

Metrobank @ 47: REDEFINING LEADERSHIP

In the increasingly competitive landscape of the Philippine banking industry, the Metropolitan Bank and Trust Company (Metrobank) remains one of the foremost financial institutions in the country. Since its establishment in 1962, it has displayed consistent outstanding performance, building its reputation of stability and strength. Now on its 47th year, Metrobank continues to exhibit robust growth anchored on a solid foundation, cementing its position of leadership.

Leadership exemplified

Metrobank president Arthur Ty attributes its leadership to its firm dedication to fulfilling its vision. "We continuously aim to be the best bank for our stakeholders," he said. "We are focused not only on financial performance, but also on quality of that performance."

Guided by its vision and driven by its commitment, Metrobank has been able to weather the difficulties that stormed the business sector in the past years. "Through every trial, we have always emerged stronger and bigger," said Ty. "Each experience has molded the Bank to become even better equipped to face new challenges ahead."

Amidst trying times, Metrobank continues to be accorded numerous awards and citations from government and financial institutions as well as global publications for its exemplary performance and high level of customer satisfaction.

This year alone, Metrobank was awarded the Gold Trusted Brand award from Reader's Digest for the sixth consecutive time. It was also cited at the 2009 Corporate Governance Asia Annual Recognition Awards for the fifth consecutive year. Metrobank was also ranked first in financial reputation by the Wall Street Journal Asia.

Beyond adding sheen to the Metrobank name, the awards serve as stellar proof of the Bank's commitment to be the trusted banking partner of its stakeholders.

Ahead of the curve

As a reflection of this commitment, Metrobank set many firsts in the industry with the customer's needs in mind. It opened the doors to branch banking which brought financial services closer to the community, especially in the countryside. It was the first to bring a Filipino bank overseas when it established its first international branch in Taipei in 1970. It also launched the first talking automated teller machine (ATM) in the country.

Metrobank continues its pioneering initiatives for the benefit of clients. Recognizing the indispensable role technology plays today, Metrobank has made significant investments in technology and operations infrastructure to better support its products and improve service delivery.

Enhancements made on Metrobankdirect collection and payment modules, added security protection for internet banking clients, and unique electronic cash management offerings all keep Metrobank ahead of the competition and upgrade its operational efficiency. The Bank's e-banking portals – Metrophone Banking, Metrobank Mobile Banking, and Metrobankdirect Internet banking facility – provide Metrobank clients access to their accounts practically anywhere in the globe.

Expansive Network

From its office in Binondo and a single branch in 1963, Metrobank now spans a consolidated branch network of over 720 domestic branches nationwide; and 35 foreign branches, subsidiaries, and representative offices.

Metrobank also has a consolidated ATM network of over 1,150 teller machines, way more than the 60 ATMs the Bank had when it first launched its Electronic Teller banking, or Metrobank E.T., service in 1990. The Bank's affiliation with Cirrus Maestro (Mastercard) allows its ATM cardholders to access their accounts through over a million Cirrus Maestro ATMs and POS terminals in 210 countries.

Social Responsibility

Metrobank stays true to being the trusted banking partner, articulated by its promise of "You're in Good Hands." This promise extends not only to customers but to employees, partners and beneficiaries of its corporate citizenship.

Guided by the words of its founder and group chairman, Dr. George S. K. Ty, that "leadership in business implies leadership in community service," Metrobank is fully committed to carrying out its responsibility to the community and dedicated to contributing to nation-building.

Through its corporate social responsibility arm, Metrobank Foundation, Inc., Metrobank advocates the kind of leadership that puts emphasis on both business success and community contribution.

The Foundaton has been dedicated to catering to the needs of its target constituents for 30 years now, improving social conditions and advocating programs involving education, health care, arts and culture, financial assistance, and recognition of public service excellence.

"The Foundation has been and will remain at the forefront of the Bank's priorities," said Ty.

With its sights set on the vision, Metrobank continues to lead the way towards building a quality bank and being the trusted partner of clients, employees, and the entire nation.



