

Terms and Conditions Governing the Issuance and Use of Platinum Card[®], American Express[®] Gold Card and American Express[®] Green Card

1. **The CARD.** The CARD is the sole property of BDO Unibank, Inc. (ISSUER). It is non-transferable and its use shall be subject to the ISSUER's existing policies, regulatory rules and regulations, and to the parameters, rules or guidelines of American Express as the same may be amended or supplemented from time to time.
2. **CARDMEMBER.** The Cardmember refers to both Basic and Supplementary Cardmembers to whom the CARD is issued.

When offered and made available by ISSUER as a CARD feature, Basic CARDMEMBER may apply for issuance of Supplementary Cards. Unless otherwise provided by the ISSUER, Basic CARDMEMBER's right, privilege and/or credit facility are extended to, and shall be shared with all of his/her Supplementary CARDMEMBERS. Basic CARDMEMBERS shall be liable for all the purchases and cash advances made through the use of the Supplementary Cards. The use of the Supplementary Cards shall also be governed by these Terms and Conditions. Any reference to the CARD issued to the Basic CARDMEMBER shall also apply to Supplementary Cards. Should the Basic CARDMEMBER request for cancellation of a Supplementary CARD, Basic CARDMEMBER agrees to pay all outstanding obligations incurred by the Supplementary CARDMEMBER.

3. **Use of the CARD.** Use of the CARD is subject to the Terms and Conditions as amended from time to time. CARDMEMBER's signature at the back of the CARD and/or his/her use of the CARD, with or without signing any CARD application form, signifies his/her agreement with the Terms and Conditions here.
4. **CARD Validity, Renewal and Replacement.** Unless terminated or cancelled earlier, the CARD shall be valid from the issue date up to the last calendar day of the month indicated on its face. Renewal or replacement of the CARD will be at the sole discretion of ISSUER. Should ISSUER opt not to renew or replace the CARD, ISSUER may demand immediate full payment of CARDMEMBER's outstanding obligation.

ISSUER may change the CARD number or expiry date, or both, of a replacement CARD issued to CARDMEMBER, CARDMEMBER is responsible to communicating this change to any party with whom CARDMEMBER may have existing payment arrangements.

5. **CARD Activation.** Unless otherwise permitted by law or regulation, the CARD shall be activated upon the request of the CARDMEMBER. CARDMEMBER also agrees that for as long as the CARD is active, and unless ISSUER has received a request to cancel it, the CARDMEMBER's account will continue to incur fees even if the CARD has not been used.
6. **CARDMEMBER Information and Consent.** CARDMEMBER authorizes ISSUER, its parent company, and its subsidiaries and affiliates ("Related Companies") to do the following:
 - a. To make whatever credit investigations they may deem necessary to ascertain CARDMEMBER's credit standing and financial capability;
 - b. To ask and/or release, disclose, submit, share, or exchange any of CARDMEMBER's credit history or CARD account information and reports as they may deem fit including, but not limited to, delinquent, past due or litigation status of CARD account, full payments or settlement of previously reported CARD account and other CARD account updates to consumer reporting or reference agencies, government regulatory agencies, and to banks or financial institutions, credit card companies, creditors, loyalty program partners, merchant partners or third parties;
 - c. To submit, disclose, and transfer to any and all credit information service providers of any information, whether positive or negative, relating to CARDMEMBER's basic credit data (as defined under R.A. 9510) with the ISSUER as well as any updates or corrections thereof;
 - d. To inform CARDMEMBER about its promotional offers, advertisements and surveys through mail, email, fax, short messaging service (SMS), telephone or any other means of communications. For this purpose, CARDMEMBER allows ISSUER to use or share with Related Companies, third parties, agents and representatives information CARDMEMBER has provided and/or information derived from external sources for Related Companies, third parties, agents

- and representatives to offer products to CARDMEMBER;
- e. To send broadcast and push messages as well as notices and announcements via broadcast messaging service, multimedia messaging service, and SMS to CARDMEMBER.

