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Today is our time to create a sophisticated digital ecosystem accessible to all, where people connect, find opportunities, boost productivity, and enhance trade and investments.

# † Igniting the Philippines′ Digital Leap

Al Panlilio

Maya Bank Board Chairperson

We're on the edge of an exciting new era, emerging from the pandemic with a growing economy embracing digital transformation like we have never seen before.

A thriving, young, tech-savvy generation of Filipinos powers our bright digital future.

Millennials and Gen Zs—making up half the population—are not only at ease with fintech and mobile apps, they're inspiring and teaching the rest of us to jump on board. We're primed for the new era, with a robust 81% of our adult Filipinos equipped with smartphones and 77% connected to the internet.

Today is our time to create a sophisticated digital ecosystem accessible to all; where people connect, find opportunities, boost productivity, and enhance trade and investments.

At the core of all these lies the financial system the engine that powers secure, smooth online transactions and enables all to participate in the digital economy.

Enter Maya. We successfully transformed from a payment platform to a full-fledged digital bank—a clear testament to our adaptability and foresight.

We made this change in support of the country's unbanked and underserved population—and now, also the unhappily banked who are as rightfully deserving of our fintech innovations. Our financial system is ripe for disruption, with Maya leading the way forward.



Building on our trailblazing record of innovation and commitment to financial inclusion, we're changing the game with next-gen digital banking.

### A Record of Relentless Innovation for Financial Inclusion

#### Orlando Vea

Maya Bank Co-Founder and Board Member

Over the recent years, the Philippines' financial sphere has undergone dynamic changes. We have led the charge, relentlessly sparking innovations, and infusing fresh thinking amid each shift and challenge.

We embarked on this journey at the dawn of the millennium with Smart Money, the world's first mobile money platform. It enabled Smart subscribers to send money, shop online, pay bills, and top up mobile phones—all at their fingertips.

Next, we raised the bar with Smart Padala, the world's first cash remittance via mobile and the country's pioneering digital domestic remittance service. This venture broke barriers, allowing Filipinos to send and receive money no matter the distance.

In 2015, we took another bold leap with PayMaya. With a sharp vision—to extend the financial system to the unbanked and offer an alternative to the unhappily banked—we reinvented everyday payments.

Fast forward to today, we're changing the game with Maya. We stand at yet another pivotal juncture. With more Filipinos owning basic financial accounts because of e-wallets, consumers and enterprises are primed and eager for more sophisticated banking services, like savings and credit.

Building on our trailblazing record of innovation and commitment to financial inclusion, we're changing the game with next-gen digital banking.

Maya is perfectly poised to redefine financial services, enriching the lives of all Filipinos.



With this symbiotic relationship, Maya is creating the future of financial services right now, and we're placing these gamechanging innovations into the hands of every Filipino.

# Pioneering All-in-One Digital Banking

### Shailesh Baidwan -

Maya Bank Co-Founder and Board Member

Our plan has always been simple and clear: to be the best provider of game-changing and life-enhancing financial services for all Filipinos.

As PayMaya, we developed the largest end-toend payments ecosystem, guiding Filipino consumers and enterprises into the fintech world with ease and assurance.

Our mission has always been to go beyond and to provide a comprehensive set of financial services that are intuitive and credible with the trust that comes from a bank.

And so, we became Maya. We set out to deliver a first for the Philippines: an all-in-one digital banking that combines the convenience of digital payments with the products and safety of banking.

In less than a year, we made Maya the #1 digital bank in the Philippines, backed by the top-rated Maya app for consumers, along with Maya Business, the largest omnichannel payments processor and acquirer in the Philippines. Our unique advantage lies in integrating and embedding digital banking across a comprehensive payment ecosystem already trusted by millions of consumers and enterprises. We have unleashed a powerful set of offerings, generating more value and delivering more innovations for all our customers.

Indeed, with this symbiotic relationship, Maya is creating the future of financial services right now, and we're placing these game-changing innovations into the hands of every Filipino.



Our mission is to provide Filipinos with a delightful, empowering banking experience that addresses all their financial needs within a single platform.

# Winning the Unbanked and Unhappily Banked

#### **Angelo Madrid**

Maya Bank President

#### Financial inclusion is at the heart of what we do.

The Bangko Sentral ng Pilipinas defines financial inclusion as the "state in which everyone, especially the vulnerable sectors, has effective access to a wide range of financial services." At Maya, we embrace this mission and go beyond providing basic financial account ownership, focusing on effective access.

We recognize that traditional banking can seem daunting for the unbanked, leading them to resort to informal channels. The underbanked are often limited to an e-wallet or savings account, constraining their financial growth. And then, we have the unhappily banked population—people dissatisfied with navigating multiple accounts and apps that often fall short.

At Maya, we are making a difference. Our mission is to provide Filipinos with a delightful, empowering banking experience that addresses all their financial needs within a single platform. When our customers enjoy this leveled-up experience, we achieve our primary goal—transforming the unbanked, underbanked, and discontented banking customers into "happily banked" patrons.

To guide our customers toward this end, we first focused on streamlining banking. Within Maya Bank's first year, we've introduced digital identity creation via an app, enabled account opening with just one ID, and devised an engaging, gamified approach to managing money.

But we do more than simplify. We offer financial freedom.

To us, money is a ticket to freedom, a tool that allows people to live authentically and pursue a fulfilling life.

We've designed our bank to eliminate the hurdles of minimum deposits, credit collaterals, and the need for multiple e-wallets and mobile banking apps. For businesses, we've simplified their financial journey by obliterating the necessity for different providers for payment acceptance, disbursement, and banking needs.

We champion bold choices: "My money, my bank, my way." With Maya, banking power is back where it belongs—in the hands of Filipinos.



We are building a world-class digital banking framework that can help Filipinos take on the world.

# Building Superior Digital Finance for a World-Class Philippines

#### Manuel V. Pangilinan

Maya Bank Chairperson Emeritus

Shaking up an industry is no small task. But at Maya, we don't shy away from challenges. We are building a world-class digital banking framework that can help Filipinos take on the world.

Our unyielding commitment to financial inclusion is our edge. Our people are guided by this critical mission as they convert customer insights and user feedback into products and services tailored to the Filipino market. Maya is a hotbed of talent, a robust pool of tech, data science, product, and business professionals.

We draw strength from our expansive network of users, business partners, and investors—all deeply rooted in the Philippine economy.

Our team's ingenuity, vision, and purpose are reflected in our brand, which has garnered global attention and earned the trust and loyalty of customers. We've transcended being just a bank—and have become a steadfast partner in their pursuit of financial freedom.



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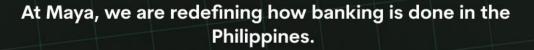








# The Fintech Game Changer



The Philippines is one of the fastest-growing economies in Southeast Asia, with a young and digital-savvy population. While total financial account ownership grew to 56% in 2021—thanks to <u>e-wallets</u>—there is a vastly untapped market ripe for disruption.

Launched in April 2022, Maya has revolutionized the financial services landscape in the Philippines through its innovative all-in-one digital banking approach. It is the sole fintech brand that offers the most advanced digital banking and payments solutions across consumers and enterprise segments via a top-rated finance app, and leading merchant acquirer and payments processing business.

Maya is powered by Maya Philippines, Inc., which facilitates digital payments, and Maya Bank, Inc., which delivers digital banking services. Together, we are building the most comprehensive financial services ecosystem in the Philippines, empowering consumers and enterprises to thrive in the digital economy.





#### Vision

To be the best provider of game-changing and life-enhancing financial services for all Filipinos



#### Mission



#### FOR CONSUMERS

We are empowering all Filipinos, especially the unbanked and unhappily banked, by providing them with financial technologies and an enabling ecosystem that makes earning, growing, moving, managing, and protecting their money a breakthrough experience.



#### FOR BUSINESSES

We are a leading technology partner to all kinds of enterprises, however big or small, equipping them with the best-in-class fintech solutions that give them a powerful platform to thrive and win in the market and in the hearts of their customers

#### Our Bold Values

#### Build each other up.

Create a space of empathy, mutual support, and honest interaction to bring out the best in each other at work and beyond

#### Own the work together.

Find pride and joy as a team of teams that thrives on nimble cocreation, trust, and total accountability :+

#### Lead the change.

Embrace the speed of change as an opportunity to broaden your perspectives, create new possibilities, and sharpen your talents

#### Defy the norm.

Challenge yourself with bold, breakthrough ideas and actions that leave a meaningful impact on our company and the community we serve 

Output

Description:

# Our Evolution to Maya

ee



- Voyager Innovations\* is formed, a spin-off from Smart Communications, Inc.
- BSP grants Smart Money, Inc. (SMI) its own Electronic Money Issuer (EMI) license.

2014

 SMI becomes PayMaya Philippines, Inc. (PayMaya). 2015

#### PayMaya launches:

- consumer e-wallet app linked to a debit card.
- PayMaya Business, an end-toend, omnichannel payments business, including acquiring and processing.

2018

Voyager raises US\$175 million in funding—the highest investment raised by a tech firm then.



2021

Maya Bank secures one of six digital bank licenses granted by the BSP.



- Voyager raises US\$210 million, bringing the company's valuation to unicorn+ status at US\$1.4 billion.
- Maya publicly launches its offering integrating digital banking services.



\* Voyager Innovations is the parent company of Maya Philippines, Inc. and Maya Bank, Inc.

# Revolutionizing Banking for the Unbanked and Unhappily Banked

We started our journey recognizing that a significant number of Filipinos are still unbanked, and, if banked, are not happy with the services they get.

Fintech champions like our predecessor, PayMaya, led the charge, resulting in a doubling of the number of adult Filipinos with financial accounts from 29% in 2019 to 56% in 2021, according to the BSP.

Even with this incredible progress, there remains a big opportunity to grow banking services beyond financial access. In 2021, only 37% of adult Filipinos had savings, and from this base, only 31% saved with banks. Meanwhile, out of the 45% of Filipino adults with loans, a mere 4% borrowed from banks.

We also know, based on <u>studies</u>, that Filipinos trust banks with their data more than other institutions.

However, many Filipinos are intimidated by traditional banking because of cumbersome processes, extensive paperwork, deposit requirements for account opening and maintaining balances, low deposit interest rates, and clunky mobile app experiences.

With the digital boom, numerous fintech apps have flooded the market—from e-wallets, crypto, credit, money management, and mobile banking. However, none offer a seamless all-in-one experience. Those with financial accounts resort to juggling multiple apps to meet their digital transaction needs.

With its all-in-one digital banking proposition, Maya offers simplicity in a world of increasing complexity. Our promise: the convenience of an ewallet matched with the safety and financial benefits of a digital bank.



Maya offers the convenience of an e-wallet matched with the safety and financial benefits of a digital bank.



# Digital Banking Embedded Across a Comprehensive Ecosystem

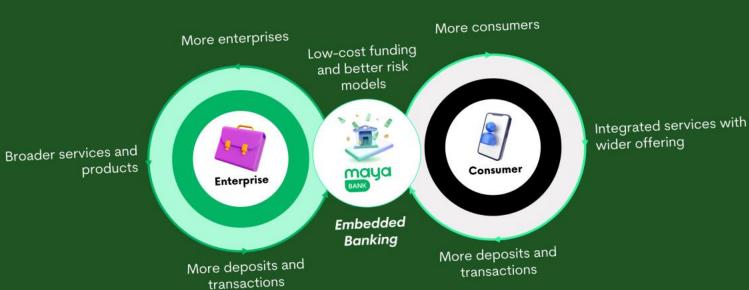
We have integrated payments and banking seamlessly and embedded our offerings across Maya's established consumer and enterprise ecosystems, a unique proposition unmatched by any e-wallet, digital bank, or other players.

For consumers, we have seamlessly wrapped up payments, savings, credits, and investments in one app—a first in the Philippines. Businesses also benefit from our platform, enjoying a unified experience for payment acceptance, digital disbursement, business deposits, and credit.

This fusion creates a strong synergy across our ecosystem, enabling us to offer integrated services with broader offerings, promoting everyday transactions and boosting customer loyalty. We use our deep transactional data to develop better credit risk models for more personalized offers.

Our unique foothold in consumer and enterprise sectors, backed by a robust shareholder ecosystem with deep Philippine industry ties, strengthens our network.

# Maya: #1 Fintech Ecosystem in the Philippines



### Redefining How Banking is Done with Al and Data

Through our all-in-one digital banking, we are empowering Filipinos to regain control of their financial lives.

