients pursuant to its Financial Consumers Protection Manual. Complaints are properly referred to concerned unit/department for comments, replies and final resolution.

The Bank has a Code of Conduct that is disseminated throughout the Bank along with its supporting policies and procedures. It has also an approved Vision, Mission, Core Values, Objectives and a 3-year Strategic Plan.

The Bank has a comprehensive framework of written policies and procedures on all major areas of operations such as AMLA, Deposit Operations, Credit, Internal Audit, Compliance, Audit, etc. These policies have been approved by the Board and are being constantly reviewed and updated, if needed. The limits of authority of various management levels are included in the Bank framework. All powers are exercised by the relevant authorities within the materiality thresholds.



## **Selection Process for Members of Board of Directors and Senior Management**

The Corporate Governance Committee ensures the Board's effectiveness and adherence to corporate governance principles and guidelines especially, in the selection of members of the Board and senior executives of the bank as well as the appointments in the respective Board committees.

The Bank's Nomination Committee promulgate guidelines and criteria governing the conduct of the nomination. It is charged with assisting the Board by identifying individuals qualified to become members of the Board and/or Board Committees and recommending to the Board the director nominees for the next annual meeting of the stockholders and to different Board Committees, in accordance with BSP regulations..

The selection of nominees to the Board and senior officers is subject to the following guidelines established under the Nomination Committee:

- The nominee shall be fit and proper for the position of director and/or senior officer;
- He/she must have record of integrity, good reputation, probity, physical/mental fitness;
- He/she has continuously sought to enhance his/her competence and skills, knowledge and understanding of the activities previously engaged in;
- He/she has conducted fair business transactions with the company in which he/she was previously connected. He/she, whenever possible, avoided situations that would give rise to a conflict of interest;
- He/she must have sufficient time to carry out his/her responsibilities;
- He/she has a working knowledge of the statutory and regulatory requirements affecting the bank, requirements of the BSP and other regulatory agencies, has kept himself/herself informed of the industry developments and business trends; and
- He/she must have the ability to promote a smooth interaction between members of the Board.

### **Board of Directors**

The CBB Board is composed of nine (9) directors with three (3) independent directors, executive, and non-executive directors. All are professionals with competencies and experience in the fields of banking and accounting.

Members of the Board are elected during the annual stockholders meeting and each holds office for one (1) year. All members of the Board are required to attend a corporate governance seminar conducted by a BSP accredited provider.

All the directors have a term of one year but may be re-elected in the succeeding years. The independent directors may serve a maximum cumulative term of nine (9) years reckoned from 2012 after which the director will be perpetually barred from serving as an independent director in the same bank, but may continue to serve as a regular director.

The operations and management of Country Builders Bank is anchored on a unified commitment to good corporate governance. It is led by a functioning Board of Directors and Management team with competence, integrity and dedication, fully embracing the Bank's mission, vision, and values and guided not only by the Bank's principles, but also by the principles of good corporate governance – integrity, fairness, accountability, and transparency. Accountability of the Board of Directors and Management are in place and implemented in accordance with high ethical standards and strict regulatory compliance. The Board is attuned with the reforms imposed by BSP and other regulators to elevate corporate governance practices.

The authorities of the members of the Board are derived from the Bank's Articles of Incorporation, and the relevant sections of the Manual of Regulations (MORB) issued by the Bangko Sentral ng Pilipinas (BSP) as the lead regulator for banks. The role of the Board and its committees is well described and understood by the members that guarantee smooth performance of their collegiate and individual duties and responsibilities. The Board is responsible for ensuring that Management maintains an appropriate system of internal controls which provides assurance of effective operations, internal financial controls and compliance with rules and regulations.

### **The Role of the Board**

The Board's role is to provide leadership of the Bank and promote its vision, values, culture and behavior, within a framework of prudent and effective controls, which enables risks to be assessed and managed. The Board also ensures that its obligations towards its shareholders and other stakeholders are understood and met.

The Board is accountable for ensuring that, as a collective body, it has the appropriate skills, knowledge, diversity and experience to perform its role effectively. The Board is collectively responsible for the long-term success of the Bank: it sets the Bank's strategic objectives, integrates sustainability into the way business is conducted, ensures that the necessary financial and human resources are in place for the Bank to meet its objectives and reviews Management performance. Furthermore, the Board has the responsibility to present a fair, balanced and understandable assessment of the Company's position and prospects, including annual and interim financial statements and other price-sensitive public reports and reports required by regulators and by law.

The Board is the decision-making body for all matters of importance that are significant to the Bank as a whole because of their strategic, financial or reputational implications or consequences. The appointment of individuals who may have a material impact on the risk profile of the Bank is also subject to Board approval. Their appropriateness for the role is monitored on an on-going basis. The Board is also responsible for determining the nature and extent of the principal risks it is willing to take in achieving its strategic objectives and ensuring the maintenance of an effective risk management and oversight process across the Bank.

The Board fulfills functions such as the following:

- Review and guide corporate strategies, risk management policies and procedures, annual budgets and business plans, and monitor their implementation;
- Set financial objectives, monitor implementation and corporate performance; and
- Approve the issuance of capital stocks, distribution of dividends, strategic plans, major capital expenditures, acquisitions, equity investments, mergers, joint ventures, divestments, and significant related party transaction.

