



Lending Services

External Services



1. Certificate of Full Payment

A Certificate of Full Payment is issued once the Borrower has fully paid its loan with the Bank.

Office or Division:	Lending Centers			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	<u>Government to Citizen</u> - Small Farmers and Fishers - Overseas Filipino Workers (OFW) - Consumer Client <u>Government to Business</u> - Cooperatives - Small and Medium Enterprises - Large Corporations - Water Districts - Banks - Non-Bank Financial Institutions <u>Government to Government</u> - Local Government Units (LGUs) - Government Owned and Controlled Corporations (GOCCs) - Government Agencies (GAs) - State Colleges and Universities (SUCs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of the Borrower signed by authorized signatory		Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the Lending Unit (LU) managing your loan account (may also send via mail or e-mail)	1.1 Verify the request and prepare request for Certificate of Full Payment	PHP 200.00 per Certificate	1 Hour	Account Officer/ Account Assistant (AO/AA) Head Office Lending Unit or Provincial Lending Center



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Request for Certificate of Outstanding Balances and Interest Paid from LU			
None	1.2 Verify details of balances and prepare Certificate	None	1 Hour, 30 Minutes	<i>Loan Processor, Division Chief, Assistant Department Manager, Department Head Loan Operations Management Department (LOMD)</i>
None	1.3 Upon receipt of Certificate from LOMD, transmit the same to the Borrower	None	1 Hour	<i>AO/AA Head Office Lending Unit or Provincial Lending Center</i>
	TOTAL	PHP 200.00 per Certificate	3 Hours, 30 Minutes	

2. Conduct of Public Bidding

Sale or disposal of Real and Other Properties Acquired (ROPA) effected through public bidding in accordance with law.

(Disclaimer: Based on Bank's policy, A Pre-Bidding Conference should be conducted by the HOCAD Secretariat at least three (3) banking days prior to the scheduled public bidding. Details of the schedule of Pre-Bidding Conference are specified in the published ITB. The prospective bidders shall be briefed of the conditions and procedures on the conduct of the Public Bidding.

Office or Division:	Asset Recovery Support Department (ARSD) & Special Assets Department (SPAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G –Government to Government			
Who may avail:	<ul style="list-style-type: none"> • Employed or Self-employed Individuals who are at least 18 years of age • Corporations duly registered with Securities and Exchange Commission (SEC) • Cooperatives duly registered with Cooperative Development Authority (CDA) • LGUs and GOCCs 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application to Participate in Public Bidding (1 original copy)		LBP-ARSD – HOCAD Secretariat		
Conditions on the Conduct of Public Bidding (1 photocopy)		LBP-ARSD – HOCAD Secretariat		
Customer Information Sheet (CIS) (1 original copy)		LBP-ARSD – HOCAD Secretariat		
Secretary's Certificate authorizing the representative to sign and negotiate, if applicable (1 original copy)		Corporate Secretary of the Corporate Bidder		
Duly notarized Special Power of Attorney authorizing the representative to sign and negotiate, if applicable (1 original copy)		Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the bid bond with bid documents in a sealed envelope before the specified cut-off time	1. Assist bidder in dropping of bids	None	10 Minutes	HOCAD Secretariat ARSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Participate in the bidding process	2.1 Facilitate bidding process (including opening of the sealed Bids, review details on the bid form and announce the winning bidder)	None	2 Hours	<i>HOCAD Secretariat</i> ARSD
	2.2 Endorse to SPAD the winning bidders including the submitted bid documents	None	10 Minutes	<i>HOCAD Secretariat</i> ARSD
3. Wait for the hand-over of the Official Receipt	3. Prepare request for Payment Acceptance Order, facilitate payment of the bid bond, hand-over Official Receipt and discuss the schedule of payments	None	3 Hours	AO/AA SPAD
	TOTAL	None	5 Hours, 20 Minutes	

3. Execution and Issuance of Redemption Certificate

Foreclosed real estate properties registered in the name of an individual that may be redeemed within the redemption period as prescribed by the Bank

Office or Division:	Special Assets Department (SPAD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - Mortgagor-debtor; - Heirs and/or successors in interest; - Judicial or judgment creditor of the mortgagor-debtor; or - Any person having a lien on the property subsequent to the mortgage 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Information Sheet (CIS) (1 original copy)		LBP- Special Assets Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Legal Sufficiency and Secretary's Certificate			
1. Wait for the issuance of Redemption Certificate (RC) for signing and notarization	1.1 Issue legal sufficiency on the RC to SPAD	None	3 Banking Days, 3 Hours	<i>Legal Officer</i> LSG
None	1.2 Issue Secretary's Certificate to SPAD	None	3 Banking Days, 30 Minutes	<i>Administrative Assistant/Analyst/ Specialist/Officer</i> <i>Corporate Secretary</i> OCS
None	1.3 Finalize and sign the RC and send to Redemptioner	None	3 Banking Days	AO/AA SPAD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Signing and Notarization of RC by the Redemptioner			
2. Submit to SPAD the RC and wait for the release of the securities (Owner's Duplicate copy of title and other pertinent documents)	2.1 Upon receipt of RC, request LSG to notarize the acknowledgment portion of the Bank	None	1 Banking Day	AO/AA SPAD <i>Legal Officer</i> LSG
	2.2 Furnish notarized RC and other documents to Loan Operations Management Department (LOMD) for booking	None	1 Hour	AO/AA SPAD
	2.3 Book the redemption transaction and issue Certificate of Full Payment to SPAD	None	1 Banking Day	<i>Loan Processor;</i> <i>Division Chief;</i> <i>Assistant Department</i> <i>Manager; Department</i> <i>Manager</i> LOMD
None	2.4 Facilitate the Release of Securities (i.e. Owner's Duplicate Copy of Title/s and other pertinent documents to Redemptioner	None	3 Banking Days	AO/AA SPAD
3. Receive RC	None	None	None	
	TOTAL	None	14 Banking Days, 4 Hours, 30 Minutes	



4. Issuance of Certificate of Outstanding Balances and Interest Paid

The certificate of Outstanding Loan Balances and interest payment made is being issued upon the request of the Borrower. This is usually needed by the Borrower to validate their loan and interest paid to the Bank for their recording purposes.

Office or Division:	Lending Centers			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government;			
Who may avail:	<u>Government to Citizen</u> - Small Farmers and Fishers - Overseas Filipino Workers (OFW) - Consumer Client <u>Government to Business</u> - Cooperatives - Small and Medium Enterprises - Large Corporations - Water Districts - Banks - Non-Bank Financial Institutions <u>Government to Government</u> - Local Government Units (LGUs) - Government Owned and Controlled Corporations (GOCCs) - Government Agencies (GAs) - State Colleges and Universities (SUCs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of the Borrower signed by authorized signatory (1 original copy)		Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the Lending Unit managing the loan account (may also send via mail or e-mail)	1.1 Verify request and prepare memo-request to Loan Operations Management Department (LOMD) for the said Certificate	PHP 200.00 per Certificate	1 Hour	Account Officer/ Account Assistant (AO/AA) Head Office Lending Unit or Provincial Lending Center



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Request for Certificate of Outstanding Balances and Interest Paid from LU			
None	1.2 Verify details of balances and prepare Certificate	None	1 Hour, 30 Minutes	<i>Loan Processor Division Chief, Assistant Department Manager Department Head LOMD</i>
None	1.3 Transmit the Certificate to the Borrower	None	1 Hour	<i>AO/AA Head Office Lending Unit or Provincial Lending Center</i>
2. Receive Certificate of Outstanding Balances and Interest	None	None	None	
	TOTAL	PHP 200.00 per Certificate	3 Hours, 30 Minutes	

5. Issuance of Letter of Guarantee

A Letter of Guarantee is issued to the supplier of public utility vehicles for loans under the SPEED program of the Bank. The supplier allows the transfer of the OR/CR under the name of the Borrower prior to loan release.

Office or Division:	Lending Centers			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	<u>Government to Business</u> - Small and Medium Enterprises (SMEs) - Large Corporations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of the Borrower signed by authorized signatory (1 original copy)		Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the Lending Unit managing the loan account (may also send via mail or e-mail)	1. Verify the request and prepare the Letter of Guarantee	PHP 200.00 per Certificate	2 Banking Days	AA/AO Head Office Lending Unit or Provincial Lending Center
2. Receive Letter of Guarantee	None	None	None	
	TOTAL	PHP 200.00 per Certificate	2 Banking Days	

6. Loan Inquiry, Counseling and Processing

Lending Units will assist prospective clients who are interested to avail loan products of LBP. This may involve discussions on the various available loan facilities, policies, terms and conditions of the subject of financing and the detailed procedures in availing the loan from loan application, loan processing, documentation, loan release/avaiement and loan repayment.