If CARDMEMBER wishes to be excluded from the recipient lists, CARDMEMBER has to call BDO Customer Contact Center or follow the opt-out instructions regularly sent to CARDMEMBER. Moreover, if CARDMEMBER finds any incorrect entry in the information held by ISSUER or in the information provided by ISSUER to a consumer reporting or reference agency, he/she has to call BDO Customer Contact Center for the appropriate action to be taken.

7. **Responsibilities of CARDMEMBER.** CARDMEMBER shall be liable to ISSUER for any and all amounts charged to the CARD and those made in connection with the Supplementary Card, including any monthly installment purchases, cash advances, applicable fees, and other charges, whether incurred in the Philippines or abroad, and whether authorized or unauthorized by CARDMEMBER, subject only to the provisions of Section 9 here. CARDMEMBER also agrees to accept and pay for such charges without necessity of proof of a signed charge or sales slip, even without actually receiving a Statement of Account ("SOA"), and regardless of the manner of collection used.

All transactions made in foreign currency other than U.S. Dollars will be converted to U.S. Dollars by American Express. A foreign currency factor of 2.5% will be added to the converted U.S. Dollar amounts, of which 1% is retained by American Express.

For payments made by the CARDMEMBER in currency other than the billing currency, the payments will be converted into the billing currency using ISSUER's selling rate for the day. Application of said payments will be in the following order: (a) interest/service charges, including late payment charges, if any, and (b) principal amount.

For drawing Cash Advances from designated Automated Teller Machines (ATM), ISSUER shall assign to CARDMEMBER a Personal Identification Number (PIN). At all times, CARDMEMBER shall keep the PIN confidential. CARDMEMBER agrees that all Cash Advances using the CARD shall be conclusively presumed to have been personally made or authorized by him/her. A Cash Advance Fee will be imposed per Cash Advance transaction.

To purchase the foreign exchange necessary to cover all non-trade transactions using the CARD, the charge or sales slip signed by CARDMEMBER for every purchase, or the transaction record for Cash Advances drawn using the CARD from any authorized ATM, shall serve as the written application from CARDMEMBER as required by the Manual of Regulations on Foreign Exchange Transactions.

CARDMEMBER acknowledges that the care and safety of the CARD is his/her responsibility, and agrees to safeguard it against loss, theft, and fraudulent or unauthorized use.

8. **Membership Fees.** To be entitled to the CARD's privileges and benefits, CARDMEMBER shall pay Membership Fee as the ISSUER may require. ISSUER reserves the right to amend the privileges and benefits of the CARD as well as the CARD's Credit Limit. The continued use of the CARD shall be construed as acceptance by CARDMEMBER of the amended terms, benefits, credit limit, and fees. All paid Membership Fees are non-refundable even if the credit privileges are suspended or terminated, or even if CARDMEMBER cancels the CARD before its expiry date.
9. **Loss of the CARD.** The Lost Card Protection (LCP) feature relieves the CARDMEMBER of any financial liability resulting from fraudulent or unauthorized use of the CARD from the time the report of loss or theft is received by BDO Customer Contact Center. Prior to the receipt of such report, CARDMEMBER expressly agrees to be held liable to ISSUER and to pay for any and all transactions, purchases, and charges made or incurred from the use of the lost or stolen CARD even if the signature of the CARDMEMBER is proved to be forged. A reasonable fee shall be charged to CARDMEMBER to cover the replacement cost of a lost CARD.
10. **Accredited Establishments.** ISSUER has an agreement with American Express where the CARD bearing the label of American Express shall, at all times, be honored in all their accredited establishments worldwide. ISSUER shall not be liable to CARDMEMBER if, for any reason, any of such accredited establishments does not honor the CARD. CARDMEMBER agrees to hold ISSUER free and harmless from any and all claims for damages as a result of the refusal of any accredited establishment to honor the CARD.

