

Cash and Check Pick-Up / Coin and Bills Supply Product Terms and Conditions (PTC)

A. SCOPE OF SERVICES

RCBC shall provide the following services (the "Services") to CLIENT:

- CASH AND/OR CHECK PICK-UP** - RCBC shall pick-up cash or checks ("Funds") from CLIENT's outlet/s ("Outlet/s"), as identified by CLIENT in writing, through RCBC Associates/ Agents. "RCBC agents" shall refer to independent subcontractors, including their employees and personnel, engaged by RCBC to perform designated portions of the Services. RCBC associate/s and RCBC agent/s shall be collectively referred to herein as "RCBC Authorized Representative/s".
- COINS AND BILLS SUPPLY** - RCBC, through RCBC Authorized Representative/s, shall deliver CLIENT's change fund requirements ("Change Fund") and/or the proceeds of CLIENT's withdrawal transactions ("Cash Delivery").

B. SECURITY ASSESSMENT

CLIENT shall provide a safe and secure location in its Outlet/s for RCBC Authorized Representatives to pick-up Funds and/or turn-over Change Funds or Cash Deliveries. For this purpose, RCBC reserves the right to inspect and conduct security assessments of such locations in the Outlet/s before the execution the CEF and/or at any time during the term of the service. The parties shall mutually cooperate with each other to address any security risks that may be detected by RCBC and/or to identify another secure location in the Outlet/s.

C. CLIENT'S AUTHORIZED REPRESENTATIVES

- CLIENT's authorized representative/s, as identified by CLIENT by written notice to RCBC ("CLIENT's Authorized Representative/s"), shall be responsible for (i) turning over Funds and deposit form/s to RCBC Authorized Representative/s during each pick-up and (ii) receiving from RCBC Authorized Representative/s Change Funds and/or Cash Deliveries requested by CLIENT. "Deposit form/s, as used in this PTC, shall include paper-based and electronic forms as RCBC may prescribe for use in the Outlet/s, which shall contain details of the Funds picked-up, such as, but not limited to, transaction date, total amount, quantity of bills and coins, and check numbers. CLIENT shall promptly inform RCBC in writing of any changes to CLIENT's Authorized Representative/s, endorsed by CLIENT'S Delegated Officer/s for the Services.
- RCBC reserves the right to refuse to pick-up any Funds from, or to deliver any Change Fund or Cash Delivery to, persons other than CLIENT's Authorized Representative/s on record. For all other requests and transactions, CLIENT hereby authorizes RCBC to rely upon and act in accordance with CLIENT's written requests and instructions duly signed by CLIENT's Delegated Officer/s and/or CLIENT's Authorized Signatories ("Client Instruction"). RCBC, its directors, officers, stockholders, subsidiaries, employees, service providers, and subcontractors; and RCBC Authorized Representative/s shall not be held responsible for any loss or damages arising from any Client Instruction. Notwithstanding the foregoing, RCBC reserves the right not to comply with any Client Instruction which is contrary to Banking Regulations, RCBC's internal policies or procedures, or prejudicial to the interest of RCBC, if implemented.

D. AVAILMENT OF THE SERVICES

- This PTC shall take effect upon execution of the CMS Enrollment Form (CEF) and shall remain in force and in effect until terminated by either party pursuant Section F (Term and Termination) of the CCM Master Terms and Conditions (MTC)
- For its availment of the Service(s), CLIENT shall open/nominate in writing its RCBC Savings/Current Account/s as its Depository Account/s. All Funds picked-up will be credited to, and the pertinent fees and charges will be debited from, the Depository Account/s.

E. COMPENSATING BUSINESS, FEES, & CHARGES

- CLIENT shall pay RCBC a Service Fee per pick-up, which shall be automatically debited by RCBC from the Depository Account(s) on the fifth (5th) Banking Day of the following month or payable in such other manner as may be agreed upon by the parties in writing, and/or shall maintain an Average Daily Balance ("Required ADB") in the Depository Account(s).
- The CLIENT agrees to comply with the commercial and payment terms stated in the CEF or its equivalent Enrollment / Maintenance Form.

F. CASH AND/OR CHECK PICK-UP

- The pick-up schedule, Outlet/s to be serviced, mode of pick-up per Outlet, and the particulars of CLIENT's Authorized Representative/s per Outlet shall be set by the parties in writing. CLIENT may request additional pick-ups from time to time. Additional pick-ups shall be deemed to mean all requests for pick-ups that are beyond the

scope previously agreed upon by the parties in writing. All such requests shall be subject to RCBC's discretion and such applicable fees as may be imposed by RCBC, without prejudice to RCBC's right to modify the applicable fees and/or charges for the Services.