Office or Division:	Lending Units
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	<u>Government to Citizen</u> - Small Farmers and Fishers - Overseas Filipino Workers (OFW) - Consumer Client <u>Government to Business</u> - Cooperatives - Small and Medium Enterprises - Large Corporations - Water Districts - Banks - Non-Bank Financial Institutions - Microfinance Institution <u>Government to Government</u> - Local Government Units (LGUs) - Government Owned and Controlled Corporations (GOCCs) - Government Agencies (GAs) - State Colleges and Universities (SUCs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
See <i>Annex L below</i>	See <i>Annex L below</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the nearest Lending Unit (LU) to inquire how to apply for a loan fit for your financial needs (may also inquire through telephone call, email, or website)	1.1 Interview the client about his/her financial needs	None	30 Minutes	Account Officer/ Account Assistant (AO/AA) Head Office Lending Unit or Provincial Lending Center
	1.2 Orient the client about loan requirements and applicable lending policies and standard fees	None		
None	1.3 Provide the client with the Loan Application Form and Checklist of Requirements	None		AO/AA Head Office Lending Unit or Provincial Lending Center
None	1.4 Advise the client where to submit his/her application and loan requirements	None		AO/AA Head Office Lending Unit or Provincial Lending Center

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplish the Loan Application Form and complete the required documents and payment fees for submission to the concerned LU	2.1 Review the completeness of the filled-out Loan Application Form	See <i>Annex M below</i>	30 Minutes	AO/AA Head Office Lending Unit or Provincial Lending Center
	2.2 Verify if all the required documents submitted are complete	None		AO/AA Head Office Lending Unit or Provincial Lending Center
	2.3 Accepts the properly filled-out application form and complete documents	None		AO/AA Head Office Lending Unit or Provincial Lending Center
3. Wait for the issuance of letter or AO/AA's advice (if with minor lacking documents) on whether the documents submitted are complete or incomplete	3.1 Evaluate the loan application and documents submitted	None	1 Hour	AO/AA Head Office Lending Unit or Provincial Lending Center



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.2 Prepare request for Credit Information/ Background Investigation (CI/BI), Property Appraisal, Title Verification, and Environmental Impact Assessment (for Class A, B projects with High and Medium Risk Rating)	See <i>Annex M below</i>	<p>1 Banking Day</p> <p>Note: Simultaneous activities (With separate Turn Around Time [TAT] of about 10 Banking Days for CI/BI to be provided by PVCID)</p> <p>(With separate TAT of about 20 Banking Days for Property Appraisal to be provided by PVCID)</p> <p>(With separate TAT of about 2 Banking Days for Title Verification to be provided by PVCID)</p> <p>(With separate TAT of about 12 Banking Days for Env't'l Impact Assessment to be provided by EPMD)</p>	AO/AA Head Office Lending Unit or Provincial Lending Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.3 Prepare Term Sheet for Large Corporate Accounts, LGUs, GOCCs, SUCs and FI	None	2 Hours	AO Head Office Lending Unit or Provincial Lending Center
None	3.4 Conduct Site Visit and prepare call report	None	1 Banking Day	AO/LU Head Head Office Lending Unit or Provincial Lending Center
	<ul style="list-style-type: none"> Conduct Operations Review for Cooperatives 	None	(2 Banking Days and being conducted annually)	AO/LU Head Head Office Lending Unit or Provincial Lending Center
	<ul style="list-style-type: none"> Prepare memo request to CRMD for Client's Credit Rating 	None	(With separate TAT of about 1 Banking Day to be provided by CRMD)	<i>Risk Management Analyst/Risk Management Specialist 1; Unit Head; Department Head, CRMD</i>



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.5 Prepare Spreadsheet (Historical and Projected), Revenue and Expense Summary (RES) (Actual and Projected), Basic Business Information (BBI) and other related documents and reports (i.e. Real Estate Stress Test, DOSRI Ceiling, etc.)	None	2 Banking Days	<i>Account Assistant</i> Head Office Lending Unit or Provincial Lending Center



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.6 Prepare Credit Facility Proposal (CFP)	None	5 Banking Days	AO Head Office Lending Unit or Provincial Lending Center
None	3.7 Review CFP	None	1 Banking Day	LU Head Head Office Lending Unit or Provincial Lending Center
None	3.8 Finalize CFP with the approval/ signature of the LU Head	None	<p>If approval is at the level of:</p> <ul style="list-style-type: none"> • Lending Unit Head – up to 5 Banking Days • Group Head – up to 15 Banking Days • Credit Committee (CreCom) – up to 30 Banking Days • Investment Loan Committee – up to 35 Banking Days • Board – up to 45 Banking Days 	<i>(Hierarchy of approval of the loan varies depending on the amount of the loan availed)</i>



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.9 Prepare memo / letter to client on the credit decision (in case of approved or disapproved)	None	1 Banking Day	AO/AA Head Office Lending Unit or Provincial Lending Center
4. For approved loan/s: Sign and send back Notice of Loan Approval (NOLA) Letter of Guarantee, if applicable, and submit/comply with pre-release documents For denied loans: Receive submitted documents	4.1 Examine the documents and request for legal review of loan documents	None	1 Banking Day	<i>Account Officer/ Account Assistant (AO/AA)</i> Head Office Lending Unit or Provincial Lending Center
None	4.2 Draft loan documents for legal review	None	1 Banking Day	AO/AA Head Office Lending Unit or Provincial Lending Center
None	4.3 Conduct of Legal Review of loan documents	None	(With separate TAT of about 3 Banking Days, 3 Hours to be provided by LSG)	<i>Legal Officer LSG</i>
None	4.4 Coordinate with client for signing of loan documents	None	2 Hours	AO/AA Head Office Lending Unit or Provincial Lending Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Go to the LU to sign loan documents, secure notarization of the applicable documents, and submit necessary documents for the issuance of legal sufficiency	5.1 Sign loan documents, cause the notarization of applicable documents and provide assistance to Bank's representative in the registration of the public instrument with the concerned government agency/ Registry of Deeds and annotation on the TCT/CCT of the Real Estate Mortgage in Favor of LANDBANK	None	1 Banking Day (With separate TAT for registration of the public instrument with concerned government agency/ Registry of Deeds)	<i>AO/AA, Head Head Office Lending Unit or Provincial Lending Center</i> <i>Legal Officer BLSD/Field Legal Unit</i>
None	5.2 Request for legal sufficiency of the applicable loan documents	None	3 Hours (With separate TAT for legal sufficiency of about 3 Banking Days, 3 Hours for Head Office Units and 19 Banking Days, 10 Minutes for Field Units to be provided by LSG)	<i>AO/AA, Head Head Office Lending Unit or Provincial Lending Center</i>



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Deposit the amount representing bank charges, after which, check the account if the loan proceeds has been credited (whole loan amount or net of bank charges, i.e. Handling Fees, Commitment Fees, Insurance Premium, etc.)	<p>6.1 Process loan release (after compliance of pre-release requirements, if any)</p> <p>Note:</p> <ul style="list-style-type: none"> • For FIs & Micro FIs secured by assignment of sub-Promissory Notes (PNs), conduct verification of sub-PNs amounting to P1M and above prior to every loan release • Releases for term loans may either be one-time or staggered based on project accomplishment 	None	6 Banking Days ¹	AO/AA, Head Head Office Lending Unit or Provincial Lending Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.2 Provide client with loan amortization schedule and copies of the loan documents (e.g., Loan Agreement, PN, Disclosure Statement, Real Estate Mortgage)	None		<p>AO/AA, Head Head Office Lending Unit or Provincial Lending Center</p> <p>Loan Processor; Assistant Division Chief; Division Chief; Assistant Department Manager</p> <p>Loan Operations Management Department (LOMD), Accounting Center (AC) (for Amortization Schedule)</p>
None	6.3 Request Accounting Unit Concerned for the Certification of Outstanding Balances/ Availment/ Statement of Account (applies only in case of loan collection)	None		AO/AA, LU Head Head Office Lending Unit or Provincial Lending Center
7. Verify LBP deposit account, if loan proceeds has been credited	7.1. Instruct Branch/LOMD for the crediting of the loan proceeds	None		LU Head Head Office Lending Unit or Provincial Lending Center



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Credit loan proceeds 	None		<i>Bookkeeper Branch</i> <i>Loan Processor, Division Chief, Assistant Department Manager, Department Manager LOMD</i>
8. Pay his/her loan amortization when due, preferably via authority to debit from his/her deposit account to LBP	<ul style="list-style-type: none"> Concerned unit to effect payment 		1 Banking Day	Head Office Lending Unit or Provincial Lending Center Account Officer/Account Assistant

^{1/} Processing Time will vary depending on the volume of request received

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
Small Farmers and Fishers (AFFORD)	<p>One (1) certified true copy of endorsement and certification that:</p> <ul style="list-style-type: none"> - For Palay – the endorsing Irrigators Association (IA) or Small water Irrigation System Association (SWISA) is in good standing to be issued by NIA or BSWM, respectively, and; - For Corn – The endorsing FA is in good standing to be issued by Philippine Maize Federation, Inc. (PHILMAIZE), LGU/MAO or DA RFO 	<p>IA, SWISA</p> <p>PHILMAIZE, LGU/MAO, DA RFO</p>
	<p>Endorsement of farmers by participating Service Conduits together with the following (1 certified true copy of each):</p> <ul style="list-style-type: none"> - Certification from the service conduit that the farmer applicant is the actual tiller of the land and has no existing loan for palay and corn production, as the case may be; and - Summary of the farmer availing of the Loan containing the following information: name of farmer, Address, location of the farm, hectarage, amount of loan being applied 	Department of Agrarian Reform (DAR)
	One (1) photocopy of land title or any proof of ownership for other properties/assets acceptable to LANDBANK such as certificate of registration, certificate of large cattle, etc.	Land Registration Authority (LRA)
	One (1) certified true copy of Farm Plan and budget	Borrower