CARDMEMBER shall not hold the ISSUER responsible for any defective product or

non-performance of a service. Any dispute between CARDMEMBER and the establishment shall not affect CARDMEMBER's outstanding obligation to the ISSUER arising from the use of the CARD.

In cases of a return of goods, tickets, and/or services obtained through the use of the CARD where the merchant permits a refund, the ISSUER will not be accountable for any loss on the part of the CARDMEMBER due to foreign exchange difference between the transaction date and the refund posting date.

11. **Statement of Account (SOA).** SOA will be sent to CARDMEMBER's billing address as indicated in the CARD application form or in the latest notice of change of billing address in the records of ISSUER or at the available address on record of CARDMEMBER with the ISSUER. ISSUER may send the SOA via personal delivery, registered mail, email, SMS, or other means of delivery, and when sent as such, it shall be conclusively deemed received by CARDMEMBER. CARDMEMBER shall examine the SOA not later than thirty (30) calendar days from Statement Date. Otherwise, CARDMEMBER shall be deemed to have accepted the correctness and accuracy of the SOA.

In case of any billing error, discrepancy, or question, CARDMEMBER shall immediately notify ISSUER in writing about it. CARDMEMBER agrees that in the event of any reported error or fraudulent transaction, ISSUER reserves the right to make a correction in the SOA only after investigating and confirming such error or transaction within a reasonable time. In case of non-receipt of SOA, CARDMEMBER must immediately inform the ISSUER about it and ask for the amount due from CARDMEMBER. CARDMEMBER agrees that the obligation to pay the amount due on or before Payment Due Date is not in any manner dependent upon the receipt of the SOA.

All other Terms and Conditions stated in the SOA shall form an integral part of these Terms and Conditions by way of reference. In case of conflict between the SOA and these Terms and Conditions, the latter shall prevail.

12. **Card Payment.** CARDMEMBER must pay the Outstanding Balance as shown in the SOA which ISSUER must receive as cleared funds on or before the Payment Due Date indicated in the SOA. If the Payment Due Date falls on a Saturday or Sunday or a Regular National Holiday, payment due is automatically moved to the next business day.

In case CARDMEMBER is issued two or more CARDS, CARDMEMBER authorizes ISSUER to the extent permitted by law, without any obligation on its part and without prior notice, to apply CARDMEMBER's payments to any of the CARD account of the CARDMEMBER. CARDMEMBER further authorizes ISSUER, without any obligation on its part and without prior notice, to likewise apply to any of the CARDMEMBER's outstanding obligations with ISSUER any payments made by CARDMEMBER or amounts due the CARDMEMBER resulting from overpayments.

For payments made by CARDMEMBER in currency other than the billing currency, the payments will be converted into the billing currency using ISSUER's selling rate on the day payment was made. Application of said payments will be in the following order: (a) interest/service charges, including late payment charges, if any, and (b) principal amount.

13. **Late Payment Charge.** If no payment is received or if payment made is below the Outstanding Balance on or before the Payment Due Date indicated in the SOA, a Late Payment Charge shall be imposed for every month of delay or a fraction of a month's delay. Unpaid Late Payment Charges shall form part of the Outstanding Balance until the balance is fully settled.
14. **Fees and Charges.** Fees and charges such as Late Payment Charge, Membership Fee, Cash Advance Fee, Gambling or Gaming Fee, lost CARD replacement fee, returned check penalty fee, fee for closed accounts and/or accounts with insufficient funds under an Auto Debit Arrangement (ADA) Facility, if applicable, and other applicable fees may be charged to the CARD account from time to time. ISSUER may revise the fees and charges mentioned in these Terms and Conditions.
15. **Delinquency.** The CARD account shall be deemed delinquent when no full payment is received on or before the Payment Due Date indicated in the SOA. In case of delinquency, ISSUER shall have the right to suspend or cancel CARD privileges, and the Outstanding Balance shall become immediately due and demandable without notice or demand. CARDMEMBER shall continue to pay membership fees until the obligation is fully settled.

