

1. What is Metrobank Business Online Solutions all about?

Metrobank Business Online Solutions or **Metrobank B.O.S.** will replace *Metrobankdirect Corporate* you are currently using. It is essentially a suite of transaction banking solutions that covers both **Cash Management Solutions** and **Trade Services and Finance**. These solutions and services are tailored to fit each client to simplify their daily transaction banking needs. This includes **easy viewing of accounts, monitoring of receivables, and initiating payments**.

2. Why is Metrobankdirect Corporate (MDC) being replaced?

Three main reasons:

- **Relevance.** To provide you with a more complete transaction banking system that offers transactions under both Cash Management Solutions and Trade Services and Finance.
- **Customer Experience.** To offer a more user-friendly and dependable system that is more secure with a system expansion.
- **Marketability.** To service all types of businesses, regardless of size, nature, and purpose.

3. What are the new features of Metrobank B.O.S.? What benefits can my company expect from replacing MDC with Metrobank B.O.S.?

- A complete, one-stop-shop transaction banking system for businesses
- Robust set of payment options and payment control features
- Ability to save templates and recurring transactions
- Customizable reports based on your business' requirements
- Secure and protected system using multifactor authentication via soft token device and is GlobalSign verified (*Please refer to Item #6 for a clearer definition*)
- ERP integration via Host-to-Host (easy system integration between you and your business partners)
- System Administrator who can add, modify, and delete User access

4. What happens to MDC?

MDC will be decommissioned once migration of corporate clients to Metrobank B.O.S. has been completed. Migration will begin in 2019.

5. Will we still be able to use the same MDC solutions we availed of in Metrobank B.O.S.?

Yes, all solutions that you are currently enjoying in MDC will be available in Metrobank B.O.S. Your enrolled solutions in MDC will automatically be migrated to Metrobank B.O.S. during the migration period alongside your enrolled account numbers, products availed, Users, and authorization rules.

6. How is Metrobank B.O.S. more secure than MDC?

Metrobank B.O.S. is secured by GlobalSign, one of the world's leading security providers for online financial sites. Moreover, a multi-factor authentication via soft token will be available to all Users – this gives another layer of security for your financial transactions.

7. Will we be trained on how to use Metrobank B.O.S.?

Yes! While we are confident of Metrobank B.O.S.'s intuitive and easy-to-use interface, we will still be providing User Guides to help you navigate your way in the new system.

For Present & Pay (Electronic Invoice Presentment & Payment) and Business Payment Gateway (Internet Portal Payment) clients, we will be assisting you with system specifications and other requirements related to system integration, and scheduling training and implementation to help make the process of switching to the new system as simple and as hassle-free as possible.

8. What kind of support should we expect once we start using Metrobank B.O.S.? Is it the same as MDC? Page | 2

In Metrobank B.O.S., we have enhanced our support units to better help you answer your queries and requests. In addition, you may directly contact our Customer Care Department or your Branch of Account, Relationship Manager/Sales Officer for any issues, concerns, or complaints that you may experience while using Metrobank B.O.S. These will be in addition to the User Guide and FAQs that will be provided to help you appreciate the benefits and features of each module in Metrobank B.O.S.

a. Will the procedure on reporting issues/concerns/complaints about MDC still be the same even after migration to Metrobank B.O.S.?

Yes, the procedure on escalating issues/concerns/complaints regarding MDC will still be in place even after you have been migrated to Metrobank B.O.S. Just remember that you will no longer be able to access your MDC account after **seven (7) calendar days** from the date you have been fully migrated to Metrobank B.O.S.

b. Where can I reach Customer Care?

You may reach our Customer Care via the following channels:

- ☎ (632) 898-8000, press 2 then 2
- ☎ Domestic Toll Free: 1-800-10-8579727
- 📱 (0949) 994-2417 (for Smart); (0917) 523-3364 (for Globe)
- ✉ ibs.customercare@metrobank.com.ph

c. Is Metrobank B.O.S. Customer Care available even on holidays and weekends?

Our Customer Care will be available to assist you **from 8:30AM to 7:00PM on Mondays to Fridays**, except during bank holidays.

9. When will Metrobank B.O.S. be launched? How will we be informed?

Metrobank B.O.S. will be launched in the first quarter of 2019. To prepare you for this, we will send a series of e-mail announcements to your current Users about Metrobank B.O.S. The email will also contain a set of onboarding documents and migration guidelines.

10. What do I have to do to ensure my company's seamless migration to Metrobank B.O.S. from MDC?

a. What is required of us? Are there forms that I need to accomplish?