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
Small Farmers and Fishers (AFFORD)	One (1) certified true copy of purchase order or marketing contract with: - For Palay – NFA or other reliable buyers, if applicable - For Corn – Reliable buyers as endorsed by the Corn Board	Borrower
	One (1) certified true copy of Certificate of trainings attended on the Program or similar extension and training services on the subject, conducted by ATI, other DA concerned agencies and/or the LGUs	
	One (1) certified true copy of the duly signed Management Agreement between the Service Conduit and farmer	DAR
Consumer Client (Mortgage Loan)	One (1) original copy of Certificate /Contract of Employment indicating compensation (if employed/ salaried) Latest Contract of Employment, if OFW	Employer of Borrower
	One (1) certified true copy of Pay slips (last 3 pay periods)	
	One (1) certified true copy of latest Income Tax Return	Bureau of Internal Revenue (BIR)
	One (1) certified true copy of Marriage Contract, for married applicants or Certificate of No Marriage (CENOMAR) for single applicants.	Philippine Statistics Office (PSA)
	One (1) certified true copy of Philippine Overseas Employment Administration (POEA) validated Exit Pass/Information Sheet (for seaman)	Philippine Overseas Employment Association (POEA)
	For OFW Borrowers, - Copy of passport with entry and exit - One (1) copy of Apostille Convention on Authentication of Documents (DFA authentication only) of Special Power of Attorney (SPA), if applicable (For those not in the Philippines, SPA must be duly authenticated by the consul, if applicable)	Department of Foreign Affairs (DFA)

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
Consumer Client (Mortgage Loan)	If with business, submit one (1) certified true copy of: - Latest BIR-stamped Audited Financial Statements (AFS), except for micro-enterprises which may submit other proof of acceptable income, if self-employed - Notarized Lease Contract, if applicable, if self-employed	BIR Revenue District Office (RDO)
	- Business Permit/ Mayor's Permit	BIR Revenue District Office (RDO) or Local Government Unit (LGU) – Barangay/ Municipal/ City Hall
	- Letter of Intent to Borrow, Securities and Exchange Commission (SEC) Registration/Articles of Incorporation & By-Laws (if partnership or corporation)	Borrower or SEC
	- Partnership/Corporate Board Resolution to borrow and authorized signatories	
	- Business Profile/Company Profile	
	For Appraisal, submit one (1) certified true copy of: - Copy of Transfer Certificate of Title (TCT)/ Condominium Certificated of Title (CCT) - Lot plan with vicinity map certified by a Geodetic Engineer - Tax Declaration of lot and/or improvements - Real Estate Tax Receipt and Tax Clearance - Master Deeds and Declaration of Restrictions , including amendments if any & Diagrammatic Plan (for condominium only) - Pictures of offered collateral	Borrower or LGU – Municipal/ City Hall

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
	If corporation, submit one (1) certified true copy of: - General Information Sheet	Borrower
	- BIR-stamped Audited Financial Statements for the last three (3) years	BIR RDO
	If Sole Proprietor/Partnership, submit one (1) certified true copy of: - DTI Registration	Department of Trade and Industry DTI
	- Latest BIR-stamped Audited Financial Statements, except for micro-enterprises which may submit proof of acceptable income	BIR RDO
Consumer Client (HOME Loan and End Buyers Financing Tie-up)	One (1) photocopy of latest one (1) month pay-slip indicating net take home pay	Employer of Borrower
	One (1) photocopy of Marriage Contract, for married applicants or Certificate of No Marriage (CENOMAR) for single applicants.	PSA
	One (1) original copy of Certificate /Contract of Employment indicating compensation (if employed) and BIR Form 2316	Employer of Borrower
	Two (2) certified true copy of any Proof of Billing Address (Meralco, Water, Phone, Cable, Internet, etc.)	Borrower
	One (1) certified true copy of Statement of Account from Accredited Developers, if the property is to be purchased from a developer	Borrower
	If with business, submit one (1) certified true copy of: - Business Registration and Licenses - BIR stamped Financial Statements and Income Tax Return for the last 3 years	BIR RDO
	- Business Permit/ Mayor's Permit	LGU – Municipal/ City Hall
	- List of Suppliers	Borrower

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
	<p>For Appraisal, submit one (1) certified true copy of:</p> <ul style="list-style-type: none"> - Copy of Transfer Certificate of Title (TCT)/ Condominium Certificated of Title (CCT) - Tax Declaration of Tax Declaration for Land and Building (copy of Tax Declaration for Building only if the property is a condominium unit) - Real Estate Tax Receipt and Tax Clearance 	<p>LGU- Municipal/ City Hall</p>
	<ul style="list-style-type: none"> - Contract to Sell or Reservation Agreement - Lot plan with vicinity map certified by a Geodetic Engineer - Master Deeds and Declaration of Restrictions , including amendments if any & Diagrammatic Plan (for condominium only) <p>- Additional Requirements for House Renovation/Repair:</p> <ul style="list-style-type: none"> - Building Plans - Building Specifications - Building Permit <p>Building only if the property is a condominium unit)</p> <p>- Real Estate Tax Receipt and Tax Clearance</p> <ul style="list-style-type: none"> - Contract to Sell or Reservation Agreement - Lot plan with vicinity map certified by a Geodetic Engineer - Master Deeds and Declaration of Restrictions , including amendments if any & Diagrammatic Plan (for condominium only) <p>- Additional Requirements for House Renovation/Repair:</p> <ul style="list-style-type: none"> - Building Plans - Building Specifications - Building Permit 	<p>Borrower</p>

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
	One (1) copy of Apostille Convention on Authentication of Documents (DFA authentication only) of Special Power of Attorney (SPA), if applicable (For those not in the Philippines, SPA must be duly authenticated by the consul, if applicable)	DFA
Financial Institutions	One (1) Letter of Application indicating the type of credit facility/loan and amount of loan being applied for (and where possible, the application form shall be prepared in the CFI's stationery)	Borrower
	One (1) original copy of Board Resolution duly signed by the Board of Directors (BOD) authorizing the CFI to borrow funds, negotiate and enter into agreement with the Bank and designating at least two (2) officers authorized to sign all papers	
	One (1) certified true copy of List of incumbent Members of the BOD and principal officers indicating therein their respective education attainment and work experience as of recent date	
	One (1) certified true copy of List of existing principal shareholders and their stockholdings (with 10%) or more total shares	
	One (1) certified true copy of Brief Company Profile	
	One (1) certified true copy of Articles of Incorporation/Corporation and By-laws including amendments thereto, if any	

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
Financial Institutions	One (1) certified true copy of Certificate of Registration (with SEC) and Certificate of Authority to Operate from the BSP (for new applicant only)	Bangko Sentral ng Pilipinas (BSP) or SEC
	For projects involving constructions, one (1) certified true copy of: Cost Estimates, Plans and Specifications, Bill of Materials and Work Program/Schedule	Borrower
	One (1) certified true copy of year-end latest quarterly RBCAR Report as submitted to BSP (to determine its compliance to certain RAAC, such as capital, RBCAR and Tier-1 Based Ratio)	
	One (1) certified true copy of Updated Income Tax Return (ITR), duly stamped as received by the Bureau of Internal Revenue, together with the supporting financial statements, as applicable per BSP Circular No. 855, s. of 2014.	BIR
Large Corporations	One (1) certified true copy of Three (3) years track record	BIR RDO
	One (1) certified true copy of Profitable operations for the past three (3) years	
	One (1) certified true copy of No ownership dispute for the past three (3) years	
	One (1) certified true copy of No labor dispute for the past three (3) years	
	One (1) certified true copy of Credit facilities of multinational companies may be packaged provided they are labor intensive and/or export-oriented, as well as business ventures and projects with evident socio-economic impact that is highly beneficial to the company	
	One (1) certified true copy of Company and stockholders/officers of good credit standing (i.e., no adverse finding)	
	One (1) certified true copy of D:E ratio is within the 75:25 benchmark	

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
Large Corporations	One (1) certified true copy of Annual Percentage Rate (APR) of 3%	BIR RDO
Microfinance	One (1) Certified true copy of the Certificate of Registration with Cooperative Development Authority (CDA), in case of coops; BSP and SEC, in case of CFIs; and SEC, in case of NGOs	CDA
	One (1) Certified true copy of Articles of Cooperation (for Coops), and Articles of Incorporation (for CFIs and NGOs)	Borrower
	One (1) original signed copy of Information Sheet of the Board of Directors and Officers	
	One (1) original signed copy of Board Resolution authorizing the MFI to borrow, and designating at least two (2) officers to negotiate loan with LBP and sign loan documents with their specimen signature and pictures	
	One (1) certified true copy of Audited FS for the last 3 years plus latest Interim FS at the time of application	
Cooperatives	One (1) certified true copy of Audited Financial Statement (FS) for 3 years, or interim financial statement for new cooperatives	Borrower
	One (1) Photocopy of registration with Articles of Cooperation and Bylaws;	
	One (1) certified true copy of list of Board of Directors and Core Management Team (COMAT) with bio-data and ID pictures	
	One (1) certified true copy of BODs' and COMATs educational attainment and years in the cooperative will be included.	