16. **Events of Default.** At the sole discretion of ISSUER, CARDMEMBER shall be considered in default, irrespective of the reasons for its occurrence and regardless of whether it is voluntary or involuntary, when any of the following events occurs:
- a. CARD account of the CARDMEMBER turns delinquent;
 - b. False information is provided in the CARD application form or required information is not disclosed;
 - c. ISSUER receives any legal process against a substantial portion of the property, income, assets of CARDMEMBER;
 - d. CARDMEMBER is suspended or separated from employment or his business operations are suspended or closed;
 - e. CARDMEMBER is charged with, convicted, or is under investigation for violation of Republic Act No. 8484 (Access Devices Regulation Act of 1998) or the Revised Penal Code of the Philippines or any other penal laws or regulations; or when ISSUER finds prima facie evidence to charge CARDMEMBER with a violation of any of the provisions of the said laws or regulations;
 - f. CARDMEMBER fails to pay any other amount due and owed to ISSUER or its Related Companies, or fails to fulfill any other undertakings or obligations to ISSUER or its Related Companies;
 - g. CARDMEMBER dies or becomes legally incapacitated or insolvent; or
 - h. An event or circumstance transpires that, in ISSUER's reasonable opinion, will adversely affect the CARDMEMBER's performance or payment of obligations under these Terms and Conditions.
17. **Consequences of Default.** The following shall be the consequences of default, whether singly, concurrently, or successively:
- a. The entire unpaid obligation and all other fees, charges, and amounts payable to ISSUER shall become due and payable without demand or notice of any kind, all which are deemed expressly waived by CARDMEMBER;
 - b. ISSUER may, and is hereby authorized by the CARDMEMBER to set off as full or partial payment, and/or withhold, to the extent permitted by law, at ISSUER's option and without need of prior notice, all monies, funds, and/or proceeds of securities, investments or receivables which may come into the possession or control of the ISSUER and/or its Related Companies, to apply the same in satisfying any or all obligations of the CARDMEMBER to the ISSUER, whether left with them for safekeeping or otherwise, or coming into any of their hands in any way, to settle any and all obligations of the CARDMEMBER to the ISSUER. CARDMEMBER irrevocably authorizes ISSUER and/or its Related Companies to debit such amounts as may be necessary to implement this provision from any of the CARDMEMBER's accounts with the ISSUER and/or its Related Companies, immediately after which due notice shall be sent to the CARDMEMBER.

In addition, all such properties, receivables or securities in the possession or control of the ISSUER and/or its Related Companies are hereby ceded, transferred and conveyed by way of assignment unto ISSUER in order that the same may be used to satisfy any and all obligations of the CARDMEMBER to the ISSUER in accordance with this provision. For such purpose, and to effectively carry out the powers herein granted, CARDMEMBER hereby unconditionally or irrevocably names and constitutes ISSUER and/or its Related Companies to be his/her true and lawful attorney-in-fact, with full power of substitution, to do or cause to be done any and all acts that are necessary to carry out the purposes of this paragraph, including the power to sell in accordance with law, based on zonal value or fair market value for real or personal properties, respectively, without the need for any further notice, demand or deed, and to apply the proceeds of the sale to the satisfaction of the CARDMEMBER's obligations to the ISSUER. The appointment of ISSUER and/or its Related Companies is coupled with interest and is, therefore, irrevocable until any and all obligations to the ISSUER are fully settled.

For the foregoing purposes, the CARDMEMBER hereby waives his/her rights in favor of the ISSUER and/or its Related Companies under Republic Act 1405 (The Bank Secrecy Act of 1955), as amended, Section 55 of Republic Act 8791 (The General Banking Law of 2000), as amended, Republic Act 6426 (Foreign Currency Deposit Act of the Philippines of 1974), as amended, Republic Act 10173 (Data Privacy Act of 2012) and other laws/regulations, including all subsequent amendments or supplements thereto, relative to the confidentiality or secrecy of bank deposits/accounts, placements, investments and similar or related assets in the custody of the ISSUER and/or its Related Companies. CARDMEMBER shall hold ISSUER and/or its Related Companies, their directors, officers, employees, representatives and agents, free and harmless from any liability arising from ISSUER's, and/or its Related Companies' exercise of their remedies and authorities hereunder, or from any action taken by ISSUER and/or its Related Companies on the basis of and within the framework of the foregoing appointment.

