



2024 Annual Report

Unlocking the financial potential of all Filipinos through simple, rewarding, and beautiful banking.



Table of Contents

Corporate Policy	3
President and CEO Letter	4
Financial Summary and Highlights	7
Financial Condition and Results of Operations	8
Risk Management Framework	9
Corporate Governance	21
Environmental, Social and Governance	47
Corporate Information	49
Additional Disclosures	
Products and Services	50
Capital Structure and Capital Adequacy	52

I. Corporate Policy

Vision

At GoTyme Bank, we exist to unlock the financial potential of all Filipinos by providing a simple and beautiful Banking experience. Our goal is clear: to become the largest retail bank in the Philippines by 2028, by active customers.

Mission

Our mission is to empower all Filipinos to achieve their financial goals by providing high-quality banking services, products, and experience, which now, being enjoyed by only the top 5% of the country's population.

We commit to addressing prevalent issues surrounding account and product opening, high fees, lack of or minimal rewards, and inadequate customer service by pioneering a simplistic banking approach that brings smiles to our customers' faces.

Bank's brand

GoTyme Bank is positioned as a trusted bank that serves the everyday banking needs of Filipinos. With confidence, the bank asserts that its strong ecosystem of partners and innovative business model bolster this strategy, fostering trust and garnering momentum to effectively serve the entire Filipino community.

Business model of the Bank

The bank employs a high-tech-high-touch model, known as "Phygital", to introduce products and services to its customers. This approach combines the convenience and security of digital banking with the support of bank ambassadors to assist customers effectively.

Our Partners

GoTyme Bank is a collaboration 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.

II. President and CEO Letter

Dear Stakeholders,

2024 marked a transformative year for GoTyme Bank. In just our second full year of operations, we scaled meaningfully—growing our customer base, expanding our lending business, and solidifying our position as one of the fastest-growing banks in the Philippines. More importantly, we deepened our impact by delivering beautiful banking that is simple, accessible, and rewarding for millions of Filipinos.

The market continues to show that the demand for better banking is urgent and widespread. In 2024, we responded with focus and momentum—delivering growth through disciplined execution, customer-centric innovation, and a relentless commitment to service.

GoTyme Bank continued to strengthen its position in the competitive landscape. By the end of 2024, we ranked Top 2 in Visa debit gross transaction value, Top 2 in monthly app downloads, and Top 4 in both monthly active users and InstaPay outbound volume among all banks in the Philippines. These rankings reflect the growing relevance of our platform, as well as the trust and engagement we've gained from an increasingly diverse customer base.

This year also brought a strategic milestone that strengthens our positioning to become the largest and most loved retail bank in the Philippines. We welcomed Nubank—the global leader in digital banking—as a strategic investor in Tyme Group. Nubank's investment is a powerful endorsement and validation that GoTyme Bank is building something durable, differentiated, and transformative here in the Philippines. In addition to validation, Nu's investment has brought additional capability and capital to accelerate GoTyme Bank's scale, in particular in the area of unsecured consumer lending.

Customer Acquisition

As of end 2024, GoTyme Bank reached 5.3 million customers, more than double the 2023 base of 2.1 million. Growth was driven from both digital and physical distribution channels, made possible by GoTyme Bank's unique 'phygital' model that blends the convenience of digital technology with kiosk and ambassador touchpoints across the country.

Transaction & Savings

The strong customer acquisition translated to PHP 25.4 billion in deposits by end of 2024, up from PHP 10 billion in 2023 – a strong testament to the trust our customers have in us. GoTyme Bank has also ranked highly amongst banks, placing within the Top 5 Banks in the country in terms of customer usage of transactional products such as electronic fund transfer (EFT) via InstaPay and PESONet and Debit Card.

Lending

Lending was one of GoTyme Bank's most important growth drivers in 2024. Over the last year, we took deliberate steps to build a scalable lending portfolio. Our partnership with SAVii, a large fintech payroll lender, plays a pivotal role in advancing the Bank's strategy to scale its lending business. By the end of 2024, this collaboration enabled GoTyme Bank to support tens of thousands of salaried employees across more than 150 employers, significantly expanding access to responsible credit.

We also advanced our fully automated MSME loan product, expanding our reach beyond PayMongo through a new partnership with Foodpanda launched in Q4. Early results are encouraging, validating strong merchant demand for accessible and simple access to credit.

Customer Service and Experience

At GoTyme Bank, our goal is to deliver customer experience so good that our customers not only like us but love us. We believe that trust is built through simple, beautiful, and reliable experience. That's why we invest heavily in customer experience within both our digital app and our kiosk and ambassador channels.

We are proud to have maintained the highest Net Promoter Score (NPS) in the Philippine banking industry, a reflection of consistent, responsive, and human-led service, even as our customer base scaled significantly. To keep our service reliable at scale, we focused on productivity and automation, ensuring enhanced security and increasing platform reliability and resilience.

Financial Performance

In 2024, GoTyme Bank executed with discipline and focus, delivering strong financial results that reflect the underlying strength of our model. Gross revenues reached PHP 1.8 billion, up 389% year-over-year, driven by broader product adoption and continued growth across our services. Even more telling, gross operating income expanded by 493% to PHP 1.2 billion, indicating healthy unit economics as we scaled. The acceleration in performance toward the latter part of the year was particularly encouraging—with Q4 gross revenues and operating income growing to PHP 753m and PHP 337m, respectively.

Importantly, this growth did not come at the expense of efficiency. Operating expenses rose by just 66% year-over-year, despite meaningful investments in technology and customer growth. This careful cost management underscores our ongoing commitment to operational discipline as we pursue sustainable, long-term growth.

We also maintained strong capital and liquidity positions, fully compliant with all regulatory requirements and comfortably above regulatory thresholds—providing a stable foundation as we look ahead to deeper product penetration and wider market reach in 2025.

Challenges and Opportunities in 2025

In 2025, our focus will be execution at scale. As we grow our customer base, loan book, and transaction volumes, we must ensure that our internal systems, structures and processes keep pace. This includes improving unit economics across channels, and building stronger integration between our acquisition, product, and experience functions.

At the same time, we see strong opportunities ahead. We plan to deepen our presence in consumer and MSME lending, expand into new financial products, and increase engagement within our growing customer base. We're also preparing to launch new propositions across consumer lending and investments—focused on building long-term value and deeper relationships with our customers.

With strong fundamentals, a clear strategy, and continued dedication in offering a beautiful banking experience, GoTyme Bank enters 2025 with momentum and confidence.

Thanks for the continued trust and support.



Nathaniel D. Clarke
President and CEO

III. Financial Summary / Highlights

Required Data	Current Year (2024)	Previous Year (2023)
Profitability		
Total Net Interest Income	719,447,962	100,817,032
Total Non-Interest Income	564,406,773	130,616,663
Total Non-Interest Expenses	4,449,565,180	2,672,744,178
Pre-provision profit / (Loss)	(3,165,710,445)	(2,441,310,483)
Allowance for credit losses	101,574,740	108,747
Net Income / (Loss)	(3,441,941,058)	(2,471,682,150)
Selected Balance Sheet Data		
Liquid Assets*	23,807,511,587	13,882,453,448
Gross Loans	5,056,976,655	1,335,237,449
Total Assets	29,964,088,778	16,780,837,438
Deposits	25,434,642,472	10,781,527,831
Total Equity	1,664,829,257	1,504,638,804
Selected Ratios		
Return on equity	-217.19%	-154.80%
Return on assets	-14.73%	-26.07%
CET 1 capital ratio (for UBs/KBs)	21.63%	27.70%
Tier 1 capital ratio (for UBs/KBs)	21.63%	27.70%
Capital Adequacy Ratio	21.92%	27.70%
Per common share data (For UBs, KBs and publicly listed Banks)		
Net Income per share:		
Basic	(0.52)	(0.49)
Diluted	(0.52)	(0.49)
Book Value	0.25	0.30
Others		
Cash dividends declared	N/A	N/A
Headcount		
Officers (Leads and up)	255	93
Staff	109	135

*Checks and Other Cash Items, Due BSP, Due from other Banks, Securities purchased under agreements to resell, Investments at amortized cost and investment at Fair Value Through Other Comprehensive Income (FVOCI).

IV. Financial Condition and Result of Operations

GoTyme Bank marked its second full year of operations since being granted a license to operate as a digital bank by the BSP with significant growth. The bank showed a strong pace of growth by acquiring more than 5 million customers and by ranking amongst the top established banks in the country in terms of monthly app active customers and Instapay transaction volume.

Financial highlights

Total assets increased by 78.5% in 2024, from PHP 16.78 billion in 2023 to PHP 29.96 billion in 2024. This was mainly driven by Investments and Due from other banks, spurred by deposit liabilities increasing by more than PHP 14 billion. Year-on-year, Net Interest Income increased seven-fold compared to the previous year. The Bank also finished 2024 with a five-fold year on year increase in Non-Interest Income at PHP 564.4 million.

In its second year of operations, the bank marked key milestones and achievements, it ranked within the top 5 in Instapay P2P send transaction by volumes; launched the first USD Time Deposit; expanded its lending partnership to Food Panda with real-time MSME loan disbursements and has brought on salary loans to its consumer lending portfolio.

Major strategic initiatives

The bank prioritized building awareness and trust in the market as it expanded its customer base and its core propositions in transactional banking, savings businesses while launching lending. Supporting this was the deployment of over 550 mobile kiosks strategically located nationwide in Robinsons Retail Holdings store outlets and key industry partners. Deposits and withdrawals were also accepted in over 1,200 outlets nationwide.

The bank focused its effort in 2024 to build its lending portfolio funded by a growing depositor base. In its first year, the bank's loan receivables surged to PHP 2.6 billion. The portfolio is comprised primarily of consumer loans with the bank's vision to expand financial inclusion particularly through lending. MSME loans expanded through the onboarding of Foodpanda. The bank also launched USD Time Deposits in 2024, the first foreign currency time deposit made available by a digital bank in the Philippines. Looking forward, the bank intends to continue the growth momentum, particularly by expanding its loan portfolio.

V. Risk Management Framework

Risk Capital Management

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

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.

Risk Appetite and Strategy

The bank will maintain a Board approved Risk Appetite Statement (RAS) that articulates the level or boundaries of the risk that the bank is willing to take in pursuit of its objectives. The RAS is a central component of the Risk Management Framework. The RAS is designed to be the guardrails to provide direction and alignment across the organization. The RAS is used as reference in decision making, as a conversation starter, and to set the tone and direction for operating GoTyme Bank business units. It is intended also to provide a common platform to communicate and aggregate risks.