### **Chairman of the Board**

The Chairman is primarily responsible for leading the Board and ensuring its effectiveness. The role of the Chairman of the Board includes the following:

1. Provides leadership in the Board of Directors. The Chairman of the Board shall ensure effective functioning of the Board, including maintaining a relationship of trust with Board members;
2. Ensures that the Board takes an informed decision through a sound decision making process, encourage and promote critical discussions, ensure dissenting views are expressed and fully considered within the decision-making process;
3. Ensures that the meetings of the Board of Directors are held in accordance with the By-Laws of the Bank;
4. Ensures that the Board of Directors exercises strong oversight over the Bank's business and performance of senior management to minimize if not eliminate issues that may affect its reputation in the market place;
5. Makes certain that the meeting agenda focuses on strategic matters, including the overall risk appetite of the Bank, considering the development in the business and regulatory environments, key governance concerns, and contentious issues that will significantly affect operations;
6. Guarantees that the Board receives accurate, timely, relevant, insightful, concise, and clear information to enable it to make sound decisions;
7. Facilitates discussions on key issues by fostering an environment conducive for constructive debate and leveraging on the skills and expertise of individual directors;
8. Ensures that the Board sufficiently challenges and inquires on reports submitted and representations made by Management;
9. Assures availability of proper orientation for first-time directors and continuing training opportunities for all directors; and

<b>Name of Director</b>			<b>No. of Years as Director</b>	<b>Shares Held</b>	<b>% of Shares</b>	<b>Age</b>	<b>Nationality</b>
Dakila B. Fonacier	Chairman of the Board	Non-Executive	4	244,929	18.1076%	73	Filipino
Ma. Corazon L. Miller	President	Executive	7	88,175	6.5188%	73	Filipino/ American
Benjamin C. Arciaga	Member	Independent Director	5	350	0.0259%	73	Filipino

Ramon C. Reyes	Member	Independent Director	7	50	0.0037%	68	Filipino
Carmelita G. Salgado	Member	Independent Director	2	85	0.0063%	80	Filipino
Renato R. Reyes	Member	Non-Executive	7	85,973	6.3560%	73	Filipino
Celenita V. Francisco	Member	Executive	7	50	0.0037%	73	Filipino
Anna Liza B. Santiago	Member	Executive	2	1	0.0001%	50	Filipino
Edgardo L. Valenzuela, Jr.	Member	Executive (resigned 8/19)	5	22,043	1.6296%	42	Filipino

### Meetings of the Board of Directors

The Board meets monthly on a regular basis with a formal agenda of matters for consideration. The Board receives regular reports and presentations from the Bank's senior management on strategies and operations. Regular reports are also provided on existing and emerging risks, risk management, credit exposures, asset and liability management, liquidity, litigation, compliance and reputational issues. DOSRI and Related Party loans and loans beyond P10M are endorsed by the Credit Committee and the Executive Committee for deliberation and approval.

During 2019 the Board held 14 meetings. Further details on the number of the meetings of the Board and its committees and attendance by individual Directors are set out below.

Name of Director	Designation	Attendance	%
Dakila B. Fonacier	Chairman	10	71%
Ma. Corazon L. Miller	President	14	100%
Benjamin C. Arciaga	Member	14	100%
Ramon C. Reyes	Member	14	100%
Carmelita G. Salgado	Member	12	86%
Renato R. Reyes	Member	13	93%
Celenita V. Francisco	Member	14	100%
Anna Liza B. Santiago	Member	14	100%
Edgardo L. Valenzuela, Jr.	Member	8	89% (8/19)

## BOARD LEVEL COMMITTEES/FUNCTIONS/MEMBERSHIPS AND MEETINGS

### EXECUTIVE COMMITTEE

The Executive Committee of the Bank has the power to direct the overall business of the Bank including the review and approval of proposals and transactions related to credit in amounts within the limits of its delegated authority. It serves as the operating arm of the Board in all matters related to corporate governance. It approves all major policies and oversees all major risk-taking activities. This committee is composed of three (3) Board members and hold its meeting every month. It conducted twenty (20) meetings during the year.

Position	Name	No. of meetings attended	%
Chairman	Ma. Corazon L. Miller	20	100%
Members	Anna Liza B. Santiago	20	100%
	Edgardo Valenzuela, Jr. (resigned Aug'19)	10	100% (10/10)

### NOMINATIONS COMMITTEE

The Nominations Committee ensures that the Board of Directors and Senior Officers are made up of individuals of proven integrity, competence, and that each possesses the ability and resolve to effectively oversee the Bank in his capacity as Board member/senior officer and member in his/her respective Board Committee/s. This Committee reviews and evaluates the qualifications of all persons nominated to the Board. This Committee is composed of three (3) Board members one of whom is an independent director. This Committee meets whenever needed. Hereunder are the current members of the Nominations Committee:

Position	Name
Chairman	Ma. Corazon L. Miller
Member	Ramon C. Reyes
Member	Renato R. Reyes
Alternate Member	Celenita V. Francisco

### AUDIT COMMITTEE

The Audit Committee assists the Board in the effective discharge of its responsibilities in the areas of statutory reporting, internal control systems, risk management systems, insurance and legal proceedings, and the internal and external audit functions in the Bank.

The Manager of the Bank’s Internal Audit Department reports directly to the Audit Committee. It reviews the internal audit program of the Bank. The Audit Committee monitors and evaluates the adequacy and effectiveness of the Bank’s internal control system, risk management, and governance practices. It provides oversight on the integrity of the Bank’s financial statements and financial reporting processes, performance of the Compliance Office, internal and external audit functions and compliance with bank policies, applicable laws, and regulatory requirements. This Committee also reviews the external auditor’s annual audit plan and scope of work, and assesses its overall performance and effectiveness. In consultation with management, this Committee also approves the external auditor’s terms of engagement and audit fee. This committee is composed of three (3) Board members who are independent directors and meets every month. It conducted twelve (12) meetings during the year

Position	Name	No. of meetings Attended	%
Chairman	Benjamin C. Arciaga	12	100%
Member	Ramon C. Reyes	12	100%
Member	Carmelita G. Salgado	11	92%

The Audit Committee recommends to the Board the appointment of a Bangko Sentral-accredited external auditor for the purpose of preparing or issuing an audit report or related work. It also assesses the external auditor’s effectiveness, independence and objectivity, ensuring that key partners are rotated at appropriate intervals. The Committee reviews the external auditor’s annual plan, scope of work, and, in consultation with management, approves the external auditor’s term of engagement and audit fees. They also oversee the resolution of disagreements between management and the external auditors in the event that they arise.