18. **CARD Suspension, Cancellation and Termination.** ISSUER may, at its exclusive option and without notice to CARDMEMBER, suspend, cancel, or terminate the CARD or its privileges at any time for whatever reason. Any outstanding credit avaiement at such time shall be considered due and demandable without notice to CARDMEMBER.

CARDMEMBER may, at any time, terminate the Terms and Conditions or privilege to use the CARD by written notice or by calling BDO Customer Contact Center even without returning the CARD to ISSUER but the termination is subject to the immediate payment of any and all obligations incurred in connection with the use of the CARD. CARDMEMBER should destroy the CARD, otherwise, CARDMEMBER shall become liable to ISSUER for any and all fraudulent/unauthorized charges and transactions made on the CARD.

Should ISSUER allow CARDMEMBER to pay less than the full amount due, fees and charges mentioned in these Terms and Conditions shall continue to be imposed, and membership fee will be collected and will be pro-rated until such time that the amount due is paid in full.

19. **Collection.** Should the CARD account be endorsed to an agency for collection, ISSUER shall inform CARDMEMBER in writing, at least seven (7) days prior to actual endorsement or transfer of endorsement, the names and contact details of the agency to whom the account is endorsed or transferred.

If collection of CARD account is referred to a collection agency or enforced through court action, CARDMEMBER agrees to pay the costs of collection or attorney's fees, or both, equivalent to 25% of the unpaid balance (including all finance and penalty charges), in addition to whatever damages incurred by ISSUER. An additional amount equivalent to 25% of the unpaid balance, exclusive of litigation expenses and judicial cost, shall be charged to CARDMEMBER as liquidated damages.

20. **Compliance with Laws and Regulations.** CARDMEMBER agrees to comply with all laws and regulations related to the use of the CARD. CARDMEMBER further agrees not to use the CARD for the purchase of items or goods whose importation in the Philippines is disallowed under the provisions of BSP Circular No. 1389, as amended, and all other circulars, laws, rules and regulations pertaining to importation. CARDMEMBER also agrees and warrants that the proceeds of any cash advance availed abroad shall not be used for foreign investments or payment of foreign loans or for any other purpose in violation of any existing foreign exchange rules and regulations.

21. **Discretion.** Without giving any reason or notice, and without prejudice to the other provisions here, ISSUER has absolute discretion (a) to refuse to approve any proposed CARD transaction even if sufficient credit is available; (b) to limit the number or amount of gambling or gaming transactions even if sufficient credit is available; (c) to terminate or cancel CARDMEMBER's right to use the CARD; (d) to increase or decrease the Credit Limit; (e) to refuse to reissue, renew, or replace the CARD; (f) to introduce, amend, vary, restrict, terminate, or withdraw the benefits, services, facilities, and privileges in respect of, or in connection with the CARD account, whether specifically relating to CARDMEMBER or generally to all or specific CARDMEMBERS; (g) to limit the number of CARDMEMBER's purchases or cash advances in a day; (h) to require CARDMEMBER to contact ISSUER or temporarily suspend CARD privileges in case ISSUER detects any unusual or suspicious activity; or (i) to automatically enroll the CARDMEMBER in the One-Time PIN Facility to secure online transactions; or to do all of the above. A One-Time PIN will be sent to the registered mobile number which changes for every online transaction. CARDMEMBER shall keep the PIN confidential, under no circumstances should the CARDMEMBER disclose the One Time PIN to any person or compromise its confidentiality.

