



Lending Services

External Services



I. Credit Card

1. Application for LBP Credit Card Easy Pay Program

This service allows new and existing LBP Credit Card Cardholders in active and current status to convert retail transactions, single purchases into monthly installments of up to 24 months.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | Credit Card Administration Department (CCAD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Cardholders in current and active status | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly accomplished LANDBANK Easy Pay Program Application Form [1 original (Branch)/1 scanned copy (CCAD)] | | LBP Branches /LBP Website @ www.landbank.com/forms | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Application Form to: <ul style="list-style-type: none"> any LBP Branch; or CCAD via email: ccad@mail.landbank.com | <u>If thru LBP Branch:</u> 1.1 Validate Cardholder's identity and other relevant information, signature verify the duly accomplished LBP Easy Pay Program Application Form and forward the request to CCAD via email to facilitate immediate processing | None | 30 Minutes | <i>New Accounts Clerk/ Verifier, LBP Branch</i> |
| | <u>If thru CCAD:</u> 1.1 Acknowledge the request | | 5 Minutes | <i>Credit Card Operations Assistant/Analyst, CCAD</i> |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--|
| None | 1.2 Evaluate and process if eligible for Easy Pay Program | None | 1 Banking Day | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |
| None | 1.3 Check and approve if qualified | None | 2 Banking Days | <i>Credit Card Operations Officer</i> CSAMU, CCAD/ <i>Department Head</i> CCAD |
| None | 1.4 Forward request to Loan Operations Management Department (LOMD) for posting | None | 5 Minutes | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |
| None | 1.5 Post approved Easy Pay Application in Credit Card Management System (CCMS) | None | 5 Minutes | <i>Loan processor/s</i> LOMD <i>Loans Operations Specialist III/Senior Loans Specialist</i> LOMD <i>Assistant Department Manager</i> LOMD |
| None | 1.6 Once posted, inform Cardholder of the approval of request via e-mail | None | 5 Minutes | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|----------------|-----------------|--|--------------------|
| | TOTAL | None | <u>Thru LBP Branch:</u> 3 Banking Days, 45 Minutes <u>Thru CCAD:</u> 3 Banking Days, 20 Minutes | |



2. Credit Card Management

a. Change of Name and Civil Status

This service includes cardholder's request for change of name and civil status.

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | Credit Card Administration Department (CCAD) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Cardholders in good credit standing | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly accomplished Credit Card Cardholder's Request Form (CRF) [1 original (Branch)/1 scanned copy (CuCD)] | | LBP Branches /LBP Website @ www.landbank.com/forms | | |
| Valid photo bearing government issued ID in the name of the applicant (1 photocopy) | | Any government agency issuing identification cards (PhilID, DFA, GSIS, SSS, LTO, PRC, etc.) | | |
| Marriage Certificate [1 photocopy authenticated by branch (Branch)/1 scanned copy (CuCD)] | | PSA | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request and complete documents to: <ul style="list-style-type: none"> any LBP Branch; or Customer Care Department (CuCD) via email at customercare@mail.landbank.com | <u>If thru LBP Branch</u> 1.1 Validate Cardholder's identity and other relevant information, signature verify the CRF and forward the request to CCAD/in-charge via email to facilitate immediate processing | None | 30 Minutes | <i>New Accounts Clerk</i> LBP Branch |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|---|---|
| None | <u>If thru CuCD</u> 1.1 Validate Cardholder's identity and other relevant information and issue Service Request Number to Cardholder and forward the request to CCAD/in-charge | None | Call: 1 Hour Email: 3 Banking Days | <i>Phone Banker CuCD</i> |
| None | 1.2 Perform the ff: a. Receive Cardholder's Request through email b. Retrieve cardholder's record c. Check if documents submitted are complete 1.3 Perform the ff: a. Evaluate cardholder's request based on the existing policies/ guidelines of the Bank b. Prepare Credit Card Recommendation Form (CCRF) | None | 3 Banking Days | <i>Credit Card Operations Assistant/Analyst/ Specialist CPCEU, CCAD</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------------|---|------------------------|------------------------|---|
| None | 1.4 Review/ Recommend approval of cardholder's request | None | 1 Banking Day | <i>Credit Card Operations Specialist</i> CPCEU, CCAD |
| None | 1.5 Approve the CCRF | None | 2 Banking Days | <i>Unit Head, CPCEU, CCAD/ Department Head, CCAD/ CASA Approving Authority</i> |
| None | 1.6 Encode approved change of name and civil status in the Credit Card Management System (CCMS) | None | 1 Banking Day | <i>Credit Card Operations Assistant/Analyst/ Specialist</i> CPCEU, CCAD |
| None | 1.7 Approve change of name and civil status in the CCMS | None | | <i>Unit Head, CPCEU, CCAD/ Department Head, CCAD</i> |
| None | 1.8 Generate and forward embossing file to Card Vendor for card production | None | 1 Banking Day | <i>Administrative Assistant/Administrative Analyst/e-Products Management Specialist/I/II/III/Administrative Specialist III/Sr. e-Products Management Specialist, BBSD</i> |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|--|---|
| None | 1.9 Monitor card production | None | 3 Banking Days | <i>Credit Card Operations Assistant/Analyst/ Specialist</i> COSU, CCAD |
| None | 1.10 Delivery of card to customer by the service provider | None | 7 Banking Days | <i>Credit Card Operations Assistant/Analyst/ Specialist</i> COSU, CCAD |
| | TOTAL | None | <u>Thru LBP Branch:</u> 18 Banking Days, 30 Minutes <u>Thru CuCD</u> <u>If thru call:</u> 18 Banking Days, 1 Hour <u>If thru email:</u> 21 Banking Days | |

