



2022 Annual Report:

Unlocking the financial potential of all Filipinos through next-level banking.



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I. CORPORATE POLICY

GoTyme Bank “the Bank” is a joint venture of Tyme, a multi-country digital banking group, with members of the Gokongwei Group, namely Robinsons Bank, Robinsons Land Corporation, and Robinsons Retail Holdings, Inc. The partnership brings together the Gokongwei Group’s extensive ecosystem across different industries, and TymeBank’s secure banking platform that now successfully serves over 5 million customers in South Africa.

GoTyme Bank aims to unlock the financial potential of all Filipinos with the convenience and security of digital banking, supported by best-in-class personal customer service available 24/7. Together, these make up our high tech-high touch approach to banking.

Access to next-level banking begins with a hassle-free account opening process. With GoTyme Bank, that only takes less than 5 minutes via a free app, or with a free personalized Visa ATM Debit card via kiosks manned by Bank Ambassadors in Robinsons Retail stores nationwide. Since the launch of the Bank in October of 2022, GoTyme has launched 3 core propositions to the market:

1. SEND – Avail of 3 free bank transfers to other banks per week while sending money between GoTyme bank accounts is always free.
2. SHOP – Boost your points up to 3x GoRewards when purchasing within GoRewards partner stores. Customers can also redeem their GoRewards points as cash instantly within the GoTyme application.
3. SAVE – Better savings rate without any missions or limits. Just simple, secure, and sustainable savings for all Filipinos.

With all these and more, GoTyme Bank is at the heart of next-level banking in the Philippines – one that puts customer service and ease of access at the forefront of the Filipino banking experience.

With GoTyme Bank, it all adds up.

II. FINANCIAL SUMMARY AND HIGHLIGHTS

Required Data	Current Year	Previous Year
Profitability		
Total Net Interest Income	16,219,815	608,692
Total Non-Interest Income	(786,397)	-
Total Non-Interest Expenses	921,711,320	162,704,239
Pre-provision profit / (Loss)	(906,277,902)	(162,095,547)
Allowance for credit losses	-	-
Net Income / (Loss)	(909,668,615)	(162,217,286)
Selected Balance Sheet Data		
Liquid Assets*	1,202,580,951	1,054,525,088
Gross Loans	538,792,952	-
Total Assets	2,184,522,464	1,448,099,550
Deposits	184,537,978	-
Total Equity	1,688,804,719	817,480,924
Selected Ratios		
Return on equity	-72.59%	-19.84%
Return on assets	-50.08%	-11.20%
CET 1 capital ratio (for UBs/KBs)	210.08%	-
Tier 1 capital ratio (for UBs/KBs)	210.08%	-
Capital Adequacy Ratio	210.08%	-
Per common share data (For UBs, KBs and publicly listed Banks)		
Net Income per share:		
Basic	(0.33)	(0.16)
Diluted	(0.33)	(0.16)
Book Value	0.61	0.82
Others		
Cash dividends declared	-	-
Headcount		
Officers	90.00	-
Staff	35.00	-

*COCI, Due BSP, Due from other banks, Securities purchased under agreements to resell, Investments at amortized cost

III. FINANCIAL CONDITION AND RESULTS OF OPERATIONS

On July 29, 2022, the Bank obtained the certificate of authority to operate as a Bank with a digital banking license from the Bangko Sentral ng Pilipinas (BSP). The Bank commenced its commercial operations on August 1, 2022, and held its official public launch on October 28, 2022.

The Bank was awarded the “Best Innovation of Card Acquisition” by Visa in 2022 for its phygital approach to acquiring customers through digital mobile kiosks.

Our Partners

GoTyme Bank is joint venture between the Gokongwei Group and Tyme Group, The Gokongwei Group is one of the Philippines’ largest conglomerates with investments in airline, food manufacturing, retail, digital media, and real estate. Tyme Group is a multi-country digital banking group focused on emerging markets. This partnership brings together the Gokongwei Group’s trusted brand, nationwide distribution, and massive customer base with Tyme’s expertise in banking, technology, and data analytics.

Financial highlights

The bank has experienced higher than expected customer onboarding and is currently in a period of sustained growth. The adoption rate has exceeded expectations, with average debit card purchases surpassing initial projections. Daily deposit and withdrawal activities through partner stores have generated steady cash inflows.

GoTyme aims to have a balanced portfolio that is aligned with its risk appetite. As such, a significant portion of funds is invested in low-risk, high quality liquid assets. This approach has resulted in a net interest margin ranging from 3.9% to 4.6% in Q4 of 2022.

As of the end of 2022, GoTyme maintains a stable financial position, with sufficient capitalization and liquidity. The bank's total capital adequacy ratio stood at 210%, the liquidity coverage ratio reached 9,913%, and the net stable funding ratio stood at 183%, significantly above the BSP's minimum requirements.

Major strategic initiatives

The main priority of the Bank in 2022 is to successfully launch operations with its three (3) core proposition on sending, shopping, and saving. The Bank also

established synergies with partners in the Gokongwei Group by deploying digital mobile kiosks, activating deposit-and-withdrawal (DEWI) points in retail stores, and promoting GoTyme as the best mode of payment within the ecosystem.

Challenges and opportunities in 2023

Building and launching a new bank is a significant challenge but that was just a small step in a much longer journey to deliver next-level banking to all Filipinos. By the end of 2023, we are targeting to acquire over 1.5 million customers, deploy over 380 kiosks and activate over 5,000 deposit and withdrawal points nationwide. More importantly, the Bank will continue to improve and expand its product offerings to include disruptive investment, savings and credit propositions that would support the vision of unlocking the financial potential of all Filipinos.

IV. RISK MANAGEMENT FRAMEWORK

a. Risk management culture and philosophy

Risk management is ingrained in the Bank's culture and philosophy. The Bank has placed strong emphasis on identifying potential risks and taking proactive measures to mitigate them. The approach is rooted on continuous improvement, where every employee is encouraged to think creatively, innovatively and approach risk management with a forward-thinking mindset.

The Bank recognizes the importance of creating a safe space where everyone feels comfortable raising concerns or identifying issues and incidents. An agile mindset of "fail fast, fix fast and learn fast" is adopted as a core principle of our iterative journey towards improvement. This approach allows the Bank to swiftly address and resolve any challenges that arise, while also fostering a culture of learning and growth. By encouraging employees to embrace this mindset, they are empowered to actively participate in risk management and contribute to our collective success. By being proactive, open to new ideas, and continuously learning from both successes and failures, the Bank can effectively navigate risks and adapt to the ever-changing landscape of the banking industry.