Maya is a data-driven bank leveraging on a mobile-first and cloud-first technology infrastructure, as well as Artificial Intelligence (AI). The combination of technology, insights from AI, and "human touch" has led us to build an innovative onboarding process and user experience that lets customers upgrade their accounts to access savings and credit in just a few minutes while maintaining a high level of security.

Our high-engagement model has made banking delightful, turning everyday transactions into opportunities for our customers to earn higher savings interest rates credited daily. According to our 2022 survey, this gamified approach resulted in unmatched customer satisfaction, with Maya Savings boasting a solid NPS score of 77.

As we promote everyday payments using the Maya wallet to help boost Maya Savings interest rates, our customers increase their digital financial footprint.

In turn, we use the data from payment transactions to boost our Al-enabled credit scoring, enabling us to offer instant credit. Based on our data, customers utilize this credit for everything from buying telco load, paying bills, and making necessary purchases.

As we enhance user experiences, we are also making transactions safer. Our mix of anomaly detection techniques, supervised learning models, and transactional analysis allows Maya to defend itself effectively against fraud attempts.



WHERE WE'RE HEADING

# Leading the Charge in Next-gen Banking

In less than a year after launch, Maya is becoming an integral part of our users' daily lives. Today, our bank customers who save or borrow engage in two to three times more transactions compared to e-wallet-only users.

Our early success in the consumer market also positions us to revolutionize businesses. As the leading enterprise payments acquirer, Maya is already seen as the "payments backbone of the Philippines."

We are embedding our digital banking products across this unparalleled merchant network, starting with a business deposit and installment loans for their customers. Thanks to our robust financial foothold built via grassroots QR Ph adoption, we are positioned to extend credit to MSMEs.

We are strengthening our ecosystem as more users and enterprises embrace Maya, amplifying the benefits and opportunities for everyone involved.

We are Maya, and we are creating the future right now.



AWARDS AND RECOGNITIONS

### **Driving Excellence**



#### World Digital Bank Awards 2023

- Best Digital Bank (Pure Play) Southeast Asia
- Best Digital Bank (Pure Ptlay) Philippines
- Ranked 8th among digital banks worldwide



#### NPC's Privacy Awareness Week Awards 2022

- . Privacy Initiative of the Year
- Finalist, Privacy Management of the Year
- Finalist, Data Protection Officer of the Year Award



#### LinkedIn

- Top Companies in the Philippines (2023)
- Diversity Champion LinkedIn Talent Awards (2022)
- Learning Champion LinkedIn Talent Awards (2022)
- Finalist, Best Talent Acquisition Team
   LinkedIn Talent Awards (2022)
- Finalist, Talent Insights Pioneer LinkedIn Talent Awards (2022)



#### PR Awards Asia-Pacific 2023

- Gold Brand Development (Product)
- Bronze PR Event

AWARDS AND RECOGNITIONS		Security and Privacy		
Best Digital Bank FORBES Magazine	World's Best Banks List (2023)	NPC's Privacy Awareness Week Awards 2022	Privacy Initiative of the Year Finalist, Privacy Management of the Year Finalist, Data Protection Officer of the Year Award	
World Digital Bank Awards	Best Digital Bank (Pure Play) - Southeast Asia Best Digital Bank (Pure Play) - Philippines Ranked 8th among digital banks worldwide	SHIELD Awards 2022	Winner, SHIELD Trust Award	
Future Digital Awards 2022	Platinum Winner, Digital Bank of the Year	Best Workplace		
CB Insights	Fintech 250 List (2022)		Top Companies in the Philippines (2023)  Diversity Champion – LinkedIn Talent Awards (2022)	
IDC Future of Enterprise Awards 2022	Best in Future of Intelligence	LinkedIn	Learning Champion – LinkedIn Talent Awards (2022) Finalist, Best Talent Acquisition Team - LinkedIn Talent Awards (2022) Finalist, Talent Insights Pioneer - LinkedIn Talent Awards (2022)	
Shortlist	2023 Global Mobile Awards - Maya app for Best Mobile Innovation for Digital Life	19th Philippine Quill Award	Excellence Award – Safety Communications (SAFEWork Internal Communications Campaign) Excellence Award – Publication (SAFEWork Playbook)	
		57th Anvil Awards	Silver – PR Tools Publication (SAFEWork Playbook)	

#### AWARDS AND RECOGNITIONS

#### **World-class Brand**

2023 Spikes Asia	Silver – Strategy & Effectiveness – Challenger Brand Strategy	
	Gold – Art Direction Gold – Best Cinematography	PRSP Anvil
	Gold – Best Editing	
Kidlat Awards	Silver - Film Animation	
	Silver - Film Direction	
	Silver - Film Production Design	
	Silver - Film Visual Effects	
	Silver - Audio Visual Branded Content	
	Silver - Talent	
	Silver - Touchpoints & Technology	Shortlists
PR Awards Asia	Gold – Brand Development (Product) Bronze – PR Event	

Gold – Specialized Public Relations Program (PayMaya is Now Maya)
Silver – Specialized Public Relations Program (Unleash Maya Internal Communications Campaign)
Silver - PR Tools AVP (Maya by Shanti Dope)
Silver – PR Tools AVP (Maya Center Rebrand Video)
Silver – PR Tools Event (Maya Launch)
Silver – PR Tools Event (Maya Business Launch)
Silver – PR Tools Website (Maya Website Refresh)

WARC Awards for Asian Strategy 2022

Global WARC Awards for Effectiveness (Cultural Impact)

Shortlists

2023 One Show – Branded Entertainment: Music Videos

2023 Cannes – Customer & Acquisition Retention

2023 Cannes – Entertainment Commerce

### **Empowering Customers**



#### EDWARD BUGIA

F&B Director, Mimi & Bros

The Maya QR is they key for us to have faster transactions with customers, as they only need to scan it and the payment will be processed already. It helps us establish better relations with our customers. Maya Business is truly a great partner in providing solutions for F&B companies to grow exponentially. I'm excited with the digital banking services for SMEs like us.



#### CRIS ALCARAZ

Head of GrabPay Philippines

Grab Philippines regards Maya as one of the vital pillars of the nation's digital financial infrastructure. Our strategic partnership with Maya resonates deeply with our firm commitment to fostering a wider cashless economy for all our kababayans. The synergy created through this partnership has supercharged the cashless transaction network within the Grab platform—transforming Maya into a crucial player of the digital finance backbone of the country.



#### ROHANEY TAYAO

Payroll Staff Sto. Tomas, Batangas

I like Maya because it's easy to use, and it provides me with peace of mind because of its secure and easily accessible money management features.



#### CHERRY MAY VICENCIO

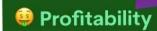
Brgy. Cojuangco, Sta. Rosa, Nueva Ecija Maya Center agent for 8 years

Thanks to Maya Advance, I was able to level up my business in no time. They only ask for a few basic requirements, and in a flash, my loan got approved. The process is super fast and incredibly smooth.

Translated from Filipino



# 2022 Financial and Operational Highlights



TOTAL NET INTEREST INCOME

143,418,383

TOTAL NON-INTEREST INCOME

3,641,342

TOTAL NON-INTEREST EXPENSES

682,743,679

PRE-PROVISION LOSS

-580,159,815

PROVISION FOR CREDIT LOSSES

149,612,447

NET LOSS'

-729,772,262



LIQUID ASSETS

13,354,784,899

GROSS LOANS

797,003,169

TOTAL ASSETS

16,322,928,015

DEPOSITS

14,705,907,828

TOTAL EQUITY

1,263,812,985

#### **Selected Ratios**

RETURN ON EQUITY (ROE)

-64.64%

RETURN ON ASSETS (ROA)

-8.40%

CET I CAPITAL RATIO

100.24%

TIER 1 CAPITAL RATIO

100.24%

CAPITAL ADEQUACY RATIO

100.98%

#### leading Metrics

BANK CUSTOMERS

1,459,957

LOAN DISBURSEMENTS

3,137,777,602

HEADCOUN'

50

OFFICER:

26

STAFF

24

\* NOTE: We started our commercial operations on March 14, 2022 and launched our bank services to the public in April 2022.

Net loss and negative ROE/ROA are expected during our first year since we are building the necessary foundations for our product expansion in 2023.



Our approach to creating game-changing financial solutions is anchored on a solid technological foundation, driven by data, backed by strong security and privacy practices, and guided by our mission to accelerate the country's financial inclusion.

### Building on a Solid Tech Foundation

**Robust Cloud-first Infrastructre** 

At Maya, we're building for scale, and we have laid down a solid foundation anchored on technology to make our business future-proof.

We have built our infrastructure to take full advantage of the benefits of a cloud-based infrastructure:

Flexibility and scalability. We can easily reconfigure and add all the computing resources we need on-demand, giving us the agility needed to respond to changes in the market.

Cost-effectiveness. We use computing resources we need rather than buying servers upfront. We also utilize cost-monitoring tools and dashboards heavily for proactive alerting and identifying scale-down opportunities

Reliability and security. We maintain high system reliability and foster strong security through cloud architecture best practices. Strict SLAs are enforced for all systems and are consistently being achieved to date.

These benefits work together to give our customers a game-changing financial experience with market-leading features, high availability, and security.



Cloud-based infrastructure
refers to the use of on-demand
delivery of computing resources
over the internet through
specialized cloud providers, in
contrast to an organization
maintaining its own data centers.

#### BUILDING ON A SOLID TECH FOUNDATION

#### Data-driven approach

As a digital bank, our in-house machine learning and Al capabilities allow us to harness advanced analytics, taking advantage of our cloud-based infrastructure to gain a complete picture of our business.

We use insights and data from our transactions to create the next level of relevant products for our customers. We tease out insights and patterns analyzing financial & non-financial data.

We harness the power of artificial intelligence and data science so we can continuously evolve our products and offer new financial experiences:

- Stronger fraud prevention controls
- Personalized credit scoring and access to credit
- Better predicted outcomes
- Better understanding of customer behavior & quantitative tools for tailor made offers to customers
- Better Know-Your-Customer (KYC) verification.

#### Data sources

**Customer Profile** 

Device and Location Data

Payments and Transfers

Conversion Funnel

**Risk Profile Data** 

#### Insights



#### Customer Segmentation

Which cohort does the customer belong to?



#### Fraud Detection and Prevention

What's the likelihood that the customer is committing fraud?



Machine

Learning

and Al

#### Personalized Credit Scoring

What's the credit limit we can offer to the customer?



#### Predicting Future Actions

What is the customer likely to do in the future?



#### **Qualitative Research**

We do not stop at just the data. To get the full story, we reach out to current and potential customers about their needs, why they have these needs, and how they prefer to be served.

# Embracing User-Centered Design

OPENING AN

NAME + EMAIL + NUMBER



DATA PRIVACY OPT-INS



OTP



DONEIL

Customer experience is at the heart of our mission to make Maya the all-in-one digital banking app for every Filipino. We have developed modular, integrated, and personalized financial experiences that are changing the game for financial services.

#### **Design Methodology**

Our design approach takes advantage of best practices in user-centered design, the latest trends in user experience (UX), and continuous improvements based on customer feedback and data.

We have designed our user interface to be clean, scalable, and user-friendly.

#### Seamless Onboarding

We are accelerating financial inclusion through an innovative onboarding process that allows users to open and fully verify their accounts to access full services, offering convenience while complying with local and international financial regulations.

Maya users can set up their account within a few minutes—no joining fee, no annual fee, all through the app.

Because Maya is an all-in-one financial platform, customers only need to go through one KYC process for e-wallet, savings, and credit.



10 + VIDEO SELFIE



PERSONAL INFO



APPLICATION REVIEW



DONEII <table-cell>



### **Empowering Customers**

JEN SUGUITAN

Marketing and PR Manager

Karuhatan, Valenzuela City

opened my Maya account last year

when I moved to a new job. I wanted a

one stop shop app where I can pay my

bills, save up, and of course, keep my

#### AYA CABOTAJE

Binangonan, Rizal

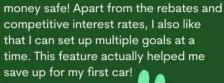


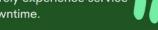
Why did I switch to Maya?

- 1. It's a digital banking app. It's not just an e-wallet. It's everything and a bank! I can shop, save, transfer, invest, and even withdraw cash.
- 2. Compared with other banks, Maya offers the highest interest rate of up to 10% p.a. Again, 10% p.a.! 🥯
- 3. They have a physical card that you can use to withdraw money from an ATM. It's free if you meet their minimum requirements. Maya will even deliver it right to your doorstep.