## **RISK MANAGEMENT COMMITTEE**

The Risk Management Committee exercises the oversight function over risk management activities of the Bank. It reviews the Bank’s management framework, assesses to determine the adequacy of its risk management, monitors the Bank’s risk management profile and ensures that the risk strategies are being complied with. This Committee is composed of three (3) members who are all members of the Board of Directors. This Committee is chaired by an independent director. It conducted twelve (12) meetings during the year.

Position	Name	No. of meetings Attended	Percent (%)
Chairman	Ramon C. Reyes Independent Director	12	100%
Members	Celenita V. Francisco	12	100%
	Renato R. Reyes	12	100%
Alternate Member	Benjamin C. Arciaga (Independent Director)	12	100%

## CORPORATE GOVERNANCE COMMITTEE

The Corporate Governance Committee assists the Board in fulfilling its corporate governance responsibilities, and ensures the Board's effectiveness and due observance of sound corporate governance principles and guidelines. It also oversees the Bank's corporate governance with respect to laws, rules and regulations on corporate governance issued by the BSP government regulatory bodies. This committee is composed of three (3) members who are all members of the Board of Directors who are all independent directors. It conducted five (5) meetings during the year.

Position	Name	No. of meetings Attended	Percent (%)
Chairman	Carmelita G. Salgado	5	100%
Member	Ramon C. Reyes	5	100%
Member	Benjamin C. Arciaga	5	100%

## CREDIT COMMITTEE

The Credit Committee assists the Board in fulfilling its responsibilities by providing oversight on the strategies and objectives of the credit and lending functions of the Bank, specifically:

- Oversight of the credit risk management of the Bank, including review of internal credit policies and establishing portfolio limits;
- Reviews the quality and performance of the Bank's credit portfolio; and
- Approves loans at thresholds determined by the Bank's Credit Policy Manual

This committee is composed of three (3) members, two (2) of whom are members of the Board of Directors and one who is a designated officer. It has an alternate member who is also a member of the Board of Directors. The committee meets as needed when loan applications are ready for approval or for endorsement to the Executive Committee or the Board depending on the amount of the loans. It conducted 129 meetings during the year.

Position	Name	No. of meetings Attended	Percent (%)
Chairman	Ma. Corazon L. Miller	114	88%
Member	Edgardo L. Valenzuela, Jr.	78	86% (78/91)
Member	Sheila Mae Santos	112	87%
Alternate Member	Celenita V. Francisco	103	80%

## SENIOR MANAGEMENT

<b>Principal Officers</b>	<b>Position</b>	<b>Educational Attainment</b>	<b>Previous Positions Held</b>	<b>Age</b>	<b>Nationality</b>
Ma. Corazon L. Miller	President	BSBA/MBA CPA (Phil/USA)	UP Business Research Foundation Trustee  Country Rural Bank of Tagig, Inc. – President  University of the Philippines – Senior Lecturer - 1971 – 1979  Builders Savings & Loan Association Inc. – President - 1991 – 1997  CCH Computax, Inc. – Tax Analyst (USA) - 1987 – 1990	73	Filipino/ American
Anna Liza B. Santiago	Senior VP – Operations	BSBA CPA	SVP – Operations – Country Builders Bank, Inc. - 2012 - present  VP-Operations – Country RB Tagig, Inc. – 2003 - 2012  Manager, Internal Audit – Country RB Tagig, Inc. – 1997 -2003  Comptroller- Builders Savings & Loan Asso. – 1996-1997  Chief Accountant – ABS Holdings, Inc. 1993-1996  Audit in-Charge- Sycip, Gorres, Velayo & Co. 1990- 1993	50	Filipino
Charles E. Miller	Senior Vice President - Support Services	BBA/CPA(USA) MSA (Accounting) – East Michigan	Consultant - Country Rural Bank of Tagig	67	American



		University BS-CIS Washburn University  MSBA (Marketing) University of Southern California (USC)	Marketing Director-CCH Computax Inc. (USA)  Auditor- Marvin Maydew CPA & Associates (USA)		
Edgardo L. Valenzuela, Jr.	Vice President – Loans	B.S Electrical Engineering Tufts University  MBA	Resigned as of August, 2019	42	Filipino
Reginald L. Ocampo	Vice-President – Microfinance /HRD	BSC - Applied Economics  MBA - Loyola Marymount University	President- First Macro Bank, Inc.	45	Filipino
Anastacia M. Reyes	Chief Compliance Officer	BSC- Accounting	Administrative Officer - Country Rural Bank of Tagig  Loan Officer/ Corporate Secretary- Builders Rural Bank  HR & Customer Service - First Macro Bank  Manager – Rural Bank of Pateros	58	Filipino
Rowena V. Huidem	Comptroller	BS - Accounting	Comptroller – Country Rural Bank of Tagig  Senior Accountant- Country Rural Bank of Tagig	40	Filipino
Catherine F. Yoro	Manager - Internal Audit	BS - Accounting	Internal Audit Assistant	40	Filipino

