SHAREHOLDERS' ACCOUNT AND SIGNATURE UPDATE FORM

DATE: _____

STOCKHOLDERS NUMBER _____

_____

Last Name **First Name** **Middle Name**

PRESENT ADDRESS _____

Street Number Street Name Subdivision

_____

Barangay City/Province Postal Code

DATE OF BIRTH : _____ MARITAL STATUS : _____

NATIONALITY : _____ TIN : _____

MOBILE NO. : _____ TEL. NO. : _____

EMAIL : _____ Other Information : _____

SPECIMEN SIGNATURE (PLEASE SIGN THREE TIMES)

REQUIRED DOCUMENTS

INDIVIDUALS - Valid Government issued ID/s
CORPORATION - SEC General Information Sheet, Articles of Incorporation, By-Laws & Secretary Certificate re: Authorized Signatories, valid Gov't issued IDs of authorized signatories

MERALCO CASH DIVIDEND DIRECT CREDIT PROGRAM ENROLLMENT FORM

Bank Name/Branch : _____

Bank Address : _____

: _____

Account Type : Joint "Or"____ Joint "And"_____

Account Name : _____

: _____

Savings Account Number : _____

Current Account Number : _____

MESALA Account Number : _____

(FOR RCBC STOCK TRANSFER USE ONLY)

Received By/Date:_____ Signature Verified By/Date: _____ Approved by/Date : _____

I hereby authorized Rizal Commercial Banking Corporation (RCBC) to credit the cash dividend to my account.

That by signing this form, I hereby certify that all the information I provided are true and correct.

Shareholder's Signature

Bank Certification with bank account details or other bank documents shall be required to validate the account details provided in this form.

DATA PRIVACY CONSENT

I hereby agree, consent, and authorize RCBC Stock Transfer or Manila Electric Company (MERALCO), its directors, officers, employees, authorized representatives or third parties, to collect, use, dispose, transfer, store, obtain, record, share, update, modify, monitor, and/or process my confidential information, personal information, and sensitive personal information (Personal Data), in accordance with R.A. No. 10173 "The Data Privacy Act of 2012" and its implementing rules and regulations and any of its amendments.

I hereby agree that said Personal Data shall not be shared to third parties outside of MERALCO, other than its stock transfer agent, except in special circumstances where I have given my specific consent or as required by laws, rules, or regulations. I acknowledge that the transfer agent has been required to implement its own data privacy program to secure and keep my information confidential in accordance with law. Said personal data shall be stored in the Stock Transfer Registry System of MERALCO's transfer agent, with a retention of period of up to ten (10) years or such period as the law or the rules required.

I acknowledge that I am afforded certain rights in relation to my Personal Data such as the right to object or withdraw my consent and/or edit my consent preference at any time.

I understand, acknowledge and confirm of my/our awareness of the numerous risks inherent and associated in conveying my instructions to RCBC, including the written instructions delivered to or received by MERALCO via e-mail (including but not limited to damages incurred as a result of interception of any email, failure of any encryption of any attachment to an email, viruses within the machine/terminal used by me/us, lack of clarity in the e-mail instructions, and any risks associated with MERALCO or RCBC Stock Transfer Agent processing a forged/tampered e-mail instruction in good faith) and hereby confirm my acceptance of all risks and unconditionally agree that all risks shall be borne by me and MERALCO or RCBC Stock Transfer Agent shall not be liable for any losses or damages arising as a consequence of MERALCO or RCBC Stock Transfer Agent acting on any e-mail instructions by me or purporting to be from me received by MERALCO or RCBC Stock Transfer Agent via e-mail."

Shareholder's Signature

RCBC COPY

MERALCO Cash Dividend Direct Credit Program (CDDCP)

What is MERALCO Cash Dividend Direct Credit

Cash Dividend Direct Credit Program (CDDCP) is an alternative solution offered by MERALCO for its shareholders. This program aims to deliver a fast, convenient and real-time crediting of cash dividends thru the bank accounts provided by MERALCO shareholders.

Benefits of the CDDCP for MERALCO and Shareholders

- CDDCP ensures immediate readiness of cash dividend since shareholders' bank account will be credited on the payment date
- Convenience of receiving cash dividends without going to the bank to deposit or cash the check
- No waiting time and losing cash dividend checks due to the failure of courier delivery
- Helps in saving environment due to less use of paper in the issuance of checks

MERALCO Cash Dividend Direct Credit Program (CDDCP) enrollment procedure

Single Name Shareholdings

- Duly Accomplished Signature and Account Update Form/CDDCP
- Presentment of at least two (2) valid government issued IDs
- Bank Certification with bank account details or other bank documents to validate the account details

Joint Or/And Shareholdings

- Duly Accomplished Signature and Account Update Form/CDDCP
- Presentment of at least two (2) valid government issued IDs
- Bank Certification with bank account details or other bank documents to validate the account details
- CDDCP enrollment of Joint "Or" and "And" Accounts can only be accepted/approved if the co-depositor (who is not a shareholder) will also agree/sign in the MERALCO CDDCP Enrollment and Consent Form