As a digital bank, the Bank's risk management culture recognizes the unique risks associated with operating in a phygital environment. The Bank puts in place leading security measures, including protocols for data protection, fraud detection, and cyber-attack prevention. At the same time, the Bank places a high level of importance on the human customer experience. The Bank understands that trust is essential in a digital environment, and a strong risk management framework is critical to establishing trust. This approach helps to build customer confidence and loyalty while minimizing the unique risks associated with a digital environment.

b. Risk appetite and strategy

The Bank will maintain a Board approved Risk Appetite Statement (RAS) that articulates the level / boundaries in risk that the Bank is willing to take balancing the expectations of all stakeholders (Shareholders, Customers, Regulators). The RAS is a central and essential element of the Risk Management Framework. The Bank will monitor key risk exposures arising from its business objectives, strategy, and operating model. This is supported by governance processes in place to

address exceptions proactively, particularly where risk appetite boundaries and limits are exceeded.

The Bank's RAS therefore identifies the types and levels of risks the bank is willing to accept in pursuit of its objectives. These are designed to be guardrails to help provide direction and alignment. The RAS must be used as reference in decision making, as a conversation starter, and to set the tone and direction for operating GoTyme business units. It is intended also to provide a common platform to communicate and aggregate risk level.

The following key principles govern our risk appetite and risk strategy:

- Risk should be considered in everything we do, and adequate controls should be implemented in all processes.
- Take risks which are well understood, assessed, and have the capabilities and resources to manage the risks effectively.
- Ensure that ethical and effective governance processes are in place and are operating effectively.
- Act decisively to prevent a risk averse culture that stifles innovation and growth.
- Implement processes to ensure compliance with obligations and will not implement decisions which put bank licenses at risk or significantly impact our reputation.
- Implement and take actions to conserve capital and optimize activities to achieve break-even and grow long term profitability while concurrently advancing our financial inclusion agenda.

The Bank seeks to establish a culture of disciplined risk-taking that enables it to deliver long-term value to its shareholders, employees, and customers. The Bank will seek to establish a culture where risk-taking is aligned to the Bank's vision, values, and strategy.

c. Bank-wide risk governance structure

Consistent with the provisions in its latest Amended Articles of Incorporation and By-Laws, the Bank's Board of Directors (BOD) is composed of nine (9) members with three independent non-executive directors.

Board-level Committees

The Bank has five (5) Board-level committees which report directly to the Bank's BOD.

1. Related Party Transactions [RPT] Committee
2. Risk and Compliance Committee
3. Board IT and Data Committee
4. Audit Committee
5. Corporate Governance Committee

Senior Management Committees

The Bank has four (4) Senior Management level committees which report to the President and CEO.

1. Executive Committee
Directs and reviews the Bank's overall operations to achieve its objectives and targets. On an ongoing basis, the Committee reviews the Bank's performance against the Board approved budget and plan.
2. Enterprise Risk Committee
Responsible for ongoing oversight and review of all risk exposures across all categories and ensure risks are managed within appetite.
3. Financial Risk Committee
Responsible for oversight and management of all financial risks with specific focus on credit, market, and liquidity risks.
4. Non-Financial Risk Committee
Responsible for oversight and management of all non-financial risks with specific focus on data, compliance, operational risk and technology risk.
5. Procurement Committee
Responsible for oversight and approval of all procurement activities and ensure compliance with outsourcing and onboarding policy.

Risk Management Function and the Chief Risk Officer (CRO)

The risk management function is responsible for establishing a framework that enables the identification, assessment, and the on-going management of the risks the Bank faces. This includes developing policies and practices to mitigate risks including the measurement and monitoring of the effectiveness of risk management strategies. The function is also responsible for reporting on risk

issues to Senior Management and ultimately escalating significant risk issues and developments to the Board.

The CRO is the executive responsible for overseeing the risk management function and the steward of the evolving risk culture in the organization. The CRO is a Bank senior executive who reports directly to the Board Risk and Compliance Committee. The CRO is responsible for ensuring that risk management is integrated into all aspects of the organization and that risks are effectively and adequately identified, assessed, and managed in a consistent and effective manner.

Risk management process

The Bank categories material risks into three key components which are: 1) Strategic; 2) Financial; and 3) non-financial risks. Material risks for the business will be determined based on the inherent risks to the Bank with reference to the business plan and strategy, the risk appetite framework and the nature, type and delivery of key products as determined by the BSP for the bank.

Strategic Risk is the risk that the Bank makes incomplete strategic choices, does not implement its strategies successfully, or does not respond effectively to changes in the operating environment.

Financial Risk is the risk is any of various risks arising from or relating to financial transactions including Credit, Market and Liquidity and Capital Adequacy risks.

1. Credit risks – defined as risk of financial loss where customers or counterparties fail to meet financial obligations.
2. Liquidity and Funding Risks – defined as the risk that the Bank cannot meet its payment obligations of that it does not have appropriate amount, tenor and composition of funding and liquidity to support its assets.
3. Market risks – defined as risks due to adverse impact on profitability or net worth due to changes in market rates or prices (such as interest rates and foreign exchange rates)
4. Capital adequacy – defined as risk of an inadequate level or composition of capital to support business and meet regulatory requirements under normal and stressed conditions.

Non-financial Risks are risks associated to operations of the Bank and left unaddressed the consequences could be financial, reputational, operational, or regulatory in nature. The principal non-financial risks are:

1. Operational risks – defined as loss resulting from inadequate or failed internal processes, people, or systems or due to external events. This includes technology risks, data quality and governance, cyber security, fraud, customer protection, level, data privacy and protection, third-party and outsourcing, business continuity, and people risks.
2. Cyber Security Risks – defined as the Bank’s or its third parties’ data or technology are inappropriately accessed, manipulated, or damaged by cyber threats or vulnerabilities.
3. Compliance risks – defined as the risk of failing to abide by obligations required of the Bank or otherwise failing to have behaviors and practices that delivery suitable, fair, and clear outcomes for customers and that support market integrity.
4. Financial Crime – defined as risks that the Bank fails to prevent financial crime and comply with applicable financial crime obligations.

The Bank’s Risk Management approach applies a standard four-stage process for managing risk which includes the following stages which are also illustrated below:

Figure 1: Risk management approach



1. Risk identification – Understand and define circumstances, sources, or drivers of risk that could potentially result to a loss or negatively impact our business and strategic objectives.

2. Risk assessment and measurement – Risk Measuring and assessing the probability of a given risk event happening and its potential impact or consequences.
3. Risk mitigation – Addressing the risk by taking steps to reduce the likelihood or the impact of a risk.
4. Risk reporting – Monitoring and reporting on the risk exposures and how it rolls-up to the over-all risk profile.

d. AML Governance and culture

Responsibilities of the Board of Directors

The Board of GoTyme will have ultimate responsibility for establishing and approving the MTPP that meets the requirements of relevant regulations, and overseeing its implementation, including ensuring that there are relevant underlying policies, systems, and controls. The Board, through the Board Risk & Compliance Oversight Committee (BRC), is required to ensure that this program is effectively embedded in the enterprise risk management and compliance risk management processes. The BRC shall likewise ensure that issues relating to compliance with AMLCTF laws and regulations are promptly and adequately remediated, and if warranted, reported to the regulator/s.