22. **Authorization and Indemnity for Telephone, Facsimile, Email and Other Form of Instructions.** CARDMEMBER authorizes ISSUER to rely upon and act in accordance with any notice, instruction or other communication which may be given by telephone, facsimile, email, SMS or other means by CARDMEMBER or on his/her behalf (the "Instructions") which ISSUER believes in good faith to have been made by the CARDMEMBER or upon his/her instructions or for his/her benefit. ISSUER reserves the right to require the Instructions to be contained or sent in a particular form or the submission of supporting document/s, before it may decide to act or not to act upon the Instructions. ISSUER further reserves the right to act upon Instructions and requests received from the Basic CARDMEMBER only.

In consideration of ISSUER acting in accordance with the terms of the Instructions, CARDMEMBER hereby irrevocably undertakes to indemnify ISSUER and to keep ISSUER indemnified against all losses, claims, actions, proceedings, demands, damages, costs and

expenses of whatever nature, arising out of or in connection with the implementation of the Instruction.

Any Instructions given by CARDMEMBER to ISSUER may be treated by ISSUER as valid and effective until ISSUER receives from CARDMEMBER a written notice terminating or withdrawing the same, save that such termination will not release CARDMEMBER from the liability and indemnity obligation set forth above, with respect to any act performed by ISSUER in accordance with such Instructions, prior to its termination/withdrawal.

23. Telephone Communications. CARDMEMBER agrees that ISSUER may tape or record all telephone communications. CARDMEMBER likewise agrees and expressly consents that such taped or recorded Instructions may be used by ISSUER or any third party, for any purpose, particularly as evidence in any judicial or administrative proceeding.

24. Notices and Change of Address and Other Data. Notices shall be deemed received by CARDMEMBER on the date of receipt if delivered by courier; after fifteen (15) days from posting, if sent by mail; or on the date of transmission, if sent by facsimile, SMS, or email. CARDMEMBER shall immediately notify ISSUER, through the BDO Customer Contact Center, of any change in residence, office or billing address, email address, and other data previously indicated in the CARD application such as status and phone number. Until ISSUER is notified of such changes, ISSUER will continue to use the current CARDMEMBER information and data on file with it, and notices shall be deemed received by CARDMEMBER when sent to the available address/es of the CARDMEMBER on file with ISSUER.

The CARDMEMBER's billing address should always be within areas specified by ISSUER, and in the event that CARDMEMBER's chosen billing address is not accessible through mail or courier delivery, ISSUER shall have the option to use the other addresses provided by CARDMEMBER, if any. CARDMEMBER must indicate a landline number in the preferred billing address provided in the Credit Card application. In case the indicated landline number cannot be successfully contacted, CARDMEMBER authorizes ISSUER to use CARDMEMBER's contacted or verified location as the billing address.

CARDMEMBER undertakes to notify ISSUER of any additional means of communicating with CARDMEMBER aside from those disclosed in his/her CARD application. CARDMEMBER authorizes ISSUER at its discretion but without any obligation to do so, to secure information from third parties such as but not limited to utility companies, insurers, and financial intermediaries, and to receive information on how and where the CARDMEMBER can be contacted.

Should CARDMEMBER abandon or surreptitiously leave the place of employment, business, or residence stated in CARDMEMBER's credit card application, and if at that time CARDMEMBER's outstanding and unpaid balance is more than Ten Thousand Pesos (P10,000.00) or its equivalent and is past due for at least ninety (90) days, it shall be considered prima facie evidence that CARDMEMBER used the CARD with intent to defraud ISSUER.

25. Limitation of Liability. CARDMEMBER hereby agrees to indemnify and render ISSUER, its directors, officers, employees, agents and assigns free and harmless from and against any claim, cause of action, suit, liability, and loss or damage of whatever nature that may arise as a result of, or in connection with, the use of the CARD and the transactions made with it.