b. Increase/Decrease of Credit Card Limit or Upgrade/Downgrade of Credit Card Type

This service includes cardholder's request for increase/decrease or upgrade/downgrade of credit limit/credit type.

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | Credit Card Administration Department (CCAD) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Cardholders in good credit standing | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly accomplished Credit Card Cardholder's Request Form (CRF) [1 original (Branch)/1 scanned copy (CuCD)] | | LBP Branches /LBP Website @ www.landbank.com/forms | | |
| Proof of income/sources of repayment [1 original/certified photocopy (Branch)/1 scanned copy (CuCD)] FOR EMPLOYED INDIVIDUALS: (Submit any of the ff. requirements) <ul style="list-style-type: none"> • Certificate of Employment and Compensation; or • Latest Income Tax Return; or • Payslips for the last three (3) months FOR SELF-EMPLOYED: (Submit all the requirements) <ul style="list-style-type: none"> • Registration Papers with DTI or SEC • Latest Income Tax Return • Latest Audited Financial Statements | | Employer Employer/BIR Employer DTI/SEC BIR Customer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request and complete documents to: <ul style="list-style-type: none"> • any LBP Branch; or • Customer Care Department (CuCD) via email at customercare@mail.landbank.com | <u>If thru LBP Branch</u> 1.1 Validate Cardholder's identity and other relevant information, signature verify the CRF and forward the request to CCAD/in-charge via email to | None | 30 Minutes | <i>New Accounts Clerk</i> LBP Branch |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|--|---|
| | <p>facilitate immediate processing</p> <p><u>If thru CuCD</u></p> <p>1.1 Validate Cardholder's identity and other relevant information and issue Service Request Number to Cardholder and forward the request to CCAD/in-charge</p> | None | <p>Call: 1 Hour</p> <p>Email: 3 Banking Days</p> | <i>Phone Banker CuCD</i> |
| None | <p>1.2 Perform the ff:</p> <p>a. Receive Cardholder's Request through CuCD Email</p> <p>b. Retrieve cardholder's record</p> <p>c. Check if cardholder submitted the required documents through email</p> | None | 1 Banking Day | <i>Credit Card Operations Assistant/Analyst/ Specialist CPCEU, CCAD</i> |