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

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

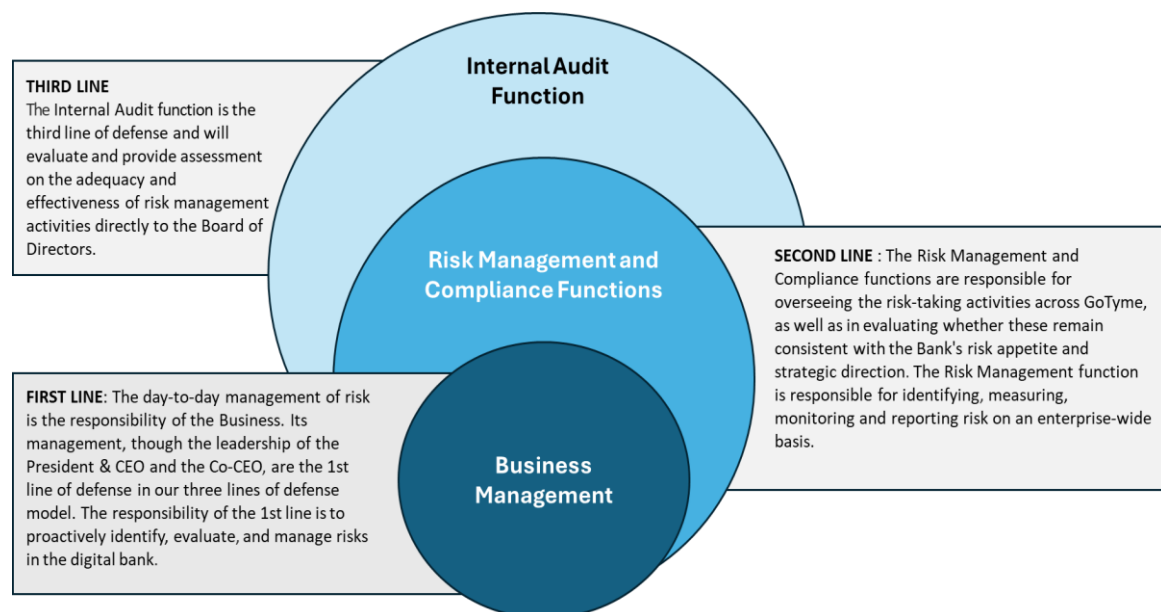
Risk Management Framework and Risk Governance

The Board of Directors of GoTyme Bank plays a pivotal role in effective management of the business in the interest of shareholders and stakeholders. The Board of Directors' responsibilities encompass governance aspects, including setting risk appetite and approving overarching Risk Management Framework. Our Risk Management Framework outlines our approach to managing risks across the bank, bringing together systems, structures, policies, processes, and people. Our Framework is underpinned by the strong risk culture and Three Lines of Defense model. These elements operate independently and interactively to provide a complete risk management approach to deliver effective risk governance outcomes.

Three Lines of Defense Model

GoTyme Bank implements the Three Lines of Defense model (3LoD). This model enables effective end-to-end risk management with clear accountabilities and allows our people to understand their role in actively managing risk. The key principles that form the 3LoD Model are set up in the diagram below:

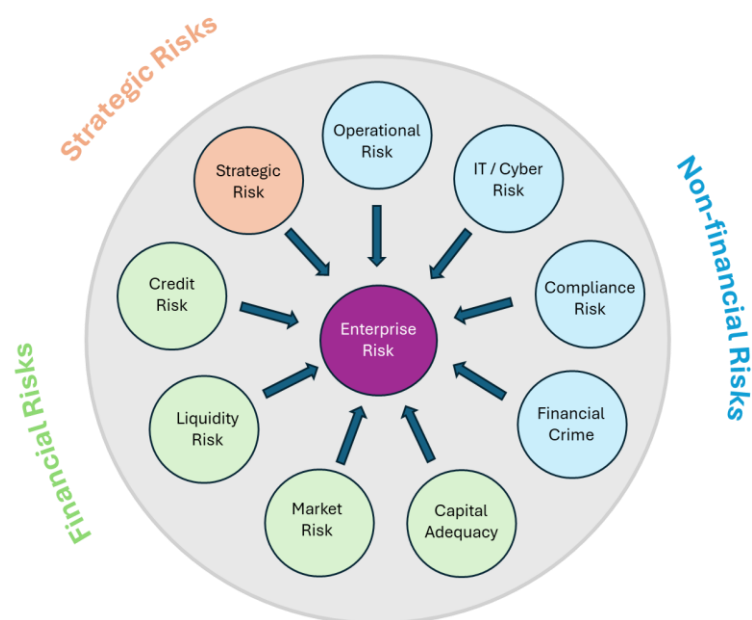
3LoD Model diagram



- **First Line** – Business Owners: The business owners are responsible for identifying and owning the risks in all aspects of their activity.
- **Second Line** – Risk Management and Compliance: The second line is the risk and compliance function and provides insights, oversight, and advice to the first line activities in managing risks.
- **Third Line** – Internal Audit: The Third Line is the Internal Audit function and provides independent assurance.

Material Risks

The Framework is embedded through our risk management approach which outlines that the bank is faced with three material risks which are Strategic Risks, Financial Risks and Non-Financial Risks (material risk classes)¹. The bank has identified major risks that represent the most material risks to our business objectives but are not exhaustive. The major risks mapped to the material risk classes are shown in the diagram below.



The bank establishes a risk appetite for each major risk category, and this is mapped to material risk classes in the Board Approved Risk Appetite Statement

Strategic Risk

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

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.

- **Credit Risk:** defined as risk of financial loss where customers or counterparties fail to meet financial obligations.
- **Liquidity (and Funding) Risk:** 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.
- **Market Risk:** 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). Currently, it includes Interest Rate Risk in the Banking Book (IRRBB).

¹ Environmental, Social and Governance (ESG) risk is embedded in different categories of risk, and Interest Rate Risk in the Banking Book (IRRBB) is being managed under Market Risk category.

Interest Rate Risk in the Banking Book (IRRBB): defined as the current and prospective risk to earnings and capital arising from adverse movements in interest rates that affect the bank's banking book positions. It could be originated in gap risk (timing differences in interest rate changes across the yield curve), basis risk (interest rate changes on similar-tenor instruments priced with different indices) or option risk (features in financial instruments that allow changes in cash flows).

- **Capital Adequacy Risk:** 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 Risk

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:

- **Operational Risk:** 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.
- **IT and Cyber Security Risks:** defined as the risks arising from the use of technology, including the possibility that the Bank's or its third parties' data, systems, or technology may be inappropriately accessed, manipulated, disrupted, or damaged due to failures in IT processes or controls, or as a result of cyber threats or vulnerabilities.
- **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 deliver suitable, fair, and clear outcomes for customers and that support market integrity.
- **Financial Crime:** defined as risks that the bank fails to prevent financial crime and comply with applicable financial crime obligations.

Environmental, Social and Governance (ESG) Risk: defined as the potential impact on the bank due to environmental, social, and governance factors. This is currently managed across different material risks categories, with primary category being Strategic Risk.

Risk Exposure

In 2024, Strategic Risk remained the Bank's primary area of focus, driven by the critical objective of achieving breakeven and transitioning to sustained profitability. The Bank maintained vigilant oversight over the execution of major strategic propositions, with close monitoring of key performance and risk indicators, including Net Promoter Score (NPS), as well as income and expense trends relative to planned targets.

To mitigate these risks, the Bank advanced several strategic initiatives aimed at strengthening its market position and financial resilience. These included efforts to

enhance customer service reliability, stimulate customer engagement, and introduce new programs and propositions designed to expand lending revenue streams.

Risk Governance

GoTyme Bank Risk Governance structures are an integral part of the corporate governance framework and approach. The governance framework establishes the roles and responsibilities of our Board, management team and employees. It establishes systems, policies, and processes to govern and monitor risk management activities. The Board has ultimate responsibility for the management and oversight of risk in GoTyme Bank. The Board has established five board level committees to assist the board in discharging its responsibilities as summarized below (refer to Corporate Governance Section for details):

- Board Related Party Transactions Committee
- Board Risk and Compliance Oversight Committee
- Board Information Technology and Data Committee
- Board Audit Committee
- Board Corporate Governance Committee

At management level, the bank has established governance committees to oversee and govern material risks as follows:

Management Committee	Responsibility	Material Risk
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.	<ul style="list-style-type: none"> • Strategic Risks
Enterprise Risk Committee	Responsible for ongoing oversight and review of all risk exposures across all categories and ensure risks are managed within appetite.	<ul style="list-style-type: none"> • Strategic Risks • Non-Financial Risks • Financial Risks
Financial Risk Committee	Responsible for oversight and management of all financial risks with specific focus on credit, market, liquidity and IRRBB risks.	<ul style="list-style-type: none"> • Financial Risks
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.	<ul style="list-style-type: none"> • Non-Financial Risks
Procurement Committee	Responsible for oversight and approval of all procurement activities and ensure compliance with outsourcing and onboarding policy.	<ul style="list-style-type: none"> • Non-Financial Risks

Risk Management Function

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 Risk Management Function is led by the Chief Risk Officer (CRO). 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.

Supporting the Chief Risk Officer (CRO) in executing the Bank's risk oversight mandate are designated leads responsible for Non-Financial Risk Management, Credit Risk Management, and IT Risk Management. These individuals report directly to the CRO and operate under the Risk Management Function, forming part of the Bank's Second Line of Defense.

Functioning as stewards of their respective risk domains, these leads collaborate closely with the First Line of Defense—the business and operational units—to ensure effective implementation and adherence to risk frameworks, policies, and controls. Their coordinated efforts help embed a robust risk culture across the organization, reinforcing accountability and enhancing the Bank's overall risk resilience.

Risk Management Process

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:



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.

Compliance Management

The Bank's Compliance Management program is anchored on an approach that ensures proper dissemination of laws, rules and prudential standards as enumerated in the Manual of Regulations for Banks (MORB). This includes self-assessment of compliance with relevant rules and regulations, validation of self-assessment and monitoring of compliance thereon. The business units carry out periodic self-assessment as part of the Risk and Controls Self-Assessment (RCSA) to identify, assess and implement controls to mitigate compliance risks in line with the 3LoD model.

The Compliance function, headed by the Chief Compliance Officer (CCO), will have the primary responsibility for management of the implementation of the compliance program. Compliance function will have direct access to the Board and Board Risk & Compliance Oversight Committee (BRCC) to report on all compliance risks including money laundering, terrorism financing and sanctions risk.

Money Laundering and Terrorist Financing Prevention Program

As approved by the Board and required by the BSP, the bank implements a program to combat money laundering and terrorist financing. The program is intended to protect the integrity and confidentiality of the accounts of our clients and ensure the bank is not used as a money laundering channel for proceeds of any unlawful activities. The program has been developed to prevent, detect, and report suspicious transactions and encompasses:

- Anti-Money Laundering (AML) training for employees of the bank.
- Control self-assessment program and periodic compliance checks.
- Compliance issues management, including monitoring remediation and escalating to senior management and the Board.
- Updating on new regulations and procedures on AML risks.

The Board, through the Board Risk & Compliance Oversight Committee (BRCC), is required to ensure that this program is effectively embedded in the enterprise risk management and compliance risk management processes. The BRCC shall likewise ensure that issues relating to compliance with AML/CTF laws and regulations are promptly and adequately remediated, and if warranted, reported to the regulator/s.

Senior management, through the Enterprise Risk Committee, are 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.

Risk Identification: Major Risk Categories

The following provides an explanation of our major risk categories, with consideration for risk appetite and mitigation measures.

