



GENERAL QUESTIONS

When is the scheduled system maintenance?

The scheduled system maintenance will be on **July 19, 2019 at 10:00PM until July 20, 2019 at 10:00PM.**

What banking transactions will be affected during this time?

The following services will be temporarily unavailable:

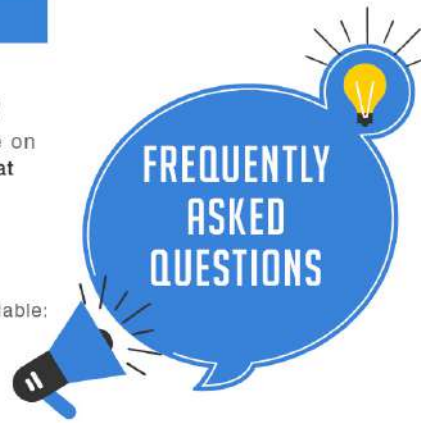
- Branch Banking
- Online Banking
- All debit and pre-paid card-related transactions
- Remittance

Will there be branches open during this time?

All branches, including those with Saturday banking schedule, will be closed during this time.

What should I expect after the scheduled system maintenance ?

After the system maintenance, all RCBC and RCBC Savings Bank accounts will now be under one bank, RCBC. You can already use your accounts in all channels where RCBC services are available.



ONLINE BANKING

Can I access RCBC Online Banking during the scheduled downtime?

No. You will not be able to log in on both web and mobile app within the system maintenance period.

What will happen to my scheduled payments, fund transfers and maturities online during the system maintenance period?

Payments or fund transfers scheduled on July 19 and 20 will be put on hold for processing the following banking day. If your payment/transaction due date falls within this schedule, we suggest to do your transaction in advance.

For time deposit accounts maturing during these dates, the payout will be processed the next banking day.



ATM and MPOS (Cash Express)

I have an RCBC/RSB ATM card. Since the RCBC/RSB ATMs will be down, will I be able to withdraw from another bank's ATM instead?

No. All card transactions regardless of where you transact will not be available during this period.



RCBC DEBIT CARDS

What are the affected RCBC cards during the system maintenance period?

All types of RCBC cards are affected during the blackout period.

- All Debit Card variants (RCBC MyAccess Card, RCBC MyDebit and RCBC MyDebitMastercard)
- All Prepaid Card variants (RCBC MyWallet Card, RCBC MyWallet Visa and co-branded RCBC MyWallet Card)

What card transactions can I make during the system maintenance period?

None. All banking services will be down during this period. We strongly advise you to schedule your transactions prior to the system maintenance.

What will happen to my scheduled payments that are dated during the system maintenance period?

Payments or fund transfers scheduled on July 19 and 20 will be put on hold for processing the following banking day. If your payment/transaction due date falls within this schedule, we suggest to do your transaction in advance.