## **DUTIES AND RESPONSIBILITIES OF OFFICERS**

The Officers have the following duties and responsibilities:

- a. To set the tone of good governance throughout the Bank. Officers shall promote good governance practices within the bank by ensuring that Board approved policies on governance are consistently adopted across the Bank.
- b. To oversee the day-to-day management of the Bank. Bank officers shall ensure that Board approved objectives, risk strategy, corporate values and policies are attained throughout the organization.
- c. To ensure that duties are effectively delegated to the staff and to establish a management structure that promotes accountability and transparency. Officers shall establish measurable standards, initiatives and specific responsibilities and accountabilities for each personnel. Officers shall oversee the performance of these delegated duties and responsibilities and shall ultimately be responsible to the Board of Directors.
- d. To promote and strengthen check and balances systems in the Bank. Bank officers shall promote sound internal controls and avoid activities that shall compromise the effective performance of their functions.

### **Performance Assessment Program and Self -Assessment**

The Directors conduct annually a self-assessment of their performances for the preceding twelve (12) months period using the self-assessment form. The self-evaluations are summarized and rated. The scores and ratings serve as a tool to check the strength and weaknesses of the members of the Board of Directors.

Monitoring of governance by the Board requires a continuous review of the internal structure of the Bank to ensure that there are clear lines of accountability for management throughout the organization. In this regard, the Board, under the guidance of the Corporate Governance Committee, annually conducts a self-assessment to ascertain the alignment of leadership fundamentals and issues, validate the Board's appreciation of its roles and responsibilities and confirm that the Board possesses the right mix of background and competencies. Performance of the Board is measured on the basis of what it delivers, how it delivers, how it meets its responsibilities to all stakeholders, and how it addresses issues that impact the Board's ability to effectively perform its fiduciary duties.

Using a widely-advocated, standard evaluation method of self-assessment and feedback review, performance is assessed across different levels: the Board as a body, the Board Committees and the Individual Directors. Key evaluation criteria are built on the Board's terms of reference and committee charters, and framed around broad leadership fundamentals and best practices.

The Corporate Governance Committee processes and tabulates the results of the self-assessments and communicates them to the Board. Areas for improvement are discussed by the Board, in order to agree on remedial actions. The Corporate Governance Committee may also develop recommendations and action plans for the Board, whenever necessary and desirable.

## **SUCCESSION POLICY**

The Bank prepares for an eventual permanent change in leadership, whether planned or unplanned, to insure the stability and accountability of the bank until such time as a new permanent leadership is identified. The Board of Directors is responsible for implementing this policy and its related procedures.

The Board assesses the permanent leadership needs of the bank to help insure the selection of a qualified and capable leader who is a good fit for the organization's mission, vision, values, goals and objectives, and who has the necessary skills for the organization. To ensure the organization's operations are not interrupted while the Board assesses the leadership needs and recruits a permanent President or key officer, the Board will appoint an interim President or key officer who shall ensure that the organization continues to operate without disruption and that all organizational commitments previously made are adequately executed, including but not limited to, loans approved, reports due, contracts, licenses, certifications, and obligations to stakeholders and clients of the Bank..

The Bank aims to develop a diverse pool of candidates from which it can consider at least three finalist candidates for its permanent President or key officer position. It encourages the professional development and advancement of its current employees. If there is no qualified candidate from the present employees, it shall implement an external recruitment and selection process. The interim CEO and any other interested internal candidates are encouraged to submit their qualifications for review and consideration by the transition committee according to the guidelines established for the search and recruitment process.

### **Procedures for Succession:**

**For a temporary change in executive leadership** (i.e., illness or leave of absence). In the event that the President or any key executive officer of the Bank is no longer able to serve in this position the Executive Committee of the Board of Directors shall do the following:

## **UNPLANNED LEAVE**

### **Appoint an Interim President or Key Officer**

**Within 5 business days**, The Board of Directors will appoint an interim President or key officer if the President or key officer leaves unexpectedly or is out for illness or personal reasons for a defined period of time according to the following line of succession:

- President
- Senior Vice-President – Support Services
- Senior Vice-President – Operations
- Vice-President – Loans

It is expected that the position will be filled by an internal staff person or persons for a defined period of time. In some cases, an external person may be hired when no internal person is found appropriate for the position.

The Board will review current staff members and positions to determine who might be appropriate for the position.

- Annually the Board shall discuss this with the current President or key officer to review who on the staff might be most appropriate and what individuals and/or positions might provide management during a transition or unexpected leave.
- The Executive Committee and Board Chairman shall take on more of an active oversight role with the organization.
  - The Board Chairman will act as the external spokesperson for the organization.
  - The Executive Committee will carefully review the budget and year to date financials to determine if any changes should be made for the remuneration for the remainder of the financial year.
  - The Board Chairman shall act as the supervisor for the interim President or key officer.
  - The Executive Committee will meet at least monthly during the transition period.

## **PLANNED RESIGNATION**

### **Appointing New President or Chief Executive Officer**

#### **Screening Committee**

The Board of Directors shall establish a screening committee. This committee shall be chaired by the Board Chairman or his designee and should be composed of the other members of the Nomination Committee who agree to manage the search process and recommend three finalists for consideration by the Board.

## Supervision

The Board should establish a clear set of six month and annual performance objectives for the individual in written form. These objectives can be mutually developed but must be clearly understood by the Board and the new President. Using an on boarding and orientation process, the Board shall design the first day, the first week, the first month and the first six months of expectations and activities for the new executive. The new President should be evaluated based on these performance objectives which will act as guide for the person in the position and the board.