- 4. It's safe and secure since it's regulated by the BSP, Maya Savings is powered by Maya Bank, and you can hide the amount of money you have on your app. They even received the SHIELD Trust Award in Singapore.
- 5. Endless vouchers. Maya is convenient, and their generous cashback rewards make them ideal for paying bills or buying stuff.
- 6. Up to ₱500,000 daily limit for cash in and transfer (Maya to Maya).
- 7. I rarely experience service downtime.







#### VEGENE DEGUITO



Owner, Vedge Gasoline Station

We have a government agency client that gives out a card pass which is assigned per bus driver. Instead of withdrawing the cash, the bus drivers use the card when they gas up. That's why I have a Maya Terminal because it helps grow our sales.

Translated from Filipino





#### CUSTOMER STORIES

#### MARA REAL

Business Owner Two Shots Specialty Coffee, Batangas City

I'm happy with Maya Business as the all-in-one growth partner of Two Shots Coffee. Our customers find the Maya Terminal convenient. We also use it to accept payments from clients who hire us for events.

I even have my baristas sign up with Maya and get their own Maya cards so their salaries can be transferred to their own accounts instead of us giving them envelopes every payday.



#### JUDE W. ONG

Vice President and General Manager Suyen Corporation

Navigating though the pandemic was made possible with Maya as our payment solutions partner. We have full confidence in Maya's capabilities and we believe it will fuel the continued growth of our business as we continue to expand and open new stores. Partnering with Maya has kept us abreast on technological advancements and has helped upgrade our payment solutions across online and numerous offline channels. They have also provided an uncomplicated way of tracking of customer payments and expeditious settlements of these accounts.



#### JOY CASTILLO

Innovations and Culture Director Omnicom Media Group

I often find myself leaving the house with just my phone. With the Maya app, I'm assured that I can make purchases, bank transfers, and other financial transactions.



#### ABSARY PACATUA

East Poblacion, Naga City, Cebu Maya Center agent for 4 years

As a 2nd time user of Maya Advance loan, I rate my overall experience 9 out of 10! The loan I availed was a big help for me to grow my Maya Center business. I can't wait to avail a larger loan.

Translated from Filipino



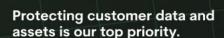
Managing Director Vision Express

Maya helps change and improve our business at Vision Express by simplifying payment acceptance and providing a more user-friendly experience for both our customers and us. By automating payment processes and offering advanced features such as real-time transaction monitoring, reporting, and analytics, Maya enables us to optimize our operations and make more informed decisions.



# Pricanc

# Prioritizing Privacy and Security



Our privacy and security strategies are rooted in:

- Resilient cybersecurity controls
- Strong culture of privacy and security
- Close collaboration with government agencies



#### **Resilient Cybersecurity Controls**

Al to combat fraud. We employ Al and machine learning for customer verification processes including face matching, ID image classification, fake ID detection, ID OCR, and biometrics.

Multi-factor authentication. In addition to password, we require additional means of authentication such as a one-time pin when logging in and transferring money.

24x7 monitoring and response. Our Security Operations Center (SOC) is always on, ready to fend off cyberattacks.



#### Strong Culture of Privacy and Security

We recognize the critical role of our employees in upholding security and protecting the privacy of our customers.

Our unique approach to building a culture of privacy combines consumer protection advocacy, gamified missions, social media challenges, and awareness testing for our employees.

We received the Privacy Initiative of the Year award in the Privacy Awareness Week in 2022 organized by the National Privacy Commission (NPC). We won for our #FraudPatrol campaign.



### Close Collaboration with Government Agencies

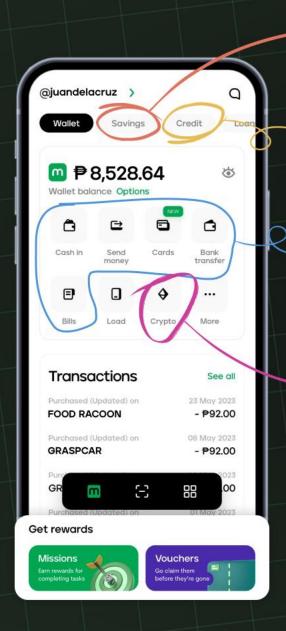
We collaborate with the Anti-Money Laundering Council (AMLC), the Philippine National Police (PNP) Anti-Cybercrime Group, the National Privacy Commission (NPC), and the Bangko Sentral ng Pilipinas (BSP) for a united stand against financial crime.

# Products and Services

Our product offerings reflect our innovationdriven approach to promoting digital adoption and financial inclusion.

Product	Description	Segment	
Product	Description	Consumer	Business
Maya Credit	A revolving credit line of up to ₱18,000 that customers can use to transfer cash to wallet or use it to directly pay partner merchants online or in store	<b>/</b>	
BNPL Pay-in-4	Short-term loan product that allows customers to buy goods with credit, and pay in four installments every two weeks	<b>/</b>	
Negosyo Advance	Term loan (up to 90 days) offered to Maya Center agents for working capital and expansion (offered in the Maya Business App)		<b>/</b>
Negosyo InstaCash	7-day financing offered to Maya Center agents for short-term funding needs (offered in the Maya Business App)		J
Maya Savings	High interest rate consumer digital savings account with daily interest income payouts	J	
Personal Goals	Customizable goal-based consumer digital savings account with monthly interest income payouts	<b>/</b>	
Business Deposit	Commercial digital savings account with monthly interest income payout		/

#### PRODUCTS AND SERVICES



#### SAVE

Gamified and fully-digital instant savings experience

#### BORROW

Instant access to credit based on proprietary underwriting

#### PAYMENTS

Everyday use cases such as person-toperson transfers, online and offline purchases, bills payment, and airtime load

#### INVEST

Buy and sell crypto, mutual funds, and stocks



99.4% App reliability



24/7 cybersecurity



Shop with Maya card at 80+ million stores worldwide



Travel with Maya card in 200+ countries



Scan to pay at nearly

1 million local stores

#### Results

We're immensely proud to be the top-rated consumer finance app in the Philippines on both iOS and Android



4.8 App Store



4.7 Google Play as of June 16, 2023

According to our 2022 survey, our game-changing features resulted in unmatched customer satisfaction for Maya Savings.

77 NPS Score



### Our Promise ee

Maya Bank is dedicated to the principles of strong governance, following the guidelines laid out by the Bangko Sentral ng Pilipinas (BSP) and the Securities and Exchange Commission (SEC).

Our shareholders, Board of Directors, and Senior Management recognize the crucial role that good governance plays in our strategic business decisions.

We are committed to cultivating an awareness of its importance across our organization, helping us meet our economic, ethical, legal, environmental, and social obligations to our stakeholders and our country.

To help our team and stakeholders adhere to our corporate governance principles, we have issued a Corporate Governance Manual (CGM). The manual helps us comply with other internal policies and relevant laws, outlines our business principles and values, and guides all business relationships within the Bank.

We review and update the CGM annually to ensure that it is aligned with the latest regulatory changes and the best practices in corporate governance.

The CGM serves as the guide to reaching our key objectives, including:

- Enhancing financial literacy
- Fostering competitiveness
- Delivering top-notch customer support
- Adhering to the applicable laws and regulations.



### Governance Culture

We are committed to conducting our business to the highest ethical standards.

Everyone in our team—from our directors and officers to our employees—strives to cultivate a culture of strong governance.

Whether among ourselves or dealings with our customers, suppliers, competitors, business partners, regulators, and the public, we make sure all actions of our team align with our core principles:



#### ACCOUNTABILITY

Everyone takes full responsibility for their decisions, actions, and behavior. They're accountable to all our stakeholders—employees, customers, shareholders, and business partners—serving them to the best of their ability.



#### INTEGRITY

We believe in doing the right thing, legally and ethically. Our team stands by the timeless adage, 'honesty is the best policy', acting with the highest ethical standards.



#### FAIRNESS

We value justice and fair play in all our dealings, always striving for mutual benefit.

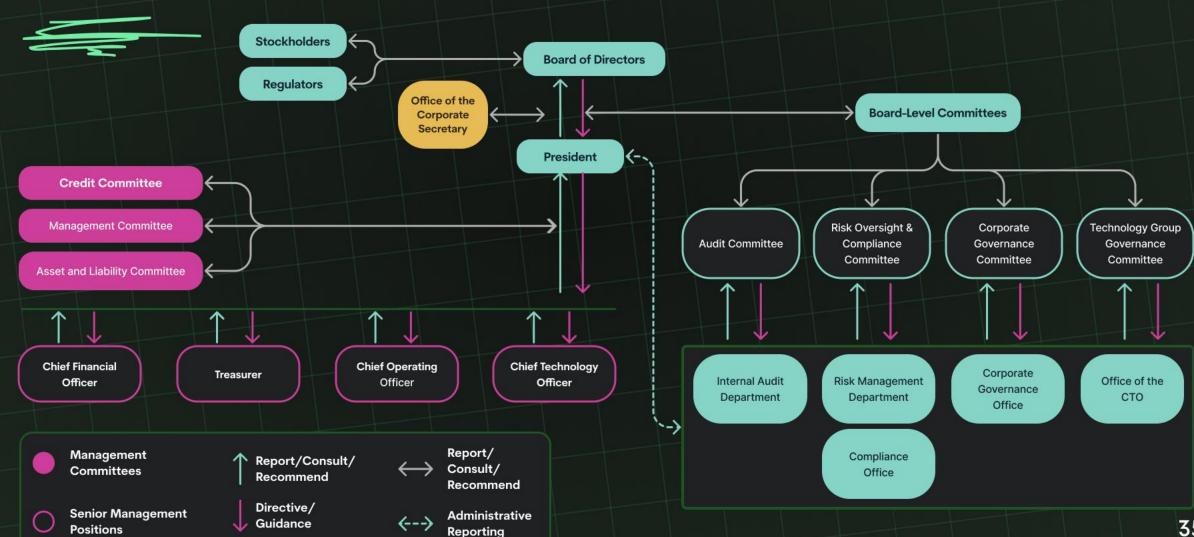


#### TRANSPARENCY

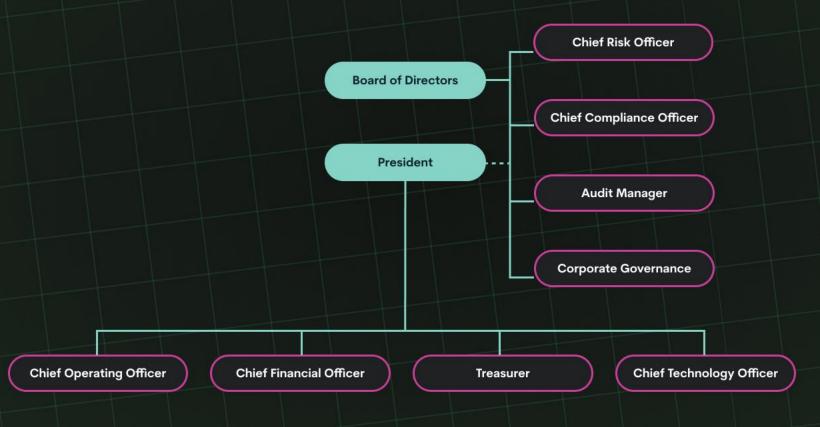
We value truth and openness, always providing accurate information in a timely manner, and being open to scrutiny.

### Governance Structure

Our governance structure clearly defines the relationships between our Board, Board-level committees, Senior Management Officers, and other stakeholders, ensuring a robust and effective governance framework.



### Organizational Structure



# Board of Directors



#### Composition

Our Board consists of 14 members, out of the 15 available board seats. We have 13 non-executive directors, including five independent directors, and one executive director.

Our Board of Directors is the rock behind Maya Bank, making key decisions and steering our company on behalf of our shareholders, clients, and other stakeholders.

The Board's primary role is to make sure that Maya Bank is managed prudently, with integrity, and in line with our corporate objectives and the best global practices.

In addition, the Board is responsible for:

- Ensuring the bank's long-term success and sustained competitiveness, always keeping in mind their responsibility to our shareholders
- Reviewing, guiding, and approving overall business strategy and major projects, while considering the bank's long-term economic interests and risk profile
- Providing strategic direction, aligning our resources and efforts towards achieving our corporate objectives.

The Board meets every quarter.

In determining our Board's composition, we consider:

- The size and complexity of our operations to decide the appropriate number of members
- Ensuring at least one-third or three members, whichever is greater, are independent directors
- Allowing non-Filipino citizens to be members, to the extent of foreign participation in our equity, while maintaining a majority of Philippine resident directors
- Including both executive and non-texecutive directors, including independent directors, in the Board, with non-executive directors being the majority
- Selecting members from a diverse pool of qualified candidates, including independent directors
- Making sure our Board members have the necessary qualifications and stature to effectively participate in deliberations, provide objective and independent judgments on corporate affairs, and maintain proper checks and balances.

