



UPDATE TO WIN PROMO

Promo Mechanics:

1. The CTBC Bank's "Update to Win" Promo runs from February 15 to December 31, 2021 and is open to all individual accountholders with an existing Deposit, Cash Card or Loan account/s with the Bank.
2. To qualify for the Promo, the accountholder must update his/her customer information records within the Promo period either by:
 - a) Calling the Bank's Customer Care Unit, or
 - b) Visiting any CTBC Bank branch and present at least one (1) government-issued ID
3. The accountholder will earn one (1) electronic raffle entry and will receive a notification via his/her updated email address. The qualified accountholder will get a chance to win PhP2,000 eGift Certificate/s (eGC/s) from his/her preferred Giftaway merchant partner/s in the raffle draw.
4. There will be three (3) winners per draw, or a total of twelve (12) Promo winners. All electronic raffle entries generated within the covered period will be drawn during the dates as stated below, in the presence of a DTI representative:

PERIOD CONTACT INFORMATION WAS UPDATED	RAFFLE DRAW DATE	NO. OF WINNERS
February 15 to March 31, 2021	April 14, 2021	3
April 1 to June 30, 2021	July 14, 2021	3
July 1 to September 30, 2021	October 14, 2021	3
October 1 to December 31, 2021	January 14, 2022	3

5. Non-winning electronic raffle entries from the previous raffle draw will still be included in the succeeding draw/s.
6. Qualified accountholders may only win once during the Promo period.
7. The winners will be notified via registered mail and email. An Acknowledgement Form will also be sent together with the notification which he/she must fill out and submit to either customercare@ctbcbank.com.ph or any CTBC Bank branch. The notified winners need to respond and submit the requirements within sixty (60) calendar days from receipt of the registered mail. Non-submission of the filled out Acknowledgement Form within the stated period shall mean forfeiture of the prize, in favor of CTBC Bank, upon DTI's approval.
8. Upon submission and validation of the Acknowledgement Form, an eGC code/s will be sent to the winner's updated email address and/or mobile number. The winner has the option to select the merchant/s from Giftaway's website and the amount of eGC/s he/she will redeem from the said merchant/s.
9. The eGC/s has/have no expiry date, and is/are not convertible to cash. The winner may transfer the eGC/s to his/her chosen beneficiary/ies.
10. By joining this Promo, the winner allows the Bank to use his/her name and/or photo for advertising and publicity purposes.

11. Employees of CTBC Bank Philippines and their relatives up to 2nd degree of consanguinity or affinity are disqualified from joining the Promo.
12. The offer cannot be availed of in conjunction with other ongoing CTBC Bank Philippines' Promos with similar purpose/program. Existing policies on AMLA/KYC and Account Opening shall be strictly observed. In case of dispute, CTBC Bank Philippines' decision, in agreement with DTI, shall be final.

CTBC Bank Customer Care Unit

8840-1234 (Metro Manila)

1-800-10-8401234 (Toll-free from other provinces through PLDT)

IAC + 63 + 2 + 8401234 (Visit the Bank's website for the list of International Toll-free numbers)

customer care@ctbcbank.com.ph

www.ctbcbank.com.ph • www.facebook.com/ctbcbank.ph • www.linkedin.com/company/ctbc-bank-philippines

DTI Fair Trade Permit No. FTEB-113280 Series of 2021.