Special Accounts (SSS/GSIS Pledged Accounts)

- Shareholders under SSS Stock Investment Loan Program **can enroll** in the CDDCP
- Shareholders with "SSS FAO" shall be accepted/valid for CDDCP enrollment and bank transfer
- Shareholders under GSIS Stock Investment Loan Program **cannot enroll** in the CDCCP and are advised to update their accounts with RCBC Stock Transfer upon full payment

Shareholdings under maiden name

- Shareholders are advised to update their account information with RCBC Stock Transfer before the enrollment in the CDDCP

Joint Or/And Shareholdings

- Joint "Or" and "And" Shareholdings are **ONLY** allowed to enroll in the CDDCP using the **same** Joint or/and bank account. Joint shareholdings cannot be credited to a single bank account

MERALCO Active or Retirees /MESALA Members

- For MESALA Members- MERALCO will do the verification of accounts with Letter of Instruction from Corporate Compliance Office. While the recording and updating of accounts (including the capturing of MESALA Accounts) will be done by RCBC Stock Transfer.
- Same verification procedure (performed by RCBC) will apply to Meralco active employees and retirees if they will nominate a bank account (Non-MESALA Account).

Corporate Accounts

- SEC General Information Sheet
- Articles of Incorporation, By-Laws & Secretary Certificate re: Authorized Signatories,
- Gov't issued IDs of authorized signatories
- Bank Certification with bank account details or other bank documents to validate the account details

Original documents must be submitted to:

RCBC Stock Transfer
Ground Floor, Grepalife Building
221 Sen. Gil Puyat Avenue Cor. Pasong Tamo Street
Makati City

(For the protection of Shareholders' information and identity, RCBC Stock Transfer will occasionally require personal appearance of the shareholders. All information pertaining to shareholders shall be treated confidential)

List of valid Identification Documents (ID)

Primary (present only one (1) Original ID)

- Passport
- Driver's License
- PRC ID
- SSS
- Senior Citizen Card
- IBP
- Unified ID
- Voter's ID (new issued)
- Philhealth ID (with signature and picture)
- GSIS ID
- Alien Certificate/Immigrant ID
- Firearms License
- AFP Retiree ID
- Seaman's Book

Secondary (present two (2) original IDs)

- TIN ID
- AFP Dependent Card
- Postal ID
- Police Clearance
- NBI Clearance
- OWWA ID
- Barangay ID
- Company Issued Ids
- School ID

(IDs presented to RCBC Stock Transfer or MERALCO Corporate Compliance must not be expired and with clear signature and picture)

Participating Banks (Partial list)

Local Universal and Commercial banks

- Asia United Bank
- Banco de Oro (BDO)
- Bank of Commerce
- Bank of the Philippine Islands (BPI)
- BPI Family Savings Bank
- China Banking Corporation
- City Savings Bank
- East West Banking Corporation
- Metropolitan Bank and Trust Company (MBTC)
- Philippine Bank of Communication (PBCom)
- Philippine National Bank (PNB)
- Philippine Savings Bank (PS Bank)
- Rizal Commercial Banking Corporation (RCBC)
- RCBC Savings bank
- Security Bank
- Union Bank of the Philippines (Union Bank)

Government Banks

- Development Bank of the Philippines (DBP)
- Land Bank of the Philippines (LBP)
- United Coconut Planters Bank (UCPB)

Foreign Banks

- Citibank
- Hongkong and Shanghai Banking Corporation (HSBC)

Other

- MESALA (For members only)

If bank is not included in the list of Participating Banks

In case the bank is not in the list of participating banks the shareholders may opt to open an account or shareholders will continue to receive cash dividends in check form.

Closed Accounts while enrolled in the CDDCP

If the shareholder's bank account enrolled in the CDDCP has been closed, he/she must notify and update his/her account information with RCBC Stock Transfer. The shareholder can either assign a new bank account or choose to receive cash dividends in check form.

Can the shareholder request to disengage in the CDDCP?

Yes, by submitting a letter stating the request to discontinue the enrollment in CDDCP. Once approved by RCBC Stock Transfer the shareholder shall begin to receive cash dividend in check form. (co-depositors' consent shall not be required).

Can the cash dividends be credited to a bank account under another name?

No, MERALCO will only pay cash dividends directly to bank accounts registered under the stockholder's name.

Is there a fee for shareholders when applying for CDDCP or deductions from my cash dividend?

No fee shall be charged against MERALCO shareholders when enrolling for CDDCP and **No deductions** shall be applied in the payment of cash dividends to designated bank accounts.

Crediting of cash dividends by RCBC to shareholders' accounts

A cut-off and schedule of crediting shall be implemented by RCBC to beneficiary banks of shareholders. If no significant AMLA findings has been found the crediting of cash dividends can be expected by shareholders on the payable date of cash dividends.

