



**EMPLOYEE GUIDE: REPLACEMENT OF EXPIRED RCBC DEBIT MASTERCARD / MYWALLET VISA CARD**

**WHAT TO EXPECT – TRANSITION ACTIVITIES**

IMPORTANT DATES	TRANSITION ACTIVITIES
<p><b>December 21, 2021, 9:00 PM to December 22, 2021, 9:00 PM</b></p>	<p><b>Payroll Savings/Checking Account:</b> Existing RCBC Payroll Cards will temporarily be unavailable for use in ATM, POS and eCommerce transactions</p> <p><b>Payroll MyWallet:</b> Existing RCBC Payroll Cards will be temporarily unavailable for use in ATM, POS, online banking and eCommerce transactions</p>
<p><b>December 28, 2021 to January 7, 2022</b></p>	<p>NEW RCBC Payroll Cards will be delivered to the Corporate Client's office address.</p> <p>*Existing RCBC Payroll Cards will still be accessible in all channels (ATM, POS and online banking, eCommerce)</p>
<p><b>December 29, 2021 to January 22, 2022</b></p>	<p>Company HR will distribute the NEW (replacement) RCBC Payroll Cards to the employees.</p> <p>* Existing RCBC Payroll Cards will still be accessible in all channels (ATM, POS and online banking, eCommerce)</p>
<p><b>December 29, 2021 to January 22, 2022</b></p>	<p>Employees to activate their NEW (replacement) RCBC Payroll Cards using the existing ATM PIN (please refer to the ATM Card kit for the detailed activation steps)</p> <p><b>*Upon activation of the NEW RCBC Payroll Card, old RCBC Payroll Card will be automatically deactivated and can no</b></p>



	<p><b>longer be used for any transaction.</b></p> <p>** If the employee failed to activate within the deadline, the employee shall call RCBC Contact Center to request for ATM PIN reset.</p>
<p><b>February 1, 2022, 12:00 AM</b></p>	<p>Old RCBC Payroll Cards will be automatically deactivated due to card expiry and can no longer be used for any transaction on February 1, 2022, 12:00AM.</p> <p>* If the employee failed to activate within the deadline, the employee shall call RCBC Contact Center to request for ATM PIN reset.</p>

For any concerns, you may go to any RCBC branch or call / email Contact Center:

Telephone Number: (+632) 8877-7222

Email address: [customercare@rcbc.com](mailto:customercare@rcbc.com)