

## IMPORTANT ADVISORY TO OUR CLIENTS

Please be informed that RCBC Savings Bank will conduct a system maintenance starting on May 28, Tuesday 6PM until May 29, Wednesday, 6PM which will affect some RSB ATM cards.

During this period, you will not be able to use your RSB card/s 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 you to schedule your transactions in advance to avoid any inconvenience.

Advance notification to all affected customers will be sent via text (SMS) and email, should you have any questions or concerns, you may call our Customer Care Hotline at 555-8772.

Thank you for your continued patronage.

## FREQUENTLY ASKED QUESTIONS

**What RCBC Savings Bank cards are affected by this system maintenance?**  
Some RSB ATM cards are affected by this system maintenance.

**How do I know if my card is affected?**

Affected cardholders will be informed via SMS and email from RSB. To ensure the timely receipt of bank updates from RSB, please make sure that your contact details are up to date.

**When can I use my RCBC Savings Bank card again?**

Your card will be ready for use again by May 29, Wednesday, starting at 6:01PM.

**What will happen to my existing card after the 24-hour system maintenance?**

You will be able to continue using your card and all types of transactions will be restored.

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RCBCSavingsBank