Strategic Risks

Major Risk Category	Material Risk Class	Mitigation and Risk Appetite
Strategic Risk 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.	Strategic Risk	We seek to identify and pursue opportunities to maximize inherent advantages from the ecosystem to rapidly gain scale and customer stickiness. Mitigation of strategic risks are: <ul style="list-style-type: none"> • Balancing risk reward trade-offs • Evaluation of performance against plans • Monitoring performance against risk appetite ensuring both performance and conformance metrics are met.

Financial Risks

Major Risk Category	Material Risk Class	Mitigation and Risk Appetite
Capital Adequacy The risk of an inadequate level or composition of capital to support business and meet regulatory requirements under normal and stressed conditions	Financial Risk	We seek to maintain optimum capital levels to meet operating requirements. We evaluate capital management through the Internal Capital Adequacy Assessment Process. Key mitigants include: <ul style="list-style-type: none"> • Capital management strategy • Stress testing consideration • Budgeting process
Funding and Liquidity 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.	Financial Risk	We seek to maintain optimum liquidity and funding profile to meet our requirements. Mitigants include: <ul style="list-style-type: none"> • Development of diverse funding base • Stress testing consideration • Liquidity management process • Establishing ALCO to manage financial risks
Credit Risk The risk of financial loss where customers or counterparties fail to meet financial obligations.	Financial Risk	We manage credit risk using program-managed approach for each lending product (EWA, MCA, Purchased Salary Loans from Savii). We seek to manage credit risk by: <ul style="list-style-type: none"> • Growing the lending book in a controlled approach while understanding drivers of risk • Setting exposure and loss limits per lending program and managing to approved limits. • Constant monitoring of risk performance of the lending products • Documentation of all decisions and monthly progress on the credit products covered on the Financial Risk Committee (FRC)

<p>Market Risks</p> <p>The 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)</p>	<p>Financial Risk</p>	<p>We seek to manage market risk within an approved risk appetite. Mitigants include:</p> <ul style="list-style-type: none"> • Only limiting exposures to non-traded market risk positions • Implementing risk measurement approach to market risk exposures <p>IRRBB, considering the current and prospective risk to earnings and capital arising from adverse moments in interest rates that affect the bank's banking book position, is currently reflected under this risk.</p> <p>Strategies to manage this risk include:</p> <ul style="list-style-type: none"> • Recognize its sources and implement adequate controls for products and activities • Use analysis to quantify IRRBB impacts and set limits • Implement strategies to manage sensitivities and adjust asset mix (fix and floating rate) to align with acceptable risk levels • Conduct stress tests and incorporate in the ICAAP • Report regularly in ALCO and Enterprise Risk Committee
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Non-Financial Risks

Major Risk Category	Material Risk Class	Mitigation and Risk Appetite
Operational Risk The risk of loss resulting from inadequate or failed internal processes, people, or systems or due to external events.	Non-Financial Risk	We seek to be resilient to operational risk and minimize risks through robust internal controls and processes. Key mitigants include: <ul style="list-style-type: none"> • Monitoring, escalating issues relating to operational risk • Robust management operational risk RAS metrics • Testing on business continuity plans and disaster recovery procedures.
Compliance Risk 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.	Non-Financial Risk	We establish controls and systems to manage compliance risk and seek to eliminate: <ul style="list-style-type: none"> • Breaches of licensing requirements • Conduct that breaches our customer commitments and results in poor customer outcomes • Complicated systems that could lead in systemic and material breach of regulatory requirements.
Financial Crime Risk The risk that the bank fails to prevent financial crime and comply with applicable financial crime obligations.	Non-Financial Risk	We manage take action to prevent financial crime and proactively identify, assess, mitigate, and report financial crime risks. We seek to mitigate financial crime risk by: <ul style="list-style-type: none"> • Implementing AML program that complies with regulatory requirements • Implement robust controls to detect and mitigate financial crime • Promptly investigating and remediating financial crime when they occur
IT and Cyber Risk The risks arising from the use of technology, including the possibility that the Bank's or its third parties' data, systems, or technology may be inappropriately accessed, manipulated, disrupted, or damaged due to failures in IT processes or controls, or as a result of	Non-Financial Risk	We proactively manage our IT and Cybersecurity risk exposures to limit the likelihood of inappropriate access, manipulation, disruption, or damage to our data, systems, and technology assets. We seek to ensure: <ul style="list-style-type: none"> • Risks are managed within the regulatory framework and aligned with the Bank's risk appetite. • Robust IT and cybersecurity controls are implemented and maintained.

cyber threats or vulnerabilities.		<ul style="list-style-type: none"> Remediation plans are established and promptly executed for any critical gaps or control weaknesses identified.
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ESG risk is managed across the different risk categories as it may arise in more than one risk area. It is defined as the potential impact on the bank due to environmental, social and governance factors. Strategies to manage this risk include:

- Policy that defines objectives, principles, responsibilities, and guidelines related to this risk
- Digital-first approach that minimizes energy consumption, reduces waste, and lowers carbon emissions
- Implementation of Business Continuity policies and procedures, covering business impact analysis, incident and crisis management, response plans
- Financial inclusion as a core pillar of ESG efforts
- Transparent governance and regulatory compliance

In collaboration with its investors and stakeholders, the organization commits to ensuring that its lending facilities are not used to finance specific prohibited activities. These include the production and distribution of pornography, illegal drugs, and standalone tobacco operations. Financing is also restricted for activities involving banned wildlife products, polluting industries lacking proper clearances, and operations involving ozone-depleting substances. Additionally, the organization will not support standalone gambling ventures, illegal activities, the arms trade, certain alcoholic beverages, radioactive materials, unbonded asbestos fibers, or drift net fishing with nets exceeding 2.5 kilometers.

VI. Corporate Governance

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

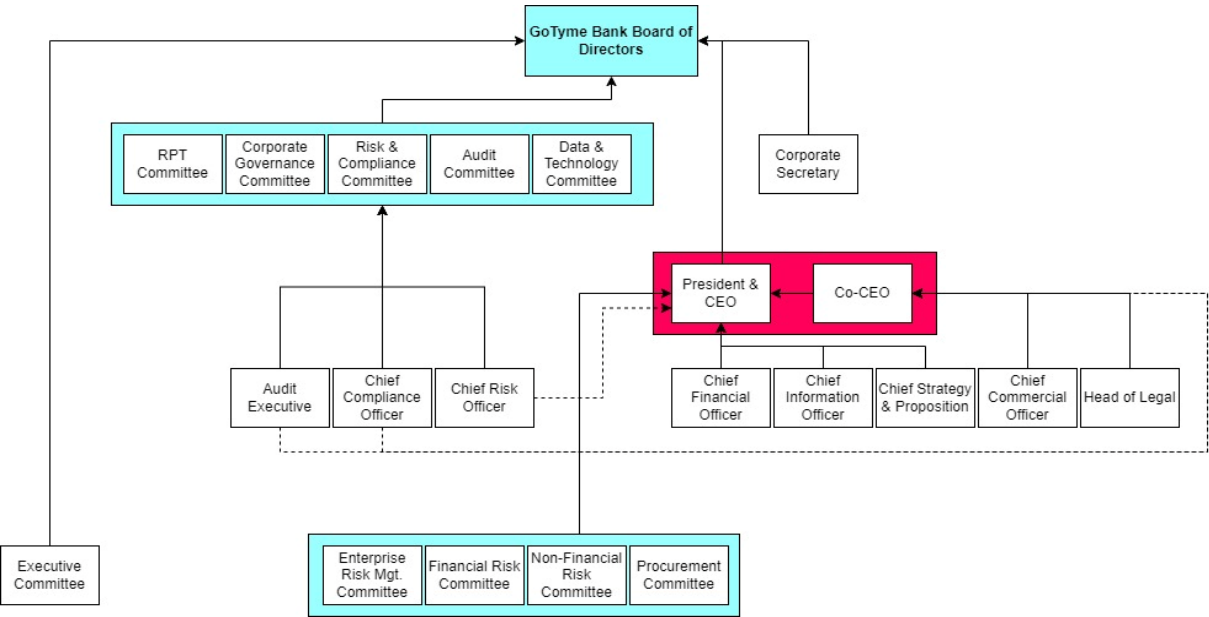
The general responsibilities of the Board, among others are:

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

GoTyme Board has established the following sub-committees to assist the board discharge its responsibilities:

- Board Audit Committee (BAC)
- Board Risk and Compliance Oversight Committee (BRC)
- Board Corporate Governance Committee (BGC)
- Board Related Party Transaction Committee (BRT)
- Board IT and Data Steering Committee

Overall governance structure



Composition of the Board and Board-level Committees

The Board of Directors (Board) is composed of ten (10) members elected by the stockholders, four (4) 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 Board is a Non-Executive Director who ensures that the meetings of the Board are held in accordance with the corporate documents of the bank, including ensuring that the agenda of the meetings consist of strategic matters and in line with the overall risk appetite of the bank, and ensuring that accurate, timely, and relevant information reaches the board members to enable them to make sound decisions. The Chairman also facilitates the conduct of a performance evaluation for the BOD at least annually, together with the discussion and necessary follow-ups.

Board of Directors	Age	Nationality	No. of years as director	Type of directorship	Direct Shares held as of Dec '24	Indirect Shares held as of Dec '24	% to total outstanding shares
Lance Y. Gokongwei	58	Filipino	1 year and 8 months	Non-Executive	1	–	0.00%
Robina Y. Gokongwei-Pe	63	Filipino	2 years	Non-Executive	1	–	0.00%
Coenraad J. Jonker	56	South African	2 years	Non-Executive	1	–	0.00%
Rachel M. Freeman	57	American	2 years	Non-Executive	1	–	0.00%
Nathaniel D. Clarke	42	American	1 year and 8 months	Executive	1	–	0.00%
Bach Johann M. Sebastian*	63	Filipino	8 months	Non-Executive	1	–	0.00%
Aldrich Richard T. Javellana**	51	Filipino	5 months	Non-Executive	1	–	0.00%
Katrina Marie K. Cokeng	44	Filipino	1 year and 1 month	Independent	1	–	0.00%
Rizalina G. Mantaring	65	Filipino	1 year and 8 months	Independent	1	–	0.00%
Brian Mathew P. Cu	42	Filipino	1 year and 8 months	Independent	1	–	0.00%
Andrew Kok-Kiong Tan	57	Singaporean	1 year and 1 month	Independent	1	–	0.00%

*Term is from January 1 to July 31, 2024. ; **Term is from July 31 to December 31, 2024

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 Directors must meet minimum training requirements for first-time directors or exempted as stipulated in guidelines. All directors shall comply with the annual training requirements prescribed by the BSP.
4. **Independent and/or Non-Executive Directors:** Independent and/or Non-Executive Directors may concurrently serve as directors 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.

Board Selection Process

- The members of the Board of Directors are elected during each regular meeting of shareholders and shall hold office for one (1) year and until their successors are duly elected and qualified.
- In consonance with the bank's corporate documents, shareholders shall be entitled to nominate Regular Directors, provided that all nominated Directors shall meet the qualifications and requirements imposed by the BSP and the Revised Corporation Code, and the banks fit and proper policy. Each nominee is vetted and recommended for election by the Board Corporate Governance Committee prior to the annual stockholders' meeting. Any vacancy shall be filled in following the procedure laid out in the bank's/corporation's By-Laws.