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
Cooperatives	One (1) certified true copy of Board resolution authorizing the cooperative to borrow (stating the amount and purpose of loan) and designating at least two (2) officers to negotiate and sign loan documents	Borrower
	One (1) certified true copy of Submission of the master list of members of the registered coop, duly certified by the Coop's Manager and Secretary	
	One (1) certified true copy of Audited financial statements for the last three (3) years and/or interim financial statements (for new cooperatives)	
	One (1) certified true copy of CDA registration	CDA - Registration Division
Micro, Small and Medium Enterprises	One (1) photocopy of Certificate of Registration with DTI, Securities and Exchange Commission (SEC) or Board of Investments (BOI)	DTI/ SEC/ BOI
	One (1) certified true copy of CTC of Articles of Incorporation/Partnership and By-Laws	Borrower

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
Micro, Small and Medium Enterprises	One (1) original copy of Notarized Board Resolution authorizing the management to obtain loan from LBP and designating the authorized signatories - Board of Directors (corporations only) - Principal Stockholders and their stockholding (corporations only)	Borrower
	One (1) original copy of Bio-data of borrowers/ proprietors, partners, key officers and BOD	
	One (1) original copy of Sworn Statement of Assets and Liabilities of borrowers/ proprietors, partners, key officers, and Board of Directors	
	One (1) certified true copy of Photocopy of ITR and audited (BIR-received) FS (last 3 years)	
	One (1) certified true copy of Latest interim financial statements	
	One (1) certified true copy of Projected income statement, balance sheet, and cash flow statement with basic assumptions	
	Brief certified true copy of history of business	
Local Government Unit (LGUs)	One (1) original copy of Sanggunian Resolution - Authorizing the local Chief Executive (LCE) to borrow funds, negotiate and enter into a loan agreement with LBP; - Authorizing the LCE to sign, endorse loan documents, mortgages, deed of assignments, agreements, notes, and other documents pertaining to the loan obtained from LBP; and - Approving the projects to be financed and these are in accordance with the approved local development plan and public investment program or approved annual procurement/investment program;	Borrower

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
	One (1) certified true copy of Commission on Audit (COA) Audited Financial Statements preferably for the past 3 years and latest interim FS;	COA
Local Government Unit (LGUs)	One (1) original copy of Approved budget for the current year;	Borrower
	One (1) original copy of Ordinance approving the Local Development Plan/Annual Investment Program	
	One (1) original copy signed by authorized signatory List of elected officials and key officers	
	One (1) original copy signed by authorized signatory Feasibility Study (whenever applicable)	
	One (1) original copy signed by authorized signatory Schedule of LGU's IRA for the past 2 years	
	For projects involving construction, one (1) original copy signed by authorized signatory: Cost Estimates, Plans and Specifications, Bill of Materials and Work Program/ Schedule duly approved by the LCE	
	One (1) original copy signed by authorized signatory for acquisition of machinery and equipment, quotation from supplier/s	
	One (1) original copy signed by authorized signatory of Certification on the local school board budget for the current year in cases where SEF is to be assigned for construction, improvement or repair of public schools	
Government-Owned and Controlled Corporations	One (1) certified true copy of Office of the President approval/clearance to apply for a loan	Borrower
	One (1) certified true copy of MB Opinion	
	One (1) certified true copy of No adverse finding	
	One (1) certified true copy of Profitability track record of at least 3 years	
	One (1) certified true copy of Maximum D:E ratio 75:25	

CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
	One (1) certified true copy of APR of 3%	
State Universities and Colleges (SUCs)	One (1) certified true copy of Monetary Board Opinion	Borrower
	One (1) certified true copy of Audited FS for the last 3 years	
	One (1) original copy of Board Resolution to borrow	
State Universities and Colleges (SUCs)	One (1) original copy of Approved budget for the current year	Borrower
	One (1) original signed by authorized signatory of List of Officials	
	One (1) certified true copy of SUC's strategic plan	
	One (1) certified true copy of Setting-up of Project Implementation Structure (for stand-alone projects)	
Water Districts	One (1) certified true copy of Conditional Certificate of Conformance issued by Local Water Utilities Administration (LWUA)	LWUA Office
	One (1) certified true copy of COA audited financial statements for the past three years	COA
	One (1) original copy of Board Resolution authorizing an officer of the water district to negotiate, borrow, mortgage, sign, and enter into a loan agreement with LBP	Borrower
	One (1) certified true copy of Feasibility Study, WD Development Plan and Program of Work approved by LWUA or reviewed and approved by LBP	LWUA
	One (1) certified true copy of Monetary Board Opinion (MBO) issued by BSP's Monetary Board on the monetary and balance of payments implications of proposed domestic borrowings by LGUs and Government Entities as per provisions of Section 123 of R.A. No. 7653	Borrower



CLIENT	BASIC REQUIREMENTS	WHERE TO SECURE
Water Districts	One (1) certified true copy of Clearance from LWUA allowing the water district to secure a loan from LANDBANK	LWUA
Government Agencies	One (1) certified true copy of Real Estate Mortgage (REM) on real properties and improvements	Borrower
	One (1) certified true copy of Chattel Mortgage (CM) on machinery and equipment	
	One (1) certified true copy of Hold out on deposits	
	One (1) certified true copy of Assignment of Inventories, receivables, LCs, POs, guarantee cover	

FEES TO BE PAID

For commercial loan account (except OFW) payment of application and appraisal fees will be collected in advance upon filing of loan application:

Application fee for:

- New Customer: PHP 2,000
- Renewal: PHP 1,000

Appraisal Fee will depend on the type of property with a minimum appraisal fee of PHP 4,500 to a maximum of PHP 10,000.

For Mortgage Loan and EASY Home Loan and End Buyers Financing Tie-Up

Appraisal fee of:

- PHP 5,000 for regular/walk-in clients
- PHP 3,500.00 for acquisition from developers without MOA
- PHP 2,500.00 for acquisition from developers with MOA

7. Negotiation of Letters of Credit (Payment to Beneficiary)

Upon receipt of the Shipping Documents from our correspondent bank, the Bank shall examine the same with reasonable care to ensure compliance with the terms and conditions of the Letters of Credit (L/C). If the documents evidencing shipment are found in order, the Bank shall book IB and effect payment/reimbursement to the paying/correspondent bank, if applicable. Upon client's/importer's payment of IB, the Bank shall turn over the documents to the client/importer who shall present the same to the shipping/airline company to take possession of the goods or to cancel shipping guaranty issued by the Bank.

Upon receipt of the documents from the beneficiary/seller, the Bank shall examine the same with reasonable care to ensure compliance with the terms and conditions of the domestic L/C. If the documents evidencing delivery are found in order, the Bank shall book DB and effect payment directly to the beneficiary.

Office or Division:	Public Sector Department (PSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> - Local Government Units (LGUs) - Government Owned and Controlled Corporations (GOCCs) - Government Agencies (GAs) - State Colleges and Universities (SUCs) - National Government Agencies 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See <i>Annex N below</i>		See <i>Annex N below</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant – Send L/C negotiation documents as required by applicant in L/C payment	1.1 Receive or pick-up L/C negotiation requirement, check/ verify completeness of submitted documents and endorse/ forward documents to International Trade Department (ITD)	None	1 Banking Day	Account Officer/ Account Assistant (AO/AA) PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Process non-L/C transactions	See <i>Annex O</i> below	1 Hour, 15 Minutes	<i>Document Specialist Assistant Department Manager ITD</i>
None	1.3 Send the copy of Society for Worldwide Interbank Financial Telecommunication payment to via e-mail or fax applicant, copy furnished, the beneficiary	None	5 Minutes	AO/AA PSD
2. Receive the Letters of Credit (Payment to Beneficiary)	None	None	None	
	TOTAL	See <i>Annex O</i> below	1 Banking Day, 1 Hour, 20 Minutes	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For Local Government Unit (LGU)</u>	
1. Original or duplicate copy of Resolution (w/ official seal) stating therein the authorized signatory/ies in the opening of Letter/s of Credit with the Land Bank of the Phils. (LBP) signed by the majority of Council Members and approved by the Head Local Government Unit (1 original or photocopy copy)	} Client-initiated document
2. For Commercial L/C: Signed Firm Offer/Pro-forma Invoice and; For Foreign and Domestic Standby L/C; Bid/contract copy for Standby L/C/Performance Guarantee (1 photocopy)	
3. Application and Agreement for Commercial Letter of Credit (3 original copies)	} LBP-International Trade Department
4. Duly accomplished Application to Purchase Foreign Exchange (FX) form (1 original copy)	
5. P.D. 1466 for Govt. Importation (Foreign L/C) (1 original copy)	
6. Signature Card (1 original copy)	LBP-Treasury Operations Department-Central Communications Unit
7. Single Administrative Documents (SAD) for foreign LC only (1 photocopy)	Bureau of Customs (Note: Thru E2M Bureau of Customs System)
8. Proof of exemption from Payment of Custom Duties (Foreign L/C), if applicable (1 photocopy)	Department of Finance-One Stop Shop
9. Clearance for Government importation (Foreign L/C) (1 original copy)	Department of Trade and Industry - Fair Trade Enforcement Bureau – Import Regulation Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For Government Agency</u>	
1. Certification of the Head of Agency/Undersecretary as to the authorized signatory/ies in the opening of L/C with Landbank. (1 original copy or Certified True copy)	} Client-initiated document
2. Appointment paper of the authorized signatory duly signed by the President of the Republic of the Phils. (1 original copy or Certified True copy)	
3. For Commercial L/C: Signed Firm Offer / Pro-forma Invoice and; For Foreign and Domestic Standby L/C; Bid/contract copy for Standby LC/Performance Guarantee (1 photocopy)	
4. Application and Agreement for Commercial Letter of Credit (3 original copies)	} LANDBANK-International Trade Department
5. Duly accomplished Application to Purchase Foreign Exchange (FX) form (1 original copy)	
6. P.D. 1466 for Govt. Importation (Foreign L/C) (1 original copy)	
7. Signature Card (1 original copy)	LANDBANK-Treasury Operations Department-Central Communications Unit (TOD-CCU)
8. Single Administrative Documents (SAD) for foreign L/C only (1 photocopy)	Bureau of Customs (Note: Thru E2M Bureau of Customs System)
9. Proof of exemption from Payment of Custom Duties (Foreign L/C), if applicable (1 photocopy)	Department of Finance-One Stop Shop
10. Clearance for Government importation (Foreign L/C) (1 original copy)	Department of Trade and Industry - Fair Trade Enforcement Bureau – Import Regulation Division