## Role of the Departing President or Key Officers

The departing President or key officers shall be retained for a three month time frame in a consulting role to assist and advice the new President or key officer. The departing President or key officer shall not be involved in management of the bank.

The departing President or key officer agrees to mentor the new President or key officer for one month. This includes sharing the transition memo, reviewing the strategic plan and all key programs, introductions to key community stakeholders and assisting in other activities to ensure a successful transition.

## For Branches, the following succession policy will be followed:

	Temporary/ Immediate Reliever	Successors
BM/OIC	Cashier	Cashier or Bookkeeper depending on the result of annual performance evaluation.
Cashier	BM/OIC	Senior CASA Tellers
Bookkeepers	For provincial branches, strongest bookkeeper within the cluster  For MM branches, corporate bookkeepers	From current pool of bookkeepers bankwide upon recommendation of Corp Acctg Head and HRD; new hire to fill in the gap to be vacated by the bookkeeper who will be rotated/ transferred.
Loan Processors	Account Officer	Senior CASA Tellers
CASA Tellers	Cashier	Merchant Tellers

**For Corporate Departments,** Department Heads shall submit their own Succession Plan based on the capability of each staff assigned on their departments.

It is the responsibility of each Department Heads and BMs/OICs to monitor the development of succession candidates to ensure that they will receive the proper training, whether inhouse or outside, to prepare them for their future positions.

This Succession Plan Matrix should be reviewed annually to monitor progress of training and developments of succession candidates.

### **Trainings and Seminars**

A Director is required to attend a seminar on corporate governance conducted by a private or government institution duly accredited by the BSP and the SEC.

#### **In 2019, the Directors attended the following seminars:**

	<b>Sponsor</b>
<b>Ma. Corazon L. Miller</b>	
Briefing on Amendments to Foreign Exchange (Circular 984)	BSP
Philippine Export Import Credit Agency (PhilExim)	PICC
Micro Insurance	Country Bankers Life Insurance
TransUnion Information Solutions	FOMMRBI
Global Markets	FOMMRBI
Capacity Building - Small Business Corporation	FOMMRBI
i2i partnership with Rural and Coop Bank	Union Bank
Various Seminars	Conducted by Oradian, AWS, Speed Fusion, Temenus
<b>Carmelita G. Salgado</b>	
Women on Boards	Institute of Corporate Directors (ICD)
Distinguished Corporate Governance Speaker Series	Institute of Corporate Directors (ICD)
Culture & Governance	Institute of Corporate Directors (ICD)
<b>Benjamin C. Arciaga</b>	
New Auditor's Report & Compilation	PICPA
Financial Statement Audit -SMEs	PICPA
New Tax Reform (Train Law)	PICPA
Ethics and Good Governance	PICPA
Practical Marketing for CPSs	PICPA
<b>Anna Liza B. Santiago</b>	
Decision Techniques, Problem Solving and Creative Visualization	PICPA
Regulator's Forum	PICPA

## **RETIREMENT POLICY:**

The Bank has the following retirement options for its officers and employees:

- Normal Retirement Age- upon reaching the age of 60 unless opted to defer retirement until reaching 65 years old or any time after having completed 35 years.
- Mandatory Retirement- upon reaching the mandatory age of 65 years old.

## **REMUNERATION POLICY**

The remuneration policy for directors is consistent with the long-term interest of the Bank, does not encourage excessive risk-taking, and is not in conflict with the director's fiduciary responsibilities. The remuneration of the independent directors are higher than the other directors as they have more responsibilities in the Board committees. The remuneration of all the directors are approved annually at the stockholders' meeting.

The remuneration package for Senior Officers takes into account the officer's position, role, responsibilities and activities in the Bank. It also considers the risks that the officer takes on in behalf of the Bank. In this regard, it is sensitive to prospective risks and risk outcomes that have been realized and considers the overall performance of the Bank.

## **RELATED PARTY TRANSACTION (RPT)**

The main objective of the policies on RPT is to provide management with the proper and standard guidelines in the appropriate exercise of its oversight functions and in the implementation of effective control systems for managing the bank's exposures to Related Party Transactions (RPT) as these may potentially lead to abuses that are disadvantageous to the bank and its depositors, creditors, fiduciary clients and other stakeholders.

1. RPTs are conducted in the regular course of business and not undertaken on more favorable economic terms than similar transactions with non-related parties under similar circumstances.
2. All Directors, Officers and Employees of the Bank shall not engage in any transaction that may be construed as having conflict of interest with the Bank. The members of the Board, stockholders and management shall disclose, to the Board whether they directly or indirectly or on behalf of third parties, have a financial interest in any transaction or matter affecting the Bank. In case of doubt, any material matter that poses conflict of interest shall be vetted by the Corporate Governance and Chief Compliance Officer and endorse to the Board of Directors for approval.

## **DIVIDEND POLICY**

The Bank's policy on 2019 dividend declaration is 10% for Common and 6% for Private Preferred and 2% for Government Preferred.

For the year 2019, CBB declared 10%, 6% and 2% cash dividends to common, private preferred and government preferred shareholders, respectively.

The net amount available for dividends is the unrestricted or free retained earnings and undivided profits reported in the Financial Reporting Package as of calendar immediately preceding the date of declaration.

## **CONSUMER PROTECTION PROGRAM**

CBB recognizes the basic rights of its customers which are directly relevant to the business of delivering financial products and services as it is duty bound to guarantee protection and defend them. In the process, the Board approved and implemented its Consumer Assistance Management System (CAMS) to guarantee effective implementation and proper handling of consumers' complaints/requests and their faster resolution and reporting. The Board created the Consumer Assistance Group headed by a Consumer Assistance Officer (CAO) to implement this CAMS. The CAO reports directly to the Board of Directors through the Risk Management Committee (RMC).