Board of Directors

Lance Y. Gokongwei

Lance, 58 years old, Filipino, is Chairman of Robinsons Bank Corporation since May 6, 2010. He is also the President and Chief Executive Officer of JG Summit Holdings, Inc. (JGSHI). He is Chairman of Robinsons Land Corporation, Universal Robina Corporation, Cebu Air, Inc. and JG Summit Olefins Corporation. He is Board Adviser of Robinsons Retail Holdings, Inc. He is the Director of Manila Electric Company, Singapore Land Group Limited and Shakey's Asia Pizza Ventures, Inc. He is the Advisory Council of Bank of the Philippine Islands. He is the Chairman of the Gokongwei Brothers Foundation, Inc. He received a Bachelor of Science degree in Finance and a Bachelor of Science degree in Applied Science from the University of Pennsylvania.

Robina Y. Gokongwei-Pe

Robina, 63 years old, Filipino, is presently the Chairman of Robinsons Retail Holdings, Inc. (RRHI), a publicly-listed multi-channel retailer. Robina is a Director of JG Summit Holdings, Inc. and Cebu Air, Inc. She is a Trustee of the Gokongwei Brothers Foundation Inc. She is a member of the Board of Trustees of Xavier School and the Vice Chairman of Immaculate Conception Academy Scholarship Fund. She was a member of the University of the Philippines Centennial Commission. She attended University of the Philippines Diliman for three years and graduated with Bachelor of Arts degree in Journalism from New York University in 1984.

Coenraad J. Jonker

Coen, 56 years old, South African, is the Executive Chairman of the Tyme Group, a Singapore-headquartered multi-country digital banking group that has amassed 14 million customers in its two banks, TymeBank South Africa (launched in 2019) and GoTyme Bank Philippines (launched in 2022).

Passionate about unlocking human potential through broadening economic participation and financial access, Coen founded Tyme in 2012. Tyme began as a mobile money remittance operator that offered local remittance services. In the process, Tyme developed a core banking system, which enabled its first foray into digital banking through building a low-cost digital bank in Namibia. Tyme was acquired by the Commonwealth Bank of Australia (CBA) in 2015. Two years later Coen was appointed Group Executive of CBA responsible for its international retail banking and insurance business.

Under Coen's leadership, Tyme successfully applied for a banking license from the South African Reserve Bank (SARB) in 2017, becoming the first to receive a banking license in 20 years. In 2018 Coen led a management buyout of Tyme from CBA. The opportunity arose from CBA's retreat from emerging markets. TymeBank South Africa was launched in 2019 and has since scaled to 9 million customers, with Tyme also expanding to Southeast Asia in October 2022 with the launch of GoTyme Bank in the Philippines, which has onboarded 3 million customers to date.

Prior to Tyme, Coen served as a Partner in Deloitte's strategy and innovation practice, and Director of Community Banking at Standard Bank, where he led a strategy to extend banking to underserved consumers, adding digital channels and more than a million additional customers to the bank. He was also previously the CEO of ENS (South Africa's largest law firm) and a member of Nedcor Investment Bank's Executive Committee.

Coen holds an MBA from the Gordon Institute of Business Science and two law degrees with honours. He has also held multiple board positions, including in Vietnam International Bank (VIB) and PT Bank Commonwealth in Indonesia, which he chaired until December 2018.

Rachel M. Freeman

Rachel, 57 years old, American, is the Chief Growth Officer of Tyme and represents Tyme on the GoTyme Board of Directors and the Tribe Fintech Board. Rachel Freeman is an experienced and internationally recognized financial expert, particularly in the areas of financial inclusion and innovative financial technologies. From 2001 to 2017, she held several senior positions at IFC in Central Asia, Africa and Asia. Prior to joining IFC, Rachel was involved in several entrepreneurial ventures in the US and Russia. She holds an MBA from the University of Michigan Business School and a degree in International Economics and Politics/Russian from Middlebury College. She also attended Executive Education at Harvard University's Kennedy School of Government.

Nathaniel D. Clarke

Nate, 42 years old, American, is a founding member of Singapore-based digital banking group Tyme where he dedicated the last ten years to designing, building, and operating digital banks in emerging markets. Now, Nate is looking to make high quality banking accessible and affordable to millions of Filipinos as President and CEO of GoTyme Bank, a joint venture between the Philippines' Gokongwei group and Tyme.

Nate's experience spans general management, product, and strategy to include leading the rollout of Tyme's digital proposition in Indonesia, growing the MTN Mobile Money in South Africa to a customer base of 4 million, and most recently heading product and strategy for Tyme in the creation of Africa's fastest growing bank.

Prior to joining Tyme, Nate spent six years in Deloitte Consulting US's Strategy & Operations practice where he fostered a passion for financial inclusion while on a project in Tanzania. Nate holds a BA in Political Science with a minor in Economics from James Madison University.

Bach Johann M. Sebastian*

BJ, 63 years old, Filipino, is the Senior Advisor for Corporate Finance and Strategy at JGSHI. He previously served as Senior Vice President for Strategic Investment and Chief Strategist at JGSHI. BJ also held senior roles at Universal Robina Corporation, Robinsons Land Corporation, Cebu Air, Inc., and Robinsons Retail Holdings, Inc. Prior to joining JGSHI, he was Chief Corporate Strategist at PSI Technologies and RFM Corporation. BJ has a BA in

Economics from the University of the Philippines and an MBA from the Asian Institute of Management.

*Term is from January 1 to July 31, 2024.

Aldrich Richard T. Javellana*

Aldrich, 51 years old, Filipino, is the Senior Vice President and Treasurer of JGSHI. He was appointed Senior Vice President on October 2, 2017 and has been Vice President – Treasurer of JGSHI since January 2, 2012. He is also currently a Finance Adviser of Oriental Petroleum and Minerals Corporation (2016 to present), an Adviser to the Board of Directors of Maxicare Life Insurance Corp. (2023 to present), and holds directorships at Liontide Holdings, Inc. (2023 to present) and JG Digital Capital Pte Ltd (2024). Prior to joining JGSHI in 2003, he worked in Corporate Finance with CLSA Exchange Capital. He graduated from De La Salle University with a degree in BS Accountancy, is a Certified Public Accountant and is a CFA charterholder.

*Term is from July 31 to December 31, 2024.

Katrina Marie K. Cokeng

Katrina, 44 years old, Filipino, is the Co-Founder and CEO of Xen Capital, a next-generation investment platform offering exclusive opportunities in alternative investments for a new community of investors that value access, liquidity and transparency. Through its offices in Singapore, Hong Kong and Dubai, Xen Capital services a wide network of private bank clients and family offices in Asia and the Middle East. As the Co-Founder and CEO, Katrina spearheads the strategic direction of the business and oversees products, partnerships, business development, marketing, investor relations, client servicing and fundraising.

Katrina brings to Xen over 20 years of global experience in strategy, investment banking and private equity from companies such as McKinsey & Company, Merrill Lynch and Pomona Capital, where she managed a \$150 million private equity fund of funds focused on Asia-Pacific.

Prior to Xen Capital, Katrina co-founded and scaled Oriente, from inception in 2017 to \$105 million in funding in late 2018 – one of the largest initial funding rounds by any fintech company worldwide. Oriente is a digital lending company delivering affordable credit solutions to underserved consumers in Southeast Asia. As Chief Commercial Officer, Katrina forged strategic alliances in the Philippines and Indonesia and built a team of almost 500 employees in seven offices.

Katrina holds an MBA from Harvard Business School, and a BA summa cum laude from Smith College. She is qualified as a licensed representative under the Securities and Futures Commission of Hong Kong and the Financial Industry Regulatory Authority (FINRA) of the USA.

Rizalina G. Mantaring

Riza, 65 years old, Filipino, was the former CEO and Country Head of Sun Life Financial Philippines, prior to which she was the Chief Operations Officer, Sun Life Financial Asia, responsible for IT and Operations across the region. During her term as CEO Sun Life won numerous awards and was selected the Asia Life Insurance Company of the Year, the only Filipino company to have even reached the finals, and PMAP Employer of the Year, both in 2015. She currently serves on the boards of Sun Life Grepa Financial, Ayala Corporation, First Philippine Holdings, Universal Robina Corp, PHINMA Corp., GoTyme Bank, Maxicare Healthcare Corp, East Asia Computer Center Inc., Bank of the Philippine Islands, and BPI Asset Management and Trust Corp. She is also on the Boards of Trustees of the Makati Business Club and Philippine Business for Education. She serves as a member of the Private Sector Advisory Council of the President of the Philippines. She was the president of the Management Association of the Philippines in 2019 and the Philippine Life Insurance Association in 2015. Riza has received numerous prestigious awards, among which were the Asia Talent Management Award at the Asia Business Leaders Awards in 2017 from global network CNBC, 100 Most Outstanding Alumni of the Past Century from the UP College of Engineering, and the PAX Award, the highest award given by St. Scholastica's College to an outstanding alumnus.

Brian Mathew P. Cu

Brian, 42 years old, Filipino, is currently Chief Executive Director and Co-Founder of Byahe Transport, a new transportation venture he started in 2021. He is currently CEO for SARISUKI STORES INC, an online and b2b retail business that provides farm to table solutions for consumers all over the Philippines. Prior to that, Brian was the Managing Director and Co-Founder for Grab Philippines from 2013 to 2020. He provided directional and strategic leadership for day-to-day operations in Grab Philippines. He is also the co-founder of Zalora Philippines and previously served as the Managing Director of Zalora PH, handling operations. Prior to entering the startup space, he was a project leader with the Boston Consulting Group and tackled projects in strategy, sales and distribution, and marketing for various industries. He holds a degree in Finance and Technopreneurship from the National University of Singapore.

Andrew Kok-Kiong Tan

Andrew, 57 years old, Singaporean, was formerly Managing Director with Temasek International, a global investment firm headquartered in Singapore. He joined as an Operating Partner in the Enterprise Development Group and later as Managing Director of the new Strategy Office, as well as Managing Director Institutional Relations from 2019–2022. He currently sits on various listed and unlisted boards.

Prior to joining Temasek, Andrew spent nearly three decades with the Singapore Administrative Service in senior positions and key roles across various government agencies from the Ministry of Information and the Arts, Ministry of Defense, Ministry of Foreign Affairs, Prime Minister's Office as the Principal Private Secretary to Minister Mentor Lee Kuan Yew, the Ministry of Environment and Water Resources and the Ministry of Transport. He was

Chief Executive Officer of the National Environment Agency (NEA) from 2009–2013 and Chief Executive of the Maritime and Port Authority of Singapore (MPA) from 2014–2018,

Andrew graduated with a First Class Honours Degree in History from King's College, University of London, in 1989. He attended the Edward Masons Programme at the Harvard Kennedy School of Government where he obtained his Masters in Public Administration in 2002.

He currently serves on the Singapore Management University (SMU) Institute of Innovation & Entrepreneurship's Enterprise Board. He is also an independent director on Kim Heng Ltd, an offshore marine company (SGX: 5G2) and Keppel Data Centre REIT (SGX: AJBU). He is an accredited member of the Singapore Institute of Directors (SID).