FEES TO BE PAID

- 1. Processing of Direct Import Remittance (DIR)**
 - a. Commission - 1/8 of 1% of principal amount; minimum of PHP 1,000
 - b. Swift Cost – PHP 500 or USD 30
 - c. Documentary Stamps – PHP 0.60 for every PHP 200
 - d. FX Bank's fees USD15 for USD wire
 - GBP 13 for GBP wire
 - SGD 25 for SGD wire
 - AUD 22 for AUD wire
 - JPY 5,500 for JPY wire
 - EUR 45 for EUR wire

- 2. Processing of Domestic Bills (DB)**
 - a. Documentary Stamps – P0.60 for every PHP 200 based on the Bank Draft amount
 - b. If proceed is via RTGS:
 - RTGS Fee – PHP 150
 - Ad Valorem – bank draft Amount x 0.00001, minimum of PHP 10 maximum of PHP 400
 - Swift Cost- PHP 300
 - c. If USD domestic L/C via GSRT/ PDDTS
 - SWIFT Cost – USD 10
 - GSRT/ PDDTS Fee – USD 3
 - Handling Commission -¼ of 1% minimum USD 25

- 3. Processing of Open Account (O/A)**
 - a. Commission - ¼ of 1% of collection amount; minimum of PHP 1,000.00
 - b. Swift Cost – PHP 500.00 or USD 30.00
 - c. Documentary Stamps – PHP 0.60 for every PHP 200.00
 - d. FX Bank's fees
 - USD 15 for USD wire
 - GBP 13 for GBP wire
 - SGD 25 for SGD wire
 - AUD 22 for AUD wire
 - JPY 5,500 for JPY wire
 - EUR 45 for EUR wire

8. Opening of Letters of Credit (Cash)/Stand-by Letters of Credit

A commercial Letters of Credit (L/C) is a trade payment method in which a written financial document is issued by a buyer's bank, in favor of a seller, authorizing the seller to request payment of goods and services in accordance with certain conditions and terms. An L/C guarantees the seller's immediate payment or payment in the future if the seller requests payment and presents documents that absolutely conform to the L/C requirements. It also provides financing opportunities for both import and export transactions.

A Stand-by Letters of Credit (SBYLC) is an undertaking issued by the Bank on behalf of its client that payment will be made to a beneficiary in the event that the client does not make good its obligation. It is normally drawn only if the Bank's client (account party) is in default in one of the following:

1. Payment of a note, loan or advances
2. Performance under a bid or contract
3. Bidding requirements

Office or Division:	Public Sector Department (PSD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	<ul style="list-style-type: none"> - Local Government Units (LGUs) - Government Owned and Controlled Corporations (GOCCs) - Government Agencies (GAs) - State Colleges and Universities (SUCs) - National Government Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
See <i>Annex N on page F-40 to F-41</i>	See <i>Annex N on page F-40 to F-41</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain fund (L/C Cover) from Applicant via check or debit from Applicant's account	1.1 Receive debit letter or pick-up check from Applicant and endorse documents to International Trade Department (ITD)	None	1 Banking Day	Account Officer/ Account Assistant (AO/AA) PSD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Examine documents and process the funding for Applicant	None	1 Hour, 5 Minutes	<i>Assistant Department Manager ITD</i>
2. Accomplish and submit Bank's L/C application form and other L/C opening documentary requirements e.g., PD1466 Certification, Fair Trade Enforcement Bureau Certification, Application to Purchase Foreign Exchange, Pro-forma Invoice and Single Admin Document	2.1 Receive or pick-up L/C opening requirements from Applicant and check/verify completeness of submitted documents	None	2 Banking Days	AO/AA PSD
	2.2 Request from ITD the applicable computation/ billing for the L/C opening charges	None	30 Minutes	AO/AA PSD
	2.3 Prepare billing statement for L/C opening charges	None	10 Minutes	<i>Document Specialist ITD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.4 Send the billing statement for L/C opening charges via e-mail or fax to Applicant, copy furnished, the beneficiary	None	15 Minutes	AO/AA PSD
3. Settle the Bank charges at any LBP branch (for domestic commercial) or via Standard Chartered Bank New York or any depository bank of LBP abroad (for foreign commercial)	3.1 Inform ITD that L/C opening charges have been paid	Applicable L/C opening charges The opening charges on approved L/Cs shall be computed as recommended by the LU concerned.	3 Banking Days	AO/AA PSD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Said charges shall include bank commission and documentary stamps, among others		
None	3.2 Process payment of charges and release L/C copy	None	50 Minutes	<i>Assistant Department Manager, Assistant Vice President ITD</i>
None	3.3 Send copy of Society for Worldwide Interbank Financial Telecommunication cable of foreign L/C or copy of irrevocable L/C for domestic L/C via e-mail or fax	None	5 Minutes	AO/AA PSD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	<p>Appli- cable L/C opening charges</p> <p>+</p> <p>Bank commis- sion and docu- mentary stamps, among others</p>	6 Banking Days, 2 Hours, 55 Minutes	

9. Partial Release of Collaterals

In meritorious cases, borrower may request for the partial release of collaterals. Loan Recovery Department shall then evaluate borrower's request and present before the appropriate approving authorities of the LBP for consideration.

Consistent with the LBP's commitment to the GCG, Loan Recovery Department endeavors to formally notify borrower of the LBP management's decision within 45 days from receipt of complete documentary requirements.

Office or Division:	Loan Recovery Department (LRD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Borrowers whose loans are being managed by the LRD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request (1 original copy)		Borrower		
For person/s authorized by borrower to receive collateral documents, documents delegating such authority (SPA, secretary's certificate, board resolution, etc.) (1 original notarized copy)		Borrower		
KYC documents of borrower or his/her/its authorized representative (valid ID) (1 photocopy with original signatures of the ID bearer thereon and duly validated against the actual ID)		Persons mentioned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1. Evaluate request and determine take-out value of collaterals requested for release	Standard fees per Credit Policy Issuance	3 Banking Days	Account Officer (AO) LRD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for the Notice of Loan Approval (if approved) or Denial (if disapproved) from the Bank	2.1 If borrower passed the evaluation criteria, prepare and recommend the credit proposal ^{1/}	None	45 Banking Days from date of submission of complete documents	<i>Account Assistant (AA)/AO, Department Head LRD</i>
None	2.2 Send notice of approval. If disapproved, send notice of denial	None	1 Banking Day	<i>AO/AA, Department Head LRD</i>
3. Remit take-out value	2.1 Prepare cancellation of mortgage document and request notarization of cancellation of mortgage document with Legal Services Group (LSG)	None	1 Banking Day	<i>AO/AA, Department Head LRD</i>
None	Notarize documents	None	1 Banking Day	<i>Legal Officer LSG</i>



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present authority to receive collateral and/or valid ID	4. Release collateral documents together with notarized cancellation of mortgage	None	1 Banking Day	AO/AA, LRD
	TOTAL	Standard fees per Credit Policy Issuance	52 Banking Days	

^{1/} In case of partial release due to loan take-out by other financial institutions, Loan Recovery Department shall facilitate borrowing of title with Loan Operations Management Department and annotation of mortgage of other Financial Institution in coordination with BLSD which may take 15 to 45 Banking Days from date of submission of complete documents. Further and if the computed take-out value exceeds the amount guaranteed by the HDMF/other financial institution as indicated in its Letter of Guarantee, borrower must agree to shoulder such excess amount otherwise the request for release of collaterals shall be denied outright.

10. Procedure for Refund of 10% of the Offered Price for Disapproved Negotiated Sales Offer

Procedures for the refund of the 10% of the Offered Price for Disapproved Negotiated Sales Offer

Office or Division:	Special Assets Department (SPAD)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	<ul style="list-style-type: none"> • Employed or Self-employed Individuals who are at least 18 years of age • Corporations duly registered with Securities and Exchange Commission (SEC) • Cooperatives duly registered with Cooperative Development Authority (CDA) • LGUs and GOCCs
CHECKLIST OF REQUIREMENTS	
Deposit of at least 10% of the Purchase Price (1 photocopy of the Official Receipt	Buyer
Customer Information Sheet (1 original copy)	LBP- Special Assets Department
Negotiated Sale Offer Forms (1 original copy)	LBP- Special Assets Department
Know-Your-Client Questionnaire (1 original copy)	LBP- Special Assets Department
Valid IDs with 3 specimen signatures ((1 photocopy)	Concerned Agencies
TIN	BIR- TIN Verification Section
Letter of Guaranty (1 original copy)	Financing Institution
Additional Requirements for Corporation	
SEC Certificate of Registration of Articles of Incorporation & By-Laws & amendments thereto, if any. (1 certified true copy)	Corporate Secretary of the Corporate Buyer
Articles of Incorporation and By-Laws & amendments thereto, if any (1 certified true copy)	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Board Resolution/Secretary's Certificate authorizing the transaction, authorized representative and signatory/s with the corresponding specimen signature/s (1 certified true copy)		Corporate Secretary of the Corporate Buyer		
Latest General Information Sheet submitted to SEC. (1 certified true copy)				
Two (2) valid ID's of the authorized representative (1 certified true copy and 1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the Notice of Disapproval	1.1 In the event of disapproval of an offer to purchase, prepare memo request to the servicing unit/ Branch for the preparation of Manager's Check (MC)	None	1 Hour	AO/AA/ Department Head SPAD
None	1.2 Preparation of MC payable to the Offeror/Buyer	None	5 Banking Days	AAD / Branch
2. Receive the MC	2. Release the MC to the Offeror/buyer	None	10 Minutes	AAD/Branch
	TOTAL	None	5 Banking Days, 1 Hour, 10 Minutes	

11. Processing of Declaration/Approval of Winning Bidder – Public Bidding for Bid Price up to PHP 30 Million

Sale or disposal of Real and Other Properties Acquired (ROPA) effected through public bidding in accordance with law.