Please note that if amount to be credited in shareholders' accounts is significant, said amount shall be subject to AMLA checking by beneficiary banks, this process may result to a minor delay in the crediting of cash dividends. Once cleared by the beneficiary bank the shareholders can expect the crediting of cash dividends to designated bank accounts.

For more details about Cash Dividend Direct Credit Program and other shareholder inquiries you may visit, call or email RCBC Stock Transfer or MERALCO Corporate Compliance Office at:

RCBC Stock Transfer
Ground Floor, Grepalife Bldg.
221 Sen. Gil Puyat Avenue cor.
Pasong Tamo Street, Makati City
Tel. no.: 892-7566/892-9362/892-4156
Email : rcbcstocktransfer@rcbc.com

MERALCO Corporate Compliance Office
Ground Floor, Lopez Bldg.
MERALCO Center, Brgy. Ugong
Ortigas avenue, Pasit City
Tel. no.: 632-8883/632-2731/632-8616
Email : corporate.compliance@meralco.com.ph

This enrollment form is subject to verification process of RCBC Stock Transfer.

CASH DIVIDEND DIRECT CREDIT PROGRAM (CDDCP)

TERMS & CONDITIONS

Liabilities of parties in the event of failure of payments of cash dividend to the designated bank accounts due to system failure, fraud (internal or external intrusion), or any cybercrime related incidents "Force Majeure" or acts of God:

Responsibilities of RCBC in system failure, fraud (internal or external intrusion) and cybercrime related incidents

- In the event of troubles or delay on the transfer of funds on the payable date of cash dividends due to system failure, fraud (internal or external intrusion) or any cybercrime related incident, an internal investigation shall be conducted by RCBC to determine if said incidents is a result of failure on, during, or after RCBC operations. RCBC shall have three (3) days to investigate and determine if said troubles or delays is a result of RCBC operations, a third-party system (beneficiary bank) or a fraud (internal or external intrusion) or a cybercrime related incident. The liabilities of RCBC or MERALCO to the shareholder shall be determined based on the terms of the Stock Transfer, Stock Registrar and Dividend Paying Agency Agreement, including its amendments or supplemental.
- RCBC shall **NOT** be liable to any system failure, fraud (internal or external intrusion) or cybercrime related incidents in a third-party system (beneficiary bank).

MERALCO's funding of accounts

- MERALCO shall be liable to cover any damages or penalties from its failure to deliver or transfer funds on the payable date of cash dividends.

Third-party system (beneficiary bank)

- Successful transfer of funds to a third-party system shall no longer be the liability of RCBC but of the shareholders and its beneficiary bank.

Reports on transfer of funds and troubleshooting if RCBC electronic delivery system is unsuccessful

- In case of system failure, a check can be issued immediately if no correction can be done on the payable date of cash dividend. The shareholders shall be advised that a check shall be issued within five (5) days and to be delivered to shareholders' mailing address.
- A status report on the transfer of funds shall be provided to MERALCO within three (3) days.

Failure of cash dividend payment on the payable date due to "Force Majeure" or Acts of Nature cannot be taken against either/or RCBC, to a third-party (beneficiary bank), or MERALCO.

Liabilities on the part of shareholders and co-depositors if credited fund is a result of system failure, fraud (internal or external intrusion) and any cybercrime related incident:

- If credited funds are results of system failure, fraud or cybercrime related incident with or without the permission of shareholders and co-depositors, RCBC and MERALCO shall have the authority to recover from designated bank accounts of shareholders and co-depositors. Recovery of funds shall include any amount credited by means of system failure (erroneous, double or multiple credit entries), fraud (internal or external intrusion) or any cybercrime related incident.
- If funds (a result of system failure, fraud or cybercrime incidents) have been willingly or unwillingly withdrawn by shareholders or co-depositors, both accountholders are responsible to return the funds to RCBC.
- If shareholders and co-depositors have failed to pay or return the funds (a result of system failure, fraud or cybercrime), RCBC and MERALCO shall have the authority to hold all future cash dividends in order to recover any unreturned funds. The shareholders shall only begin to receive the cash dividends once the fund has been fully settled.

Credit posting of cash dividends to shareholders' accounts

- On the payable date of cash dividends, a cut-off and schedule of crediting of funds shall be implemented by RCBC to beneficiary banks of shareholders. If no significant AMLA findings has been found the crediting of cash dividends can be expected by shareholders on the payable date of cash dividends.

AMLA checking of funds

- All significant funds (P500,000.00 and above) credited in shareholders' designated bank accounts shall be subject to AMLA checking by the beneficiary banks. This process may result to a delay in the crediting of cash dividends. If cleared by the beneficiary bank the shareholders shall expect the crediting of cash dividends to their designated bank accounts.

That by signing this form I hereby certify that I fully understand the terms and conditions in this Cash Dividend Direct Credit Program.

Shareholder's Signature

RCBC COPY