Board-level committees including membership and function

Committee	Composition	Summary of duties	Members
Board Audit Committee	<ul style="list-style-type: none"> At least 3 members All non-executive Directors Majority independent directors Chair is an independent director (Chair cannot chair board or another 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. Establish whistleblowing mechanism 	<p>Chair: Brian Mathew P. Cu Deputy Chair: Andrew Kok-Kiong Tan*</p> <p>Members: Rizalina G. Mantaring Rachel M. Freeman Bach Johann M. Sebastian*</p> <p>*with prior advice to the Bank on assumption in 2024.</p>
Board Risk and Compliance Oversight Committee	<ul style="list-style-type: none"> At least 3 members All non-executive Directors Majority independent directors Chair is an 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 	<p>Chair: Rizalina G. Mantaring Deputy Chair: Katrina Marie K. Cokeng*</p> <p>Members: Brian Mathew P. Cu Coenraad J. Jonker Bach Johann M. Sebastian</p> <p>*with prior advice to the bank on assumption in 2024.</p>
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 	<p>Chair: Andrew Kok-Kiong Tan Deputy Chair: Katrina Marie K. Cokeng</p> <p>Members: Rizalina G. Mantaring Coenraad J. Jonker Lance Y. Gokongwei</p>

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 ensure related party transactions are identified and managed. • 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. 	<p>Chair: Katrina Marie K. Cokeng Deputy Chair: Andrew Kok-Kiong Tan Members: Brian Mathew P. Cu Rachel M. Freeman Robina Gokongwei-Pe</p>
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 	<p>Chair: Coenraad J. Jonker Deputy Chair: Nathaniel D. Clarke Members: Rachel M. Freeman Bach Johann M. Sebastian Robina Gokongwei-Pe</p>

Directors' Attendance

Full Board of Directors

Board of Directors	Citizenship	No. of meetings held	No. of meetings attended	Percentage of attendance
Lance Y. Gokongwei	Filipino	6	5	83%
Robina Gokongwei-Pe	Filipino	5	5	100%
Coenraad J. Jonker	South Africa	6	6	100%
Rachel M. Freeman	American	6	5	83%
Nathaniel D. Clarke	American	6	6	100%
Rizalina G. Mantaring	Filipino	6	5	83%
Brian Mathew P. Cu	Filipino	6	5	83%
Bach Johann M. Sebastian (January 1 to July 31, 2024)	Filipino	4	4	100%
Aldrich Richard T. Javellana (July 31 to December 31, 2024)	Filipino	2	2	100%
Katrina Marie K. Cokeng	Filipino	6	5	83%
Andrew K. Tan	Singapore	6	6	100%

Board Audit Committee

Board of Directors	Citizenship	No. of meetings held	No. of meetings attended	Percentage of attendance
Andrew K. Tan	Singapore	4	4	100%
Rachel M. Freeman	American	4	4	100%
Rizalina G. Mantaring	Filipino	4	3	75%
Brian Mathew P. Cu	Filipino	4	4	100%
Bach Johann M. Sebastian (January 1 to July 31, 2024)	Filipino	2	2	100%
Aldrich Richard T. Javellana (July 31 to December 31, 2024)	Filipino	1	1	100%

Board Risk and Compliance Oversight Committee

Board of Directors	Citizenship	No. of meetings held	No. of meetings attended	Percentage of attendance
Coenraad J. Jonker	South Africa	4	3	75%
Katrina Marie K. Cokeng	Filipino	4	4	100%
Rizalina G. Mantaring	Filipino	4	4	100%
Brian Mathew P. Cu	Filipino	4	4	100%
Bach Johann M. Sebastian (January 1 to July 31, 2024)	Filipino	2	2	100%
Aldrich Richard T. Javellana (July 31 to December 31, 2024)	Filipino	1	1	100%

Board Corporate Governance Committee

Board of Directors	Citizenship	No. of meetings held	No. of meetings attended	Percentage of attendance
Lance Y. Gokongwei	Filipino	4	2	50%
Coenraad J. Jonker	South Africa	4	4	100%
Rizalina G. Mantaring	Filipino	4	4	100%
Katrina Marie K. Cokeng	Filipino	4	3	75%
Andrew K. Tan	Singapore	4	4	100%

Board Related-Party Transactions Committee

Board of Directors	Citizenship	No. of meetings held	No. of meetings attended	Percentage of attendance
Robina Gokongwei-Pe	Filipino	4	4	100%
Rachel M. Freeman	American	4	4	100%
Brian Mathew P. Cu	Filipino	4	4	100%
Andrew K. Tan	Singapore	4	4	100%
Katrina Marie K. Cokeng	Filipino	4	3	75%

Board IT and Data Committee

Board of Directors	Citizenship	No. of meetings held	No. of meetings attended	Percentage of attendance
Robina Gokongwei-Pe	Filipino	4	3	75%
Coenraad J. Jonker	South Africa	4	4	100%
Rachel M. Freeman	American	4	4	100%
Nathaniel D. Clarke	American	4	4	100%
Bach Johann M. Sebastian (January 1 to July 31, 2024)	Filipino	2	2	100%
Aldrich Richard T. Javellana (July 31 to December 31, 2024)	Filipino	1	1	100%

Changes in the Board of Directors

The following changes occurred in GoTyme's Board of Directors in 2024:

Board of Director	Replaced By	Reason	Effectivity
Bach Johann M. Sebastian	Aldrich Richard T. Javellana	Resignation	July '24

List of executive officers and senior management

Position	Name	Age	Nationality
President and CEO	Nathaniel David Clarke	42	American
Co-CEO	Albert Tinio	58	Filipino
Chief Finance Officer	Eric Castro	39	Filipino
Chief Risk Officer (Interim)	Josam Watson	47	Australian
Chief Compliance Officer (Interim)	Mhedora Tan	42	Filipino
Chief Information/Technological Officer	Maria Paz Gilda Puno	52	Filipino
Chief Strategy Officer	Shern Teo	35	Singaporean
Head of Legal and Corporate Secretary	Mhedora Tan	42	Filipino
Head of Audit	Anthony Louis Gachalian	37	Filipino

Nathaniel D. Clarke

Nate is the President and CEO of GoTyme Bank and a founding member of Tyme. Over the past eight years, he has focused on designing, building, and operating digital Banks in emerging markets. His notable achievements include leading the rollout of Tyme's digital Banking in Indonesia, managing MTN Mobile Money in South Africa, and heading product and strategy for Tyme in creating South Africa's fastest-growing Bank. Before Tyme, Nate spent six years with Deloitte Consulting in strategy and operations across the United States, Tanzania, and South Africa. He holds a BA in Political Science with a minor in Economics from James Madison University.

Albert Raymund O. Tinio

Albert has extensive experience in fintech, Banking, telecommunications, and logistics. He started in logistics with American President Lines and Federal Express, then moved to telecommunications with Globe Telecom and Smart Communications, earning Globe's Leadership Award. As President and CEO of GCash, he founded the Philippine E-Money Association. Before GoTyme, he was SVP, Digital Payments, and Agency Banking at Robinsons Bank. Albert holds a BS in Hotel and Restaurant Administration from the University of the Philippines and completed the Oxford FinTech Program.

Maria Paz Gilda Puno

Gigi has spent most of her IT career working 26 years for the IT organization of the largest consumer goods company in the world, Procter & Gamble. She also has experience leading the IT group of the largest shipping and logistics company in the Philippines, 2GO Group, Inc. In the last 3 years, Gigi has been a critical part of GoTyme's Technology and Operations Department, managing Information Technology, Kiosk Operations, KYC Operations, and Payment Operations.

Shern Teo

Shern has extensive experience in the financial services sector, with a strong foundation as an investment banker in leading global investment banks spanning across capital markets, mergers and acquisitions, and growth strategy execution. He has led high impact strategic initiatives in his strategy and corporate development roles within the FinTech space. Prior to GoTyme, Shern led group strategy and corporate development efforts in Tyme Group, a multi-country digital banking group serving retail customers and small businesses in emerging markets.

Josam Watson

Josam has more than 25 years of experience in banking and professional services in the UK, Australia, Africa and Southeast Asia. He is currently the Tyme Group Chief Risk Officer. Prior to Tyme, Josam held several senior roles in Risk Management and Internal Audit including being Chief Audit Executive of Great Southern Bank in Australia and other senior risk management and audit roles in Suncorp Group, Commonwealth Bank of Australia, Westpac Bank and Barclays Plc. in the UK. He holds a Bachelor of Accounting Science from the University of South Africa, and an MBA from Melbourne Business School.

Eric Castro

Eric has over 14 years of Banking experience, specializing in finance functions such as financial reporting, accounting controls, and treasury business analytics. He previously worked at Philippine National Bank and HSBC Manila, focusing on balance sheet management, liquidity risk, and regulatory reporting. Eric holds a BS in Business Administration and Accountancy from the University of the Philippines and is a CPA.

Anthony Louis Gachalian

Anthony is an Information Technology Auditor with expertise in technology and process audits, and data-driven audit analytics. Currently leading GoTyme Bank's Internal Audit, he previously managed Technology Risk at CIMB Philippines and worked for the Government of Bermuda. His early career includes roles at Ernst & Young and KPMG, focusing on technology audits and consulting. Anthony is a Certified Information Systems Auditor and CPA, with a degree from the Polytechnic University of the Philippines.

Mhedora Tan

Mimi is a CPA Lawyer with a broad legal background in labor, litigation, corporate, and taxation. She has practiced law for various private and public companies and worked for over seven years with a supply chain logistics company. Mimi also teaches taxation subjects part-time at several law colleges. She graduated magna cum laude with a BS in Accountancy from the University of San Carlos, earned her Bachelor of Law from the Polytechnic University of the Philippines, and holds a Master of Law from the Pamantasan ng Lungsod ng Maynila.

Executive officers and senior management selection process

In consonance with the bank's corporate documents, the Robinsons Group and Tyme shall be entitled to jointly nominate the President/Chief Executive Officer, Co-Chief Executive Officer, Chief Risk Officer, Chief Compliance Officer, Chief Information Officer, and Chief Finance Officer for as long as each of the Robinsons Group and Tyme meet the officer nomination threshold. Each nominee is vetted and recommended for election by the Board Corporate Governance Committee prior to the Board meeting. Any vacancy shall be filled in following the procedure laid out in the bank's/corporation's By-Laws.

The selection process for other Executives and Senior Managers follows the comprehensive interview plan illustrated below which focuses on various stakeholders assessing both competency-based technical skills and culture fit. Additional validation of credentials is confirmed through character references and background checks via a third-party provider (CIBI and Refinitiv) for any candidates to whom an offer is extended.