Responsibilities of Senior Management

Senior Management, through the Executive Committee, will be responsible overseeing the day-to-day management of the Bank, and ensuring that the MTPP as approved by the Board is effectively implemented, and risks associated with money laundering, terrorism financing and sanctions are effectively managed, reported on, and gaps immediately identified, rectified, and resolved. Senior Management will ensure that the Three Lines of Defense accountability model is implemented, and an independent Compliance function, acting as second line, is adequately resourced and has direct access to the Board, Board Risk & Oversight Committee, and/or other relevant Board committee.

Senior Management oversight will be through the Non-Financial Risk Committee, which will have specific focus on Data, Compliance (including Financial Crime Compliance), Operational and Technology risks.

Compliance function

The Compliance function, headed by the Chief Compliance Officer (CCO), will have the primary responsibility for management of the implementation of the MTPP. Compliance function will have direct access to the Board and Board Risk & Oversight Committee (BRC) to report on money laundering, terrorism financing and sanctions risk on an ongoing basis.

The compliance function will:

- Ensure compliance by all responsible officers and employees and conduct periodic compliance checks around ML and TF prevention. It shall report compliance findings to the Board and/or the BRC, Senior Management, and the Non-Financial Risk Committee.
- Ensure issues identified by audits and regulators are immediately corrected and escalating to Senior Management and the Board issues that are not appropriately resolved.
- Inform all responsible officers and employees of new updates issued by regulators in relation to matters aimed at preventing ML and TF.
- Alert Senior Management, the Board and/or the BRC if it believes that the Bank is failing to appropriately address AML/CFT issues; and
- Organize the timing and content of AML training of officers and employees including regular refresher training.

Managing the implementation of the MTPP shall be the primary responsibility of the Money Laundering Reporting Officer.

First Line and Second Line Monitoring

The Bank shall implement a Control Assurance Program (CAP) to ensure the integrity of the control environment through testing of the design and operating effectiveness of key controls, identification of control gaps and initiating remediation and action plans as required. GoTyme will execute its CAP program applying pragmatic risk-based approach and through continuous ongoing monitoring on critical business processes only that support the business environment.

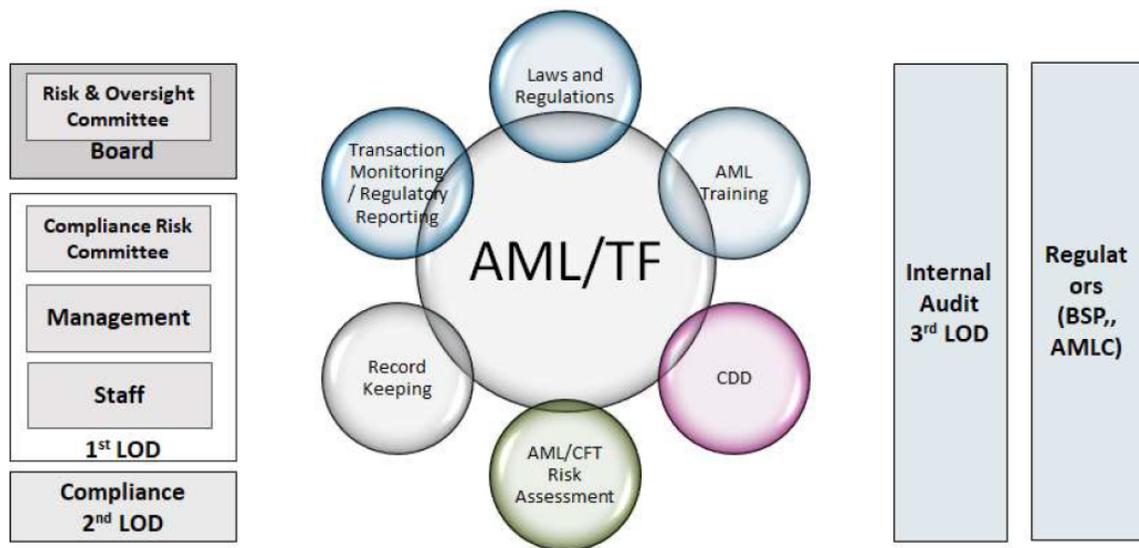
CAP testing will be executed by business owners (accountability at executive leadership level) to provide reasonable assurance that any significant deficiencies in the design or operating effectiveness of controls of the CAP using exception reporting and where data is available to allow for independent risk assurance. At a minimum, key controls associated with inherently very high and high risks are to be included in a CAP to periodically test their design and operating effectiveness. Testing results need to be communicated to risk owners in a timely manner to determine the appropriateness of associated residual risk ratings.

In addition, the Bank shall adopt the Money Laundering (ML) / Terrorist Financing (TF) Risk Assessment System (MRAS) to assess the inherent risk ML/TF and Proliferation Financing (PF) risk, considering the risk and context, business models and operations.

AML/CFT model

Figure below is the Bank’s AML/CTF Model which illustrates the basis for the Bank’s AML/CTF Program.

