

ADVISORY

Please be advised of the following changes to the Biometrics Terms and Conditions. These updates clarify existing processes and do not affect fees or service features.

II. APPLICABILITY OF BDO BIOMETRICS TERMS AND CONDITIONS

Clarifies that Clients may signify their agreement to the Biometrics Terms and Conditions either by **signing or by activating their Biometric Information in the BDO Biometrics System, consistent with existing onboarding and usage practices.**

III. ENROLLMENT IN AND ACTIVATION OF BIOMETRIC INFORMATION

Formally defines the **existing enrollment and activation procedures**, including:

- **Face and Fingerprint Enrollment** through BDO Branches
- **Voice Enrollment** through the BDO Customer Contact Center

This section also specifies that activation is completed within twenty-four (24) hours, in line with current operational timelines.

IV.F. PRIVACY STATEMENT REFERENCE

Updates the privacy reference to reflect that Clients acknowledge and agree to the **BDO Privacy Statement**, aligning the Terms and Conditions with the Bank's current data privacy framework and replacing the prior reference to the Data Privacy Consent form.

IV.H. TERMINATION OR DEACTIVATION FROM THE BDO BIOMETRICS SYSTEM

Clarifies the **established procedures for deactivation**, including:

- **Face and Fingerprint Biometrics** may be terminated through any BDO branch
- **Voice Biometrics** may be deactivated through the BDO Customer Contact Center

Further reiterates that **biometric data deletion is irreversible**, and re-enrollment is required to resume use of the service.

IV.J. RETENTION OF BIOMETRIC INFORMATION

Clarifies that retention of Biometric Information is **not indefinite** and is subject to the **retention period set out in the BDO Group Data Privacy Statement.**

VIII. COMMUNICATION CHANNELS

Updated communication channels for comments, concerns, and information on Biometrics Services, including BDO Branches, the **BDO Customer Contact Center (02) 8888-0000**, and the **BDO Consumer Assistance** webpage.

X. AMENDMENTS TO THE BDO BIOMETRICS TERMS AND CONDITIONS

Clarifies that amendments to the Terms and Conditions will take effect **after sixty (60) days' public notice**, unless immediate implementation is required by applicable laws or regulations.