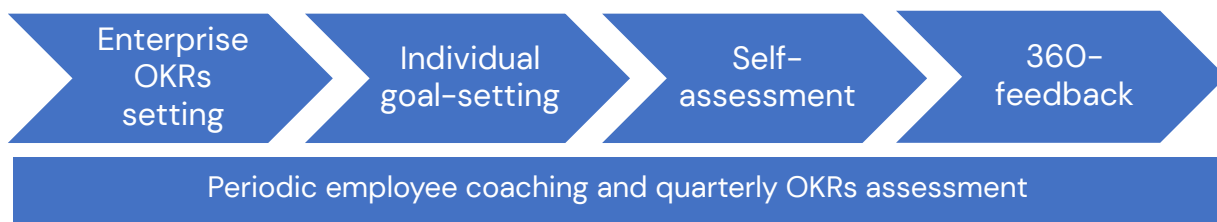
	PAC	HIRING MANAGER	HIRING MANAGER + 1	SUB / PEER	OTHER DEPT	CULTURE CHECK	CEO/Co-CEO	CULTURE QUESTIONNAIRE
Executive	☑	☑	☑	☑	☑	☑	☑	☑
Senior Manager	☑	☑	☑	☑	☑	☑	☑	☑

☑ Culture

☑ Technical Skills

☑ Either

Performance assessment program



The bank conducts annual performance reviews for all its employees, including senior management. The performance review process focuses on 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 as needed and assesses on a quarterly basis their progress towards OKRs. To further monitor employee performance as they progress towards their goals and for Managers to provide support to their direct reports, a mid-year check is triggered every July. The mid-year check-in is similar to the annual performance review where employees and managers conduct a self and manager assessment respectively to identify blockers and development opportunities for each employee.

Orientation and Education

The bank requires all 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 including new hire onboarding which allows employees to gain a high-leveling of each business unit.

The bank 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.

At the start of each year, GoTyme's People and Culture team conducts a Training Needs Analysis (TNA) to determine the training needs of the organization. Training plans and activities to be implemented by the People and Culture team for the year will be based on the TNA results.

To further the professional development of Senior Management, the bank leverages its affiliation with the Gokongwei Group (GG). Eligible representatives at GoTyme participate in GG led leadership and coaching advancement programs annually.

On an annual basis, existing Directors of the bank are required to comply with the continuing education requirement for directors. While first-time Directors of the bank are required to complete the BSP-prescribed syllabus on corporate governance.

Retirement and succession

The bank recognizes that a well-defined succession planning ensures continuity in leadership and critical positions, and effectively responds to potential risks, challenges, and opportunities. The bank has established a process to conduct its Succession Plan each year. A risk assessment is conducted to identify critical roles within the organization and the appropriate successors for each. Employees identified as critical roles and successors are closely monitored in terms of development, performance, and turnover risks.

The bank continuously reviews its total rewards package for its employees, which includes employees' retirement plan. Despite lacking a company-sponsored retirement plan for employees, the bank complies with the regulations of RA No. 7641. As the bank matures in its operations and its employee base expands, it will continually evaluate the possibility of establishing a company-sponsored retirement plan in the future.

Remuneration policy

All employees, including its President/CEO and Senior Management, are subject to the terms found under the bank's remuneration policy. The bank believes in the principle of meritocracy 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. Complementary to the job grading system, GoTyme Bank also maintains a salary structure which is the primary reference to determine the compensation package of all employees including its President/CEO and Senior Management. The salary structure serves as a guide to align job levels/grades with specific salary ranges to ensure internal equity as well as market competitiveness. The Bank shall ensure competitiveness of the total compensation and benefits package of the employees by annually conducting market surveys, identifying new trends and inflationary changes, and its impact subject to the economic capability of the Bank to pay and accommodate such changes.

The stockholders of the bank approved last January 2022 to provide the Independent Directors of the bank a per diem allowance for attending the Full Board and Board committee meetings.

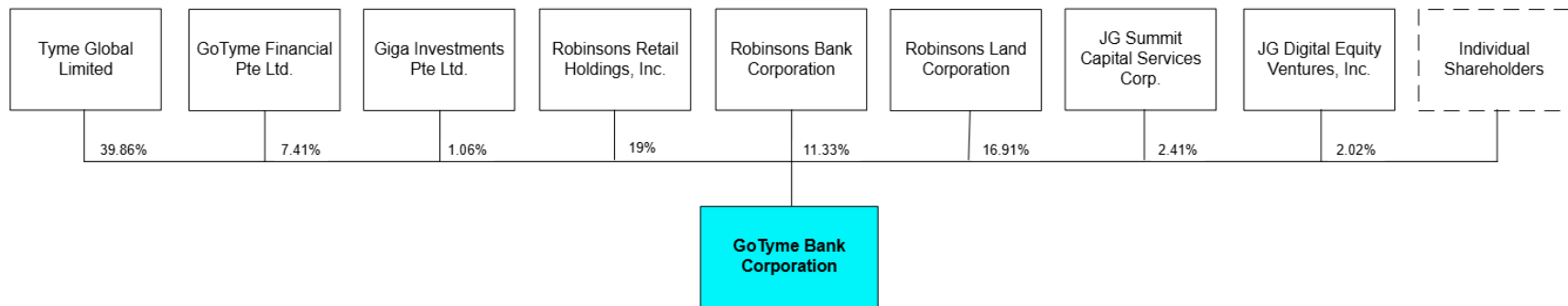
No specific remuneration policy or package for the non-executive members of the Board of Directors has been approved by the stockholders of the bank.

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.

Shareholding structure



Note: Pursuant to the merger approved by the regulatory bodies, effective January 1, 2024, shares held by Robinsons Bank Corporation are now owned by the Bank of the Philippine Islands. Furthermore, shares owned by the Bank of the Philippine Islands are now owned by GoTyme Financial Pte. Ltd. and Giga Investments Pte. Ltd. Issuance of shares of stock and recording in the stock and transfer book are held in abeyance pending receipt of the Certificate Authorizing Registration from the Bureau of Internal Revenue.

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; 4) TYME Pte for its technology development and support services and digital mobile kiosk provider; and 5) New Cross Credit and Financing Gate PH, Inc. (Savii) for its lending partnership. Detailed descriptions of RPTs are available in the bank's 2024 audited financial statement.

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 with its Board Audit Committee Charter.

Highlights of its responsibilities include 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 Bank 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 Function 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.

Compliance Function

As part of the GoTyme Bank's 2nd line of defense, the Compliance team is also responsible for ensuring the bank is operating as intended through compliance assurance and testing. Identifying potential violations of regulatory requirements and remediating the root cause in a timely manner is crucial to mitigating the compliance risks of the bank. Implementing an effective Compliance Assurance and Testing Program is crucial to ensure the mitigation of critical compliance risks and more importantly, preservation of the bank's reputation.

The Compliance team shall conduct periodic tests which cover the evaluation of the following:

1. Existing processes, policies, and procedures include ongoing monitoring of performance of officers and staff responsible in carrying out regulatory requirements.
2. The latest audit results with focus on both internal and external observations and findings laying out the responsible business unit's commitments and resolutions.
3. Factors affecting the residual risks based on the bank's Institutional Risk Assessment (IRA);
4. Any regulatory reporting channels and requirements.
5. Record retention requirements; and
6. Other emerging high-risk areas.

The results of all compliance tests shall be reported to the Senior Management through proper notification to each Business Unit concerned and through the Non-Financial Risk Committee of the bank. Likewise, the Board, through the BRCC, shall be apprised of any emerging and confirmed compliance risks of the bank because of the compliance tests conducted.

Dividend Policy

The Board has decided not to declare any dividends for the year 2024 due to the current financial position of the bank. Moving forward, any decisions regarding the declaration of dividends will be carefully aligned with the requirements outlined in Section 124 of the Manual of Regulations for Banks (MORB). This ensures that all future dividend declarations are made in compliance with regulatory standards and reflect the bank's financial health and strategic priorities.

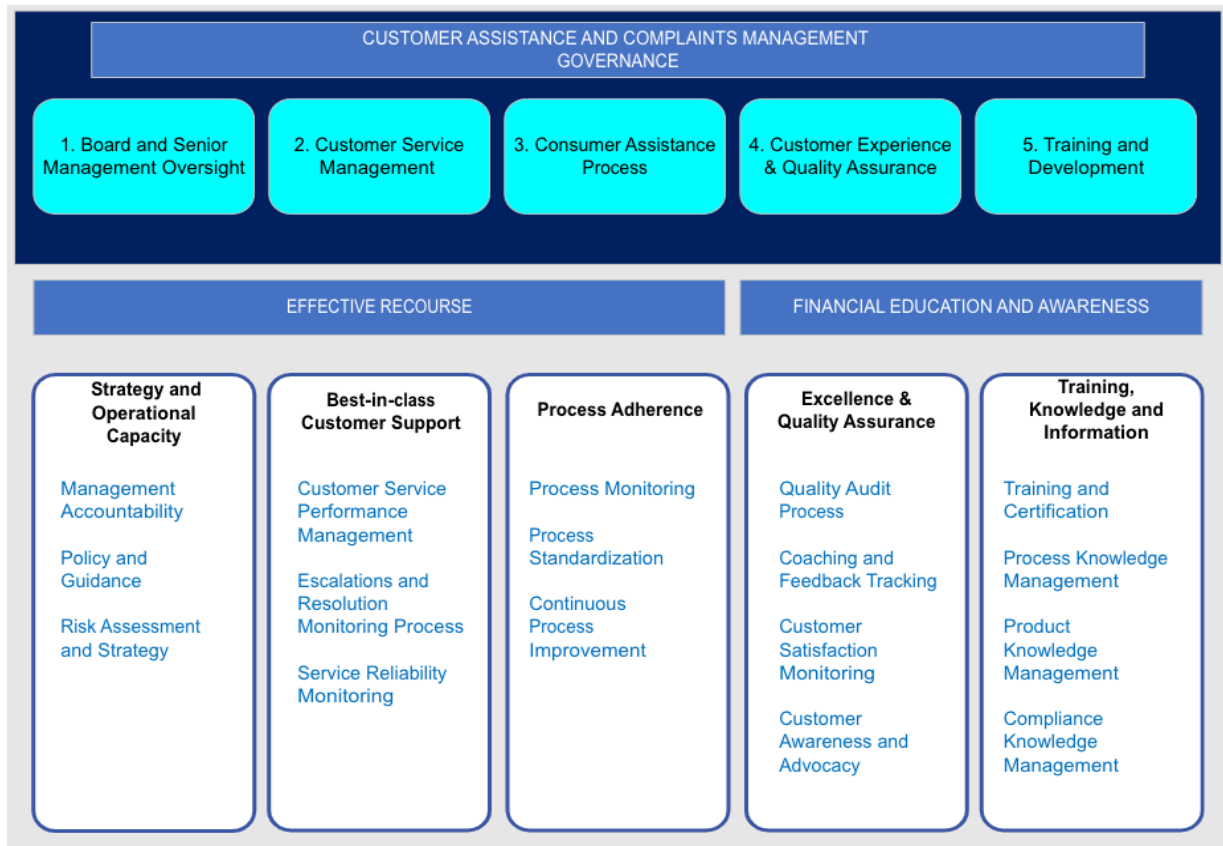
Corporate Social Responsibility

The bank unwaveringly commits to fulfilling its mission of unlocking the financial potential of all Filipinos by reconceiving its products and services to better serve its existing and potential customers. Aligned with the goal of Bangko Sentral ng Pilipinas of financial inclusion and the country's mission of nation-building, the bank through its Corporate Communications Department is implementing a sustainability program that focuses on creating shared value for the company and the people it serves. The principles of corporate social responsibility toward social and environmental principles are deeply embedded into the Bank's business model. Efforts to democratize access to financial services—such as automated MSME loans through PayMongo and payroll lending through the partnership with Savii to underserved users—demonstrate how banking can be both commercially viable and socially meaningful.