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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------------|--|------------------------|------------------------|--|
| None | 1.3 Perform the ff: a. Evaluate cardholder's request based on the existing policies/ guidelines of the Bank b. Prepare Credit Card Recommendation Form (CCRF) or Recommendation for denial Form and denial memo/letter | None | 2 Banking Days | <i>Credit Card Operations Assistant/Analyst/ Specialist</i> CPCEU, CCAD |
| None | 1.4 Review/ Recommend approval or denial of cardholder's request, and sign denial memo/letter | None | 1 Banking Day | <i>Credit Card Operations Specialist</i> CPCEU, CCAD |
| None | 1.5 Approve the CCRF or Recommendation for denial, and sign denial memo/letter | None | 2 Banking Days | <i>Unit Head, CPCEU, CCAD/ Department Head, CCAD/ CASA Approving Authority</i> |
| None | 1.6 Encode approved increase/ decrease in the Credit Card | None | 1 Banking Day | <i>Credit Card Operations Assistant/Analyst/ Specialist</i> CPCEU, CCAD |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|---|
| | Management System (CCMS) | | | |
| None | 1.7 Approve increase/decrease in CCMS <i>Note: An e-mail alert shall be automatically sent to the Credit Card holder</i> | None | | <i>Unit Head, CPCEU, CCAD/ Department Head, CCAD</i> |
| None | 1.8 Email denial memo or letter | None | | <i>Credit Card Operations Assistant/Analyst/Specialist CPCEU, CCAD</i> |
| None | 1.9 Generate and forward embossing file to Card Vendor for card production | None | 1 Banking Day | <i>Administrative Assistant/Administrative Analyst/e-Products Management Specialist/I/II/III/Administrative Specialist III/Sr. e-Products Management Specialist, BBSD</i> |
| Additional Steps for Upgrade/Downgrade Credit Card Type | | | | |
| None | 1.10 Monitor card production | None | 3 Banking Days | <i>Credit Card Operations Specialist COSU, CCAD</i> |
| None | 1.11 Delivery of card to client by the service provider | None | 7 Banking Days | <i>Credit Card Operations Specialist COSU, CCAD</i> |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|----------------|-----------------|--|--------------------|
| | TOTAL | None | <p>FOR INCREASE/ DECREASE OF CREDIT CARD LIMIT <u>Thru LBP Branch:</u> 8 Banking Days, 30 Minutes <u>Thru CuCD:</u> <u>If thru call:</u> 8 Banking Days, 1 Hour</p> <p><u>If thru email:</u> 11 Banking Days</p> <p>FOR UPGRADE/ DOWNGRADE OF CREDIT CARD TYPE <u>Thru LBP Branch:</u> 18 Banking Days, 30 Minutes <u>Thru CuCD:</u> <u>If thru call:</u> 18 Banking Days, 1 Hour</p> <p><u>If thru email:</u> 21 Banking Days</p> | |



This service includes permanent cancellation of card as requested by Cardholder and/or preparation of Certificate of Full Settlement upon request of Cardholders who have already fully paid their accounts.

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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|---|-----------------|--|
| None | 1.2 Upon receipt of the verified CRF from the Branch, check/review if account is already fully settled and has no other existing account(s) or receivables; Inform the Cardholder thru fastest means (email or call) to pay the total amount due, if there's any, plus the Certification Fee at any LBP Branch or via e-payment channels | Certification Fee - PHP100 (if full payment was made within a year or PHP200 if fully paid more than a year from date of request) | 30 Minutes | <i>Credit Card Operations Specialist</i> COSU, CCAD |
| 2. Pay at any LBP Branch or e-payment channels the total amount due, if any, plus Certification Fee | 2.1 Receive and verify completeness and accuracy of information in the On-Coll Slip and the cash/check for payment; process the transaction | None | 15 Minutes | <i>Teller,</i> LBP Branch |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|------------------------|------------------------|--|