All Board appointees have completed a Corporate Governance seminar, introducing them to the governance structure of our bank, our operational regulatory requirements, and the expectations tied to their roles.

#### **Selection Process**

- Sourcing: We find potential Board candidates through professional management associations, referrals from shareholders, other Board members, and Senior Management. Our selection process allows shareholders to review qualifications, nominate, and elect Directors.
- Clearance: We submit candidates to our Corporate Governance Committee (CG Committee), which oversees the nomination process and assignment to Board-Level Committees, and the succession plan for Board members and Senior Management.
- 3. **Election:** Shareholders elect Board members from the list of nominees cleared by the CG Committee during the annual shareholders' meeting. For Senior Management selection, the Board uses the CG Committee's assistance, focusing on integrity, experience, and competence.



# Board Demographics

With Mr. Manuel V. Pangilinan serving as Chairperson Emeritus since his appointment on December 1, 2021, here is the list of our Board of Directors as of 2022.

Member	Nationality	Age	Board	Designation	
Alfredo S. Panlilio		59	Yes	Chairman	
Simeon Angelo S. Madrid		43	Yes	President	
Orlando B. Vea		73	Yes		
Anabelle L. Chua*		62	Yes	-	
Shailesh S. Baidwan		53	Yes		
Inderbir Singh Dhingra		48	Yes	-	
Ashish Jaiprakash Shastry		47	Yes	-	
Victorico P. Vargas		70	Yes	-	
Jose Ma. K. Lim*		70	Yes	1-	
Francisco S.A. Sandejas		55	Yes	Chairperson, Technology Group Governance Committee	
Christopher Paulus Nicolas T. Po		52	Yes		
Anthony Q. Chua		71	Yes	Chairperson, Audit Committee	
Roberto L. Panlilio		68	Yes	Chairperson, Risk Oversight and Compliance Committee	
Vicky Castillo L. Tan		61	Yes	Chairperson, Corporate Governance Committee	
Alex Erlito S. Fider		69	No	Corporate Secretary	
Maureen Christine O. Lizarondo-Medina		36	No	Assistant Corporate Secretary	

<sup>\*</sup> ended term as a director as of April 13, 2023

# Board Meetings

For 2022, Maya Bank held quarterly regular meetings on March 7, June 21, September 28, and November 23, and a special meeting on April 25.

Name of Director	<b>Bo</b> a 5 me	ard eetings	Au Comn 4 mee	nittee	Corpora Governan Committe 4 meeting	ice ee	Risk Oversight and Compliance Committee 4 meetings	Technology Group Governance Committee 1 meeting
	Attend	led %	Attend	led %	Attended	%	Attended %	Attended %
Orlando B. Vea	5	100%		-	-		-	-
Shailesh S. Baidwan	5	100%		-	-		+	- 1
Simeon Angelo S. Madrid	5	100%		_	-		-	<b>1</b> 100%
Alfredo S. Panlilio	5	100%		-	-		-	+-+-
Victorico P. Vargas	5	100%		-	<del>                                     </del>		-	-
Francisco S.A. Sandejas	5	100%	4	100%	-			1 100%
Anabelle L. Chua*	4	80%	3	75%			-	<b>1</b> 100%
Anthony Q. Chua	5	100%	4	100%			<b>4</b> 100%	<b>1</b> 100%
Roberto L. Panlilio	5	100%		-			<b>4</b> 100%	
Vicky Castillo L. Tan	5	100%	1	-	4 10	00%		-
Christopher Paulus Nicolas T. Po	4	80%		-	4 10	00%		H 13
Jose Ma. K. Lim*	4	80%		-	4 10	00%	1-1-	
Ashish J. Shastry	5	100%	+	-	-		-	-
nderbir S. Dhingra	2	40%		-	-		<b>2</b> 50%	

<sup>\*</sup> ended term as a director as of April 13, 2023

# Senior Management



## **Committees**

We have formed Board-Level Committees to ensure the highest level of good governance, efficiency, and focus on specific areas of banking operations.

The committees help address governance, compliance, internal audit, strategy, risk oversight, and technology requirements, among others.

Each committee strictly follows the guidelines set out in the BSP Manual of Regulations for Banks (MORB), particularly concerning the number of independent directors. They meet regularly every quarter.

Committee

**Audit Committee** 

#### Composition

#### **Function**

- Three non-executive directors:
  - · At least two are independent • One serves as chairperson
- Chairperson: Anthony Q. Chua
- Members: Franciso S.A. Sandejas, Anabelle L. Chua\*

Assists the Board in fulfilling its oversight duties in:

- · keeping the integrity of our accounting and financial reporting principles, including the integrity of our financial statements
- the audit process
- · the performance of our internal audit organization and external auditor.

#### Corporate Governance Committee (CG)

- Three non-executive directors:
  - At least two are independent
  - · One serves as chairperson
- Chairperson: Vicky Castillo L. Tan
- Members: Christopher Paulus Nicolas T. Po, Jose Ma. K. Lim\*

Assists the Board with its corporate governance responsibilities, which includes overseeing:

- the nomination process
- continuing education program
- performance evaluation process
- · evaluation of related party transactions
- · outsourcing arrangements.

#### **Risk Oversight** and Compliance Committee (ROCC)

#### Three directors:

- · At least two are independent directors
- · One serves as chairperson, who should not be the chairperson of the board or another board-level committee.
- Chairperson: Roberto L. Panlilio
- Members: Anthony Q. Chua, Inderbir Singh Dhingra

Aids the Board in developing, overseeing, and implementing the risk management and compliance programs of the bank.

#### **Technology Group** Governance Committee (TGGC)

- Five (5) members, including a nonexecutive board member who oversees the IT function. The Head of the IT Group should be a member along with the highest rank officer who oversees business.
- Chairperson: Francisco S.A. Sandejas
- Members: Harsh Tripathi, Simeon Angelo S. Madrid, Annabelle L. Chua\*, Anthony Q. Chua

Ensures that the Board is kept well-informed of significant technology, security, and privacy matters and oversees the bank's IT, security, and privacy functions, including:

- governance frameworks
- short to long-term plans and major projects
- · policies, critical processes and standards
- · performance, issues, concerns, and corrective actions
- · regulatory examinations, internal audits, and external reviews.

<sup>\*</sup> ended term as a director as of April 13, 2023

# Related Party Transactions



Maya Bank enters every related-party transaction at arm's length standard and conducts each one in the regular course of business. Our CG Committee evaluates existing relations between businesses and counterparties, ensuring all related-party transactions are transparent, fair, and aligned with policies on conflicts of interest and potential conflicts of interest.

The CG Committee considers various factors when evaluating related-party transactions, such as:

- The related party's relationship with the bank
- The material facts of the proposed transaction
- How Maya Bank would benefit from the transaction
- The availability of other sources of comparable products or services
- How comparable the proposed transaction is to one available to an unrelated party under similar circumstances based on its terms and conditions.

Maya Bank maintains a robust policy on conflict of interest outlined in our Anti-Corruption Compliance Policy. It requires all board members, stockholders, management, officers, and employees to disclose any perceived, potential, or actual financial interest in any transaction or matter affecting the bank.

#### **Material Related Party Transactions:**

Related Counterparty	Relationship Between the Parties	Transaction Date	Type of Transaction	Amount / Contract Price	Term
Maya Philippines, Inc.	Affiliate	Jan-Dec 2022	Outsourcing Services	₱389 million	1 year

# Retirement and Succession

As we push our business forward, we are always on the lookout for future leaders. We hold talent bench reviews to identify high-potential employees and give them the opportunities to step into roles where they can shine and truly make a difference.

We also have a concrete succession plan in place to ensure continuous, dynamic, and relevant leadership in time of sudden changes or retirement.

We observe the normal retirement age of sixty for employees but remain open to employees retiring at a later age depending on the circumstances.

# Code of Discipline

At Maya Bank, we are serious about maintaining a positive professional work environment. To help everyone uphold the highest standards of discipline and professionalism, we make our Board-approved Code of Discipline available for all employees on our internal website.

# Maya Bank Conglomerate Map



# Compliance Program



Maya Bank's compliance culture starts at the top. The Board of **Directors, President, and Senior** Management all lead by example and expect everyone on the team to familiarize themselves with all the laws and regulations that apply to the work they do.

In addition, we have a Compliance Office, overseeing and managing compliance within the organization, and ensuring that the company and its employees are adhering to regulatory and internal policies.

Led by the Chief Compliance Officer, the Compliance Office operates independently from our business activities and reports all issues, findings, and concerns directly to the board of directors through the Risk Oversight and Compliance Committee.

Established by the Board, the Committee, in turn, helps in the development, oversight, and implementation of the risk management and compliance programs of Maya Bank, acting as a bridge between the Board and Management.

The Committee is tasked with:

- identifying emerging risk issues
- · assessing the likelihood and potential impact of emerging risk issues
- overseeing the risk profile and risk management framework of Maya Bank
- ensuring proper risk assessment, monitoring, and management
- providing an avenue of communication and collaboration between management and the board for managing risks
- · communicating risk management practices across Maya Bank
- · defining compliance policies, practices, and structures that enable effective oversight and ensure consistent adoption
- · helping the board provide oversight in the implementation of Maya Bank's compliance management system to ensure adherence to applicable laws, regulations, rules, policies, and standards.

Our compliance management system, in turn, helps us maintain:

- · a compliance program updated at least annually to keep up with any changes in applicable laws and regulations
- a constructive working relationship with regulatory agencies
- · a clear and open communication process within Maya Bank to improve education on and the management of compliance matters
- · continuous monitoring and assessment of our compliance program to measure its effectiveness.t





# Anti-Money Laundering, Terrorist Financing, and Proliferation Financing

At Maya Bank, we are fully committed to conducting business responsibly and ethically. This is why we have the following measures in place:

- Anti-Money Laundering Program
- Counter-Terrorist Financing Program
- Counter-Proliferation Financing Program

Designed to help prevent illegal activities such as money laundering, terrorism financing, and dangerous weapons distribution, all three programs follow all the rules and best practices set by the law.

Aside from these, we are also:

- Regularly update our policies to keep up with regulatory changes
- Ensure we are using the latest technology to detect and stop suspicious behavior
- Constantly check and upgrade our systems to make sure they are always working effectively.

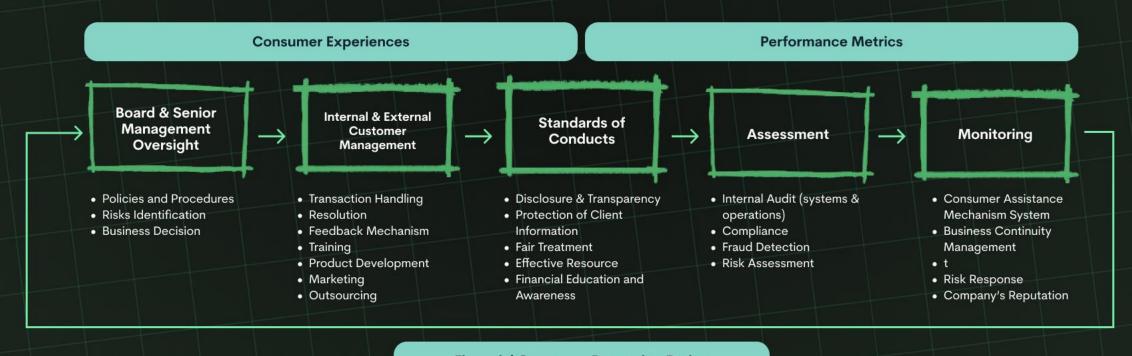
Our well-trained staff also play a crucial role in identifying and reporting transactions that seem suspicious, acting as our first line of defense against financial crimes.

We also work closely with government agencies, law enforcement, and other banks, exchanging knowledge and learning from each other—all without compromising our customers' and shareholders' privacy. We believe that collaboration and information sharing are invaluable in the fight against financial crimes.

Together, our goal is to provide everyone with safe and trustworthy banking services.

# Consumer Protection Policy

We are committed to upholding the highest standards of business conduct and consumer protection, so we have set policies and procedures based on relevant regulations to protect the interests of our customers. Our Consumer Protection Framework, modeled on BSP regulations, is a comprehensive program aimed at providing the best financial customer experience. We measure its success by customer satisfaction, reliability, and trust.