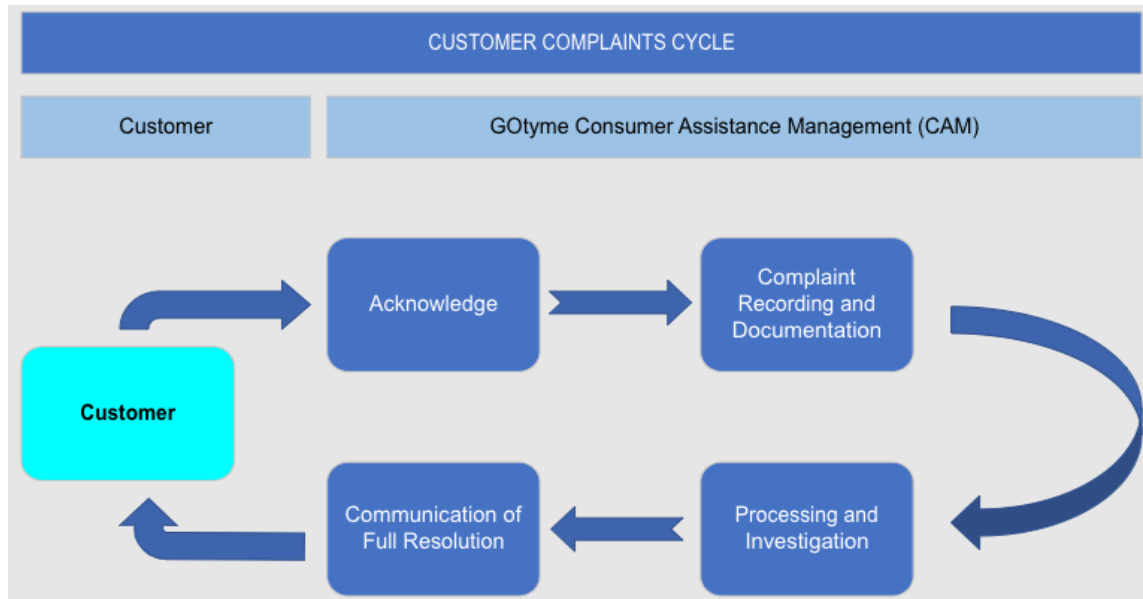
GoTyme Bank has prioritized financial empowerment by focusing on tools and services that remove barriers for Filipinos who have long been excluded from traditional banking. This year, the Bank continued to deliver fast onboarding, zero to low-fee transactions, and access to high-yield savings through a human-centric digital experience. Looking ahead, the Bank is preparing to launch remittance and investment offerings that will further extend its reach to Filipinos seeking reliable and accessible ways to grow and manage their finances. These innovations are designed with simplicity, transparency, and impact in mind—hallmarks of the Bank's commitment to financial inclusion.

As GoTyme Bank scales, it continues to prove that strong business performance and delivering positive social outcomes can—and should—go hand in hand. By embedding social and environmental initiatives into the core of its strategy, GoTyme Bank is shaping a beautiful banking experience—resilient, responsible, and built to serve the evolving needs of Filipinos.

Consumer Protection Practices



The bank ensures responsible management of customer assistance and complaints handling, thus establishing a well-planned and robust Financial Consumer Protection Assistance Mechanism (FCPAM). The FCPAM is centered around 4 main sections – Acknowledge, Complaint Recording and Documentation, Processing and Investigation, and Communication of Full Resolution. This guarantees all the customers of GoTyme that every complaint will be handled, investigated, and resolved through the implementation of the FCPAM.



Definition of complaints

General Inquiry	<ul style="list-style-type: none"> Is written or verbal expression of the customer through different channels, such as Customer Service (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, TM, 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

VII. Environmental, Social and Governance

GoTyme Bank aspires to democratize banking, making it universally accessible, particularly for those marginalized by traditional financial institutions. This commitment resonates with the core principles of Environmental, Social, and Governance (ESG), particularly the 'Social' component, which emphasizes the welfare of people and communities. GoTyme Bank pledges to conduct its operations in a sustainable, responsible, and beneficial manner for all stakeholders. This commitment is manifest not only in our service delivery but also in our business practices. We believe our longevity is intrinsically connected to the welfare of the communities and environments we operate in. Therefore, we have instituted our Environmental, Social, and Governance (ESG) Policy to steer our actions and decision in Philippines.

This policy recognises and leverages the following standards and practices:

- Prudential and regulatory requirements of the BSP and its implementing framework, the MORB.
- International Standards on environment and sustainability (e.g., IFC Performance Standards Framework 2012 for Environmental and Social Sustainability, World Bank Group General Environment, Health & Safety (EHS) Guidelines)
- The ESG frameworks of our Shareholders: Tyme Group and the Gokongwei Group (JG Summit).

This policy applies to all operations, services, employees, and board members. We expect our business partners and stakeholders to adhere to similar standards and principles.

Environmental

As a digital bank, our footprint is limited and enhanced by Go Tyme Bank's flexible, hybrid work schedules for both office and home-based work. For this reason, we have not yet started to measure our carbon emissions as our ESG priorities to date have been in achieving impact in low-income communities. As the Bank evolves, we will determine the right approach for measuring carbon emissions and as needed, launching initiatives to reduce our carbon footprint.

Social

GoTyme Bank's business model is a commitment to empower all customers to prosper with high quality and innovative financial services. Our focus is to build trust through every interaction with our customers, through lowering the cost of transactions and credit to allow more people to unlock their full financial potential. We achieve this goal through our relentless focus on technology reliability, cybersecurity and risk management combined with our stringent policies on consumer data protection, and our active role in responsible finance through Tyme Group who are a signatory to the World Bank's Responsible Finance Forum guidelines.

Governance

Our corporate governance structure is based on the guiding principles of transparency, equity, accountability, and corporate responsibility, which, when translated into corporate governance practices, guides our management, our focus on growing the business and our commitment to providing consistent high-quality service to customers.

Governance is exercised through the Board and Board Committees of GoTyme Bank. At an operational level, governance is through the executive management committees that are set up and operationalised in line with good industry practices and in compliance with regulatory requirements.

VIII. 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/GoTymeBank>

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

TikTok – <https://www.tiktok.com/@gotymeBank>

X – <https://twitter.com/gotymeBank>

Major stockholders of the bank

Stockholders	Nationality	% of stockholdings	Voting status
Tyme Global Limited	British Virgin Islands	39.86%	39.86%
Robinsons Retail Holdings, Inc.	Filipino	19%	19%
Robinsons Land Corporation	Filipino	16.91%	16.91%
Robinsons Bank Corporation	Filipino	11.33%	11.33%

Note: Pursuant to the merger approved by the regulatory bodies, effective January 1, 2024, shares held by Robinsons Bank Corporation are now owned by the Bank of the Philippine Islands. Furthermore, shares owned by the Bank of the Philippine Islands are now owned by GoTyme Financial Pte. Ltd. and Giga Investments Pte. Ltd. Issuance of shares of stock and recording in the stock and transfer book are held in abeyance pending receipt of the Certificate Authorizing Registration from the Bureau of Internal Revenue.

IX. Additional Disclosures

A. Banking Products and Services

GoTyme Bank offers several products and services to its customers (as of December 31, 2024). Here is a list of products categorized by product and service types.

Service

1. **GoTyme Bank Account Opening** – GoTyme Bank continues to redefine customer onboarding with its instant account opening process. Customers can open a fully digital bank account and receive a personalized, physical VISA debit card in under five (5) minutes through our mobile kiosks located in partner stores nationwide. A Bank Ambassador is ready to assist customers in stores during the account opening process and inform customers about the bank's products and services.
2. **ATM Debit Card** – Each GoTyme Bank account includes a free ATM debit card. Use it to pay in-store or online. The card's digital details are always accessible via the GoTyme Bank app, simplifying e-commerce payments and online shopping.
3. **Go Human Help Center** – Customer experience remains a cornerstone of GoTyme Bank's brand trust. Through the bank's Go Human help desk, customers can connect with personal bankers to address any queries and respond to inquiries and concerns across four channels: call, in-app chat, email, and social media. This omnichannel support model is supported on the back end by real humans and drives our consistently industry-leading NPS scores.

Go Send

1. **Instapay and PESONet** – Our platform empowers customers to move money seamlessly with up to three FREE transfers to other Banks using your GoTyme Bank account. All GoTyme-to-GoTyme Bank transfers are always FREE.
2. **Fund-by-linked account or direct debit pull** – Fund your GoTyme Bank account by enrolling your account with any of our partner Banks for a direct debit pull arrangement. This eliminates manual funding, while ensuring funds are pulled directly and safely.
3. **Deposit-and-withdrawal points in partner retail stores** – Deposit or withdraw cash at our Robinsons Retail partner stores

Go Save

1. **Go Save account** – Create up to five separate Go Save accounts, each with customizable target amounts and timeframes. Your goal, your pace. Achieve your goals faster with a 4% p.a. savings interest rate, with funds always accessible – no lock-ins, no penalties.
2. **Smart Savings Tools** – Save smarter, save more. To foster consistent saving habits, GoTyme Bank offers automated saving features: goal setting, schedule auto-saves, or save your change when you shop. Our savings tools will help you reach your goals faster.

Go Shop

1. **Reward-Integrated Debit Spending**– Your GoTyme Bank account comes with Go Rewards built right in. Triple the points you earn when you pay with your GoTyme Bank ATM debit card at Go Rewards partner stores.
2. **QR PH** – GoTyme Bank now gives you more ways to pay. Just look for the QR Ph logo and scan to pay via the GoTyme Bank app at any QR Ph merchant nationwide. Your QR payments earn you 1 Go Rewards point for every PHP 600 spent.
3. **Points-to-cash conversion** – With a single tap, Go Rewards points can be converted into cash – instantly credited to the user’s GoTyme Bank account.
4. **Value-added services** – From airtime load to digital content, customers can purchase prepaid products directly within the app, expanding GoTyme Bank’s utility beyond banking.
5. **Bills payment** – Pay your bills from our existing partner billers and earn 1 Go Rewards point for every bill you pay worth at least PHP 100.

Go Lend

1. **Merchant Cash Advance** – Aimed at enabling MSMEs, the MCA product offers flexible working capital loans to digital-first merchants on platforms like FoodPanda and PayMongo.
2. **Payroll loans** – GoTyme Bank delivers inclusive credit through its partnership with Savii, offering salary-deducted loans to a rapidly expanding base of employed Filipinos. This low-risk, high-volume lending model reaches underbanked consumers via employer partnerships, providing access to credit at scale.