| None | 2.2 Provide client with a copy of the validated payment slip and the corresponding attachment | None | | <i>Teller, LBP Branch</i> |
| 3. Receive validated payment slip and corresponding attachment as applicable and submit proof of payment to CCAD | 3.1 Check if account is already fully settled and if Certification Fee is already posted in the system or validate against the proof of payment from Cardholder, if available | None | 15 Minutes | <i>Credit Card Operations Analyst/Specialist, COSU, CCAD</i> |
| None | 3.2 Evaluate/prepare request for card cancellation and/or Certificate of Full Payment and supporting documents | None | 2 Banking Days | <i>Credit Card Operations Analyst/Specialist, COSU, CCAD</i> |
| None | 3.3 Approve/sign the card cancellation and/or request Certificate of Full Payment | None | 1 Banking Day | <i>Unit Head COSU/ CSAMU, CCAD Department Head CCAD</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|--|
| None | 3.4 For card cancellation, forward request to CSAMU to effect request in the Credit Card Management System | None | 15 Minutes | <i>Credit Card Operations Analyst/Specialist, CSAMU</i> <i>Unit Head, CSAMU</i> |
| None | 3.5 Include in the report for updating of Cardholder's record with the Credit Bureau (in case reported as delinquent account) <i>Note: Report on Cardholder Updates is submitted to the Credit Bureau on a monthly basis.</i> | None | 15 Minutes | <i>Credit Card Operations Assistant COSU, CCAD</i> |
| None | 3.6 Send the original copy of the Certificate of Full Payment to Cardholder's billing address (Delivery Period) <i>Note: Advance copy may be sent via e-mail if requested.</i> | None | 7 Banking Days | <i>Credit Card Operations Analyst/ Specialist COSU, CCAD</i> |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|----------------|---|--|--------------------|
| | TOTAL | Certificati on Fee - PHP100 (if full payment was made within a year) or PHP200 (if fully paid more than a year from date of request) | <u>Thru LBP Branch:</u> 10 Banking Days, 2 Hours <u>Thru CuCD:</u> <u>If thru call:</u> 10 Banking Days, 2 Hours, 30 Minutes <u>If thru email:</u> 13 Banking Days, 1 Hour, 30 Minutes | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|--|
| None | 1.2 Receive Cardholder's request through Email/CA Service Desk Manager and retrieve cardholder's record 1.3 Evaluate cardholder's request for lifting of hold-out account based on existing policies/ guidelines of the bank 1.4 Prepare memo to branch for lifting of hold-out on deposit | None | 2 Banking Days | <i>Credit Card Operations Assistant/Analyst/ Specialist</i> CPCEU, CCAD |
| None | 1.5 Review cardholder's request for lifting of hold-out account and affix initial on the memo | None | 1 Banking Day | <i>Credit Card Operations Specialist</i> CPCEU, CCAD |
| None | 1.6 Approve cardholder's request for lifting of hold-out account and sign memo | None | | <i>Unit Head, CPCEU, CCAD/ Department Head, CCAD</i> |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|--|---|
| None | 1.7 Send the memo to Branch through email | None | | <i>Credit Card Operations Assistant/Analyst/ Specialist CPCEU, CCAD</i> |
| None | 1.8 Inform Cardholder of the approval of request | None | 5 Minutes | <i>Credit Card Operations Assistant/Analyst/ Specialist CPCEU, CCAD</i> |
| | TOTAL | None | <u>Thru LBP Branch:</u> 3 Banking Days, 35 Minutes <u>Thru CuCD:</u> <u>If thru call:</u> 3 Banking Days, 1 Hour, 5 Minutes <u>If thru email:</u> 6 Banking Days, 5 Minutes | |