#### CONSUMER PROTECTION POLICY

#### **Oversight of Board of Directors and Senior Management**

Our Board of Directors and Senior Management teams embody integrity, transparency, and fairness. They help approve and oversee the implementation of our Consumer Protection Framework (CPF). Independent units—risk, compliance, and audit—report to the Board and monitor compliance with internal and external consumer protection regulations. Our business units, under the Office of the President, integrate consumer protection policies into their daily operations.

The Board is responsible for ensuring fair practices, approving policies, monitoring key risk areas, adopting systems of checks and balances, and overseeing the performance of Senior Management.

Senior Management, on the other hand, is responsible for implementing the strategies and policies approved by the board, managing daily activities, ensuring proper disclosure, controls, and management systems, and reporting relevant information to the board.

#### The Board is responsible for:

- Ensuring fair practices
- Approving policies
- . Monitoring key risk areas
- Adopting systems of checks and balances
- Overseeing the performance of senior management

# Senior Management is responsible for:

- Implementing the strategies and policies approved by the board
- Managing daily activities
- Ensuring proper disclosure, controls, and management systems
- Reporting relevant information to the board

#### **Consumer Protection Risk Management System**

We prevent risks and losses by complying with laws, rules, and regulations, as well as the consumer protection standards outlined in our Consumer Protection Risk Management System. This system is part of our broader Enterprise-Wide Risk Management System, involving all our defense lines.

Our Board of Directors and Senior Management develop and maintain it, review its effectiveness, ensure sufficient resources, and address any weaknesses promptly and effectively.



# Internal Audit

At Maya Bank, we have an independent Internal Audit team in place dedicated to keeping our operations running as smoothly and effectively as possible. It provides valuable insights and advice based on a risk-focused approach to evaluate and improve the way we work, helping us achieve our goals effectively and making sure that:

- · Risks are properly identified and managed
- Our financial, management, and operational information is accurate and up to date
- Our team follows policies, procedures, and legal requirements
- Resources are professionally managed and protected
- We meet our set goals and objectives
- Quality and improvement are at the heart of our processes
- Any legal or regulatory issues are handled correctly.

Our Internal Audit team has the authority to do what is needed to achieve these goals, thanks to its:

- Unrestricted access to functions, records, and personnel
- Free communication with the Audit Committee
- Ability to demand action on significant findings.

With our Head of Internal Audit at the helm, the team reports directly to the board via the Audit Committee and liaises with the President. This ensures it remains independent and uninvolved in our day-to-day operations.

The Audit Committee, on the other hand, supports the board in fulfilling its responsibilities by overseeing the internal audit process and the performance of the internal audit function, ensuring the soundness of our control framework, which covers:

- Reporting
- Compliance
- · Operational efficiency
- Asset protection.

The Committee also reviews the internal audit reports, discusses any issue with the Head of Internal Audit, and makes sure management responds appropriately and promptly to any deficiencies found.





# Risk Governance and Structure



At Maya, we believe that stability is the cornerstone of success and understand the potential obstacles in the banking industry. This is why we've developed a robust strategy to remain steadfast in the face of challenges.

Our goal is to create a sustainable, prosperous business that benefits our customers, shareholders, and the Philippine economy. Our Board of Directors, Risk Oversight and Compliance Committee, Assets and Liabilities Committee, Credit Committee, Audit Committee, Internal Audit team, and Senior Management team all work toward this goal.

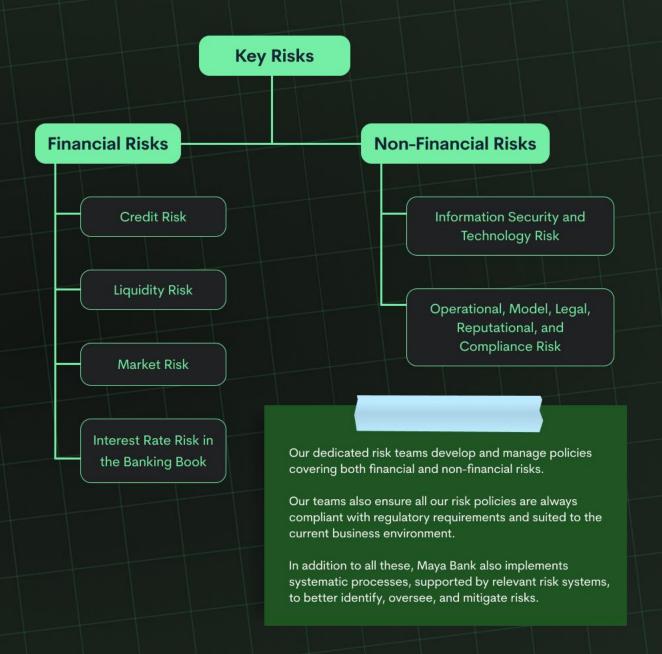
Our independent risk function, led by the Chief Risk Officer, collaborates closely with business units and provides them with regular training to foster a risk-aware culture and enhance decision-making processes.

To further strengthen our risk-aware culture, we also integrate positive risk elements into our vision, values, code of conduct, and customer service principles. To guide our risk-taking activities, we have implemented a comprehensive risk appetite framework with a detailed risk appetite statement and clearly defined limits.

Our risk management approach has three core components:

- · Risk identification
- · Risk assessment and risk treatment
- Risk monitoring and reporting.

Together, they help us better mitigate and manage risks.



# Risk Management Framework



To monitor compliance with regulatory ratios, we have established internal risk limits using a simple red, amber, green rating approach for escalation.

#### **Risk Responsibilities**

Our Board of Directors is the key custodian of Maya Bank's capital and liquidity. They ensure we are always ready to meet our financial commitments, maintaining a strong and reliable financial foundation for our operations.

To help them in their mission, we have established the following committees:

- Risk Oversight and Compliance Committee to ensure we have a top-notch risk infrastructure by regularly reviewing and setting measures to manage risks, making recommendations to the board when necessary
- · Asset and Liability Committee to manage our balance sheet, ensure that we meet our business targets, and set pricing policies based on our balance sheet objectives
- Credit Committee to oversee our credit strategy, determining the eligibility of customers and fulfilling reporting requirements.

Rating	Description	Escalation of status and action plans
Green	Ideal Level: Ratio is well-above mandated BSP limit. This indicates sound business operations and low risk of limit breaches.	None
Amber	Tolerable but needs monitoring. Sufficient rationale and root cause must be given behind decreasing ratio values. Indicative of possible business issues. Increasing risk of limit breaches.	First line, Second line Leads.  Reporting to respective heads for proper action plan setting.
Red	Unacceptable. Immediate action plans must be made to increase ratio back to Amber. Imminent risk of limit breach.	Senior Management Committees such as ALCO and CRECOM and Board-Level Committees such as ROCC.

# A Three-Pronged Defense

To protect our operations, we have three lines of defense:

- Business units that manage their risk exposures and ensure that their day-to-day decisions and strategies align with our overall risk tolerance
- Risk Management and Compliance that oversees risk-taking activities and ensures we are always adhering to internal and regulatory guidelines
- Internal Audit that verifies the effectiveness of our risk management processes, ensuring that we are always prepared for any risk that we might encounter.



# Risk Appetite Statements



At Maya Bank, we know the world of finance can be complex and comes with risks that we need to identify and manage effectively. This is why we make it a point to always balance our desire to grow, increase profits, and create more value with our commitment to keeping our investors' money safe.

We will never compromise on matters that could harm our reputation, disrupt our services, or step over the regulatory line in the pursuit of growth and profits.

#### **Crafting Our Risk Appetite Statements**



#### **Liquidity Risk**

Our appetite for liquidity risk is low. We strive to always maintain a strong liquidity position so we can meet all our financial obligations as they come. We actively monitor and manage our liquidity through stress testing, forecasting, and contingency planning.

#### **Concentration Risk**

We have a moderate appetite for concentration risk. This is why we diversify our product offers across different industries and geographic locations. We also have concentration level limits in place for distinct types of exposures and make it a point to never exceed them.

#### **Legal Risk**

We conduct our business in line with all laws and regulations, holding every employee to the highest ethical standards.

#### **Compliance Risk**

Our appetite for compliance and regulatory risk is moderate. This means that while we are open to some risks to achieve our goals, we will never engage in activities that come with significant compliance risks. At the end of the day, we are still committed to complying with all relevant laws and regulations.

#### **Operational Risk**

We aim to attract and retain only the best digitalsavvy talents to help us achieve our growth objectives.

We have zero tolerance for internal fraud. We have disciplinary measures in place to deter fraudulent activities and we are also prepared to pursue legal action when needed.

We manage our operations to avoid losses above a designated percentage of our current working capital for the year.

#### Information and Technology Risk

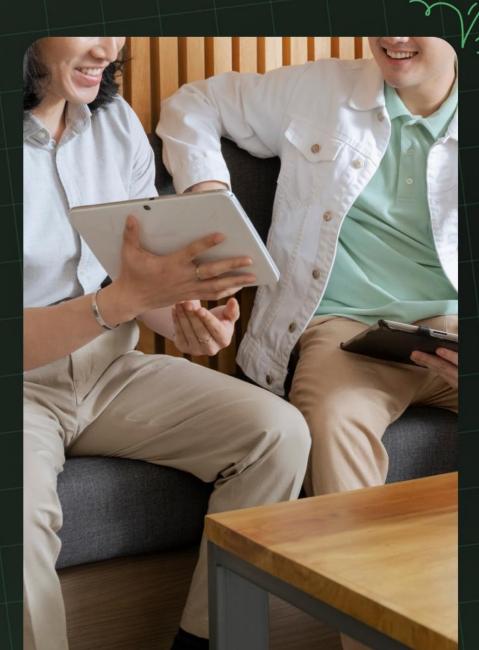
We have a low appetite for disruptions to our business operations due to unreliable systems. This is why we make it a point to implement innovative tech solutions to:

- · Meet ever-changing user demands
- Protect our IT infrastructure from natural and human threats, including cyber-attacks.

While we set aside a part of our earnings to cover potential losses due to fraud, we prefer to prevent problems from ever happening. This is why we are constantly fortifying our systems and processes. Our goal is to keep offering secure and reliable financial products to our customers.



#### RISK APPETITE STATEMENTS



#### **Reputational Risk**

Our reputation is built on ethical behavior, responsible conduct, and integrity. When it comes to reputational risk, we strive to always strike a balance between two things:

- The level of risk we are willing to accept to reach our business goals
- The trust and confidence of our customers, shareholders, and community.

#### **Model Risk**

Given that unreliable models can lead to significant decision-making errors, we have a low appetite for model risk. This is why we ensure that all models used in our organization are regularly reviewed, validated, and updated in line with the Model Risk Management Validation Framework.

#### **Market Risk**

Our appetite for market risk is low. We are not about high-risk trading. Instead, our focus is on more stable revenue sources. We will only consider taking market risks if they come with a solid risk-reward proposition.

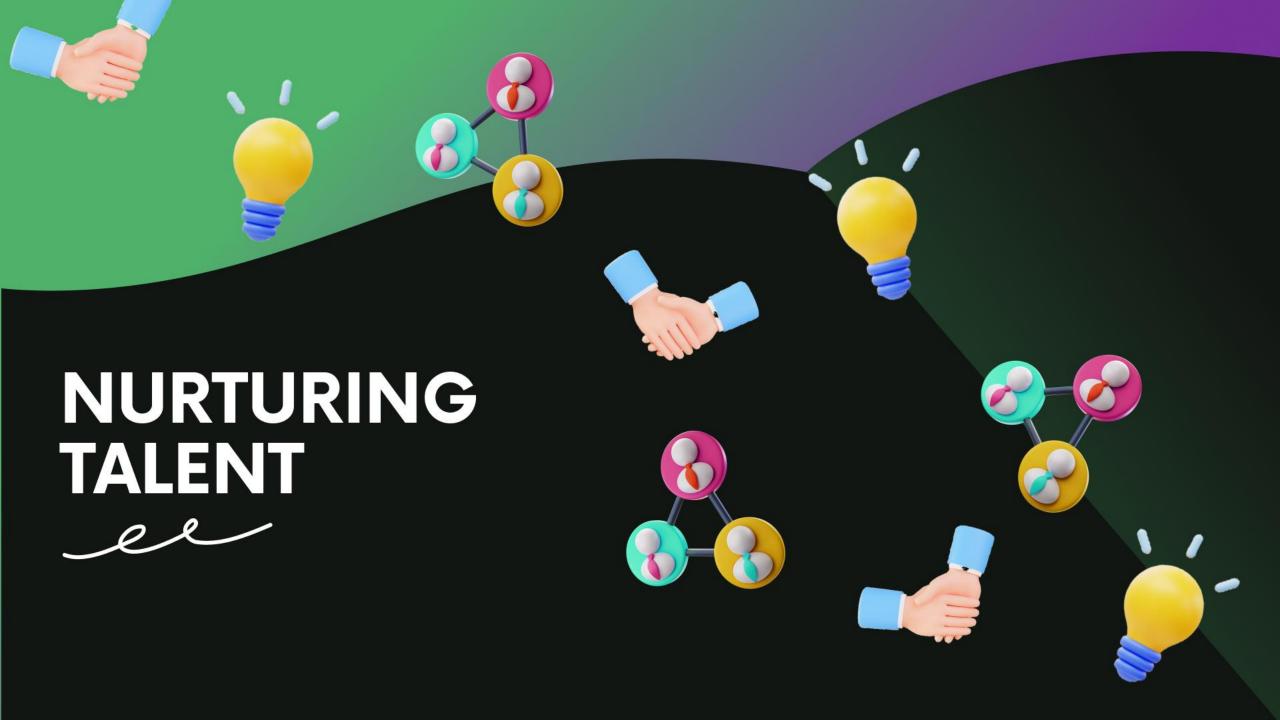
#### **Credit Risk**

We have a moderate level of risk appetite for credit risk. While lending to consumers and small business is crucial to our strategy for increasing access to financial services, we make it a point to always keep a healthy credit risk profile while we do so.