B. Capital Structure and Capital Adequacy

The bank's regulatory capital position, including capital components and regulatory deductions, is as follows:

	2024	2023
CET1 capital		
Paid-up common stock	6,639,732,189	5,000,000,000
Additional paid-in capital	1,884,903,435	-
Retained earnings	(3,473,568,984)	(1,028,632,874)
Undivided profits	(3,212,751,261)	(2,534,255,695)
Other comprehensive income	10,110,244	19,455,789
Regulatory adjustments		
Total outstanding credit accommodations to DOSRI	(5,311,271)	(75,056,636)
Deferred tax assets	(41,998,933)	-
Other intangible assets	(310,152,837)	(375,116,066)
Total CET1 Capital	1,490,962,582	1,006,394,519
Additional Tier 1 Capital	-	-
Total Tier 1 Capital	1,490,962,582	1,006,394,519
Tier 2 Capital – General Loan Loss Provision	20,312,551	107,299
A. Total Qualifying Capital	1,511,275,133	1,006,501,818
	2024	2023
Credit risk-weighted assets (CRWA)	6,619,339,640	3,492,322,824
Market risk-weighted assets (MRWA)	62,512,600	115,374,769
Operational risk-weighted assets (ORWA)	212,445,515	25,655,676
B. Total risk-weighted assets	6,894,297,755	3,633,353,270
	2024	2023
CET1 Capital Ratio	21.63%	27.70%
Tier 1 Capital Ratio	21.63%	27.70%
Total Capital Adequacy Ratio	21.92%	27.70%
CET1 buffer	15.63%	21.70%

Regulatory Capital Requirements

The Bangko Sentral Ng Pilipinas (BSP) requires each bank to adopt the capital requirements in accordance with the provisions of BASEL III. The guidelines are meant to strengthen the composition of the bank's capital by increasing the level of core capital and regulatory capital. BSP sets out minimum Common Equity (CET1) ratio and Tier 1 Capital ratios of 6.0% and 7.5%, respectively. A capital conservation buffer of 2.5% as well as a Countercyclical Capital Buffer initially set at 0%, comprised of CET1 capital, were likewise imposed. The Countercyclical Capital Buffer may be subject to upward adjustment to a rate as

determined by the Monetary Board when systemic conditions warrant but not to exceed 2.5%. The minimum required capital adequacy ratio remains at 10%.

The bank's regulatory qualifying capital consists of Common Equity Tier 1 capital, which comprises of paid-up common stock, retained earnings, other comprehensive income, and current year profits, less required deductions such as unsecured credit accommodations to Directors, Officers, Stockholders and Related Interests (DOSRI) and other intangible assets, and Tier 2 capital in the form of the bank's General Loan Loss Provision (GLLP). The amount of GLLP included in Tier 2 capital is limited to a maximum of 1.00% of CRWA and any excess is deducted from CRWA in the computation of the denominator for the capital adequacy ratio.

Reconciliation of all regulatory capital elements back to the balance sheet in the audited financial statements is presented below.

December 31, 2024	Qualifying capital	Per AFS	Reconciling items	Notes
Paid-up common stock	6,639,732,189	6,639,732,189	–	
Additional paid-in capital	1,884,903,435	1,877,630,366	7,273,069	Stock Subscription cost from retained earnings to APIC
Retained earnings	(3,473,568,984)	(3,420,702,484)	(52,866,500)	Prior year P/L audit and share-based reserve adjustment
Undivided profits	(3,212,751,261)	(3,441,941,058)	229,189,797	Current year P/L audit adjustments
Other comprehensive income	10,110,244	10,110,244	–	
Regulatory adjustments				
Total outstanding credit	(5,311,271)	(5,311,271)	–	
.....accommodations to DOSRI				
Deferred tax asset	(41,998,933)	(42,421,758)	422,825	Deferred tax on share based provision
Other tangible assets	(310,152,837)	(310,152,837)	–	
Tier 2 Capital – General Loan				
Loss Provision	20,312,551	20,312,551	–	
Total	1,511,275,133	1,327,255,942		

December 31, 2023	Qualifying capital	Per AFS	Reconciling items	Notes
Paid-up common stock	5,000,000,000	5,000,000,000	–	
Retained earnings	(1,028,632,874)	(1,032,270,888)	9,638,014	<i>Prior year audit adjustment</i>
Undivided profits	(2,534,255,695)	(2,471,682,149)	(62,573,545)	<i>Current year profit and loss audit adjustments</i>
Other comprehensive income	19,455,789	14,591,842	4,863,947	<i>DTA adjustment on Fair Value through Other Comprehensive Income mark-to-market adjustment</i>
Regulatory adjustments				
Total outstanding credit	(75,056,636)	(75,056,636)	–	
...accommodations to DOSRI				
Other tangible assets	(375,166,066)	(375,166,066)	–	
Tier 2 Capital – General Loan				
Loss Provision	107,299	107,299	–	
Total	1,006,501,817	1,054,573,402		

Credit risk-weighted assets (CRWA)

Below table shows total credit exposure, net of specific provisions, broken down by type of exposures and by risk bucket:

December 31, 2024

On-Balance Sheet Assets	0% – 50%	75% – 100%	150%	Deduction from Capital	Total
Due from BSP	5,984,337,209	-	-	-	5,984,337,209
Due from other banks	1,760,376,491	-	-	5,311,271	1,765,687,762
Financial assets at FVOCI	3,246,395,829	-	-	-	3,246,395,829
Investments at amortized cost	10,403,280,085	-	-	-	10,403,280,085
Loans and receivable, net	-	2,363,126,635	157,007,754	-	2,520,134,389
Securities purchased under agreements to resell	2,456,719,802	-	-	-	2,456,719,802
Other assets					
Bank premises, furniture, fixtures and equipment, net	-	358,913,262	-	-	358,913,262
Due from settlement partners	-	2,016,654,861	-	-	2,016,654,861
Other assets	-	764,945,005	-	-	764,945,005
Deferred tax assets				41,998,934	41,998,934
Intangible assets, net				310,152,837	310,152,837
Total On-Balance Sheet Assets, not covered by CRM	23,851,109,415	5,503,639,763	157,007,754	357,463,041	29,869,219,974
Total On-Balance Sheet Assets, covered by CRM	-	-	-	-	-
Total On-Balance Sheet Assets	23,851,109,415	5,503,639,763	157,007,754	357,463,041	29,869,219,974

December 31, 2023

On-Balance Sheet Assets	0% – 50%	75% – 100%	Deduction from Capital	Total
Due from BSP	1,245,242,219	-	-	1,245,242,219
Due from other banks	1,933,495,073	-	75,056,636	2,008,551,708
Financial assets at FVOCI	1,227,308,698	-	-	1,227,308,698
Investments at amortized cost	8,087,035,621	-	-	8,087,035,621
Loans and receivable, net	-	1,182,715	-	1,182,715
Securities purchased under agreements to resell	1,334,400,639	-	-	1,334,400,639
Other assets				
Bank premises, furniture, fixtures and equipment, net	-	370,386,316	-	370,386,316
Due from settlement partners	-	1,658,510,529	-	1,658,510,529
Other assets	-	495,495,728	-	495,495,728
Intangible assets, net	-	-	375,116,066	375,116,066
Total On-Balance Sheet Assets, not covered by CRM	13,827,482,249	2,525,575,288	450,172,702	16,803,230,239
Total On-Balance Sheet Assets, covered by CRM	-	-	-	-
Total On-Balance Sheet Assets	13,827,482,249	2,525,575,288	450,172,702	16,803,230,239

Below table shows the total credit-risk weighted assets (CRWA) broken down by type of exposures and by risk bucket:

<u>December 31, 2024</u>				
Risk-Weighted On-Balance Sheet Assets	0% - 50%	75% - 100%	150%	Total
Due from BSP	-	-	-	-
Due from other banks	880,188,245	-	-	880,188,245
Financial assets at FVOCI	-	-	-	-
Investments at amortized cost	-	-	-	-
Loans and receivable, net	-	2,363,126,635	235,511,631	2,598,638,266
Securities purchased under agreements to resell	-	-	-	-
Other assets				
Bank premises, furniture, fixtures and equipment, net	-	358,913,262	-	358,913,262
Due from settlement partners	-	2,016,654,861	-	2,016,654,861
Other assets	-	764,945,005	-	764,945,005
Deferred tax assets	-	-	-	-
Intangible assets, net	-	-	-	-
Total On-Balance Sheet Assets, not covered by CRM	880,188,245	5,503,639,763	235,511,631	6,619,339,640
Total On-Balance Sheet Assets, covered by CRM	-	-	-	-
Total On-Balance Sheet Assets	880,188,245	5,503,639,763	235,511,631	6,619,339,640

December 31, 2023

Risk-Weighted On-Balance Sheet Assets	0% – 50%	75% – 100%	150%	Total
Due from BSP	-	-	-	-
Due from other banks	996,747,536	-	-	996,747,536
Financial assets at FVOCI	-	-	-	-
Investments at amortized cost	-	-	-	-
Loans and receivable, net	-	1,182,715	-	1,182,715
Securities purchased under agreements to resell	-	-	-	-
Other assets				
Bank premises, furniture, fixtures and equipment, net	-	370,386,316	-	370,386,316
Due from settlement partners	-	1,658,510,529	-	1,658,510,529
Other assets	-	495,495,728	-	495,495,728
Deferred tax assets	-	-	-	-
Intangible assets, net	-	-	-	-
Total On-Balance Sheet Assets, not covered by CRM	996,747,536	2,525,575,288	-	3,492,322,824
Total On-Balance Sheet Assets, covered by CRM	-	-	-	-
Total On-Balance Sheet Assets	996,747,536	2,525,575,288	-	3,492,322,824

The Bank has no off-balance sheet exposure, exposure covered by credit risk mitigation, exposure to securitization structures, credit protection products, and investments in other types of structured products.

Standardized credit risk weights were used in the credit assessment of asset exposures. Third party credit assessments were based on the ratings by Standard & Poor's, Moody's, Fitch and Philratings on exposures to Sovereigns, Multilateral Development Banks, Banks, Local Government Units, Government Corporations and Corporates.

Market risk-weighted assets (MRWA)

Below table shows total market risk-weighted assets broken down by type of exposures:

	2024	2023
Using standardized approach		
Interest rate exposures	-	-
Equity exposures	-	-
Foreign exchange exposures	62,512,600	115,374,769
Options	-	-
Sub-total (standardized approach)	62,512,600	115,374,769
Using internal models approach	-	-
Total market risk-weighted assets	62,512,600	115,374,769
Foreign Exchange Exposures	2024	2023
Total capital charge	5,001,008	9,229,982
Adjusted capital charge	6,251,260	11,537,477
Equivalent market risk-weighted assets	62,512,600	115,374,769

Operational risk-weighted assets

	2024	2023
Operational risk-weighted assets	212,445,515	25,655,676.28

The Basic Indicator Approach is used in the Bank's computation of operational risk-weighted assets. Using this approach, operational risk-weighted assets is computed as 1.25 times fifteen percent of the average gross income reported by the Bank over the last three reporting periods. Given that the Bank commenced its operations in 2022, gross income for the previous three years from said year is nil which served as the basis for the operational risk charge in 2022.