

ISAVE ACCOUNT TERMS AND CONDITIONS

NO LINES WHEN YOU'RE ONLINE! OPEN AN ISAVE ACCOUNT TODAY!

iSave is a digital savings account that can be opened FULLY ONLINE without going to the branch. You only need to provide the required information and documentary requirements through the Maybank2U PH (M2U) App.

1. FEATURES AND BENEFITS

- No initial deposit required
- No maintaining balance & annual fee
- Earns interest when you maintain an Average Daily Balance of Php20,000.00
- FREE local ATM withdrawal from ANY BANCNET ATM in the Philippines. Worldwide ATM access with your Maybank Visa Debit Card in ATMs carrying the Visa logo.
- Easily manage your account anytime and anywhere via Maybank Internet and Mobile banking

2. ELIGIBILITY AND DOCUMENTARY REQUIREMENTS

- Must be 16-80 years old
- Must be a Filipino citizen
- Must have any one of the valid government IDs namely Driver License, Philippine ePassport, SSS, and UMID
- Must submit an image of 3 specimen signatures signed on a blank piece of paper

3. OPENING YOUR iSAVE ACCOUNT

You agree that your iSave account may be opened subject to the approval of Maybank Philippines, Inc. ("Bank") after necessary verification of the applicant's identity and/or authority to open an account, and that you can only open and maintain one (1) active iSave account.

4. ACCESSING AND MONITORING YOUR ISAVE ACCOUNT

Upon successful account opening of your iSave account, ensure that you activate your Maybank Internet and Mobile banking access, so you can enjoy the following features and benefits:

- View account details and transaction history
- Transfer funds from your account to other accounts/banks real-time
- Pay your utilities, credit cards and other bills
- Load your mobile prepaid accounts
- Apply for a Time Deposit account

Transactions made using Maybank Internet and Mobile banking may be subject to applicable fees.

You can learn more about Maybank Internet and Mobile banking by visiting www.maybank.com.ph or by calling the Customer Care hotline at (02) 8588-3888. We may suspend your use of these channels for violations of the Maybank Internet Banking Terms and Conditions; please visit www.maybank.com.ph for the terms and conditions.

If you find any discrepancies or unauthorized transactions, please report immediately to Maybank Customer Care. We will consider your transactions valid if we have not received feedback from you within thirty (30) calendar days from transaction date.

5. FUNDING YOUR ISAVE ACCOUNT

Deposit to your iSave account through Maybank branches nationwide. You may also receive incoming funds to your iSave account from other Maybank Philippines accounts, other local banks and international banks.

You may also deposit through our 13,000+ partner outlets such as 7-Eleven, RD Pawnshops, Universal Storefront Services Corp (USSC), Tambunting, and many more. To fund your account, you need to generate a unique deposit transaction code via www.maybank.com.ph or by calling Maybank Customer Care at (02) 8588-3888. By funding your account through our partner outlets, you agree to disclose your contact details to them.

6. TRANSFERRING FUNDS FROM YOUR ISAVE ACCOUNT

You may transfer funds from your iSave account to other Maybank Philippines accounts, other local banks and international banks, subject to the following fund transfer aggregate limits:

- Limit of Php50,000 per account per day via Maybank Internet and Mobile banking to other banks
- Limit of Php100,000 per account per day via Maybank Internet and Mobile banking to another Maybank Philippines account
- No Limit via Maybank Internet and Mobile banking to own MPI account

7. DEBIT CARD AND PIN MAILER DELIVERY

To request for a Maybank Visa Debit Card for your iSave account, you may visit any Maybank branch. You must have a minimum deposit amount of Php 1,000.00 at the time of your request. Your Maybank Visa Debit Card and PIN Mailer will be delivered to your branch of account.

If your debit card is unclaimed after 90 days from debit card and PIN Mailer availability, it will be perforated. After the card is destroyed, you agree that you need to request for a debit card replacement subject to a fee.

8. NAME TO APPEAR ON DEBIT CARD

You can nominate the name to appear on your debit card as long as it is within the Bank's processes and/or procedures, upon your request for a debit card.

Example:

Complete Name: Juan Dela Cruz Reyes

Name to appear: JUAN REYES

You agree that the name must be the same as your registered name in Maybank's records and must not be any other names or aliases.

9. ACTIVATING AND USING YOUR DEBIT CARD

Your Maybank Visa Debit card will be delivered inactive. To activate, please follow the instructions in your Maybank Visa Debit Card welcome pack.