We manage risk proactively using a combination of the following tools and processes:

- Robust risk rating models, credit analysis processes, and loan monitoring practices
- Credit risk identification using traditional and alternative data
- Regular portfolio quality review to ensure it is aligned with our risk appetite.

Finally, we continually review the creditworthiness of our borrowers, diversify our credit exposure across various segments, and set limits on acceptable credit risk levels. While we are willing to take a calculated level of credit risk, we will never take excessive risks in pursuit of short-term gains.



# Building a Dynamic Workplace

Maya's fast-growing business is made possible by our agile and high-flying workforce. Maya employees are passionate about purpose and are highly engaged with the company's various programs. From onboarding to continuous learning, we are shaping the future of work with our processes, policies, and tools.

# Becoming Part of Maya's Mission

Whenever new talent joins the team, they go through a four-stage journey:



During **pre-boarding**, they receive all the information they need to get started via email before they officially start work so they can spend their first few weeks settling in and meeting their teammates.



They then spend the three-day
onboarding stage at our Blast
Off orientation to learn more about
Maya and our banking policies.



During the next 40- to 60-day integration stage, they dive deeper into their roles and start working on projects, learning our tech, and collaborating with their teammates.



Finally, during the **assimilation** stage, they start attending big meetings, participating in fun activities, and meeting colleagues from across the organization.

Together with our managers, our people Group provides all new hires with all the support they need during this journey.





# Fair and Competitive Compensation

At Maya, we are committed to providing fair and competitive compensation to attract and retain the best talent to successfully execute our strategy.

We designed our compensation programs based on three principles:

- Pay for position based on the value of the role
- Pay for person based on individual competencies, skills, and knowledge
- Pay for performance based on the achievement of company, team, and individual objectives and key results.

# Performance Management Program

We use the Objectives and Key Results Framework to manage our entire team's performance, setting goals at the following levels along with measurable steps to reach them:

- Company level
- Group level
- Individual level

We also prioritize ongoing coaching and feedback, creating opportunities for discussions about objectives and key results, performance, and plans.



# Growing Continuously

We believe in the power of growth. To capitalize on learning opportunities, we:

- Learn from the best, using the worldclass digital learning platforms to help our team members grow
- Practice self-led learning, allowing our team members to decide what they want and need to learn
- Learn on-demand and from multiple channels, scheduling in-person and instructor-led courses based on our roles to improve our mindset, skillset, and toolset
- Employ adaptive learning, choosing topics and learning paths based on what's driving our business, how the team uses our resources, and what kind of feedback we receive.

We utilize these top-shelf, digital-enabled learning platforms and programs:

For all employees, we provision LinkedIn Learning and its 16,000 online courses on business, technology, and design.

Linked in Learning



For our technology, product management, and information security teams, we enable O'Reilly (formerly Safari) and its massive library of books, live learning events, coding sandboxes, and other resources.

For managers and high-flying supervisors, we allocate Harvard ManageMentor licenses with its critical skills building modules on leadership. We also deliver (Development Dimension Incorporated) DDI's inperson facilitator led Interaction Management Leadership program modules.



**DDI** 





# Employee Engagement and Communications

Our Employee Engagement Program is designed to create open communications and promote 'feedback as a management practice principle' for everyone in Team Maya. We believe a connected team is a successful team.

We encourage all employees to give their feedback at every step of their journey via the employee engagement management platform. Our goal is to measure how well we are doing in keeping our workforce motivated and happy. Our leaders regularly share and discuss the survey results with their teams. Everyone has the responsibility to learn from practice and see how they can do better as a team.

We also make it a point to keep communication lines open through:

- Our internal website Maya Hub
- Internal engagement champions
- Townhalls and leaders' huddles
- Regular get-togethers (Maya Hangouts and Chill Friday).

Our high level of employee engagement and quality communications have allowed us to match or exceed the GLINT global benchmark for Employee Engagement Score in 2022.

# Safety and Wellness

To ensure the safety and wellbeing of every member of our team, we have adopted a 360-degree approach to promoting all six pillars of wellness. We also have programs that focus specifically on each wellness pillar.

Examples of the initiatives we have in place:

### **SAFEwork Program**

We launched this program to ensure the safety of our employees whatever their work location may be—through vaccination drives and COVID-19 newsletters.

### **Employee Assistance Program**

We partner with licensed mental health practitioners to provide 24/7 support and counseling services to our employees. Recognizing its value, we made the program available to our employees' immediate family members.

## **Wellbeing Thursdays**

This program consists of twice-a-month talks about medical, mental, and physical wellbeing—based on employee requests and suggestions—designed to promote awareness and proper management.

Area	Programs/Initiatives				
Intellectual Focused on the desire to improve one's skills	<ul> <li>Talent development programs</li> <li>Technical skill building courses</li> <li>Productivity tools and resources</li> <li>Leadership skills development</li> <li>Learning facilitator/coaching experiences</li> </ul>				
Emotional Focused on the awareness of one's feelings and personal state	<ul> <li>Mental health webinars</li> <li>Wellbeing talks</li> <li>Employee assistance program (1:1 counseling)</li> </ul>				
Occupational Focused on job and career satisfaction	<ul> <li>Employee surveys</li> <li>Action-taking activities</li> <li>Coaching from managers</li> <li>Recognition programs</li> </ul>				
Social Focused on relating and communicating with others	<ul> <li>Collaboration days</li> <li>Employee hangouts</li> <li>Chill Friday</li> <li>Team development workshops</li> <li>Team building activities</li> <li>Employee townhalls</li> <li>Leaders' huddles</li> </ul>				
Spiritual Focused on the search for deeper purpose	<ul> <li>Mindfulness practices</li> <li>Meditation</li> <li>Yoga</li> <li>Reflection activities</li> </ul>				
Physical Focused on wellness	Physical fitness sessions     Group coaching				

# Growing With Maya



#### MICHAEL FAVILA

Head of Banking - Savings & Deposit (Product Engineering, CTO)

Seeing Maya become the #1 digital bank in the Philippines in just a few months fills me with an incredible pride. I'm happy that at Maya, we're empowered to defy the norm and we're set free to pursue our breakthrough ideas. Thanks to this boldness, we're making next-gen digital banking an effortless delight for everyone.



#### PAM CORPUZ

**Senior Consumer Lending Manager** 

I joined Maya because I believe in its vision to give every Filipino equitable access to credit and banking services. As a lending business owner, I am proud to be a part of a team that is committed to leading the change in the financial services industry. We are defying the norm by building a product that is simple, easy-to-use, and accessible to everyone. I am excited to see what the future holds for Maya, and I am confident that we will continue to make a bolder impact on the lives of Filipinos.



#### LISETH LUARCA

**Senior Product Specialist** 

Maya's position as the #1 digital bank in the Philippines is not just a title, but a testament to our unwavering commitment to financial inclusion. Being involved in creating support tools that elevate our services for customers and partners spark joy and excitement. It's not just a job, it's an opportunity for me to lead the change within Maya and help bring game-changing financial services to the fingertips of every Filipino.



#### ROY VELASCO

Senior Business Manager

As a member of both the Deposits Mesh team and the Treasury department, I have had the privilege of working with some of the brightest minds in the industry. We're all dedicated to delivering transformative financial services to the Filipino market, and we're constantly innovating to find new ways to make a difference. I'm grateful to be a part of a company that is making a positive impact on the lives of Filipinos. I see the difference that we're making every day, and it's truly inspiring.





# FOSTERING SUSTAINABILITY











# Doing the Right Things and Doing Things Right

At the heart of Maya is its purpose-driven mission of enabling Filipino consumers and enterprises to thrive in the digital economy through financial services.

From the onset, our business has been rooted in sustainable practices and social responsibility. In 2022, we have started building the foundations for the Maya Bank's Environmental, Social, and Governance (ESG) Framework, which is set to be formalized and approved in 2023.

#### On The Horizon: A Robust ESG Framework

Our ESG framework sets the foundation for our commitment to sustainability, anchored on the United Nations Sustainable Development Goals (UN SDGs). We're aligning our actions with the essential requirements of the Bangko Sentral ng Pilipinas and our shareholders as we create our own framework and implement our programs.

Our ESG framework is anchored on three pillars:

## **Environmental**

Across Maya, as we drive digital transactions, we are also promoting paperless transactions. In 2023, we will measure our carbon footprint and commit to environmental goals.

### Social

We are empowering communities with transformative tech and investing in our team with progressive people programs. We do this by creating innovations that make money work for Filipinos. Financial literacy is embedded in our user-experience.

### Governance

We uphold the highest standards of governance; from the way we conduct our business to ensuring security across our platforms. We aim to spearhead the sustainability dialogue and become a thought leader among stakeholders and regulators alike.



#### **Powering Communities with Paleng-QR Ph Plus**

In support of the BSP and DILG, Maya is helping boost digital payments adoption at the grassroots level via the Paleng-QR Ph Plus program.

The program encourages local merchants and residents to digitize their transactions using Maya's business-in-a-box payment solutions and disbursement tools. The goal is to enable marketplace vendors, tricycle drivers, and other small businesses to take digital payments using QR Ph and build their digital footprint so they can get access to credit from financial institutions like Maya.

Maya's participation in the Paleng-QR Ph Plus program is part of its LGUs Embracing and Accelerating Digitalization initiative. To date, we have joined caravans across cities such as Pasig, Baguio, Naga, Bacolod, Tagbilaran, Lapu-Lapu, and Davao.



