

Frequently Asked Questions

1. What is Cash Dividend Direct Credit Program (CDDCP)?

Manila Electric Co. (Meralco) in coordination with RCBC Stock Transfer Agency, Meralco's dividend paying agent will fully automate the distribution of Meralco dividends by direct crediting to Meralco shareholders' designated bank account. This means dividend cheques will no longer be delivered starting year 2021. Meralco shareholders are encouraged to appoint a local bank account under the name stated on their Meralco Stock Certificate as settlement account for their Meralco dividends.

Below are the required documents to be submitted electronically.

Individuals

- a) Signed pre-numbered CDDCP Form generated from the Online Platform link to be announced
- b) Valid primary updated government issued ID with signature
- c) Bank Certification on the designated settlement bank account and latest bank transaction (for Non-RCBC accountholder). If you are enrolling a non-RCBC bank account, kindly submit a bank certification from your bank indicating that the designated bank account is under your name
- d) Clear scanned copies of stock certificates clearly showing shareholder's name and certificate number
- e) E-mail address
- f) Contact number
- h) proof of billing address consistent with the address on record. In case there is a need to update the address on record, kindly accomplish and submit the address change form. For more details simply go to www.rcbc.com/stocktransfer.

Corporate

- a) Secretary's Certificate or Board of Director's resolution stating the enrollment in CDDCP and authorized signatory/ies and representative/s to sign the pre-numbered CDDCP form (generated from the Online Platform link to be announced), information of the designated local bank account, email address and contact number of authorized representative/s
- b) Clear scanned copies of stock certificates clearly showing shareholder's name and certificate number
- c) Valid primary updated government issued ID of corporate secretary
- d) Valid primary updated government issued IDs of authorized signatory/ies and representative/s
- e) SEC registration
- f) Updated General Information Sheet (GIS)
- g) Articles of Incorporation and By-Laws

2. How will Meralco dividends be credited?

RCBC Stock Transfer will credit Meralco dividends via PesoNET fund transfer to the designated settlement account.

3. How fast Meralco dividends are credited?

Crediting of dividends will depend on the designated bank but usually within the day.

4. What are the advantages of designating RCBC account as settlement account for Meralco dividends?

There are several advantages designating RCBC account as settlement account

- ✓ Real time crediting of dividend payouts
- ✓ Bank certification and latest bank transaction documents are waived (requirement of RCBC Stock Transfer for designated non RCBC account).
- ✓ Dedicated hotline and email details for online banking concerns and a bank Relationship Manager
- ✓ Access your account anytime with RCBC online banking
- ✓ Other services such as bills payment

6. What are the options in opening an RCBC account?

Meralco Shareholders may opt to choose from the following:

a) RCBC Call for Assistance

Simply go to "<http://bit.ly/RCBC-Meralco>"

Fill up with contact info and tick data privacy disclaimer then click submit

An RCBC Business Relationship Manager will get in touch within 2 banking days

b) RCBC Digital Account Opening "Touch Q"

Simply go to "<https://touchq.rcbc.com>"

Apply for an account via our Digital Online Account Onboarding Process

Choose your preference between Current and Savings Account type

Fast account opening process

Immediate enrollment in the RCBC Online Banking

c) DiskarTech

Simply go to "<https://Diskartech.ph>"

Fully Digital Online Account Onboarding Process

eKYC Capability

App Based

Limited to Basic Savings Account

Fast account opening process

P50k balance cap

7. Will a Meralco shareholder with an existing RCBC account still be required to open another RCBC account as settlement account for Meralco dividends?

No. It is not required for an existing RCBC account holder to open another RCBC account. The shareholder has the option to open another RCBC account as settlement account solely for its Meralco dividends.

8. Can a Meralco shareholder designate a non RCBC account as settlement account for its Meralco dividends?

Yes, Meralco shareholder can designate a non RCBC account as settlement account for Meralco dividends. For Individual shareholder, it is required to submit a bank certification on the designated settlement account and latest bank transaction.

9. Will Meralco shareholders who designate a non RCBC account still be required to open another non RCBC account solely for Meralco dividends?

No. It is not required to open another non RCBC account. The shareholder has the option to open another non RCBC account solely for Meralco dividends.

10. Are there forms to be filled out and documents to be submitted for the designation of settlement bank account?

Yes, Meralco shareholders must accomplish the CDDCP form for designated RCBC accounts and non RCBC accounts. These additional documents will be submitted electronically. For more details simply go to www.rcbc.com/stocktransfer.

11. How do I enroll my preferred bank account?

Kindly visit www.rcbc.com/stocktransfer on 16 November 2020 for the guidelines on how to enroll your designated settlement bank account for your Meralco dividends.

NOTE:

Kindly ensure that when designating an RCBC account or a non RCBC account as settlement account for Meralco dividends, designated bank account name/s must have the exact shareholders name as stated on the shareholders' Meralco Stock Certificate.

Any discrepancy on the Meralco stock certificate shareholders name and designated bank account name may result to your application being declined.