Figure 2: AML CTF Program

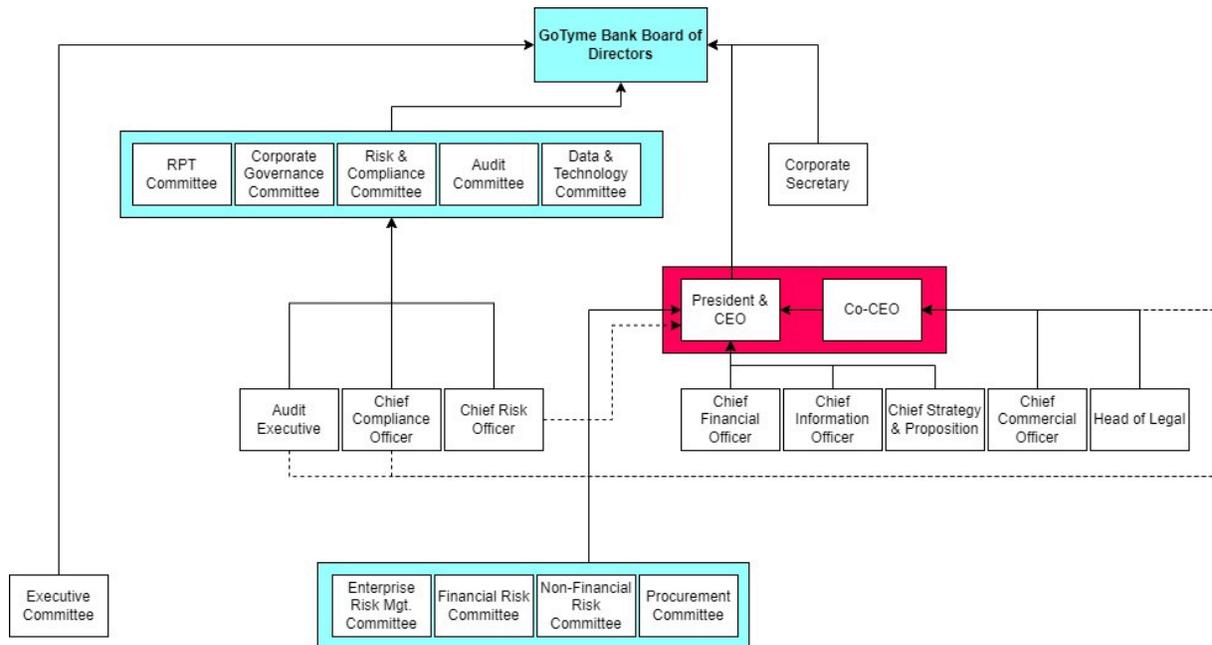


V. CORPORATE GOVERNANCE

The Board will be actively responsible for ensuring that the Bank is properly managed in attaining its objectives. The Board has the obligation to protect the interests of shareholders and other stakeholders including customers, employees, suppliers, financiers, government, regulators, and the community in which the Bank operates.

The Board of the Bank has the ultimate responsibility and accountability for the conduct of business, resource allocation, decision making, risk management and organizational culture.

a. Overall governance structure



b. Board selection process

c. Role of the Board

The general duties of the BOD, among others will be:

1. Define the culture and values of the bank.
2. Approve the objectives and the strategy of the bank and oversee implementation of the strategy.
3. Set and approve the Risk Appetite of the Bank.
4. Appointment and selection of key members of executive management and Heads of Independent functions and approving the remuneration and incentive policy of key management.
5. Approving and oversight of implementation of the Bank's corporate governance framework.

d. Composition of the Board and Board-level Committees

The BOD is composed of nine (9) members elected by the stockholders, three (3) of whom are independent directors, one (1) executive director, and the rest are non-executive directors. The only executive director is the President/CEO.

The Chairman of the BOD is a non-executive director who is in charge of presiding over the meetings of the Board.

Board committee	Composition	Summary of duties
Board Audit Committee	<ul style="list-style-type: none">• At least 3 members• All non-executive Directors• Majority independent directors• Chair will be independent director (Chair cannot chair board or other sub-committee)	<ul style="list-style-type: none">• Oversee financial reporting framework.• Monitor and evaluate the adequacy and effectiveness of the internal control system.• Oversee the internal audit and external audit functions.• Oversee implementation of remedial actions• Investigate significant issues raised.

		<ul style="list-style-type: none"> • Establish whistleblowing mechanism
Board Risk and Compliance Oversight Committee	<ul style="list-style-type: none"> • At least 3 members • All non-executive Directors • Majority independent directors • Chair will be independent director (Chair cannot chair board or other sub-committee) 	<ul style="list-style-type: none"> • Oversee risk management framework. • Oversee adherence to risk appetite. • Oversee risk management function. • Oversee the compliance function. • Oversee and investigate issues relating to compliance with laws and regulation and ensuring remediation is in place. • Oversee the bank's Anti-Money Laundering and Anti-Terrorism Financing program
Board Corporate Governance Committee	<ul style="list-style-type: none"> • At least 3 members • All non-executive Directors • Majority independent directors • Chair must be independent 	<ul style="list-style-type: none"> • Oversee the nomination for members of the Board. • Oversee continuing education of the Board • Oversee performance evaluation process • Oversee the remuneration and incentive policy
Board Related Party Transactions Committee	<ul style="list-style-type: none"> • At least 3 members • All non-executive Directors • Two independent directors • Chair must be independent 	<ul style="list-style-type: none"> • Evaluating relationships between and among businesses and counterparts to

		<p>ensure related party transactions are identified and managed.</p> <ul style="list-style-type: none"> • Evaluate RPT are not undertaken on more favorable economic terms than in non-related transactions. • Endorse to the Board for approval all material RPTs. • Ensure continuous disclosure of RPT to regulators and ensure policies that manage RPT exist and are up to date. • Report to board on status of RPT, including independent reviews and implementing system to monitor RPT.
Board IT and Data Committee	<ul style="list-style-type: none"> • At least 3 members • Chaired by any non-executive director other than excluded members. • Chair may be the director who meets the digital experience requirement stipulated by the BSP 	<ul style="list-style-type: none"> • Oversee IT and Data management processes • Oversee technical IT issues. • Oversee bank-build activities. • Oversee technical cyber and technology-related risk matters

e. Board qualifications

The Directors shall hold their office charged with the duty to exercise sound and objective judgment for the best interest of the Bank. Members of the BOD are

required to meet the qualifications and experience required to discharge the duties of a director in the Philippines. Key requirements for one to be appointed a director to the board must include the following qualifications:

1. **Fit and Proper:** Directors are required to be fit and proper for the position of director. The criteria for assessing fitness and propriety will include integrity and probity, physical/mental fitness, relevant education/literacy, competency relevant to being a director (skills, knowledge, experience etc.) and having the capacity to discharge the duties of a director.
2. **Digital Experience:** As a digital bank, at least one (1) member of the BOD should have a minimum of three (3) years of experience and technical knowledge in operating a business in the field of technology or e-commerce.
3. **Knowledge of Corporate Governance:** In line with BSP requirements, the Bank's Directors must meet minimum training requirements for first-time directors or exempted as stipulated in guidelines. All directors shall comply with annual training requirements prescribed by the BSP.
4. **Independent and/or Non-Executive Directors:** Independent and/or Non-Executive Directors may concurrently serve as director in a maximum of five (5) publicly listed companies.
5. **Independent Directors:** Independent Directors may only serve as such for a maximum cumulative term of nine (9) years. After which, the Independent Director shall be perpetually barred from serving as independent director but may continue to serve as regular director.