- CLIENT acknowledges and agrees that no deposit relationship shall exist between CLIENT and RCBC from the time Funds are picked-up by RCBC Authorized Representatives in CLIENT's Outlet/s until the Funds actually arrive in RCBC premises.
- All pick-ups of Funds shall be in accordance with the procedure set by RCBC and shall be done by the identified RCBC Authorized Representatives. RCBC shall be authorized to take all appropriate security measures necessary to protect the Funds and RCBC Authorized Representatives during each pick-up.
- The amount of Funds picked-up from Outlet/s as indicated in deposit forms shall be provisional and is subject to verification and/or clearing procedures, as applicable, and RCBC's confirmation.
- RCBC reserves the right to refuse to pick-up any Funds or adjust the amounts credited to the Depository Account/s if RCBC determines that:
 - There is a discrepancy on the deposit transaction as described in the deposit form, including but not limited to, discrepancies between the amount indicated in the deposit form and the actual amount received and counted by RCBC Authorized Representative/s, or cases of over-crediting, erroneous crediting, or misposting;
 - In case of coin deposits in bulk, there is a discrepancy between the amount indicated in the deposit form and the actual coin deposit as determined by the *Bangko Sentral ng Pilipinas* ("BSP"); provided that the coin bag seals are not removed, opened or tampered with while under the custody of the RCBC's Authorized Representatives during pick-up to the time the coin deposits are deposited by RCBC to BSP;
 - There are counterfeit notes/bills, forged/stale/technically deficient/ineligible checks among the Funds picked-up;
 - Checks picked-up and credited to Depository Account/s are returned by drawee bank ("returned checks"), subject to Section G.8 below;
 - There are missing information relevant to the processing of the picked-up Funds for deposit or the crediting of such Funds to the Depository Account/s, such as but not limited to, missing or inaccurate reference or Outlet codes (if applicable) or any other missing or inaccurate information on the deposit form;
 - Unauthorized alteration or tampering of deposit form/s by CLIENT's Authorized Representatives;
 - Other similar or analogous instances.
- Returned checks shall be handled as follows:
 - Any provisional credits and/transactions corresponding to a returned check shall be immediately debited and otherwise reversed;
 - CLIENT may request RCBC to re-deposit a returned check, subject to RCBC's prior approval;
 - In the event that the physical copy of any returned check is misplaced or lost, RCBC may notify CLIENT of the non-payment and loss of the checks but shall have no obligation to return such physical check to CLIENT.

- If RCBC is unable to collect the full amount required to effect any adjustment, debit or reversal authorized under this PTC due to the lack or insufficiency of funds in the relevant Depository Account and no funding is received from CLIENT by the end of the same Banking Day, RCBC shall impose interest at its prevailing commercial lending rate on the uncollected amount from the date of the said adjustment, debit or reversal until the date such uncollected amount is received by RCBC.
- RCBC shall confirm amount of credited Funds either in writing through a validated deposit form or through electronic means, such as through email or SMS ("deposit confirmation"), sent to CLIENT. The amount stated in the deposit confirmation shall prevail over the amount stated in the deposit form should there be a discrepancy. If, in CLIENT's opinion, the deposit confirmation contains any error or inaccurate information, CLIENT shall, within seven (7) calendar days from receipt of the deposit confirmation, report the same to RCBC and submit proof of said error or inaccuracy; otherwise, the deposit confirmation shall be deemed correct and binding against CLIENT.

G. LIMITATION OF LIABILITY

- RCBC's liability for any loss of Funds, occurring either in transit or at any time after they are picked-up from an Outlet but before they are credited to the relevant Depository Account shall not exceed the picked-up amount as stated in the deposit form.
- In the event that physical copies of checks are lost while they are in transit or at any time after they are picked-up from the Outlet/s but before their proceeds are credited to the Depository Account/s, RCBC may notify CLIENT who shall request the issuer/s of such checks to issue Stop Payment Order/s and replacement check/s. However, RCBC shall not be required to credit any Depository

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Account for the amounts of lost checks notwithstanding the absence of a Stop Payment Order from the issuers of such checks.

3. RCBC shall in no case be liable to CLIENT for the loss of any Funds picked-up if the loss thereof is caused by or attributable to their violation of any provision of this PTC or any other fault or negligence committed by or participated in by CLIENT's Authorized Representative/s, employees, service providers or agents.

H. CHANGE FUND AND CASH DELIVERY

1. CLIENT may request a Change Fund delivery by submitting a duly accomplished Change Fund Request Form to RCBC. In the event that CLIENT wishes to cancel or modify any of Change Fund requests, CLIENT shall promptly inform RCBC in writing, without prejudice to RCBC's right to modify the applicable fees and/or charges for the Services.

2. CLIENT may request in writing a Cash Delivery through the Branch of Account where the relevant withdrawal or check encashment transaction was completed.
3. If RCBC is, for any reason, unable to accommodate any request for Change Fund and/or Cash Delivery, RCBC shall provide reasonable notice to CLIENT before the scheduled date of delivery. All Change Fund and Cash delivery requests shall be subject to the cut-off times as advised by RCBC to CLIENT.
4. RCBC shall not be obliged to accept liability for any shortages or discrepancies on any Change Fund Delivery or Cash Delivery discovered after CLIENT's Authorized Representative/s have acknowledged receipt of the same.