e. Redemption of Reward Points

This service allows Cardholders to apply earned Reward Points as Cash Rebate.

| | | | | |
|---|--|--|---------------------------------------|---|
| Office or Division: | Credit Card Administration Department (CCAD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Cardholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly Accomplished Credit Card Cardholder Request Form (CRF) [1 original (Branch)/1 scanned copy (CuCD)] | | LBP Branches /LBP Website @ www.landbank.com/forms | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request to: | <u>If thru LBP Branch</u> | None | 30 Minutes | <i>New Accounts Clerk/ Verifier, LBP Branch</i> |
| <ul style="list-style-type: none"> any LBP Branch, or Customer Care Department via: <p>Call at Hotline: (+632) 8-405-7000 or PLDT Domestic Toll Free 1-800-10-405-7000</p> <p>or</p> <p>Email: customercare@mail.landbank.com</p> | 1.1 Validate Cardholder's identity other relevant information, signature verify and forward the request to CCAD via email or facilitate immediate processing | | | |
| | <u>If thru CuCD</u> | | Call: 1 Hour Email: 3 Banking Days | <i>Phone Banker CuCD</i> |
| | 1.1 Validate Cardholder's identity and other relevant information, issue Service Request and forward the request to CCAD | | | |



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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------------|---|------------------------|------------------------|---|
| None | 1.2 Evaluate and process if eligible for redemption of points | None | 1 Banking Day | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |
| | 1.3 Check and approve if qualified | None | 2 Banking Days | <i>Credit Card Operations Officer</i> CSAMU, CCAD/ <i>Department Head</i> CCAD |
| None | 1.4 Post approve Reward Points Redemption Request in the Credit Card Management System (CCMS) | None | 5 Minutes | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |
| | 1.5 Log the action taken in the CA Service Desk Manager and inform Cardholder of the approval of request via e-mail | None | 10 Minutes | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|----------------|-----------------|---|--------------------|
| | TOTAL | None | <u>Thru LBP Branch:</u> 3 Banking Days, 45 Minutes <u>Thru CuCD:</u> <u>If thru call:</u> 3 Banking Days, 1 Hour, 15 Minutes <u>If thru email:</u> 6 Banking Days, 15 Minutes | |

f. Refund of Overpayment

This service shall be provided to Cardholders who requested refund of valid overpayment reflected on their account either through credit to deposit account (CA/SA) or issuance of check.

