



OUR INTEGRATED POLICY FOR QUALITY

We are a digital bank committed to consistently provide convenient, safe, and secure digital products and services that meet or exceed the requirements and expectations of the global Filipinos while promoting sustainable development.

We will actively pursue continuous improvement of quality by incorporating a culture of excellence and professionalism in all levels of the organization.

To uphold this commitment, we shall ensure that:

- Our people perform their roles and responsibilities honestly and effectively through continuous education, values, and training programs
- Our products and services operate on an end-to-end digital platform, compliant to regulatory standards, and remain responsive to the changing needs of our clients and stakeholders
- Our management fosters a work environment that encourages our employees to harness their fullest potentials and contribute to our organization's goals
- Our processes and operations are continuously monitored and measured to enhance efficiency and effectiveness in the long run
- Our integrated management system is effectively documented, implemented, continuously improved, and communicated to all members of the organization.

We believe that giving premium on quality and sustainable finance are amongst the best ways to show how much we value our relationship with our clients, partners, and stakeholders.



LELA C. MARTIN
President and CEO

Approved by the Management Committee on December 22, 2022