You may use your Maybank Visa Debit Card locally at BancNet affiliated ATMs and you may also use it internationally at Visa affiliated ATMs.

You may also use your Maybank Visa Debit Card to pay for goods and services wherever BancNet and/or Visa is accepted as long as the balance is sufficient for the payment being made. You agree that the Bank may limit and decline your transactions for security reasons and for online transactions. The bank shall

also not be held liable for any undelivered goods or non-performance of services, defects, damages and after-sales, and/or disputes between accountholders and seller/service provider arising from such transaction.

There may be fees and charges for the use of non-BancNet affiliated ATMs and/or international ATMs and terminals.

10. REPORTING YOUR LOST OR STOLEN DEBIT CARD

You must report lost or stolen Maybank Visa Debit Card to Maybank Customer Care at (02) 8588-3888 immediately. You may visit any Maybank branch to request for card replacement, subject to applicable fees.

11. REPLACING YOUR DEBIT CARD

In case you are unable to use your Maybank Visa Debit Card due to damage, or defect, you may visit any Maybank branch to request for card replacement, subject to applicable fees.

12. PROTECTING YOUR ISAVE ACCOUNT

Your account information, debit card information, internet and mobile banking information are strictly confidential. You are deemed to have sole access to your account and you are absolutely prohibited from disclosing, giving or making available to any person for use under any circumstances, your account information, debit card information, internet and mobile banking information; Maybank shall not be liable for any breach of this obligation by you.

For security reasons, you shall take the necessary steps to prevent the discovery of your account, debit card information, internet and mobile banking information by any unauthorized person.

You shall immediately notify the bank if you suspect or recognize any unauthorized access or transaction in the account, debit card or internet and mobile banking account.

13. FEES AND CHARGES

You may view the latest fees and charges in the Maybank PH website. The Bank shall release notification/s 60-days prior the effectivity of any changes to the fees and charges.

- <https://www.maybank.com.ph/en/personal/deposits/fees-charges.page>
- <https://www.maybank.com.ph/en/personal/cards/debit-cards/visa-debit.page>

14. ACCOUNT CLOSING

You acknowledge that should there be no activity and no balance in the iSave account within the twelve (12) months from account opening, your account will be automatically closed. Furthermore, accounts that are dormant (i.e. no activity) within two (2) consecutive years will also be closed, after efforts to notify you prior the dormancy and account closure.

You also acknowledge that the Bank may close your account in the event of unsuccessful account verification, unsatisfactory account review results, fraudulent activities, or breach in local banking regulations or product Terms and Conditions.

You acknowledge that in the event that your closed iSave account has any outstanding balance appearing per Bank's books, minus charges, if any, you may redeem the balance via transfer to your other Maybank account or via Manager's Check upon your request by visiting any Maybank branch. You further acknowledge that unclaimed balances after ten (10) years from account closure will be forfeited and shall be remitted to the Treasurer of the Philippines.

15. CONSUMER ASSISTANCE CHANNELS

For assistance and inquiries, Maybank's Customer Care hotline is (02) 8588 3888 or PLDT Toll Free number 1-800-10-588 3888 or email at mpi.customerservice@maybank.com.

Maybank Philippines Inc. is regulated by the Bangko Sentral ng Pilipinas | <https://www.bsp.gov.ph>

16. OTHER RELATED CONTRACTS

The terms and conditions of the Bank's Deposit Contract and the Maybank Internet Banking Terms and Conditions not in conflict herewith shall likewise apply; please visit www.maybank.com.ph for the terms and conditions

In the event of possible conflict between the terms of the Bank's Deposit Contract and this iSave Account Terms and Conditions, the order of priority shall be this iSave Account Terms and Conditions followed by the Bank's Deposit Contract.

Compliance with Republic Act No. 10173 (Data Privacy Act of 2012)