| | | | | |
|--|---|--|---|---|
| Office or Division: | Credit Card Administration Department (CCAD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | Cardholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly Accomplished Credit Card Cardholder Request Form (CRF) [1 original (Branch)/1 scanned copy (CuCD)] | | LBP Branches /LBP Website @ www.landbank.com/forms | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request to: | <u>If thru LBP Branch</u> | None | 30 Minutes | <i>New Accounts Clerk/ Verifier, LBP Branch</i> |
| <ul style="list-style-type: none"> any LBP Branch; or Customer Care Department (CuCD) via: <p>Call at Hotline: (+632) 8-405-7000 or PLDT Domestic Toll Free 1-800-10-405-7000</p> <p>Email: customercare@mail.landbank.com</p> | 1.1. Validate Cardholder's identity other relevant information, signature verify the CRF and forward the request to CCAD via immediate processing | | | |
| | <u>If thru CuCD</u> | | | |
| | 1.1 Validate Cardholder's identity other relevant information, issue Service Request Number to Cardholder and forward the request to CCAD | | Call: 1 Hour Email: 3 Banking Days | <i>Phone Banker CuCD</i> |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--|
| | 1.2 Check details of payment; Evaluate and process if eligible for refund of overpayment | None | 1 Banking Day | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |
| None | 1.3 Check and approve if qualified for refund of overpayment | None | 2 Banking Days | <i>Credit Card Operations Officer</i> CSAMU, CCAD <i>Department Head</i> CCAD |
| None | 1.4 Forward to Loan Operations Management Department (LOMD) for posting | None | 5 Minutes | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |
| None | 1.5 Receive and verify request for booking and process in Credit Card Management System (CCMS) and FIAS | None | 1 Banking Day | <i>Loan processor/s</i> LOMD <i>Loans Operations Specialist III/Senior Loans Specialist</i> LOMD <i>Assistant Department Manager</i> LOMD |
| None | 1.6 Log the action taken in the CA Service Desk Manager and inform Cardholder of the approval of request via e-mail | None | 10 minutes | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|----------------|-----------------|---|--------------------|
| | TOTAL | None | <u>Thru LBP Branch:</u> 4 Banking Days, 45 Minutes <u>Thru CuCD:</u> <u>If thru call:</u> 4 Banking Days, 1 Hour, 15 Minutes <u>If thru email:</u> 7 Banking Days, 15 Minutes | |

g. Reissuance of Credit Card

This service includes reissuance of LBP Credit Card in accordance with the guidelines.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | Credit Card Administration Department (CCAD) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Individuals | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly Accomplished Credit Card Cardholder Request Form (CRF) [1 original (Branch)/1 scanned copy (CuCD)] | | LBP Branches /LBP Website @ www.landbank.com/forms | | |
| Proof of Full Payment of amount due and demandable (Payment slip/screen capture of e-banking transaction, 1 original/ photocopy/printed) Proof of income | | Customer | | |
| Valid photo bearing government issued ID in the name of the applicant (1 photocopy) | | Any government agency issuing identification cards (PhilID, DFA, GSIS, SSS, LTO, PRC, etc.) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request to: <ul style="list-style-type: none"> any LBP Branch or Customer Care Department (CuCD) via: Email: customercare@mail.landbank.com or Call at Hotline: (+632) 8-405-7000 or PLDT Domestic Toll Free 1-800-10-405-7000 | <u>If thru Branch</u> 1.1 Validate Cardholder's identity and other relevant information, signature verify the CRF and forward the request to CCAD via fax or email to facilitate immediate processing | None | 30 Minutes | <i>New Accounts Clerk Verifier LBP Branch</i> |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|---|--|
| | <u>If thru CuCD</u> 1.1 Validate Cardholder's identity and other relevant information and issue Service Request Number to Cardholder and forward the request to CCAD | | Call: 1 Hour Email: 3 Banking Days | <i>Phone Banker</i> CuCD |
| None | 1.2 Check if the account is updated/paid and if payment has been posted already in the system | None | 1 Banking Day | <i>Credit Card Operations Specialist</i> COSU, CCAD |
| None | 1.3 Retrieve cardholder's record. Evaluate and prepare proposal either for Denial or for Reissuance of Card | None | 3 Banking Days | <i>Credit Card Operations Specialist</i> COSU, CCAD |
| None | 1.4 Seek approval of the authorized signatory/ies; Resolve/update ticket in the CA Desk | None | 5 Banking Days | <i>Credit Card Operations Specialist</i> COSU, CCAD |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------------|--|------------------------|------------------------|---|
| None | 1.5 Forward to CPCEU the approved reissuance for encoding in the CCMS | | 2 Banking Days | <i>Credit Card Operations Assistant/Analyst/ Specialist CPCEU, CCAD</i> |
| None | 1.6. Encode in the CCMS and forward to CPCEU verifier for review | | | <i>Credit Card Operations Assistant/Analyst/ Specialist CPCEU, CCAD</i> |
| None | 1.7. Review and verify in the Credit Card Management System (CCMS) then forward for approval | | | <i>Credit Card Operations Specialist CPCEU, CCAD</i> |
| None | 1.8 Approve the CRF and in the CCMS | | | <i>Credit Card Operations Officer CPCEU, CCAD/ Department Head CCAD</i> |
| None | 1.9 Generate and forward embossing file to Card Vendor | None | 1 Banking Day | <i>Administrative Assistant/Administrative Analyst/e-Products Management Specialist/II/III/Administrative Specilaist III/Sr. e-Products Management Specialist, BBSD</i> |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|---|--|
| None | 1.10 Monitor card production | | 3 Banking Days | <i>Credit Card Operations Specialist</i> COSU, CCAD |
| None | 1.11 Send card to Service Provider or thru FMD for delivery to Cardholder | None | 7 Banking Days | <i>Credit Card Operations Specialist</i> COSU, CCAD |
| | TOTAL | None | <u>Thru Branch:</u> 22 Banking Days, 30 Minutes <u>Thru CuCD:</u> <u>If thru call:</u> 22 Banking Days, 1 Hour <u>If thru email:</u> 25 Banking Days | |