Office or Division:	Special Assets Department (SPAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G –Government to Government			
Who may avail:	<ul style="list-style-type: none"> • Employed or Self-employed Individuals who are at least 18 years of age • Corporations duly registered with Securities and Exchange Commission (SEC) • Cooperatives duly registered with Cooperative Development Authority (CDA) • LGUs and other GOCCs 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application to Participate in Public Bidding (1 original copy)		LBP-ARSD – HOCAD Secretariat		
Conditions on the Conduct of Public Bidding (1 photocopy)		LBP-ARSD – HOCAD Secretariat		
Customer Information Sheet (CIS) (1 original copy)		LBP-ARSD – HOCAD Secretariat		
Secretary's Certificate authorizing the representative to sign and negotiate, if applicable (1 original copy)		Corporate Secretary of the Corporate Bidder		
Duly notarized Special Power of Attorney authorizing the representative to sign and negotiate, if applicable (1 original copy)		Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the issuance of Notice Of Award (NOA)	1.1. Prepare NOA	None	30 Minutes	AO/AA/Department Head SPAD
	1.2. Review and approve NOA	None	5 Minutes	HOCAD Chairman

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive NOA which indicates the schedule of payment based on Bank's policy (i.e. payment of additional 10% on the next Banking Day and 80% balance within five (5) Banking Days, both reckoned from date of NOA).	2. Hand-over NOA to the client and explain the procedure of succeeding payments to be made	None	15 Minutes	AO/AA SPAD
	TOTAL	None	50 Minutes	

12. Processing of Declaration/Approval of Winning Bidder – Public Bidding for Bid Price up to PHP 50 Million

Sale or disposal of Real and Other Properties Acquired (ROPA) effected through public bidding in accordance with law.

Office or Division:	Special Assets Department (SPAD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G –Government to Government			
Who may avail:	<ul style="list-style-type: none"> • Employed or Self-employed Individuals who are at least 18 years of age • Corporations duly registered with Securities and Exchange Commission (SEC) • Cooperatives duly registered with Cooperative Development Authority (CDA) • LGUs and GOCCs 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application to Participate in Public Bidding (1 original copy)		LBP-ARSD – HOCAD Secretariat		
Conditions on the Conduct of Public Bidding (1 photocopy)		LBP-ARSD – HOCAD Secretariat		
Customer Information Sheet (CIS) (1 original copy)		LBP-ARSD – HOCAD Secretariat		
Secretary's Certificate authorizing the representative to sign and negotiate, if applicable (1 original copy)		Corporate Secretary of the Corporate Bidder		
Duly notarized Special Power of Attorney authorizing the representative to sign and negotiate, if applicable (1 original copy)		Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the issuance of NOA	1.1 Secure approval of the transaction based on the Bank's policy	None	15 Banking Days	AO/AA SPAD
None	1.2 Prepare NOA	None	30 Minutes	AO/AA/Department Head SPAD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Review and approve NOA	None	1 Banking Day	<i>HOCAD Chairman</i>
2. Receive NOA which indicates the schedule of payment based on Bank's policy (i.e. payment of additional 10% on the next Banking Day and 80% balance within five (5) Banking Days, both reckoned from date of NOA)	2. NOA to be sent to the client (via email and/or registered mail)	None	10 Minutes	AO/AA SPAD
	TOTAL	None	16 Banking Days, 40 Minutes	

13. Processing of Declaration/Approval of Winning Bidder – Public Bidding for Bid Price over PHP 50 Million

Sale or disposal of Real and Other Properties Acquired (ROPA) effected through public bidding in accordance with law.

Office or Division:	Special Assets Department (SPAD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G –Government to Government			
Who may avail:	<ul style="list-style-type: none"> • Employed or Self-employed Individuals who are at least 18 years of age • Corporations duly registered with Securities and Exchange Commission (SEC) • Cooperatives duly registered with Cooperative Development Authority (CDA) • LGUs and GOCCs 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application to Participate in Public Bidding (1 original copy)		LBP-ARSD – HOCAD Secretariat		
Conditions on the Conduct of Public Bidding (1 photocopy)		LBP-ARSD – HOCAD Secretariat		
Customer Information Sheet (CIS) (1 original copy)		LBP-ARSD – HOCAD Secretariat		
Secretary's Certificate authorizing the representative to sign and negotiate, if applicable (1 original copy)		Corporate Secretary of the Corporate Bidder		
Duly notarized Special Power of Attorney authorizing the representative to sign and negotiate, if applicable (1 original copy)		Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for issuance of Notice of Approval (NOA)	1.1 Secure approval of the transaction based on the Bank's policy	None	20 Banking Days (may be extended for another maximum period of 20 Banking Days)	AO/AA SPAD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Prepare NOA	None	30 Minutes	AO/AA/ Department Head SPAD
None	1.3 Review and approve NOA	None	1 Banking Day	HOCAD Chairman
2. Receive NOA which indicates the schedule of payment based on Bank's policy (i.e. payment of additional 10% on the next Banking Day and 80% balance within five (5) Banking Days, both reckoned from date of NOA).	2. Send NOA to the client (via email or registered mail)	None	10 Minutes	AO/AA SPAD
	TOTAL	None	21 Banking Days, 40 Minutes	

14. Processing of Outgoing Telegraphic Transfer related to Trade Transaction

Outgoing Foreign Telegraphic transaction provides payment to various beneficiaries (individual or corporate). A mean of fund transfer either in international or local using bank-to-bank electronic system. Payments are made either in local currency or multi-currency. Globally, delivery of payment is fast, safe and reliable.

Office or Division:	Public Sector Department (PSD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Government			
Who may avail:	<ul style="list-style-type: none"> - Local Government Units (LGUs) - Government Owned and Controlled Corporations (GOCCs) - Government Agencies (GAs) - State Colleges and Universities (SUCs) - National Government Agencies 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See <i>Annex N on page F-40 to F-41</i>		See <i>Annex N on page F-40 to F-41</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Bank the shipping documents and other requirements for Direct Payment	1.1 Receive or pick-up Outgoing Telegraphic Transfer requirements, checks/verify completeness of submitted documents and endorse documents to International Trade Department (ITD)	None	1 Banking Day	Account Officer/ Account Assistant (AO/AA) PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Process non-L/C transactions	See <i>Annex O on page F-42</i>	1 Hour, 15 Minutes	<i>Document Specialist Assistant Department Manager International Trade Department</i>
None	1.3 Send the copy of Society for Worldwide Interbank Financial Telecommunication cable copy via e-mail or fax to applicant	None	5 Minutes	AO/AA PSD
2. Receive payment	None	None	None	
	TOTAL	See Annex O on page F-42	1 Banking Day, 1 Hour, 20 Minutes	

15. Processing of Redemption and Acceptance of Full Payment of Redemption Price

Foreclosed real estate properties registered in the name of an individual that may be redeemed within the redemption period as prescribed by the Bank

Office or Division:	Special Assets Department (SPAD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - Mortgagor-debtor; - Heirs and/or successors in interest; - Judicial or judgment creditor of the mortgagor-debtor; or - Any person having a lien on the property subsequent to the mortgage 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Information Sheet (CIS) (1 original copy)		LBP- Special Assets Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit offer to redeem the property (at least 3 months prior to expiry of redemption offer)	1.1 Receive offer to redeem the property from the former owner or any party eligible to redeem the foreclosed property within the redemption period	None	1 Hour	Account Officer/ Account Assistant (AO/AA) SPAD
None	1.2 Acknowledge receipt of the offer to redeem	None	1 Banking Day (cut-off at 3:00 PM)	AO/AA SPAD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Prepare request for computation of the redemption price from Loan Operations Management Department (LOMD) for Head Office Units/ Accounting Centers (AC) for Field Units	None	1 Hour	AO/AA SPAD
	Computation of Redemption Price			
None	<ul style="list-style-type: none"> Prepare and issue Statement of Account (SOA) to SPAD 	None	1 Banking Day	<i>Loan Processor; Assistant Division Chief; Division Chief; Assistant Department Manager</i> LOMD <i>Bookkeeper; Financial Analyst; Financial Specialist; Accountant; Accounting Center Head</i> Accounting Center
None	1.4 Inform the Redemptioner about the Redemption Price and the corresponding terms and conditions	None	1 Banking Day	AO/AA SPAD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Facilitate upfront payment of at least 20% of the Redemption Price or full payment of the same	2.1 Receive proof of upfront of at least 20% of total redemption price or full payment of the redemption price	None	1 Hour	AO/AA SPAD
None	2.2 Secure approval of the redemption transaction based on Bank's policy	None	7 Banking Days	AO/AA SPAD
None	2.3 Issue Notice of Approval (NOA) of Redemption	None	1 Banking Day	AO/AA SPAD
3. Facilitate full payment, if applicable	3. Receive full payment, if applicable	None	1 Banking Day	AO/AA SPAD
	TOTAL	None	12 Banking Days, 3 Hours	

16. Release of Collaterals as a Result of Full Payment

Loan Recovery Department shall facilitate the release of collaterals within seven (7) days from date of full payment of borrower.