In the event of any action filed against ISSUER for any cause whatsoever, CARDMEMBER agrees that ISSUER's liability shall not exceed the amount of P1,000.00 or the reasonable actual and direct damages proven to have been suffered by CARDMEMBER, whichever is lesser. In no event shall ISSUER be liable for any special, consequential, or indirect damages suffered by CARDMEMBER even if ISSUER has been advised of the possibility thereof.

The above provision shall survive the termination, cancellation, or suspension of the CARD or the right to use the CARD.

26. Venue of Actions. Venue of any action shall be in the proper courts of Metro Manila.

27. Non-Waiver of Rights. No failure or delay on the part of ISSUER in exercising any right or power given here shall operate as a waiver of that right or power, and nor shall any partial or single exercise of any such rights or powers preclude any of the other rights or powers provided here. No waiver by ISSUER of any of its rights or powers under these Terms and Conditions shall be deemed to have been made unless expressed in writing and signed by its duly authorized representative.

28. **Amendments.** ISSUER reserves the right to amend these Terms and Conditions at any time and for whatever reason it may deem proper, and any such amendment shall be binding upon CARDMEMBER upon notice by publication or other means of communication, electronic or otherwise.
29. **Assignment and Waiver.** CARDMEMBER agrees that ISSUER, without notice to CARDMEMBER, may assign, discount, or otherwise transfer part or all of its rights or obligations here or under any CARD transaction. In the event of such assignment, CARDMEMBER irrevocably agrees not to assert against the assignee set-off rights of any obligations that may be owed by ISSUER to CARDMEMBER. CARDMEMBER may not assign his/her rights and obligations under these Terms and Conditions without ISSUER's prior written consent.
30. **Taxes, Fees and Expenses.** CARDMEMBER agrees to assume for his/her sole account any and all taxes, fees and expenses that may be due or payable in connection with the issuance and use of the CARD or with any other credit facilities granted by ISSUER in connection with the CARD.
31. **CARDMEMBER Complaint.** Any complaint regarding the CARD or its use, or both, shall be communicated to the BDO Customer Contact Center or through our BDO Consumer Assistance Management System at <https://www.bdo.com.ph/consumer-assistance>. CARDMEMBER agrees and understands that the ISSUER will endeavor to resolve any properly communicated complaint within 7 to 10 banking days from ISSUER's receipt of the complaint with complete information, and that for complaints requiring more time to investigate and resolve, ISSUER will advise the CARDMEMBER accordingly, including the progress thereof. CARDMEMBER agrees to fully cooperate with any such investigation by providing the necessary or required data, information, and documents.
32. **Submission of ITR and Waiver of Confidentiality of CARDMEMBER Information.** Before the CARD may be issued or upon its renewal or extension or upon the request of ISSUER during the CARD's effectivity, CARDMEMBER shall submit to ISSUER a copy of his/her most recent Income Tax Return ("ITR") or, if CARDMEMBER is a fixed income employee, a copy of his/her most recent Bureau of Internal Revenue ("BIR") Form 2316 (Certificate of Income Tax Withheld on Compensation) as filed by his/her employer with the BIR, then stamped "RECEIVED" by the BIR or its authorized agent bank. CARDMEMBER likewise irrevocably authorizes ISSUER to obtain a copy of such ITR or such BIR Form 2316 from the BIR or any reliable or competent source, and to conduct random verification with the BIR to establish authenticity of the ITR or the BIR Form 2316 and its accompanying financial statements or documents. For this purpose, CARDMEMBER waives the confidentiality of CARDMEMBER information in those documents.
33. **No PDIC Coverage.** The CARD account is not a deposit account and is not covered by the Philippine Deposit Insurance Corporation (PDIC).

American Express is a trademark of American Express.
These Cards are issued by BDO pursuant to a license from American Express.

BDO Unibank, Inc. is regulated by the Bangko Sentral ng Pilipinas:
Tel. No. (02) 8708-7087; Email: consumeraffairs@bsp.gov.ph; Webchat: [bsp.gov.ph](https://www.bsp.gov.ph)