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13 September 2023

**SECURITIES AND EXCHANGE COMMISSION**

The SEC Headquarters, 7907 Makati Avenue  
Barangay Bel-Air, Makati City 1227

Attention: **Mr. Vicente Graciano P. Felizmenio, Jr.**  
Director, Markets and Securities Regulation Department

**PHILIPPINE STOCK EXCHANGE**

5th Avenue corner 28th Street  
Bonifacio Global City, Taguig City

Attention: **Ms. France Alexandra D. Tom Wong**  
Officer-In-Charge, Disclosure Department

**PHILIPPINE DEALING AND EXCHANGE CORPORATION**

29/F BDO Equitable Tower  
8751 Paseo de Roxas, Makati City

Attention: **Atty. Marie Rose M. Magallen-Lirio**  
Head, Issuer Compliance and Disclosure Department

Gentlemen/Mesdames:

This is in reply to the Philippine Dealing & Exchange Corporation (PDEX)'s letter dated 12 September 2023 with respect to the news article in Business World entitled "Globe takes partner for easy device switching". The article reported in part that:

"GLOBE TELECOM, Inc. has partnered with global insurtech Bolttech Management Ltd. — or bolttech — to launch a program for easy postpaid mobile device switching, the listed telecommunications company said on Monday.

"Globe is very proud to launch this new service with bolttech as we continue to look for innovative ways to serve our customers," Darius Delgado, head of Globe's consumer mobile business, said in a media release.

The program, which is called Gadget Xchange, offers flexibility to customers and allows them easy mobile device and screen replacement services, Globe said.

"This offer is another first and exclusive from Globe Postpaid, with the convenience of switching mobile devices, no questions asked. With Gadget Xchange, Globe Postpaid customers no longer have to wait for their contract renewal to change their devices, and they get to easily ensure device protection," Mr. Delgado said.

Globe has cited a study conducted by bolttech that showed cracked screen, accidental breakage, and liquid damage as among the top concerns of mobile plan users in the country.

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xxx

xxx”

We confirm the information contained in the above-quoted news article. We likewise advise PDEX that this agreement with boltech was entered into in the ordinary course of business of Globe. Please see attached official press release (“Philippine Mobile leader Globe partners with bolttech, launches Gadget Xchange for hassle-free gadget switching”) for your reference.

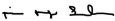
We submit this information in accordance with our corporate governance standards and pertinent disclosure rules and regulations.

Thank you very much.

Very truly yours,

**GLOBE TELECOM, INC.**

By:

DocuSigned by:  
  
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**ROSEMARIE MANIEGO-EALA**  
Chief Finance Officer, Treasurer and  
Chief Risk Officer

Encl: a/s



## **Philippine Mobile leader Globe partners with bolttech, launches Gadget Xchange for hassle-free gadget switching**

**MANILA, Philippines (11 September 2023)** – [Globe](#), the leading telecommunications service provider and digital solutions platform in the Philippines, has partnered with international insurtech [bolttech](#) to launch Gadget Xchange, a new mobile device program that will make postpaid device switching easier, no questions asked.

The innovative program offers greater choice and flexibility with quick and easy mobile device and screen replacement services, as well as the freedom to seamlessly switch between different device brands, styles, and colors - no questions asked!

New and recontracting Globe Postpaid and Platinum customers can avail of these new benefits through a simple, low monthly subscription fee. Service plan fees for Globe Gadget Xchange starts at PHP89 per month for entry-level phones and a maximum fee of PHP499 per month for high-end devices, both with protection period for up to 48 months.

Device switch or replacement services can be requested at any time through a seamless online platform, with free pick-up and doorstep delivery to boot. It also includes a 12-month warranty for device replacements and 3-month warranty for screen replacements.

New customers applying for postpaid plans in Globe Stores may add the Globe Gadget Xchange subscription via the application form. Online, new and recontracting subscribers just need to visit [new.globe.com.ph](https://new.globe.com.ph), apply for a plan with device, then toggle the Globe Gadget Xchange button after selecting a device.

A recent bolttech study showed that a cracked screen, accidental breakage, and liquid damage are the leading concern for mobile plan customers in the Philippines, with over 50% highlighting such possible damages as their priority for device protection. Another important feature they cited include the flexibility to switch their mobile device for a different model (43%).

Darius Delgado, Head of Globe's Consumer Mobile Business, said the partnership ushers in a new era of device protection for postpaid mobile users in the Philippines.

"Globe is very proud to launch this new service with bolttech as we continue to look for innovative ways to serve our customers. This offer is another first and exclusive from Globe Postpaid, with the convenience of switching mobile devices, no questions asked. With Gadget Xchange, Globe Postpaid customers no longer have to wait for their contract renewal to change their devices, and they get to easily ensure device protection," Delgado said.



“Our partnership with the Philippines’ leading telecommunications brand Globe allows us to elevate the device protection services locally. Together, we share a vision of providing customers with an enhanced experience, making it easy and convenient, with added flexibility and choice in obtaining the protection they need. Our collaboration with Globe is something we take great pride in, and we’re excited to help customers safeguard the valued devices that are central to their lives in our fast-moving, digital world,” said Baldev Singh, CEO, Southeast Asia, bolttech.

The wide array of device options for customers includes switching or replacing their mobile device with an identical or similar model of the same brand, or to a different brand within a predefined model selection.

For more information about *Globe Gadget Xchange* and other benefits, please visit <https://new.globe.com.ph/gadget-Xchange>.

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**About Globe Telecom, Inc.**

*Globe Telecom, Inc. is a leading digital platform in the Philippines, with major interests in telecommunications, venture capital and venture building, including financial technology, health technology, education technology and climate technology, and shared services, and digital marketing solutions. The company serves the telecommunications and digital solutions needs of consumers and businesses across an entire suite of products and services including mobile, home broadband, corporate data, and fixed line voice. Globe is one of the largest companies in the country and is recognized for its corporate governance practices and standards, consistently reaping awards from local and international institutions.*

For more information, please visit <https://www.globe.com.ph/>.

**About bolttech**

*bolttech is an international insurtech with a mission to build the world’s leading, technology-enabled ecosystem for protection and insurance. bolttech serves customers in more than 30+ markets across United States, Asia and Europe.*

*With a full suite of digital and data-driven capabilities, bolttech powers connections between insurers, distributors, and customers to make it easier and more efficient to buy and sell insurance and protection products.*

For more information, please visit [www.bolttech.io](http://www.bolttech.io).



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