Office or Division:	Loan Recovery Department (LRD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Borrowers whose loans are being managed by the LRD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Full payment		Borrower		
For person/s authorized by borrower to receive collateral documents, documents delegating such authority (SPA, secretary's certificate, board resolution, etc.) (1 original notarized copy)		Borrower		
KYC documents of borrower or his/her/its authorized representative (valid ID) (1 photocopy with original signatures of the ID bearer thereon and duly validated against the actual ID)		Persons mentioned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Remit full payment	1.1 Request for Certificate of Full Payment and retrieval of collateral titles and other loan documents from Loan Operations Management Department (LOMD)	None	1 Hour	Account Officer/ Account Assistant (AO/AA) LRD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Issue Certificate of full payment and forward the collateral titles and other loan documents to LRD	None	2 Hours	<i>Loan Processor, Division Chief, Assistant Department Manager, Department Manager LOMD</i>
None	1.3 Prepare cancellation of mortgage document and request notarization of cancellation of mortgage document with Legal Services Group (LSG)	None	1 Banking Day	<i>AO/AA, Department Head LRD</i>
None	1.4 Notarize documents	None	1 Banking Day	<i>Legal Officer LSG</i>
2. Present authority to receive collateral and/or valid ID	2. Release collateral documents together with notarized cancellation of mortgage	None	1 Banking Day	<i>AA/AO LRD</i>
	TOTAL	None	3 Banking Days, 3 Hours	

17. Release of Collaterals via Loan Take-out (Full Payment) by other Financial Institutions

Borrowers may negotiate with other financial institutions (FIs) to take-out their loans with LBP. In which case, Loan Recovery Department (LRD) shall facilitate the release of collaterals within seven (7) days from date of full remittance of take-out proceeds.

Office or Division:	Loan Recovery Department (LRD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Borrowers whose loans are being managed by the LRD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request (1 original copy)		Borrower		
Letter of Guarantee issued by other Financial Institutions (1 original copy)		Other Financial Institutions (FIs)		
For person/s authorized by borrower to receive collateral documents, documents delegating such authority (SPA, secretary's certificate, board resolution, etc.) (1 original notarized copy)		Borrower		
KYC documents of borrower or his/her/its authorized representative (valid ID) (1 photocopy with original signatures of the ID bearer thereon and duly validated against the actual ID)		Persons mentioned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request together with Letter of Guarantee	1.1 Evaluate request and inform borrower if LBP is amenable to the terms of the Letter of Guarantee and/or propose revised terms acceptable to the LBP	None	3 Banking Days	Account Officer (AO) LRD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Facilitate borrowing of title with Loan Operations Management Department (LOMD) and annotation of mortgage of other FI in coordination with Legal Services Group (LSG)	None	45 Banking Days from date of submission of complete documents	<i>Account Assistant (AA)/AO LRD</i>
2. Remit take-out value	1.1 Prepare cancellation of mortgage document and request notarization	None	1 Banking Day	<i>AO/AA, Department Head LRD</i>
None	Notarize documents	None	1 Banking Day	<i>Legal Officer LSG</i>
3. Present authority to receive collateral and/or valid ID	3. Release collateral documents together with notarized cancellation of mortgage	None	1 Banking Day	<i>AA/AO LRD</i>
	TOTAL	None	51 Banking Days	

18. Release of Repossessed Vehicles

Release of repossessed vehicles after full payment of the offered price / bid price.

Office or Division:	Special Assets Department (SPAD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> - Employed or Self-employed Individuals who are at least 18 years of age - Corporations duly registered with Securities and Exchange Commission (SEC) - Cooperatives duly registered with Cooperative Development Authority (CDA) - Local Government Units and Government-Owned or Controlled Corporations 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed/Conforme Notice of Approval of Sale/ Notice of Award (1 original copy)		SPAD		
Official Receipt/s (O/Rs) as proof of the full payment of the Purchase Price / Bid Price (1 photocopy)		Buyer		
Duly notarized Special Power of Attorney (SPA) authorizing the representative to negotiate, if applicable (1 original copy)		Buyer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Notice of Approval/ Notice of Award	1.1 Prepare/issue payment acceptance order (PAO)	None	50 Minutes	AO/AA SPAD
	1.2 Review and approve PAO	None	1 Hour	AO Unit Head SPAD
	1.3 Email to the client the approved PAO		10 Minutes	AO/AA SPAD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit copy of OR as proof of the full payment of the 90% remaining balance on the purchase price	2.1 Prepare Gate Pass	Amount equivalent to the 90% of the purchase price	1 Banking Day	AO/AA SPAD
	2.2 Review and approve Gate Pass	None	1 Hour	AO, Unit Head, Department Head SPAD
	2.3 Email to client approved Gate Pass and scanned copy of Official Receipt/ Certificate of Registration (OR/CR)	None	1 Hour	AO/AA/Unit Head/ Department Head SPAD
3. Receive/print Gate Pass to be presented at the warehouse to the guard on duty	3.1 Prior to release of the repossessed vehicle: Request for valid identification card of the client for verification; If thru a representative, request for the original and notarized SPA with the specified details of the repossessed vehicle therein	None	1 Hour	Security Guard on duty Warehouse concerned



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Amount equivalent to the 90% of the purchase price	1 Banking Day, 5 Hours	

19. Release of Sale Documents to ROPA Buyer

After full payment of the purchase price and advances made by the Bank and execution of the Deed of Absolute Sale (DAS) the Bank shall release all the sale documents pertaining to the Properties to the ROPA Buyer.

Office or Division:	Special Assets Department (SPAD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	ROPA Buyers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt/s for the payment of purchase price (1 photocopy)		LBP Branch where the payment was made		
Certificate of Full Payment (COFP) (1 photocopy)		LBP – Loan Operations Management Department (LOMD) through SPAD		
Secretary's Certificate for the Bank's authorized signatory to the sale transaction (1 original copy)		LBP – Office of the Corporate Secretary through SPAD		
Notarized Deed of Absolute Sale (DAS, double acknowledgment contract) (6 original copies)		Buyer's Notary and LBP's Notary by Legal Department through SPAD		
Special Power of Attorney (SPA) or Secretary's Certificate (1 original copy)		ROPA Buyer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the remaining balance of the purchase price within deadline as specified in the Notice of Approval of Sale	1.1 Receive and issue Official Receipt as proof of payment	Remain-ing balance of the purchase price	30 Minutes	<i>LBP Branch where payment is made</i>
2. Pay the applicable dues or taxes and/or advances, if any (CWT share, insurance premium, real estate tax, association dues and other assessments) within thirty (30)	2.1 Receive and issue Official Receipt as proof of payment	CWT share, insurance premium, real estate tax, associa-tion dues and other assess-ments	30 Minutes	<i>LBP Branch where payment is made</i>



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
calendar days from Bank's notice				
3. Wait for the release of DAS for execution/ notarization	3.1 Upon receipt of the COFP, prepare and send the DAS to the ROPA buyer for execution/ notarization	None	3 Banking Days	AO/AA SPAD
4. Submit the partially notarized DAS	4.1 Complete the execution/ notarization of the DAS	None	1 Banking Day (after receipt of the partially notarized DAS from the Buyer)	AO/AA SPAD
5. Wait for the release of sale documents	5.1 Book the sale transaction	None	1 Banking Day (after completion of evaluation)	<i>Loans Operation Specialist / Analyst</i> LOMD
	5.2 Retrieve of the Owner's Duplicate Copy (ODC) of title from the records custodian	None	1 Banking Day	<i>Loans Operation Specialist / Analyst</i> LOMD
6. Receive the sale documents from the Bank	6.1 Release the sale documents including ODC of title to the ROPA Buyer	None	30 mins	AO/AA SPAD
	TOTAL		6 Banking Days, 1 Hour, 30 Minutes	

20. Release of Underlying Collaterals for LBP-Rediscounted Loan Obligations of Borrowers of Closed Banks under PDIC Receivership/Liquidation

Loan Recovery Department shall facilitate the release of collaterals within seven (7) days from date of full payment of sub-borrower.