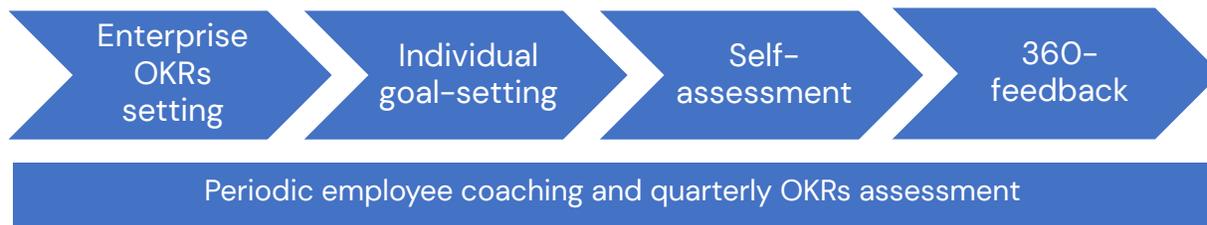
f. Directors' attendance at Board and Committee meetings

Board of Directors	Citizenship	Direct Shares held as of Dec '22	Indirect Shares held as of Dec '22	% to total outstanding shares	No. of meetings held	No. of meetings attended	Percentage of attendance
Elmer M. Malolos	Filipino	1	-	0.00%	7	7	100%
Robina Gokongwei-Pe	Filipino	1	-	0.00%	7	7	100%
Frederick D. Go (January to February 2022)	Filipino	n/a	-	n/a	3	3	100%
Elfren Antonio S. Sarte	Filipino	1	-	0.00%	7	7	100%
Coenraad J. Jonker	South Africa	1	-	0.00%	7	7	100%
Rachel M. Freeman	American	1	-	0.00%	7	6	86%
Nathaniel D. Clarke (April to December 2022)	American	1	-	0.00%	4	4	100%
Rizalina G. Mantaring (June to December 2022)	Filipino	1	-	0.00%	3	2	67%
Brian Mathew P. Cu (June to December 2022)	Filipino	1	-	0.00%	3	3	100%
Melvyn Pun (June to December 2022)	Chinese	1	-	0.00%	3	3	100%

g. List of executive officers and senior management

Position	Name	Age/nationality
President and CEO	Nathaniel David Clarke	American
Co-CEO	Albert Tinio	Filipino
Chief Finance Officer	Eric Castro	Filipino
Chief Risk Officer	Jonathan Carlos Rojas	Filipino
Chief Compliance Officer	Mary Marlydhegacel Herrera	Filipino
Chief Information Officer	Christopher Bennett	British
Chief Strategy Officer	Aaron Foo	Singaporean
Head of Legal and Corporate Secretary	Mhedora Tan	Filipino
Acting Head of Audit	Anthony Louis Gachalian	Filipino

h. Performance assessment program



The Bank conducts annual performance reviews focusing on the company-wide Objectives and Key Results (OKR) that trickle down to individual performance, holding each team accountable for their individual contributions. Each employee performs a self-assessment on performance against set goals. This is followed by a separate review by the immediate supervisor, after which both discuss and agree on the final performance rating. To complement the performance assessment, a 360-feedback, or peer-review, is also conducted. The Bank also conducts regular employee coaching, or as needed, and assesses on a quarterly basis progress to OKRs.

i. Orientation and continuing education

The Bank requires employees to attend and complete all mandatory training and learning sessions that cover areas such as Data Privacy, Risk Management, Information Security Awareness, AML/CTF and updates on Regulatory Compliance. Aside from the bank-wide training program, each department offers its own respective training courses to its employees.

The Bank also promotes a self-directed approach to learning and development, wherein employees are encouraged to decide what training and help they need to become successful in their professional growth. This may be in the form of coaching, mentorship, or enrollment in external training programs.

j. Retirement and succession

GoTyme recognizes that a well-defined succession planning ensures continuity in leadership and critical positions, and effectively responds to potential risks, challenges, and opportunities. Currently, GoTyme is in the process of finalizing the Succession Planning Policy, to be implemented in the year 2023.

k. Remuneration policy

The Bank believes in the meritocracy principle and maintains a job grading system identifying the competency levels, scope and impact of the role, and the risk applied based on the defined manpower capacity plan. The Bank shall ensure competitiveness of the total compensation and benefits package of the employees by periodically conducting a market survey, identifying new trends and inflationary changes, and its impact subject to the economic capability of the Bank to pay and accommodate such changes.

l. Related-party transactions policy

The Bank's Related Party Transactions Policy (RPT Policy) provides the framework for ensuring that potential conflict of interest is managed, and transactions with related parties are entered into in the regular course of business, and at arm's length or commercial terms. Potential conflict of interest arising from RPTs should be properly managed to avoid abuses and protect the interests of depositors, creditors, and other stakeholders. The RPT Policy adopts the guidelines prescribed by the BSP in the Manual of Regulations for Banks (MORB) and the Bureau of Internal Revenue (BIR).

Risks arising from RPTs shall be managed in accordance with the prescribed governance structure within the RPT Policy. In discharging their respective responsibilities, Directors, Stockholders, and Senior Management shall disclose to the Board whether they directly, indirectly, or on behalf of third parties, have a financial interest in any transaction or matter affecting the Bank. Directors and Officers with personal interest in the transaction shall abstain from the discussion, endorsement, confirmation, approval, and management of such transaction.