You are required to **re-submit** the following onboarding documents:

Page | 3

Required Documents for Onboarding	Optional Documents for Onboarding
Scanned copy of the updated Secretary's Certificate, Partnership Resolution or DTI Permit, whichever applies	EBTC Annex A Pricing Schedule and Service Activation Form
Signed Electronic Banking Terms & Conditions (EBTC)	EB Service Facility Terms & Conditions
Completed System Administrator Designation Form	Account Information Enrollment Form
	Customer Care Department Enrollment Form

Required Onboarding Documents

- **Scanned copies of the updated Secretary's Certificate** (for corporates) or **Partnership Resolution** (for partnerships) or **DTI Permit** (for sole proprietorship). Puts into writing your authorized signatories who can designate your *System Administrator/s* who can then appoint Users to access, transact and send financial instructions relating to your accounts through the electronic banking or delivery channel, as well as initiate credit-related (e.g. Trade) transactions.
- **Signed Electronic Banking Terms & Conditions (EBTC)**. Indicates your familiarity and understanding of the new system's terms and conditions.
- **Completed System Administrator Designation Form**. Provides additional details about your designated System Administrator.

Optional Onboarding Documents

- **EBTC Annex A Pricing Schedule and Service Activation Form**. A customizable document to activate non-standard products, document negotiated Standard Fees and Charges, and implement customized handling/services.
- **EB Service Facility T&Cs**. Governs the usage of the products outside Standard Offering, namely: Direct Debit, Check Warehousing, Present & Pay, Manager's Check, and Corporate Check. Trade, Payroll and Business Payment Gateway will have separate agreements.
- **Account Information Enrollment Form**. Enrolls your account numbers (both Metrobank or third party accounts).
- **Customer Care Department Enrollment Form**. Designates employees who can contact our dedicated Client Management Team for escalations and requests.
- **Other documents** may be required, depending on the complexity of the product you availed of.

b. When do I have to submit the required forms?

You may submit the completed and signed forms and contracts/agreements on or before **December 1, 2018**, though we strongly encourage you to submit them to us early for faster implementation. **Please note that processing your account migration will be put on hold if the onboarding documents submitted are incomplete.**

c. How long will it take to migrate all of my company's Users to Metrobank B.O.S.?

Upon submission of onboarding documents, our Enrollment Section will follow a **'First In, First Out' method** in enrolling your company's designated Users to the new system. Once enrolled to Metrobank B.O.S., Users will receive a call to schedule their training and receive an e-mail with their default log-in details after. Training of your Users to Metrobank B.O.S. may take at least two (2) hours depending on the complexity of the account.

d. We're very busy at the moment. Can we choose the period when the migration can happen?

For special migration timings, you may coordinate with your Branch of Account or handling Relationship Manager/Sales Officer to make the necessary arrangements.

e. Who will help us with the migration?

We will! You may directly coordinate with our Customer Care, your Branch of Account, your handling Relationship Manager, or your Sales Officer for any concerns, requests, or suggestions regarding Metrobank B.O.S. We will also assist you in setting up your User training schedule.

f. Can we start using Metrobank B.O.S. if we're able to complete the migration process earlier than expected?

Yes, you are encouraged to start using Metrobank B.O.S. once you have completed the migration process.

g. Can I still use my personal accounts as my Source Account?

No, you cannot. The use and enrollment of personal accounts in Metrobank B.O.S. is prohibited. However, you can only use personal accounts only if the account type is changed to a **corporate account**.

11. Will I still be able to use MDC during the migration to Metrobank B.O.S.?

Yes, you can still use MDC. However, once you have been successfully migrated to Metrobank B.O.S., access to your MDC account will be limited to approving transactions that have been previously created. All transactions to be approved by your Authorizer/s must be executed within **seven (7) calendar days** from the date the e-mail notice of successful migration is received. You are not allowed to use MDC and Metrobank B.O.S. concurrently.

12. How and when will I know if my company has successfully been migrated to Metrobank B.O.S.?

Upon submission of the complete set of onboarding documents, your company's migration to Metrobank B.O.S. will commence.

Step 1: Your newly enrolled Users will receive a call from us to schedule User training to Metrobank B.O.S., after which they will receive an email notifying them of a successful company migration.

Step 2: After the training is conducted by our Implementation officer, they will receive a default set of log-in credentials via email, which will then be used to log in to Metrobank B.O.S. for the first time.

Step 3: For their security, they will be able to change their credentials immediately after the initial log-in.



METROBANK BUSINESS ONLINE SOLUTIONS / FREQUENTLY ASKED QUESTIONS

The transactional access in MDC will be immediately limited to viewing and authorizing of transactions and will be deactivated after **seven (7) calendar days**.

13. How do I fill-out the forms?

A User Guide is sent to your Users' e-mail addresses and includes the forms and contracts/agreements. You may contact our Customer Care, your Branch of Account, or handling Relationship Manager/Sales Officer to properly guide you in filling out the forms and contracts/agreements.

Page | 5

14. To whom should I submit my fully accomplished forms and signed contracts/agreements?

You may submit the fully accomplished forms and signed contracts/agreements to your Branch of Account or to your handling Relationship Manager/Sales Officer.