Office or Division:	Loan Recovery Department (LRD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Sub-Borrowers whose loans are being managed by the LRD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Full payment		Sub-Borrower		
Affidavit of Non-remittance, as applicable (1 original notarized copy)		PDIC - Loan Management Department I, II or III		
Certificate of Full Payment or Certificate of No Outstanding Balance as of RB Closure (1 original copy)		PDIC - Loan Management Department I, II or III		
Authorization Letter indicating the authorized recipient/s of the collateral documents (1 original copy)		PDIC - Loan Management Department I, II or III		
For person/s authorized by borrower to receive collateral documents, documents delegating such authority (SPA, secretary's certificate, board resolution, etc.) (1 original notarized copy)		Sub-Borrower		
KYC documents of borrower or his/her/its authorized representative (valid ID) (1 photocopy with original signatures of the ID bearer thereon and duly validated against the actual ID)		Persons mentioned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Remit full payment and request for release of collateral	1.1 Validate payment and request retrieval of collateral documents from Loan Operations Management Department (LOMD)	None	2 Banking Days	Account Officer/ Account Assistant (AO/AA) LRD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Retrieve documents and forward to LRD	None	7 Hours, 10 Minutes	<i>Loan Processor, Division Chief, Assistant Department Manager</i> LOMD
None	1.3 Prepare transmittal letter addressed to the PDIC-authorized person	None	1 Banking Day	<i>AO, Department Head</i> LRD
2. Present authority to receive collateral and/or valid ID	2.1 Release collateral documents	None	1 Banking Day	<i>AA/AO</i> LRD
	TOTAL	None	4 Banking Days, 7 Hours, 10 Minutes	

21. Requests for Certification

Borrowers may request for certifications (e.g., account status, outstanding balance, etc.).

Office or Division:	Loan Recovery Department (LRD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Borrowers whose loans are being managed by the LRD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request (1 original copy)		Borrower		
For person/s authorized by borrower to receive the requested certifications, documents delegating such authority (SPA, secretary's certificate, board resolution, etc.) (1 original notarized copy)		Borrower		
KYC documents of borrower or his/her/its authorized representative (valid ID) (1 photocopy with original signatures of the ID bearer thereon and duly validated against the actual ID)		Persons mentioned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1. Prepare requested certifications	Requests coursed through LRD for certification that will have to be prepared by other units of the LBP (i.e., re-issuance of Certificate of Full Payment, etc.) may be subject to processing fee as determined by such other LBP units	2 Banking Days	Account Officer/ Account Assistant (AO/AA) LRD



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present authority to receive collateral and/or valid ID	2. Release requested certifications	None	1 Banking Day	AO/AA LRD
	TOTAL	Applicable Fees	3 Banking Days	

22. Settlement of LBP-Rediscounted Loan Obligations of Borrowers of Closed Banks Under PDIC Receivership/Liquidation

Borrowers of closed banks under PDIC receivership/liquidation may propose for the orderly settlement of their LBP-rediscounted loans (e.g., compromise settlement). Loan Recovery Department then evaluates sub-borrower's settlement proposal and facilitates its approval/denial before the appropriate approving authorities of the LBP. Loan Recovery Department endeavors to formally notify borrower of the LBP management's decision within 45 days from receipt of complete documentary requirements.

Office or Division:	Loan Recovery Department (LRD)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business
Who may avail:	Sub-Borrowers of closed banks under PDIC receivership/liquidation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written settlement proposal (1 original copy)	Sub-Borrower
Proof of income/source of repayment (financial statements, ITR, purchase order, business contracts, permits, etc.) (1 certified true copy)	Sub-Borrower
For person/s authorized by borrower to transact in his/her/its behalf, documents delegating such authority (SPA, secretary's certificate, board resolution, etc.) (1 original notarized copy)	Sub-Borrower
KYC documents of borrower, his/her/its authorized representative and third party owner of properties offered for dacion or collateral (valid ID, articles of incorporation, etc.) (1 photocopy with original signatures of the ID bearer thereon and duly validated against the actual ID)	Persons mentioned
Philippine Deposit Insurance Corporation (PDIC) Statement of Account (1 original copy)	PDIC - Loan Management Department I, II or III



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal and pertinent documents	1.1 Inform borrower of the appropriate documents for submission depending on borrower's proposal and advise the borrower of the Bank's policies and procedures	None	2 Hours	<i>Account Officer/ Account Assistant (AO/AA) LRD</i>
None	1.2 Evaluate borrower's proposal vis-à-vis the documents submitted	None	1 Banking Day	<i>AO LRD</i>
None	1.3 Request for updated Statement of Account with Loan Operations Management Department (LOMD) and PDIC and validate the same with PDIC ^{1/}	None	1 Banking Day	<i>AO/AA, LRD</i>
None	1.4 Prepare Statement of Account	None	1 Hour, 15 Minutes	<i>Loan Processor, Assistant Division Chief, Division Chief, Assistant Department Manager LOMD</i>



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5 Request for appraisal, as applicable, with Property Valuation and Credit Information Department (PVCID)	None	1 Hour	AO/AA LRD
None	1.6 Prepare reports	None	20 Banking Days	<i>Administrative Assistant, Unit Head, Team Head, Property Appraiser, Property Valuation Specialist, Department Head, Sector Head (if applicable)</i> PVCID
None	1.7 Negotiate amount to be paid by sub-borrower	None	1 Banking Day	AO, Department Head LRD
None	1.8 Prepare and recommend the credit proposal	None	45 Banking Days from date of submission of complete documents	AO/AA, Department Head LRD
None	1.9 Send notice of approval/ denial	None	1 Banking Day	AO/AA LRD
	TOTAL	None	69 Banking Days, 4 Hours, 15 Minutes	

^{1/} Timetable may vary depending on the PDIC's response time. If sub-borrower has not yet secured a PDIC SOA, LRD shall request the same with the PDIC. Either way, LRD shall coordinate with the PDIC within 2 working days from receipt of settlement proposal from sub-borrower.

23. Settlement of Loan Obligations by Delinquent Borrowers

Delinquent LBP borrowers may propose for the orderly settlement of their loans (e.g., loan restructuring, dacion en pago, compromise settlement, etc.). Loan Recovery Department (LRD) shall then evaluate borrower's settlement proposal and present before the appropriate approving authorities of the LBP for consideration. Consistent with the LBP's commitment to the GCG, LRD endeavors to formally notify borrower of the LBP management's decision within 45 days from receipt of complete documentary requirements.

Office or Division:	Loan Recovery Department (LRD)		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business		
Who may avail:	Borrowers whose loans are being managed by the LRD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Written settlement proposal (1 original copy)		Borrower	
Proof of income/source of repayment (financial statements, ITR, purchase order, business contracts, permits, etc.) (1 certified true copy)		Borrower	
Documents evidencing absolute ownership for properties offered for dacion or as collateral (TCT, CCT, OCT, stock certificates, etc.) (1 original owner's duplicate copy)		Property owner	
For properties owned by person/s other than the borrower and offered for dacion or collateral, documents evidencing consent and/or authority given to borrower for the said purpose (SPA, secretary's certificate, board resolution, etc.) (1 original notarized copy)		Property owner	
For person/s authorized by borrower to transact in his/her/its behalf, documents delegating such authority (SPA, secretary's certificate, board resolution, etc.) (1 original notarized copy)		Borrower	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
KYC documents of borrower, his/her/its authorized representative and third party owner of properties offered for dacion or collateral (valid ID, articles of incorporation, etc.) (1 photocopy with original signatures of the ID bearer thereon and duly validated against the actual ID)		Persons mentioned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal	1.1 Inform borrower of the documents for submission depending on borrower's proposal and advise borrower of the Bank's policies and procedures	None	2 Hours	Account Officer (AO) LRD
2. Submit required documents	2.1 Evaluate ^{1/} borrower's proposal vis-à-vis the documents submitted	None	5 Banking Days	AO LRD
None	2.2 Request for updated Statement of Account with Loan Operations Management Department (LOMD)	None	1 Hour	AO/Account Assistant (AA) LRD
None	2.3 Prepare Statement of Account	None	1 Hour, 15 Minutes	Loan Processor, Assistant Division Chief, Division Chief, Assistant Department Manager LOMD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.4 Request for credit investigation, appraisal, skip tracing and asset verification, as applicable, with PVCID	None	1 Hour	AO/AA LRD
None	2.5 Prepare Reports	None	45 Banking Days	<i>Administrative Assistant, Property Appraiser, Property Valuation Specialist, Team Head, Unit Head, Department Head</i> PVCID
None	2.6 Evaluate the PVCID's reports upon receipt and discuss with borrower issues noted on documents/ reports	None	1 Banking Day	AO LRD
None	2.7 Conduct site inspection at borrower's place of business and properties offered for dacion or collateral	None	1 Banking Day	AO/AA, Department Head LRD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the Notice of Loan approval (if approved) or Denial (if disapproved) from the Bank	3.1 If borrower passed the evaluation criteria, prepare and recommend the credit proposal	None	45 Banking Days from date of submission of complete documents	<i>AO/AA, Department Head LRD</i>
None	3.2 Send notice of approval. If disapproved, send notice of denial	None	1 Banking Day	<i>AO/AA, LRD</i>
4. Conduct loan signing	3.1 Prepare loan documents and request for review and issuance of certificate of legal sufficiency, if applicable, with Legal Services Group (LSG)	None	2 Banking Days	<i>AO/AA, Department Head LRD</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Review and issue Certificate of legal sufficiency	None	7 Banking Days, 3 Hours	<i>Legal Officer</i> LSG
None	3.3 Facilitate the signing of loan documents	None	2 Hours	<i>AO/AA, Department Head</i> LRD
	TOTAL	None	108 Banking Days, 2 Hours, 15 Minutes	

^{1/} LRD may require additional documents and/or information if, in the course of its evaluation, it determines the need for other supporting documents or information to fully validate the feasibility of borrower's repayment proposal. Such requirements shall be conveyed to borrower in writing.