# Creating Inclusive Innovations

#### **Maya Consumer App**

#### SDG<sub>1</sub>

Easy and convenient account opening and financial services enable the unbanked and underbanked to build their own financial footprint and credit score

#### SDG 8

- Expanded on-ground touchpoints and massive agent network give unbanked and offline Filipinos access to financial services
- E-wallet and digital bank account gives millions of adult Filipinos basic financial and bank account ownership
- Maya Credit gives Filipinos access to instant credit

#### **SDG 10**

Financial education promotes financial soundness and gives women equal access to financial services

#### **SDG 12**

Digital transactions consume less energy and create less waste

#### **SDG 16**

- Easy digital financial solutions drive person-to-government transactions and improve transparency for government institutions
- Anti-Money Laundering Program, Counter-Terrorist Financing Program, and Counter-Proliferation Financing Program help combat terrorism, dangerous weapons distribution, and trafficking of women and children

#### **Maya Business App**

#### SDG<sub>1</sub>

Easy and convenient business account opening and financial services drive MSME activity and growth

#### SDG 8

- Digital payment solutions enable MSMEs to take digital payments and maintain their own business accounts
- Credit products drive MSME activity and growth

#### SDG 9

The Maya Business app gives MSMEs easy access to credit and other financial services

#### **SDG 10**

Financial education promotes financial soundness and gives women equal access to financial services

#### **SDG 12**

Digital transactions consume less energy and create less waste

#### **Maya Business Solutions**

#### SDG 8

- Digital payment solutions enable SMEs to take digital payments and maintain their own business accounts
- Maya Credit gives SMEs and their employees access to credit

#### **SDG 11**

Digital financial solutions enable the electronic disbursement of financial assistance to vulnerable communities and citizen beneficiaries

#### **SDG 12**

Digital transactions such as payments through QR, digital terminals, and online checkout consume less energy and create less waste



# Board of Directors

### Alfredo S. Panlilio

Chairperson

#### SUMMARY

- Chairperson of the Board
- since December 1, 2021
- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)
- Member, Management Association of the Philippines

#### RESPONSIBILITIES

- Leading and directing the board, ensuring they make informed decisions
- Ensuring the effective functioning of the Board and maintaining trust among its members
- Setting and approving the agenda
- Communicating the views of stockholders to the Board
- Making sure first-time directors receive proper orientation
- Providing the Board with opportunities for continued learning
- Ensuring both Board performance and Board-Level Committees are evaluated at least annually

#### RELEVANT EXPERIENCE

- President and CEO, PLDT, Inc. (2021-present)
- President, Smart Communications, Inc. (2019-present)

#### RELEVANT EXPERIENCE (CONT'D)

- SVP and Head, Meralco (Customer Retail Services and Corporate Communications) (2010-2019)
- Chairman, Radius Telecoms, Inc. (2013-2019)
- Director, Corporate Information Solutions, Inc. / CIS (2010-2019)
- Director, Bayad Center, Inc. (2010-2019)
- Director, MSpectrum, Inc. (2016-2019)
- Director, Indra Philippines, Inc. (2012-2019)
- Director, Miescorrail, Inc. (2012-2019)
- Trustee, One Meralco Foundation, Inc. (OMFI) (2011-2019)

#### **CURRENT DIRECTORSHIPS**

- · PLDT, Inc.
- Smart Communications, Inc.
- Digitel Telecommunications, Phils. Inc. (Digitel)
- Digitel Mobile Phils., Inc. (Sun)
- CEMEX Holdings Philippines, Inc.
- Cignal TV, Inc.
- Samahang Basketbol ng Pilipinas

#### EDUCATION

- Bachelor of Science in Business
   Administration (Computer Information
   Systems), California State University and San
   Francisco State University
- Master of Business Administration, J.L. Kellogg School of Management at Northwestern University and Hongkong University of Science and Technology

## Simeon Angelo S. Madrid

**Executive Director** 

#### SUMMARY

- President since December 1, 2021
- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)
- Works with Senior Management team in performing duties as President

#### RESPONSIBILITIES

- Executing the policies, measures, and resolutions approved by the Board
- Exercising general supervision and authority over Maya Bank's regular course of business
- Overseeing the implementation of strategies
- Promoting Maya Bank's long-term interests

#### RELEVANT EXPERIENCE

- President and General Manager, Tala
   Financing Philippines, Inc. (2017 2021)
- Vice President, Citibank New York (2011 2017)
- Banking & Finance Lawyer Baker & McKenzie (2006 - 2010)

#### CURRENT DIRECTORSHIPS

None

#### **EDUCATION**

- Bachelor of Science in Management, Ateneo de Manila University
- Juris Doctor, Ateneo De Manila University
- Master of Business Administration, Duke University



#### BOARD OF DIRECTORS

### Orlando B. Vea

**Non-Executive Director** 

#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)

#### RELEVANT EXPERIENCE

- CEO and Founder, Maya Philippines, Inc. (June 2009 – present)
- President, Voyager Innovations, Inc. (2013-2019)
- President and CEO, Smart Communications, Inc. (1993–2000)

#### **CURRENT DIRECTORSHIPS**

- Maya Philippines, Inc.
- Voyager Innovations, Inc.
- Fintq Inventures Insurance Agency Corporation (Surelite Insurance Agency)
- Voyager Innovations Pte. Ltd (formerly Epay Investment Pte. Ltd.)
- Icommerce Investments Pte. Ltd.
- Voyager Fintech Pte. Ltd.
- Talas Data Intelligence
- AF Payments, Inc. (formerly Automated Fare Collection Services, Inc.)
- PayMaya Finserve Corporation
- Voyager Finserve Corporation
- Fortag Realty, Inc.
- Newnet Holdings, Inc.
- One Vision, Inc.
- Peakview Properties, Inc.
- Techpartners, Inc.



#### EDUCATION

Bachelor of Arts in Economics, University of the Philippines

### Shailesh S. Baidwan

Non-Executive Director

#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)

#### RELEVANT EXPERIENCE

- President, Marketing Services, AIMIA (2017-2019)
- President, Global Loyalty Solutions, AIMIA (2016-2017)
- President, Asia Pacific, AIMIA (2014-2015)
- CEO, American Express Banking Corp., India (May 2010 – June 2014)
- VP, International Strategy & Business Development, American Express International (2009–2010)
- VP, Card and Lending Singapore, American Express International (2004-2008)
- Director, Visa Premium Products & GCAS, Visa International (September 2000 – May 2004)

#### **CURRENT DIRECTORSHIPS**

- Maya Philippines, Inc.
- Voyager Innovations, Inc.

#### **EDUCATION**

- Bachelor of Arts in Economics, Delhi University
- Master of Business Administration, Indian Institute of Management

### Inderbir Singh Dhingra

Non-Executive Director

#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)
- Member, Risk Oversight and Compliance Committee

#### RELEVANT EXPERIENCE

- Equity Lead, Financial Institutions Group, Asia Pacific, International Finance Corporation (2011 – 2015)
- Senior Private Sector Development Specialist, The World Bank (2004 – 2007)
- Vice President, Equities Research, Credit Suisse, First Boston (CSFB)/Deutsche Bank, Mumbai (1997 – 2004)
- Chief Investment Officer ,International Finance Corporation Asset Management Co. (2015-present)
- Portfolio Manager, Financial Institutions Group, South Asia, International Finance Corporation (2007–2011)

#### **CURRENT DIRECTORSHIPS**

- Shwe Taung Cement, Myanmar
- Voyager Innovations Holdings Pte. Ltd
- upGrad Ltd.

#### EDUCATION

- Bachelor of Arts in Commerce, Shri Ram College of Commerce, University of Delhi
- Master of Business Administration, Indian Institute of Management

### Ashish Jaiprakash Shastry

**Non-Executive Director** 

#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)

#### RELEVANT EXPERIENCE

- Partner and Co-Head, Asia Pacific Private Equity at KKR (2016 - present)
- Partner & Head of SEA, KKR Singapore (2016 to present)
- Co-Managing Partner, North Star Group (2012-2016)
- Partner and Head of Southeast Asia, TPG Global (2010-2011)
- Managing Director and Head of Southeast Asia, TPG Global (2008-2010)

#### CURRENT DIRECTORSHIPS

- · Voyager Innovations, Inc.
- Maya Philippines, Inc.
- Voyager Innovations Pte Ltd
- · Voyager Fintech Ventures Pte Ltd
- Blowfish Ventures Limited
- Goodpack IBC (Singapore) Pte. Ltd.
- · Goodpack Pte. Ltd.
- Metro Pacific Hospital Holdings, Inc.
- PropertyGuru Pte Ltd
- Maya Holdings Corporation (formerly PayMaya Lending Corporation)
- Voyager Innovations Pte Ltd
- FintQ Inventures Insurance Agency Inc.

#### **EDUCATION**

 Bachelor of Arts in Economics, Princeton University



#### BOARD OF DIRECTORS

### Anthony Q. Chua

**Independent Director** 

#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)
- Chairperson, Audit Committee
- Member, Risk Oversight and Compliance Committee
- Member, Technology Group Governance Committee

#### RELEVANT EXPERIENCE

- Executive Vice President, BDO Unibank Inc. (2014 – 2020)
- Board Chairman, BDO Remit (Japan) Ltd. (2015 – 2020)
- Senior Executive Vice President, Philippine National Bank (2013)
- President, Allied Banking Corporation (2009 – 2013)
- President, Philippine Bank of Communications (1997 – 1998)
- Vice President, Global Asset
   Management, Citibank N.A. (1992 1995)

### CURRENT DIRECTORSHIP AND OFFICERSHIP

- Super Travel Inc.
- Asian Insular Holding Corporation
- Primer Holdings, Inc.

## EDUCATION

- Bachelor of Arts in BSC/Accounting, De La Salle University
- Master of Business Administration, Michigan State University
- Doctor of Philosophy in Finance, Michigan State University



## Vicky Castillo L. Tan

Independent Director

#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)
- Chairperson, Corporate Governance Committee

#### RELEVANT EXPERIENCE

- Principal Director, Department of Communications, Asian Development Bank (2018 – 2021)
- Budget Director, Asian Development Bank (2016 2018)
- Director for Regional and Economic Cooperation, Asian Development Bank (2011 – 2016)
- Financial Specialist; Sr. Advisor to the Vice President for Finance and Administration, Asian Development Bank (2000-2011)
- Vice President, Controller and Corporate Planning, AIG Philam Bank (1992 – 2000)
- Manager, Taiwan Accounts, Chinatrust Bank (1997 – 1998)

#### **CURRENT DIRECTORSHIP AND OFFICERSHIP**

 Deputy President, SteelAsia Manufacturing Corporation (September 2022 – present)

#### EDUCATION

- Bachelor of Science in Business Administration and Accountancy, University of the Philippines Diliman
- Master of Business Administration, University of the Philippines Diliman

### Victorico P. Vargas

**Non-Executive Director** 

#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)

#### RELEVANT EXPERIENCE

- President and CEO, Maynilad Water Services, Inc. (2010 – 2015)
- Vice President, Human Resources Director, Citibank N.A. (1987 – 2000)

#### **CURRENT DIRECTORSHIP AND OFFICERSHIP**

- · PLDT Inc.
- First Pacific Co Ltd-HKG
- Smart Communications, Inc.
- PLDT Subic Telecom, Inc.
- PLDT Clark Telecom, Inc.
- MGEN Global Power
- MERALCO
- Beacon Electric Asset Holdings, Inc.
- Beacon PowerGen Holdings, Inc.
- PLDT Global Corp.
- First Pacific Leadership Academy
- PLDT-Smart Foundation
- IdeaSpace Foundation
- PhilPop Music Fest Foundation
- MVP Sports Foundation
- Philippine Olympic Committee
- Philippine Basketball Association
- Association of Boxing Alliances in The Philippines (ABAP)

#### **EDUCATION**

 Bachelor of Science in Psychology, University of Santo Tomas

#### BOARD OF DIRECTORS ee

### Roberto L. Panlilio

**Independent Director** 

#### SUMMARY

- · Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)
- Chairperson, Risk Oversight and Compliance Committee

#### RELEVANT EXPERIENCE

- President, L&R Development (2000 present)
- Treasury Head, Citibank N.A. (1979 1983)
- Senior Executive Vice President, PCI Bank (1984 – 1999)
- Senior Country Officer, JP Morgan (1999 2019)

## CURRENT DIRECTORSHIP AND OFFICERSHIP

- L & R Development
- DMCI Holdings Corp.
- Semirara Mining and Power Corporation

#### **EDUCATION**

- Bachelor of Science in Management, Ateneo de Manila University
- Master of Business Administration (International Finance), University of Southern California

### Francisco S.A. Sandejas

**Independent Director** 

#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)
- Chairperson, Technology Group Governance Committee
- Member, Audit Committee

#### RELEVANT EXPERIENCE

- Managing Partner, Narra Venture Capital Management (2001 to present)
- CEO, Xepto Computing (2007 to present)
- Director, Unionbank of the Philippines (2014 – 2021)
- Executive Chairperson, Stratpoint Technologies, Inc.
- Chairperson of the Board, Philippine S & T Development Foundation
- Board Member, Credit Information Corporation (2011 - 2014)

#### **CURRENT DIRECTORSHIPS**

- Sun Life of Canada (Philippines), Inc.
- Sun Life Asset Management Company, Inc.
- Sun Life Financial Plans
- Grepa Asset Management Corporation
- Ostrea Mineral Laboratories, Inc.

#### **EDUCATION**

- Bachelor of Science in Applied Physics (Summa Cum Laude), University of the Philippines Diliman
- Master of Science in Electrical Engineering, Stanford University
- Doctor of Philosophy in Electrical Engineering, Stanford University



#### BOARD OF DIRECTORS

### Christopher Paulus Nicolas T. Po

**Independent Director** 



#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)
- Member, Corporate Governance Committee

#### RELEVANT EXPERIENCE

- CEO, Century Pacific Group (2010 present)
- Chairman, Shakey's Pizza Asia Ventures, Inc. (2016- present)
- Executive Chairman, Century Pacific Food, Inc. (2014 - present)
- President, CPG-RSPo Foundation (2010-Present)

## CURRENT DIRECTORSHIP AND OFFICERSHIP

- Century Pacific Food, Inc.
- Shakey's Pizza Asia Ventures, Inc.
- Arthaland Corporation
- · Century Pacific Group, Inc.
- CPG-RSPo Foundation
- · Asia Society Philippines
- Ateneo de Manila University
- AB Capital Securities, Inc.