I.2 Conglomerate structure

Figure 3 – Tyme Group shareholding structure

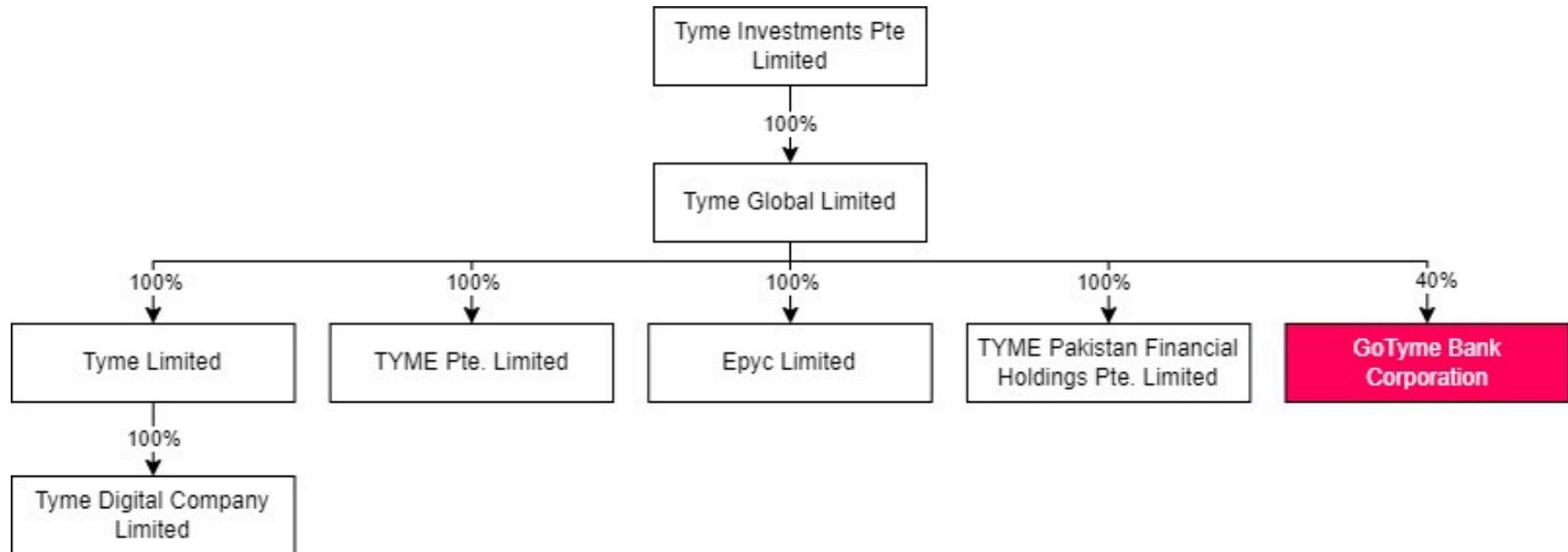


Figure 4 – JG Summit Holdings

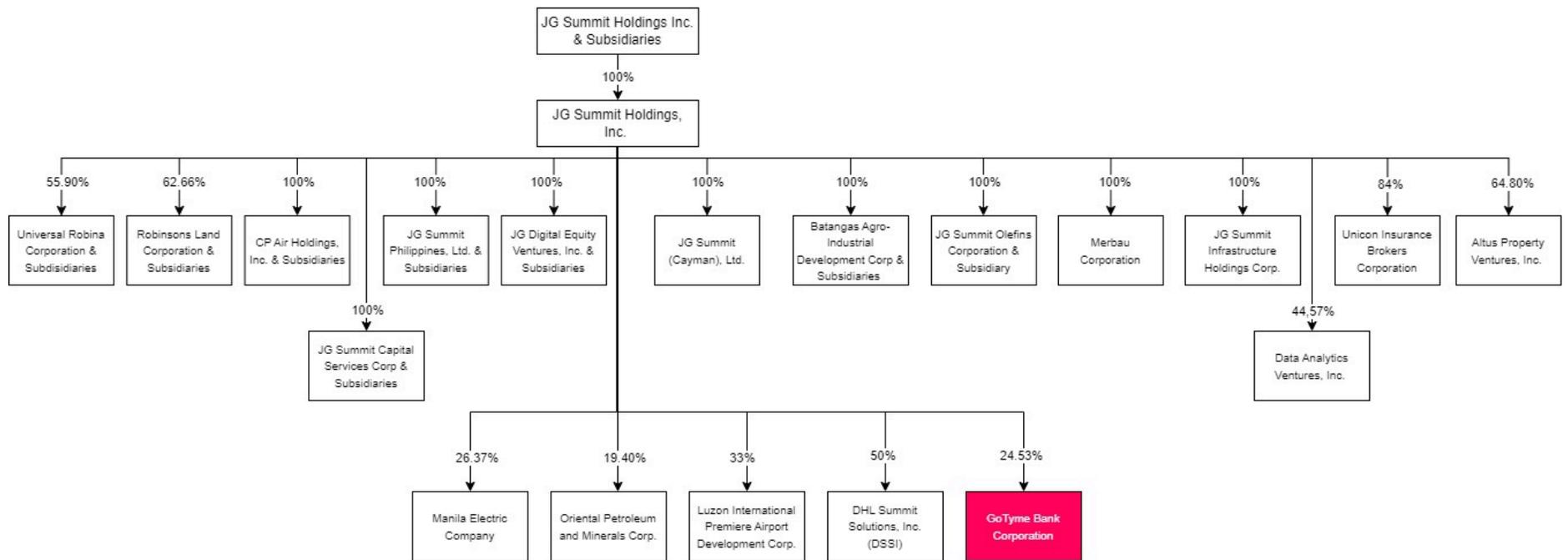
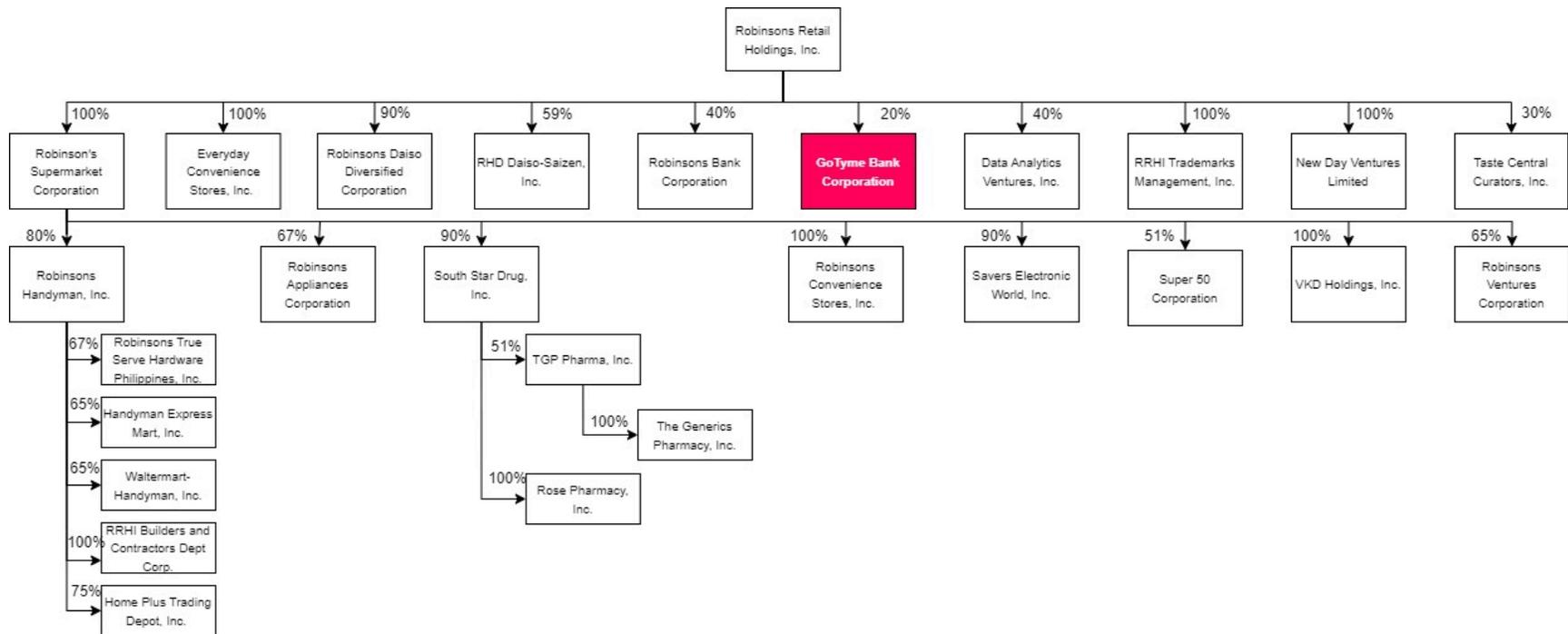


Figure 5 – Robinsons Retail Holdings, Inc.