h. Settlement of Past Due Account

This service includes the computation of One-Time-Payment (OTP), other Plan of Payment/Restructuring, and other settlement schemes as full settlement of past due account.

| Office or Division: | Credit Card Administration Department (CCAD) |
|---|--|
| Classification: | Highly Technical |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Individuals |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| For OTP: Duly Accomplished Credit Card Cardholder Request Form [1 original (Branch)/1 scanned copy (CuCD)] | LBP Branches /LBP Website @ www.landbank.com/forms |
| Valid photo bearing government issued ID in the name of the applicant (1 photocopy) | Any government agency issuing identification cards (PhilID, DFA, GSIS, SSS, LTO, PRC etc.) |
| For Restructuring: Letter/written request from Cardholder (Email or 1 Scanned/Original Copy) Once Approved: Compromise/Restructuring Agreement (Letter Format, 3 Original Copies) | Customer |
| Proof of Income/sources of payment (1 original/scanned/photocopy) FOR EMPLOYED INDIVIDUALS: (Submit any of the ff. requirements) <ul style="list-style-type: none"> • Certificate of Employment and Compensation; or • Latest Income Tax Return; or • Payslips for the last three (3) months FOR SELF-EMPLOYED: (Submit all the requirements) <ul style="list-style-type: none"> • Registration Papers with DTI or SEC • Latest Income Tax Return • Latest Audited Financial Statements IF UNEMPLOYED/RETIREEES Deposit ADB (Pensioners) | Employer Employer/BIR Employer DTI/SEC BIR Customer Depository Bank |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|---|--|
| 1. Submit request to: <ul style="list-style-type: none"> any LBP Branch or Customer Care Department via: Email: customercare@landbank.com or Call at Hotline: (+632) 8-405-7000 or PLDT Domestic Toll Free 1-800-10-405-7000 | <u>If thru LBP Branch</u> 1.1 Validate Cardholder's identity and other relevant information, signature verify the CRF and forward the request to CCAD via email to facilitate immediate processing <u>If thru CuCD</u> 1.1 Validate Cardholder's identity and other relevant information and forward the request to CCAD and issue Service Request Number to Cardholder | None | 30 Minutes Call: 1 Hour Email: 3 Banking Days | <i>New Accounts Clerk/ Verifier</i> LBP Branch <i>Phone Banker</i> CuCD |
| <i>For One-Time Payment (OTP)</i> | | | | |
| None | 1.2 Upon receipt of the verified CRF, request and wait for SOA from LOMD | None | 2 Banking Days | <i>Credit Card Operations Specialist</i> COSU, CCAD |
| None | 1.3 Preparation of Manual Statement of Account | None | 3 Banking Days | <i>Loans Operations Analyst/Loans Operations Specialist</i> III LOMD |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------------|---|------------------------|------------------------|--|
| None | 1.4 Evaluate/ review/ the request of the cardholder and compute the amount to be offered under the OTP scheme in accordance with the guidelines | None | 1 Banking Day | <i>Credit Card Operations Specialist</i> COSU, CCAD |
| None | 1.5 Seek approval of the authorized signatory/ies in accordance with CASA | None | 2 Banking Days | <i>Unit Head,</i> COSU, CCAD/ |
| None | 1.6 Forward the approved Offer to cardholder for conforme via e-mail; Negotiate further with Cardholder, if necessary | None | 7 Banking Days | <i>Credit Card Operations Specialist</i> COSU, CCAD |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|------------------------|------------------------|--|
| 2. Receive the OTP Offer Sheet and sign on the conforme portion and pay the agreed OTP at any LBP Branch or e-payment channels | 2.1 Receive and verify completeness and accuracy of information in the On-Coll Slip and the cash/check for payment; process the transaction and provide client with a copy of the validated payment slip and the corresponding attachment | None | 15 Minutes | <i>Teller, LBP Branch</i> |
| 3. Submit the proof of payment to CCAD together with the signed Offer Letter | 3.1 Upon receipt of the proof of payment from Cardholder, review the documents and prepare proposal for Settlement Scheme with Waiver of Penalty and Interest | None | 1 Banking Day | <i>Credit Card Operations Specialist, COSU, CCAD</i> |
| None | 3.2 Seek final approval of the authorized signatory/ies in accordance with CASA | None | 3 Banking Days | <i>Credit Card Operations Specialist, COSU, CCAD</i> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|--|
| <i>For Restructuring</i> | | | | |
| None | For Restructuring 1.2 Check completeness of submitted documents and evaluate/negotiate with Cardholder and prepare Restructuring Proposal and Amortization Schedule | None | 5 Banking Days | <i>Credit Card Operations Specialist</i> COSU, CCAD |
| None | 1.3 Seek approval of the authorized signatories | None | 10 Banking Days | <i>Approving Authorities,</i> LBP |
| None | 1.4 Require Cardholder to sign his conformity of the Compromise/ Restructuring Agreement (Letter Format) and other documents | None | 1 Banking Day | <i>Credit Card Operations Specialist</i> COSU, CCAD |
| 2. Sign the Letter of Intent, Amortization Schedule and the Restructuring Agreement (should be notarized) and submit to CCAD | 2.1. Forward the transaction to the Loan Operations Management Department (LOMD) for booking | None | 1 Hour | <i>Credit Card Operations Specialist</i> COSU, CCAD |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|--|--|
| | 2.2. Receive request for booking and verify from system the outstanding balance | None | 40 Minutes | <i>Loan processor/s</i> LOMD <i>Loans Operations Specialist III/Senior Loans Specialist</i> LOMD <i>Assistant Department Manager</i> LOMD |
| | TOTAL | None | FOR OTP: <u>Thru LBP Branch:</u> 19 Banking Days, 45 Minutes <u>Thru CuCD:</u> <u>Thru call:</u> 19 Banking Days, 1 Hour, 15 Minutes <u>Thru email:</u> 22 Banking Days, 15 Minutes FOR RESTRUCTURING: <u>Thru LBP Branch:</u> 16 Banking Days, 2 Hours, 10 Minutes | |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|----------------|-----------------|---|--------------------|
| | | | <u>Thru CuCD:</u> <u>Thru call:</u> 16 Banking Days, 2 Hours, 40 Minutes <u>Thru email:</u> 19 Banking Days, 1 Hour, 40 Minutes | |

i. Waiver of Credit Card Annual Fee

This service shall be provided to qualified Cardholders who are requesting for waiver of Annual Fee.