#### **EDUCATION**

- Degree in Economics, Wharton School
- Degree in Applied Science, University of Pennsylvania
- Master of Business Administration, Harvard University Graduate School

### Anabelle L. Chua

Non-Executive Director\*

#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)

#### **EDUCATION**

 Bachelor of Science in Business Administration and Accountancy, University of the Philippines Diliman

ended term as a director as of April 13, 2023



#### Jose Ma. K. Lim

Non-Executive Director\*

#### SUMMARY

- Board Member for over one year
- Directly owns one share of Maya Bank (0.01% of total outstanding shares)
- Member, Corporate Governance Committee

#### **EDUCATION**

- Bachelor of Science in Philosophy, Ateneo de Manila University
- Master in Business Administration, Asian Institute of Management

\*ended term as a director as of April 13, 2023



#### CORPORATE SECRETARIES

### Alex Erlito S. Fider

**Corporate Secretary** 

#### RELEVANT EXPERIENCE

- Junior Associate in Cayetano Bautista Picazo and Reyes (1984 - 1987)
- · Consultant in Metropolitan Manila Commission (1981 - 1984)
- · Supervising Planning Officer and Chief, Policy Studies Division, Office of the Commissioner for Planning, Metro Manila Commission (1980 - 1981)

#### **EDUCATION**

- Bachelor of Arts in Economics, University of the Philippines
- Bachelor of Laws, University of the **Philippines**
- · Graduate, Corporate Governance, Australian Institute of Company Directors, 2003
- · Graduate, Strategic Economics Program, University of Asia and the Pacific (formerly CRC), 1992 - 1993

#### CURRENT DIRECTORSHIPS/OFFICERSHIPS

- · Corporate Secretary, Maya Bank, Inc.
- Partner, Picazo Buyco Tan Fider & Santos Law Offices
- · Corporate Secretary, PayMaya Philippines,
- · Corporate Secretary, Voyager Innovations,
- Corporate Secretary, PayMaya Finserve Corporation
- · Corporate Secretary, Voyager Finserve Corporation
- · Corporate Secretary, Fintq Inventures Insurance Agency Corporation
- Director and Corporate Secretary, Metro **Pacific Tollways Corporation**
- Director and Corporate Secretary, Metro Pacific Tollways North Corporation
- Corporate Secretary, Metro Strategic Infrastructure Holdings, Inc.
- · Corporate Secretary, Smart Communications, Inc.
- · Corporate Secretary, Southbend Express Services, Inc.
- Corporate Secretary, Metro Pacific Tollways Management Services, Inc
- Corporate Secretary, NLEX Corporation
- · Corporate Secretary, MPT Mobility Corporation (formerly, Nlex Ventures Corporation)
- · Corporate Secretary, Multisys Technologies Corporation

- Corporate Secretary, Multipay Corporation
- · Director, Nation Broadcasting Corporation of the Philippines
- Director, BTF Holdings, Inc.
- Treasurer, Giga Energy Development Corporation
- · Corporate Secretary, Maynilad Water Services, Inc.
- · Corporate Secretary, Maynilad Water Holding Company, Inc.
- Trustee and Corporate Secretary, Metropolitan Manila Cathedral Basilica Foundation
- Studio5, Inc. (formerly, MPB Primedia, Inc.)
- · Trustee, TV5 Alagang Kapatid Foundation, Inc.
- · Corporate Secretary, Dibztech, Inc.
- · Corporate Secretary, Cebu Cordova Link **Expressway Corporation**
- Corporate Secretary, Metro Pacific Tollways Vizmin Corporation
- Director/Corporate Secretary, Outperform Holdings, Inc.
- Corporate Secretary, Rufino Pacific Tower Condominium Corporation
- · Director/Corporate Secretary, Roxas Holdings, Inc.
- · Director, President and Chairman, Perihelion, Inc.
- · Corporate Secretary, Ovialand, Inc.,
- Corporate Secretary, Pacific Aurora Plantation Corporation

### Maureen Christine O. Lizarondo-Medina

**Assistant Corporate Secretary** 

#### RELEVANT EXPERIENCE

- Senior Associate in Picazo Buyco Tan Fider & Santos Law (2016-2020)
- Junior Associate in Picazo Buyco Tan Fider & Santos Law (2012-2016)

#### **EDUCATION**

- Bachelor of Arts in Political Science, University of the Philippines
- Juris Doctor, Ateneo De Manila University
   School of Law

#### CURRENT DIRECTORSHIPS/OFFICERSHIPS

- Assistant Corporate Secretary, Maya Bank, Inc.
- Partner, Picazo Buyco Tan Fider & Santos Law
- Assistant Corporate Secretary, Maya Philippines, Inc. (Formerly PayMaya Philippines, Inc.)
- Assistant Corporate Secretary, Voyager Innovations, Inc.
- Assistant Corporate Secretary, PayMaya Finserve Corporation
- Assistant Corporate Secretary, Voyager Finserve Corporation
- Assistant Corporate Secretary, Fintq Inventures Insurance Agency Corporation
- Assistant Corporate Secretary, 8990 Holdings, Inc.
- Corporate Secretary, Tullett Prebon Holdings (Philippines), Inc.
- Corporate Secretary, ICAP Philippines, Inc.
- Assistant Corporate Secretary, PAMI Asia Balanced Fund, Inc. (PABF)
- Assistant Corporate Secretary, Philam Bond Fund, Inc. (PBFI)
- Assistant Corporate Secretary, Philam Dollar Bond Fund, Inc. (PDBF)
- Assistant Corporate Secretary, PAMI Equity Index Fund, Inc. (PEIF)

- Assistant Corporate Secretary, Philam Fund, Inc. (PFI)
- Assistant Corporate Secretary, PAMI Global Bond Fund, Inc. (PGBF)
- Assistant Corporate Secretary, PAMI Horizon Fund, Inc. (PHFI)
- Assistant Corporate Secretary, Philam Managed Income Fund, Inc. (PMIF)
- Assistant Corporate Secretary, Philam Strategic Growth Fund, Inc. (PSGF)
- Assistant Corporate Secretary, PAMI Global Equity Fund, Inc. (PGEF)
- Assistant Corporate Secretary, PAMI Income Payout Fund, Inc. (PIPFI)
- Director and Corporate Secretary, Perihelion, Inc.

# Senior Management \_ee

Simeon Angelo S. Madrid

President

#### RELEVANT EXPERIENCE

- President and General Manager, Tala Financing Philippines, Inc. (2017 – 2021)
- Vice President, Citibank New York (2011 2017)
- Banking & Finance Lawyer Baker & McKenzie (2006 – 2010)

#### **EDUCATION**

- Bachelor of Science in Management, Ateneo de Manila University
- Juris Doctor, Ateneo de Manila University
- Master of Business Administration, Duke University



#### Manbhanjan Panda Chief Operating Officer

#### RELEVANT EXPERIENCE

- Chief Operating Officer, PayMaya Lending Corporation (November 2, 2021 – Aug. 31, 2022)
- Chief Risk Officer, Standard Chartered Bank- SC Ventures Nexus (September 2019 – October 2021)
- Country Chief Risk Officer, Bangladesh and Country Credit Head, Retail at Standard Chartered Bank, Bangladesh (June 2017 – August 2019)
- Group Chief Risk Officer and Member of the Executive Committee, As 4Finance, Riga, Latvia (October 2015 – June 2017)
- Senior Business Leader Information Services, Mastercard Asia Pacific, Singapore (September 2012 - September 2015)
- Managing Director Decision Analytics, Experian Asia Pacific, Singapore (December 2008 – September 2012)

- Head of Credit Risk Mortgages, Barclays Bank, London, United Kingdom (September 2007 – December 2008)
- Vice President Risk Management, Citibank, Singapore (February 2004 - September 2007)
- International Risk Manager, GE Consumer Finance (GE-SBI Cards JV), Gurgaon, India (September 1999 – February 2004)
- Credit Risk Manager, BPL Telecom, Bangalore, India (March 1998 – August 1999)
- Credit Officer, Standard Chartered Bank,
   Bangalore, India (January 1995 February 1998)

#### **EDUCATION**

- Master in Management Studies, Birla Institute of Technology and Science
- Master of Business Administration, University of Chicago Booth School of Business



#### SENIOR MANAGEMENT

#### Jouela Traballo

**Chief Financial Officer** 

#### RELEVANT EXPERIENCE

- Financial Controller, City Savings Bank (2019 2021)
- Director, Progressive Bank, Inc. (2020 2021)
- Senior Business Analyst/Finance and Admin Officer/Finance and Risk Operations Manager, Citibank, N.A. ROHQ (2007 – 2019)
- Chief Finance Officer, Cypress Bomanite, Inc. (2006 – 2007)
- Regional Financial Center Production Manager, Citibank, N.A. Philippines (1996 – 2006)
- Financial Control Unit Supervisor, Banco Santader Philippines, Inc. (1995 – 1996)
- Financial Control Reporting Analyst, Citibank, N.A. Philippines (1994 – 1995)

#### **EDUCATION**

 Bachelor of Science in Business Administration and Accountancy, University of the Philippines



#### Steven Michael Reyes

Treasurer

#### RELEVANT EXPERIENCE

- Head of Trading and Sales, Treasury, RCBC (2014 2021)
- Head of Trading and Balance Sheet/Deputy Treasurer, ANZ Bank (2009 – 2014)
- Head of Fixed Income Portfolio, Treasury, BDO (2006 – 2009)
- Asian Rates Trader, Treasury, Citibank Singapore (2006)
- Credit and Rates Trader, Treasury, Citibank Manila (2001 – 2005)
- Head Credit Portfolio, Treasury, Equitable PCIBank (1996 – 1999)
- FX Analyst, Treasury, BPI (1993 1996)

#### **EDUCATION**

 Bachelor of Science in Tourism Management, University of the Philippines



#### Catherine Chiong

- Chief Compliance Officer
- Anti-Money Laundering Compliance Officer

#### RELEVANT EXPERIENCE

- Senior Compliance Advisor, Alipay Philippines, Inc. (2019 – 2022)
- Deputy Head of Regional Compliance (Thailand), True Money Co. Ltd. (2016 – 2019)
- Head of Risk and Compliance, True Money Philippines, Inc. (2016 – 2019)
- Vice President, Senior Compliance Manager, JPMorgan Chase Bank, N.A – Philippine Global Service Center (2010 – 2016)
- Senior Associate, PricewaterhouseCoopers Bermuda (2007 – 2009)
- Senior Associate, KPMG Philippines (2004 2007)

#### EDUCATION

 Bachelor of Science in Accountancy, University of San Carlos



#### SENIOR MANAGEMENT

#### Vivian S. Perez

**Chief Risk Officer** 

#### RELEVANT EXPERIENCE

- Division Head, Security Bank (2019 2022)
- Department Head, Metrobank (2007 2019)
- Market Analyst, Philippine Electricity Market Corporation (2007 – 2007)
- Statistician, Bureau of Agricultural Statistics (2003 2006)

#### **EDUCATION**

- Bachelor of Science in Statistics, University of the Philippines
- Master of Science in Statistics, University of the Philippines
- Master of Science in Financial Risk Management, University of Reading



### Harsh Tripathi

**Chief Technology Officer** 

#### RELEVANT EXPERIENCE

- Head of Engineering, Maya Philippines, Inc. (March 2021 – Sept. 27, 2022)
- Vice President of Engineering, Paytm, One97 Communication Ltd. (2017 – Feb. 2021)
- Director of Engineering, GoFro.com (2015 2017)
- Senior Engineering Manager, Snapdeal (2013 2015)

#### **EDUCATION**

- Bachelor of Science in Engineering (Honors), Birla Institute of Technology and Science
- Bachelor of Science in Electrical and Electronics Engineering, Birla Institute of Technology and Science



#### Michael D. Mallari

**Head of Internal Audit** 

#### RELEVANT EXPERIENCE

- Information Systems Audit Head, PayMaya Philippines, Inc. (2017 – 2021)
- IT Audit Head, Robinsons Bank Corporation (2015 2017)
- Internal Audit Manager, BancNet, Inc. (2010 2015)
- Senior IT Audit Associate, SGV & Co. (2007-2010)

#### **EDUCATION**

- Bachelor of Science in Accountancy, National College of Business and Art Fairview
- Master of Business Administration Major in Finance, De La Salle University

