FREQUENTLY ASKED QUESTIONS (FAQs) FOR AUB CREDIT CARDHOLDERS

In compliance with the Bayanihan to Recover as One Act (Republic Act No. 11494) and its Implementing Rules and Regulations (the "IRR"), AUB is implementing a one-time sixty (60)-day grace period extension on credit card payments due from 15 September 2020 to 31 December 2020 (the "Coverage Period").

1. **How does the 60-day grace period work?**
    We are granting a one-time 60-day grace period starting 15 September 2020 on the minimum amount due (MAD) falling due within the Coverage Period and billed no later than 15 September 2020, without incurring late payment fees.

2. **Am I qualified for the 60-day grace period?**
    If your account is active and in current status as of 15 September 2020, then you are qualified for a one-time 60-day grace period on the MAD falling due within the Coverage Period and billed to you on or before 15 September 2020.

3. **Will I be charged interest during the 60-day grace period?**
    Interest/finance charge will continue to accrue during the grace period. If your billing statement shows interest on interest, fees and charges, please be assured that this will be reversed. If you pay your entire outstanding balance on or before the new due date after the 60-day grace period is in effect, we will reverse the interest on the outstanding balance paid.

4. **If I cannot settle my minimum amount due, what will my MAD be after the 60-day grace period?**
    We will continue to generate your statement of account every cut-off and bill the corresponding MAD. However, if you are unable to settle the billed MAD, then the MAD on the next statement shall reflect (i) the unpaid MAD previously billed plus (ii) the MAD for the current cut-off/billing cycle. This is the total MAD that you have to settle on or before the lapse of the 60-day grace period.

    You may refer to the Terms & Conditions for Classic/Easy and Gold/Platinum (www.aub.com.ph/creditcards) for the computation of MAD.

5. **Can I still use my credit card during the 60-day grace period?**
    Yes.