

**QUESTIONNAIRE FORM for
LOST/STOLEN/CAPTURED DEBIT CARDS**

PURPOSE: To prevent possibility of any unauthorized enrollment relative to your lost/stolen/captured debit card.

Please answer **ALL** questions and clearly write YES or NO on the blanks provided.

_____ 1. Do you have a BDO Online Banking account?

If you answered YES to question #1, it is highly recommended for you to change your BDO Online Banking password. Password change must be applied to either BDO Online or BDO Pay. By signing this document, you confirm to have completed the password reset.

_____ 2. If you answered NO to question #1, from the time you had knowledge of the lost/stolen/captured card, did you receive a BDO OTP with this message *"DO NOT SHARE YOUR OTP. You're making a digital transaction. Your One-Time PIN is XXXXXX. If you did not make this request, change your password immediately and call BDO at (02) 8888-0000 for Local Numbers or (Intl. Access Code) 800-8-2255236 for International Numbers."*

If you answered YES to question #2, we shall check if there is any BDO Online Banking Account fraudulently created using your lost/stolen/captured card/compromised card details. If there is any, the Bank shall permanently block the online banking account for your security.

The undersigned hereby affirms that all the information furnished above is true and correct to the best of my knowledge and understanding.

CUSTOMER NAME AND SIGNATURE DATE SIGNED