Family Appointment with Yahweh El Shaddai

EVERYONE is invited to join a family appointment with Yahweh El Shaddai, the God who is more than enough where Jesus Christ is Lord, on the first, second and third Saturdays of the month from 6:30-9pm at Our Lady of Guadalupe Church in 2020 East San Antonio Street, San Jose CA 95116.

For more information, please contact Ann Pascua at (408) 987-9610. ■

LEADERS' DIGEST

Filipinos are everywhere in America – from the East to the West coast. However, as the second largest Asian American community in America, we still have to empower ourselves to become more visible in the political mainstream. Unknown to us, fellow FilAms are making a difference across the US – as appointed and elected leaders in their respective areas. The Asian Journal Leaders' Digest aims to present to readers these leaders who have made – and continually making a difference for the Filipino American community.

Political empowerment is still a treasure that eludes us as a community here in America. While we are the second largest Asian American community in the United States, we have yet to harvest the power that comes from our numbers. The Voice of FilAmerica features elected and appointed officials—regardless of political affiliation—in the different US states who are of Filipino ancestry. As your Filipino American community newspaper, the Asian Journal recognizes the fact that we all have a responsibility towards bringing political empowerment to fruition, especially for our future generations. It is our hope to have our voices heard all over America.

David Pendleton

Former State Representative of Hawaii Board Member, Hawaii Labor and Industrial Relations Appeals Board



FILIPINO-American David Pendleton, 42, was born in Glendale, Calif., and moved to Hawaii when he was in preschool. He went to Windward Adventist School and then Hawaii Mission Academy. In high school, he already had an interest in government and politics, and was elected class and student council president.

For a short time at La Sierra Campus, he was a pre-med student. But Pendleton soon switched to a history and political science double major with a theology minor. He went on to receive a master's in religion from Loma Linda and became a minister. At the time, he was debating whether the best way to serve in his career was as a minister or in public service. Pendleton decided to get a law degree from the University of Southern California and is admitted to practice law in Hawaii and California.

In 1995, Pendleton moved back to Hawaii where he practiced law and specialized in workers' compensation issues. He also represented clients and argued cases before the Labor and Industrial Relations Appeals Board.

After a year as an attorney, he ran for the State House of Representatives. He was elected and eventually served four terms (eight years) as a Republican for Kailua and Kaneohe. During his tenure in the Legislature, he served as Minority Floor Leader, Minority Whip and Assistant Minority Leader. His committee assignments included the House Labor and Public Employment Committee. He was named Legislator of the Year in 2000 by the Hawaii Medical Association.

Pendleton is a former school teacher, university administrator, and pastor. He was a Pacific Century Fellow and a Henry Toll Fellow, and previously served on the board of directors of various organizations including the Filipino Chamber of

Commerce, Castle Medical Center Strategic Planning Committee, and the Young Lawyers Division of the Hawaii Bar Association. He has been a volunteer faculty member of the Center for Tomorrow's Leaders and is a graduate of the US Marines Command and Staff College Distance Education Program at Marine Corps Base Hawaii, the HPD Citizens Police Academy, and the East-West Center's New Generation Seminar.

After leaving office in 2004, Pendleton joined Gov. Linda Lingle's staff as a senior policy analyst, focusing on legislation relating to the Departments of Labor and Industrial Relations, Taxation, Budget and Finance, and Hawaiian Home Lands.

In July 2006 the governor appointed him to the Labor and Industrial Relations Appeals Board for a 10-year term. The Board conducts contested case hearings and trials concerning labor and workers compensation matters and other issues before the Department of Labor and Industrial Relations

In 2002, Pendleton has been selected as Alumnus of the Year by the faculty of the School of Religion at La Sierra University, becoming the first Filipino-American to be honored with the award.

"I am honored and grateful to receive this award as a Filipino-American," said Pendleton. "It underscores the role education plays in the Filipino community. I owe my achievement to my former teachers and professors who took their personal time to inspire me and cultivate me as a student and person."

David and wife, Noemi, have four children: Roland, Raquelle, Danielle, and David II. ■

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