



IMPORTANT ADVISORY TO OUR CLIENTS

Please be informed that we will conduct a system maintenance starting on **May 21, Tuesday 6PM** until **May 22, Wednesday, 6PM** which will affect some RCBC MyDebit Mastercard and MyWallet Prepaid cards.

During this period, affected cardholders will not be able to use their RCBC cards for the following transactions:

- All ATM transactions
- In-store (POS) & online purchases
- All RCBC Online Banking transactions
- Over-the-counter transactions
- Loading thru any channel for affected MyWallet cardholders

We strongly encourage clients to schedule their transactions in advance to avoid any inconvenience.

RCBC shall notify in advance all affected customers through text (SMS) and email, should you have any questions or concerns, you may call our Customer Care hotline at 877-7222.

Thank you for your continued patronage.

FREQUENTLY ASKED QUESTIONS:

- 1) **What RCBC cards are affected by this system maintenance?**
Some RCBC MyDebit Mastercard and RCBC MyWallet Prepaid cards are affected by this system maintenance.
- 2) **How do I know if my card is affected?**
Affected cardholders will be directly informed via SMS and email from RCBC.
- 3) **When can I use my RCBC card again?**
Your card will be ready for use again by May 22, Wednesday, starting at 6:01PM.
- 4) **What will happen to my existing card after the 24-hour system maintenance?**
You will be able to continue using your card as well as all types of transactions will be restored.