1. By acceding to the Bank's Terms and Conditions for account opening and for availing the Bank's financial products, you confirm that you have read and understand the Bank's Privacy Notice which may be viewed online at <https://www.maybank.com.ph/en/personal/Security/privacy->, and you agree that Maybank may collect, hold, use, and share your Personal Information pursuant to the Data Privacy Act Of 2012 (Republic Act No.10173) for so long as you remain to be a client and for as long as your records and Personal Information are required and/or allowed by law to be retained and processed, whether for your protection or for the protection and pursuit of the legitimate interests and/or business purposes of Maybank. I allow Maybank Philippines, Inc. to provide to the appropriate regulatory agencies and/or authorities, and/or to its parent bank, Malayan Banking Berhad, its subsidiaries, affiliates or branches, and/or any of Maybank Philippines, Inc.'s authorized agents any information pertinent to my account(s) and/or as may be stipulated under the applicable laws, regulations, guidelines, directives or agreement.
2. Your Rights as Data Subject under the Data Privacy Act of 2012:
 - I. Right to be informed - It empowers you as the Data Subject to consider other actions to protect your data privacy and assert other privacy rights. This right also requires the Bank as Personal Information Controller to notify you within a specific period of time if personal data has been compromised.
 - II. Right to object - You have the right to object to the processing of your personal data, including processing for direct marketing, automated processing or profiling. You shall also be notified and given an opportunity to withhold consent to the processing in case of changes to the information supplied or declared to you in the preceding paragraph.
 - III. Right to access - You have the right to reasonable access to, upon demand, the following:
 1. Contents of your personal data that were processed;
 2. Sources from which personal data were obtained;
 3. Names and addresses of recipients of the personal data;
 4. Manner by which such data were processed;
 5. Reasons for the disclosure of the personal data to recipients, if any;
 6. Information on automated processes where the data will, or is likely to, be made as the sole basis for any decision that significantly affects or will affect you;
 7. Date when personal data concerning you were last accessed and modified; and
 8. The designation, name or identity, and address of the personal information controller.

- IV. Right to rectification - You have the right to dispute any inaccuracy or error in the personal data and have the Bank correct it immediately, unless the request is vexatious or otherwise unreasonable. If the personal data has been corrected, the Bank shall ensure the accessibility of both the new and the retracted information and the simultaneous receipt of the new and the retracted information by the intended recipients thereof: Provided, That recipients or third parties who have previously received such processed personal data shall be informed of its inaccuracy and its rectification, upon your reasonable request.
- V. Right to erasure or blocking - You have the right to suspend, withdraw or order the blocking, removal or destruction of your personal data from the Bank's filing system. This right may be exercised upon discovery and substantial proof of any of the following:
 - 1. The personal data is incomplete, outdated, false, or unlawfully obtained;
 - 2. The personal data is being used for purpose not authorized by the data subject;
 - 3. The personal data is no longer necessary for the purposes for which they were collected;
 - 4. You withdraw consent or object to the processing, and there is no other legal ground or overriding legitimate interest for the processing;
 - 5. The personal data concerns private information that is prejudicial to the Data Subject, unless justified by freedom of speech, of expression, or of the press or otherwise authorized;
 - 6. The processing is unlawful; or
 - 7. The Bank violated the rights of the Data Subject.
- VI. Right to Damages - You have the right to claim compensation you may have suffered due to inaccurate, incomplete, outdated, false, unlawfully obtained or unauthorized use of personal data, taking into account any violation of your rights and freedoms as Data Subject.
- VII. Right to data portability - Where your personal data is processed by electronic means and in a structured and commonly used format, you shall have the right to obtain from the Bank a copy of such data in an electronic or structured format that is commonly used and allows for your further use.
- VIII. Right to file a complaint - You have the right to file a complaint with the National Privacy Commission in case of a privacy violation or personal data breach.

3. Consent for Processing and Sharing of Personal Data

You consent to the processing and/or sharing of your personal data for the following purposes:

- 1. To assess your application for any of the Bank's products and services;
- 2. To verify your financial standing through credit reference checks;
- 3. To manage and maintain your account and facility;
- 4. To evaluate financial needs and to continue performing the contractual obligations entered into between you and Maybank;
- 5. To respond to your inquiries and complaints and to resolve disputes;
- 6. For internal functions such as evaluating the effectiveness of marketing, market research, statistical analysis and modelling, reporting, audit and risk management;
- 7. To prevent fraud or detect crime or for the purpose of investigation;
- 8. For security reasons, in particular, personal information collected from closed circuit security surveillance cameras;
- 9. To use personal data for the fulfilment of any regulatory requirements and for any other reasons connected with providing you the services you require, as well as the fulfilment of any of your commercial transactions with Maybank;



10. To share your personal data with other entities within the Maybank Group, its agents and strategic partners with whom Maybank has a relationship with respect to specific products and services ("Other Entities") as Maybank deems fit, and you as Accountholder may receive marketing communication from Maybank or from these other entities about products and services that may be of interest to you.

Should you wish not to receive these marketing communications, you may notify the Bank to withdraw your consent and the Bank will stop processing and sharing your personal data with these other entities for the purpose of sending marketing communications.

Effective 01 December 2023