Material related party transactions

The Bank has engaged with multiple related parties to strengthen its core proposition to the market. The Bank has partnered with 1) Data Analytics Ventures, Inc. (DAVI) to launch its loyalty partnership rewards program; 2) Robinsons Retail Holdings Inc. (RRHI) to drive its retail acquisition channel and deposit and withdrawal service; 3) Summit Media Publishing Company, Inc. for marketing initiatives; and 4) TYME Pte for its technology development and support services and digital mobile kiosk provider. Detailed descriptions of RPTs are available in the Bank's 2022 audited financial statement.

m. Self-assessment function

The Bank has established its Board Audit Committee (BAC) and obtained its authority from the bank's constitution and regulatory standards. Its roles, responsibilities, structure, and administration are enforced in accordance to its Board Audit Committee Charter.

Highlights of its responsibilities includes oversight over:

1. financial reporting and internal controls
2. effectiveness of risk management and governance
3. activities of the GT Internal Audit
4. appointment and activities of the External Auditor
5. performance of the bank in relation to culture and values.

The BAC is chaired by an Independent Director and is joined by two Independent Directors and two Executive Directors. The Committee is convened at least once every quarter with the addition of Special Committee Meetings called for by the Committee Chairman.

To ensure the adequacy of the bank's internal control system, risk management and governance, the BAC established GoTyme Internal Audit (GTIA). While the responsibility to design, establish and enforce internal controls lies with the leadership team, the BAC mandates the GTIA to provide reasonable, independent, and objective assurance that the said internal controls are in place and is effective in addressing identified risks.

Internal Audit Function

The Bank's Internal Audit is an independent, objective, assurance and consulting function established through the delegated authority of the Board Audit Committee. Its mandate is to examine, evaluate and recommend improvements to the effectiveness of internal control, risk management and governance systems and processes of the organization.

The Bank envisions its Internal Audit to be recognized as an innovator in the field of auditing by capitalizing technologies and incorporating automation. This vision guides the Internal Audit in developing its mission as follows:

1. GTIA will contribute to achieving the goals and objectives of the Bank by providing risk-based and objective assurance, advice, and insights.
2. GTIA will apply new and emerging methodologies and techniques while maintaining the overall objective of performing and assessing the effectiveness of internal controls.
3. GTIA is committed to develop, train, and build forward looking, highly skilled and cross trained professionals who will continue to disrupt the internal audit profession.
4. The GTIA is guided by its Internal Audit Charter, Audit Plan and Audit Policy which are reviewed and approved by the BAC. The GTIA, in its discharge of its responsibilities, directly reports to and has direct access to the BAC in discussing any matters that need the Board's attention.

n. Corporate social responsibilities

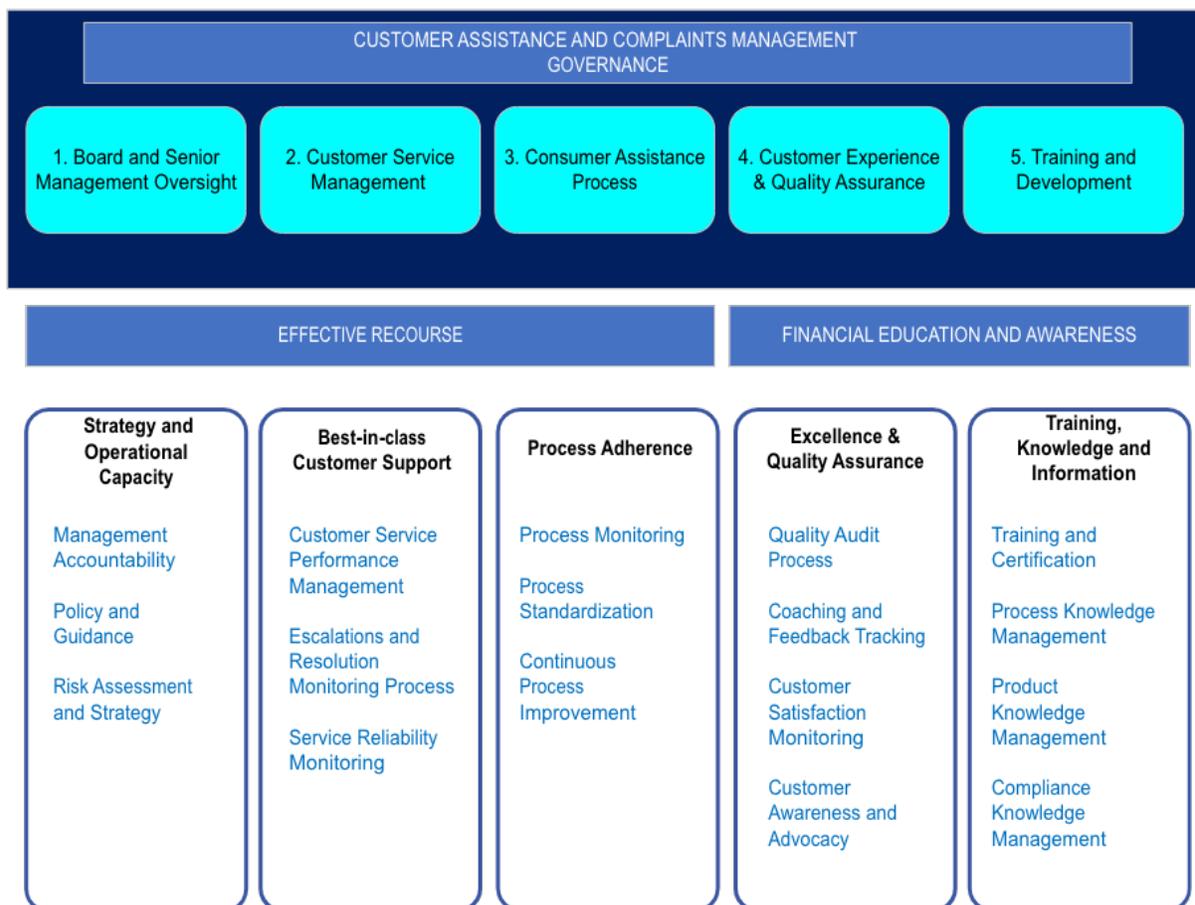
The Bank unwaveringly commits to fulfilling its mission of unlocking the Filipino financial potential by reconceiving our products and services to better serve our existing and potential customers. Aligned with the goal of Bangko Sentral ng Pilipinas of financial inclusion and the country's mission of nation-building, GoTyme's Corporate Communications Department is currently conceptualizing a Corporate Social Responsibility (CSR) program that could eventually translate to creating shared value for the company and the people it serves. GoTyme, for instance, has touched base with an organization dedicated to providing online skills development and remote work opportunities for women. We are hoping to collaborate on capability building and, on the provision, the needed financial products, and services of the working women. Aside from helping female online workers, the Bank plans to provide a wide array of products and services that

include savings, payments, credit, insurance, and investments to various sectors that include the micro, small and medium enterprises (MSMEs). Beyond providing access to financial products and services, the Bank aims to help improve the lives of many Filipinos. Once the CSR program and policy have been formulated, it will be presented to the BOD for approval.