## **CONSUMER ASSISTANCE**

The Board of Directors is responsible for developing the Bank's consumer protection strategies and establishes an effective oversight over the Bank's consumer protection program. It is primarily responsible for approving and overseeing the implementation of the consumer protection policies as well as the mechanism to ensure compliance with the said policies. It is responsible for monitoring and overseeing the performance of senior management in managing the day to day consumer protection activity. These functions and other duties and responsibilities are delegated to the Marketing Department/Branch Banking Group.

The Marketing Department/Branch Banking Group are responsible for the implementation of the consumer protection policies approved by the Board, manages the day-to-day consumer protection activities of the Bank and other duties and responsibilities delegated by the Board. This Consumer Assistance Group is headed by concurrently the Credit Risk Officer.

The Bank has designated a Data Protection Officer who is responsible in safeguarding the personal and sensitive data of the Bank's customers.

The Bank is aware that security of personal data is critical to the Data Privacy Act. The Bank has in place safeguards that help ensure that stored personal data is secured and protected in accordance with the Bank's Data Privacy and Information Security policies. The Bank maintains strict security standards and procedures with a view to preventing unauthorized



access to personal data by anyone, including its employees. The Bank uses leading technologies such as (but not limited to) data encryption, firewalls and server authentication to protect the security of personal data. All CBB employees are required to observe the Bank's privacy standards and are audited for compliance.

## **Compliance**

The Bank views compliance to mean not only adherence to laws, regulations, and standards but, more importantly, the consistent conduct of the affairs of the Bank within a culture of high integrity, bounded by conformity to ethical business practice, abiding by the principles of fair dealing, accountability and transparency. This ensures that in all the Bank's areas of activity, the Bank and its stakeholders are protected from business risks as comprehensively as possible.

The compliance function is carried out by the Compliance Office, led by a Chief Compliance Officer. The Compliance Office oversees the implementation of the Bank's compliance programs. These programs take into account the size and complexity of the Bank, the relevant rules and regulations that affect its operations, and the business risks that may arise due to noncompliance.

The Compliance Office routinely provides advice to individual business units on applicable laws, directives, standards, and regulations. It develops guidance on operations and business processes in order to guard against potential compliance risks, and reviews and assists in interpretations of laws, implementing rules and regulations, standards and guidelines of the BSP, SEC, AMLC, PDIC, National Privacy Commission and other regulatory bodies for compliance, communicating them and verifying adherence. The Compliance Office also helps in efforts towards achieving adherence to the Bank's internal confidentiality regulations; provides regular training and education for employees on the applicable regulations, rules and internal standards; and leads the Bank's business units in compliance, risk assessment, rules-based testing and reporting.

The Compliance Office sets out the planned activities in the review and implementation of specific policies and procedures, compliance risk assessment, and compliance testing for branches/ departments through the use of the Compliance Test Questionnaire (CTQ). With continued coordination with regulators, the Compliance Office ensures the prompt dissemination of new regulations and other developments affecting bank operations.

## **Internal Audit and Control**

The Internal Audit Department is an independent body that supports the Audit Committee in fulfilling its oversight responsibilities by providing an independent, objective assessment on the adequacy and effectiveness of the Bank's risk management, internal controls, and governance processes through well-established risk-based audit plans. The Internal Audit Department also ensures that the Bank's operating and business units adhere to internal processes and procedures and to regulatory and legal requirements.

It collaborates with the Risk Management Office, Compliance Office, external auditors, and other oversight units for a comprehensive review of risks and compliance in the institution, and ensures that business units proactively manage the risk and compliance exposures.

The internal audit function as empowered by the Internal Audit Charter includes free access to all records, properties and personnel. In this respect, the Audit Committee reviews the internal audit function, including its independence and the authority of its reporting relationships. The Internal Audit continuously improves the capabilities of its auditors through continuous education on specialized areas of knowledge, auditing techniques, regulations, and banking products and services.

## CORPORATE INFORMATION

### TOP 10 STOCKHOLDERS

No.	Name	Nationality	No. of shares Held	Percent of Holdings
1	Dakila B. Fonacier	Filipino	244,929	18.10%
2	Julieta L. Santos	Filipino	181,696	13.43%
3	Sonia L. Ocampo	Filipino	148,666	10.99%
4	Ma. Cristina L. Valenzuela	Filipino	138,479	10.23%
5	Reginald L. Ocampo	Filipino	99,859	7.38%
6	Sonja L. Ocampo	Filipino	99,636	7.36%
7	Ma. Corazon L. Miller	Filipino	88,175	6.51%
8	Renato Reyes	Filipino	88,120	6.35%
9	Emmanuel L. Sanchez	Filipino	48,609	3.59%
10	Soledad Rivera	Filipino	44,182	3.26%

CBB WEBSITE: [www.cbb.com.ph](http://www.cbb.com.ph)

### 3) Contact Details of Banking Units

BRANCH NAME	ADDRESS	Contact Numbers
<b>ALABANG</b>	377 West Service Road Alabang, Muntinlupa City	Tel no: 8842-1091 Cel no: 0939-7535463
<b>AMPID, SAN MATEO</b>	117 General Luna St. Ampid San Mateo Rizal	Tel nos: 8654-5186/ 7213-2140 Cel no.: 0922-8993904
<b>ANGAT, BULACAN</b>	1 <sup>st</sup> Floor, CSMA Bldg. Poblacion, Angat, Bulacan	Tel no: [044] 671-1394 Cel no: 0925-6835787
<b>ANGONO</b>	785 Quezon Ave. Angono, Rizal	Tel no: 8451-1043 Cel no: 0927-2798294
<b>BIÑAN, LAGUNA</b>	Jacobo Gonzales St., Poblacion, Biñan, Laguna	Tel nos:[049]511-6054/ 411-1748