o. Consumer protection practices
Responsibilities of the Board of Directors

1. The BOD

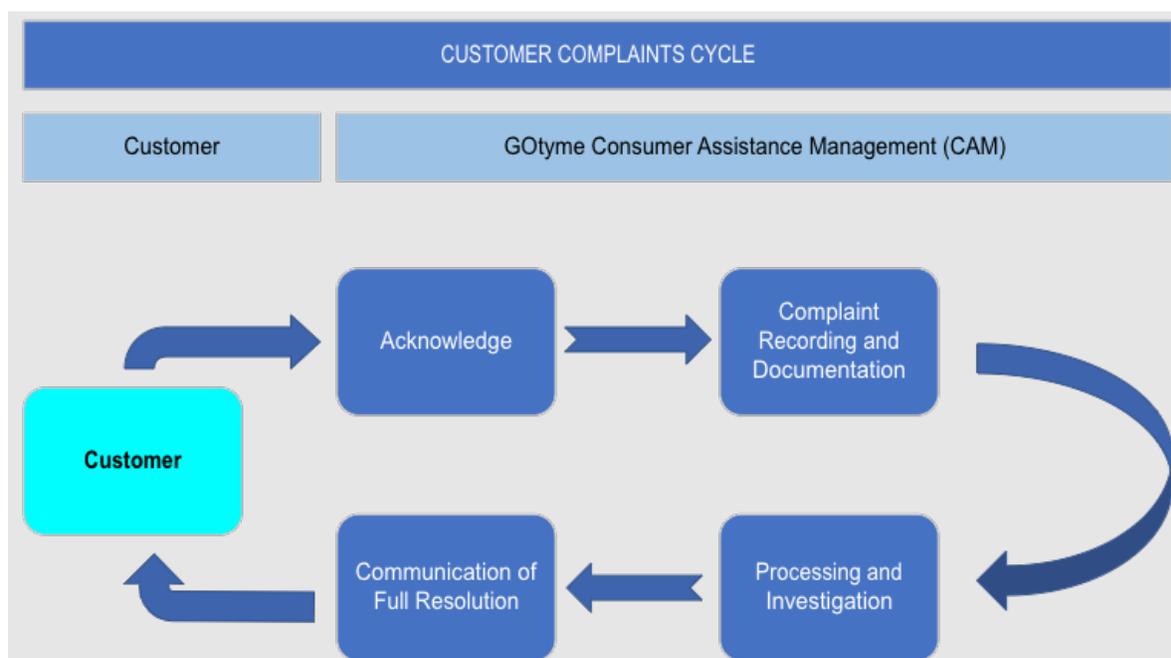
Figure 6 – Customer Assistance and Complaints Management Governance



The Bank ensures responsible management of customer assistance and complaints handling, thus establishing a well-planned and robust Consumer

Assistance Management Process. The consumer assistance management process is centered around 4 main sections – Acknowledge, Complaint Recording and Documentation, Processing and Investigation, and Communication of Full Resolution. This guarantees all customers of GoTyme that every complaint will be handled, investigated, and resolved through the implementation of the Consumer Assistance Management Process.

Figure 7 – Customer Complaints Cycle



Definition of complaints

General inquiry	<ul style="list-style-type: none"> Is written or verbal expression of the customer through different channels, such as CS Email, Hotline, In-app Chat, and social media that are mostly acquisition, registration, sales, and application related in nature and does not require escalation or support troubleshooting.
Complaint	<ul style="list-style-type: none"> Is written or verbal expression of the customer through different channels, such as CS Email, Hotline, In-app Chat, and social media that originates from dissatisfaction relative to a financial product or service in which a response or resolution is expected. Complaints are

	categorized as either simple or complex to effectively handle with varying service level expectations.
Simple Complaint	<ul style="list-style-type: none"> Is written or verbal expression of the customer through different channels, such as CS Email, Hotline, In-app Chat, and social media that originates from dissatisfaction relative to a financial product or service in which a response or resolution is expected. Level 1 CS Team members shall be able to resolve these concerns without the need for escalation.
Complex Complaint/ Critical Escalation:	<ul style="list-style-type: none"> Is written or verbal expression of the customer through different channels, such as CS Email, Hotline, In-app Chat, and social media that originates from dissatisfaction relative to a financial product or service in which a response or resolution is expected. Such complaints shall be handled by Level 2 Team members and above, and may include escalation to other departments for assessment, verification, or investigation. Resolution of complex complaints shall be achieved within a 45-day period.
Service Recovery:	<ul style="list-style-type: none"> A unit within CS that is responsible for reviewing all complex complaints and ensuring timely resolution of tickets. They are also responsible for providing customers with an update on the progress of their complaints as well as resolution.
Back-Office Units:	<ul style="list-style-type: none"> Back-office units include Payments, AML Ops, KYC, Fraud and Card Operations.

Complaints handling turn-around time.

Complaint/request	Simple complaint	Complex complaint/critical escalation	Cardholders' complaints and/or chargeback requests because of counterfeit card
Acknowledgement	Within 2 days	Within 2 days	Within 2 days
Processing, investigation, and resolution	Within 7 days	Within 45 days	Within 10 days
Communication of resolution	Within 9 days	Within 47 days	Within 10 days

VI. CORPORATE INFORMATION

Address: Effective March 1, 2023, the Head Office of GoTyme Bank shall be located at 21st Floor Giga Tower, Bridgetowne, C5 Road, Brgy. Ugong Norte, E. Rodriguez Jr. Ave 1110 Quezon City, Philippines

Official website: <https://www.gotyme.com.ph/>

Customer service hotline: One number to call – #GO8888

Official social media accounts:

Facebook – <https://m.facebook.com/GoTymeBank/>

LinkedIn – <https://www.linkedin.com/company/gotymbank>

Instagram – <https://www.instagram.com/gotymbank>