		Cel no: 0925-6835790
<b>CAMARIN, CALOOCAN CITY</b>	5887 (Lot 22-A, Block 6) San Isidro Barangay 178 Camarin , Caloocan City	Tel nos: 8287-1911 / 8287-1905 Cel no. 0925-715-3741
<b>COMEMBO, MAKATI CITY</b>	56 Sampaguita St. Comembo, Makati City	Tel no: 8882-6103 Cel no: 0925-6835782
<b>COMMONWEALTH, QUEZON CITY</b>	Steve St. corner VillongcoSt. Commonwealth Q.C.	Tel nos: 8236-0391/ 8355-3200/8355-3198 Cel no. 0922-8994197
<b>DASMARIÑAS, CAVITE</b>	Congressional Road South Buro I Dasmariñas Cavite	Tel no: [046] 416-5406/ 8984-8862 Cel nos. 0920-6760230/ 0912-0948602
<b>FTI, TAGUIG CITY</b>	Stalls 1-3Maharlika Gate, FTI Complex, Taguig City	Tel nos: 8838-0173/ 8837-5943 Cel no: 0922-8994741
<b>GMA, CAVITE</b>	Poblacion 1, Congressional Road, GMA, Cavite	Tel nos:[046] 972-0869/ [046] 404-1127 Cel no: 0918-9071521
<b>LAS PIÑAS</b>	298 Real St., Pulang Lupa I, Las Piñas City	Tel no: 8553-0524 Cel no: 0920-9524681
<b>LOS BAÑOS, LAGUNA</b>	Rizal St., Poblacion Los Baños, Laguna	Tel nos: [049]8536-0606 8310-0068 Cel no: 0922-8994742
<b>LOWER BICUTAN, TAGUIG CITY</b>	430 ML Quezon St. Lower Bicutan, Taguig City	Tel no: 8837-0668 Cel no: 0925-6835784
<b>MAIN OFFICE TAGUIG</b>	6 Gen. Luna Street Taguig City	Tel nos: 8642-8074/ 8-642-8057 Cel no: 0922-8994744
<b>MARIKINA CITY</b>	354 JP Rizal St. Sto. Niño, Marikina City	Tel nos: 8941-8092/ 8-948-9566/ 730-2029 Cel no.: 0922-8994194
<b>MONTALBAN, RIZAL</b>	115 JP Rizal St., Manggahan, Rodriguez, Rizal	Tel no: 8948-9507/ 7212-4873 Cel no.: 0922-8994195
<b>MORONG, RIZAL</b>	Tomas Claudio St. Brgy. San Pedro, Morong, Rizal	Tel nos: 8653-2215/ 8691-5431/ 8691-5309 Cel no.: 0933-0834860
<b>MUZON, BULACAN</b>	Zone 2, Libis, Muzon San Jose Del Monte City, Bulacan	Tel no: [044] 815-6246 Cel no.: 0925-6835789
<b>NORZAGARAY, BULACAN</b>	Bigte, Norzagaray, Bulacan	Tel no: [044] 8815-0683 Cel no: 0925-6835788
<b>PATEROS, ALMEDA</b>	22 M. Almeda St.Pateros, Metro Manila	Tel nos: 8642-2274/ 8643-7313 Cel no: 0925-6835786
<b>PATEROS, MORCILLA</b>	G&A Building M. Almeda St. Pateros, MM	Tel nos: 8642-4083/ 7914-9615 Cel no: 0932-394-0037

<b>PEMBO, MAKATI CITY</b>	56 Sampaguita St. Comembo, Makati City	Cel no.: 0925-6835783
<b>SAN ANDRES, MANILA</b>	1665 A.Francisco cor Onyx St. San Andres, Manila	Tel nos: 8524-5009/ 8524-5010 Cel no. 0925-7153739
<b>SAN JOAQUIN, PASIG CITY</b>	207 M. Concepcion St. San Joaquin, Pasig City	Tel nos: 8643-7403/ 8643-5845 Cel no: 0925-6835781
<b>SAN MIGUEL, PASIG CITY</b>	M. Eusebio Ave. San Miguel, Pasig City	Tel no: 8242-0578 Cel no: 0932-3940037
<b>SANTOLAN, PASIG CITY</b>	79 Amang Rodriguez Ave., Santolan, Pasig City	Tel nos: 8647-4133/ 8645-4263 Cel no.: 0922-8993906
<b>SIGNAL VILLAGE, TAGUIG CITY</b>	#30 Gov. Rodriguez cor. Gen. Espino St. Signal Village, Taguig City	Tel nos: 8837-8226/ 8856-2274 Cel no: 0925-6835785
<b>STA. ROSA, LAGUNA</b>	G/F Golden Estate Commercial National Highway Sta. Rosa, Laguna	Tel nos: [049] 8534-3252/ 8534-3251 Globe: 7302-5717 Cel no: 0922-8994745
<b>WESTERN BICUTAN (C-5) TAGUIG</b>	Block 9 Lot 7 EP Housing Phase II, MRTinga Avenue, Western Bicutan, Taguig City	Tel no: 8869-4379 Cel no.: 0925-6835802
<b>MBO ANTIPOLLO CITY</b>	2 Sto. Niño St. Antipollo City	Tel no: 8234-0367 Cel nos: 0919-9962334 0917-6517884
<b>MBO IMUS, CAVITE</b>	DTC Bldg., Regatta West Subd. Bucandala 3 Imus, Cavite	Tel no: [046] 8431-0756 Cel no: 0908-8663387
<b>MBO SILANG, CAVITE</b>	168 J. P. Rizal St. Silang, Cavite	Tel no: [046] 8430-0050 Cel no: 0919-6673473
<b>MBO TRECE MARTIRES CAVITE</b>	Gov. Drive San Agustin Trece Martires, Cavite	Tel no: [046] 8419-3991 Cel no: 0918-6337469

## BANK'S PRODUCTS AND SERVICES

### I. Deposits

#### A. Peso Deposits

##### 1. SAVINGS:

Regular

Features:

- P 100.00 minimum initial deposit
- P 500.00 average daily balance (ADB) to earn interest
- Interest rate of 0.25% per annum

SUPER KIDS

Features:

- For 7 to 17 years old
- No minimum initial deposit is required
- P500.00 average daily balance (ADB) to earn interest
- Interest rate of 0.25% per annum

INSTA - SAVE

Features:

- No minimum initial deposit
- No maintaining Balance
- P 100.00 average daily balance (ADB) to earn interest
- Interest rate 0.20% per annum
- Cash Deposit Only
- One time Passbook fee Php 50.00
- Maximum Savings Balance of P 50,000.00;** Should the deposit exceed the maximum balance, the account shall be converted to a regular savings deposit account and thus subject to the governing rules and regulations on regular savings deposits, including the minimum maintaining balance requirement.

**Features:**

- Liberalized Documentation Process. ID is not required. Substitute documents for valid ID are allowed such as (Birth certificate, Barangay certification, NBI and Police clearance etc.)
- Competitive interest rate

## 2. TIME

Country Plus Special Time Deposit

Features:

- P 5,000.00 minimum initial deposit
- Term of deposit is minimum of 30 days and maximum of 1 year
- Interest rates higher than savings interest rate
- Comes with a passbook for easy monitoring
- Flexible terms which allows depositor to plan and grow his deposits.

Prime Time Deposit

Features:

- P 10,000.00 minimum initial deposit
- Term of deposit is Five (5) years and one (1) day
- Interest rate higher than Country Plus Time Deposit
- Interest is credited monthly to regular savings account, a settlement account
- Tax free (Not subject to withholding tax)

### 3. CURRENT/DEMAND DEPOSIT OR CHECKING ACCOUNT

Features:

- P 5,000.00 minimum initial deposit
- Interest rate of 0.10% per annum
- No limit on deposits and withdrawals
- Instant access via check book

### 4. CBB APPS KIT

Features:

- Cost - P 500.00
- Includes pre-deposited P 100.00 savings and a passbook
- Includes Manulife Micro Insurance for the Depositor and qualified dependents
- Good for 1 year
- P 500.00 average daily balance (ADB) to earn interest
- Interest rate of 0.25% per annum
- Priority lane (for all bank and non-bank transactions)

## B. FOREIGN CURRENCY DEPOSITS

### 1. US DOLLAR Savings Deposit

Features:

- \$ 100.00 minimum initial deposit
- \$ 200.00 average daily balance (ADB) to earn interest

### 2. US DOLLAR TIME DEPOSITS

Features:

- \$ 1,000.00 minimum initial deposit
- Term of deposit is minimum of 30 days and maximum of 1 year
- Interest rate higher than Savings Deposit

## II. LOAN PRODUCTS

1. Agricultural Loans
2. SSS Pension loans
3. Loans to Micro/Small/Medium/Enterprises (MSME)
4. Loans to Small Medium Enterprises (SME)
5. Real Estate Loans
  - Purchase of lot/house & lot/condominium
  - Construction of house
  - House renovation/improvements/extensions/repairs
6. Refinancing of existing loans from other lenders
7. Tuition fees/Medical expenses/Franchising fees/Placement fees
8. Other loan requirements

### **III. SERVICES**

1. Bills Payments (Authorized Bayad Center Agent/PLDT/Sunvision)
2. Remittances:
  - Western Union
  - Uniteller
  - Cebuana Lhuillier
  - Bayad Center
    - Moneygram
    - Transfast
    - Others
3. Automatic Teller Machines (ATMs)
4. Direct-Credits SSS Pensioners' Monthly Pensions
5. Micro-insurance (Manulife)

The Bank is a member in good standing of the following:

1. Philippine Deposit Insurance Corporation (PDIC);
2. Philippine Clearing House of the Philippines (PCHC)
3. Bancnet
4. National Retail Payment System
5. Microfinance Council of the Philippines Inc. (MCPI)
6. Rural Bankers Association of the Philippines (RBAP)
7. Federation of Metro Manila Rural Banks, Inc. (FOMMRBI)

#### **Accreditation:**

1. Philippine Clearing House Corporation (PCHC)
2. Department of Education (APDS)
3. Social Security System (SSS)
4. Small Business Corporation (SBCFC)
5. Agricultural Guaranty Fund
6. Philippine Export-Import Credit Agency (PhilEXIM)
7. Home Development and Mortgaged Corporation (HDMF)
8. Philippine Health Insurance Corporation (PhilHealth)
9. Philippine Long Distance Telephone Company (PLDT)

#### **THE AUDITED FINANCIAL STATEMENTS:**

Punongbayan & Araullo Grant Thornton, A Certified Public Accountant is the appointed external auditor of the bank for the year 2019 and has completed and submitted herein the Audited Financial Statements (AFS) together with the Auditors Opinion for the year 2019.