| | | | | |
|---|---|--|---|--|
| Office or Division: | Credit Card Administration Department (CCAD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Cardholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Accomplished Credit Card Cardholder Request Form (CRF) [1 original (Branch)/1 scanned copy (CuCD)] | | LBP Branches /LBP Website @ www.landbank.com/forms | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request to: <ul style="list-style-type: none"> any LBP Branch; or Customer Care Department (CuCD) via: Hotline: (+632) 8-405-7000 or PLDT Domestic Toll Free 1-800-10-405-7000 or Email: customercare@mail.landbank.com | <u>If thru LBP Branch</u> 1.1 Validate Cardholder's identity and other relevant information, signature verify the CRF and forward the request to CCAD via email to facilitate immediate processing | None | 30 Minutes | <i>New Accounts Clerk/Verifier, LBP Branch</i> |
| | <u>If thru CuCD</u> 1.1 Validate Cardholder's identity and other relevant information, issue Service Request Number to Cardholder and forward the request to CCAD | None | Call: 1 Hour Email: 3 Banking Days | <i>Phone Banker CuCD</i> |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--|
| None | 1.2 Evaluate request and process if eligible for waiver of Annual Fee | None | 1 Banking Day | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |
| None | 1.3 Check and approve if qualified | None | 2 Banking Days | <i>Credit Card Operations Officer</i> CSAMU, CCAD <i>Department Head</i> CCAD |
| None | 1.4 Forward request to Loan Operations Management Department (LOMD) for posting | None | 5 Minutes | <i>Credit Card Operations Assistant/ Specialist,</i> CSAMU, CCAD |
| None | 1.5 Post approve Request for Waiver of Annual Fee in the Credit Card Management System (CCMS) | None | 5 Minutes | <i>Loan processor/s</i> LOMD <i>Loans Operations Specialist III/Senior Loans Specialist</i> LOMD <i>Assistant Department Manager</i> LOMD |
| None | 1.6 Log the action taken in the CA Service Desk Manager and inform Cardholder of the approval of request via e-mail | None | 10 Minutes | <i>Credit Card Operations Assistant/ Specialist</i> CSAMU, CCAD |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|----------------|-----------------|---|--------------------|
| | TOTAL | None | <u>Thru LBP Branch:</u> 3 Banking Days, 50 Minutes <u>Thru CuCD:</u> <u>If thru call:</u> 3 Banking Days, 1 Hour, 20 Minutes <u>If thru email:</u> 6 Banking Days, 20 Minutes | |

II. Loans (Regular)

1. Inquiry, Counseling and Processing of Loan

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/avilment 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</i> | See <i>Annex L</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 | FEES 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</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 |

| 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 Annex M | <p>1 Banking Day</p> <p>Note: Simultaneous activities (With separate Turn Around Time [TAT] (See Annex N) for CI/BI to be provided by PVSD/FSSC)</p> <p>(With separate TAT for Property Appraisal (See Annex O) to be provided by PVSD/FSSC)</p> <p>(With separate TAT of about 3 Banking Days for Title Verification to be provided by PVSD/FSSC)</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) | Risk Management Analyst/Risk Management Specialist 1; Unit Head; Department Head, CRMD |



| 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 |

| 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> |

| 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> |

| 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 | | <i>AO/AA, Head Head Office Lending Unit or Provincial Lending Center</i> <i>Loan Processor; Assistant Division Chief; Division Chief; Assistant Department Manager</i> Loan Operations Management Department (LOMD), Accounting Center (AC) (for Amortization Schedule) |
| 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 | | <i>AO/AA, LU Head Head Office Lending Unit or Provincial Lending Center</i> |
| 7. Verify LBP deposit account, if loan proceeds has been credited | 7.1. Instruct Branch/LOMD for the crediting of the loan proceeds | None | | <i>LU Head Head Office Lending Unit or Provincial Lending Center</i> |



| 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



2. 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 |



| 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 | 2 Hours | <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 | 4 Hours | |



3. Issuance of 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 | 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 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 | |



4. 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 | |

III. Loan Recovery

1. Issuance of 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 | FEES 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 | |

2. 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 | <i>Account Officer (AO)</i> 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 | 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 | Notarize documents | None | 1 Banking Day | <i>Legal Officer LSG</i> |



| 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 HD MF/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.



3. 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 | |

4. 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 |



| 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 | 2. 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 | |



5. Settlement and Release of Underlying Collaterals 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 (LRD) endeavors to formally notify borrower of the LBP management's decision within 45 days from receipt of complete documentary requirements.

Further, LRD 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: | 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 |
| 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 |

| 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 | | |
| 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 | Account Officer/ Account Assistant (AO/AA) LRD |
| None | 1.2 Evaluate borrower's proposal vis-à-vis the documents submitted | None | 1 Banking Day | AO LRD |
| None | 1.3 Request for updated Statement of Account with Loan Operations Management Department (LOMD) and | None | 1 Banking Day | AO/AA, LRD |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|---|---|
| | PDIC and validate the same with PDIC ^{1/} | | | |
| None | 1.4 Prepare Statement of Account | None | 1 Hour, 15 Minutes | <i>Loan Processor, Assistant Division Chief, Division Chief, Assistant Department Manager</i> LOMD |
| None | 1.5 Request for appraisal, as applicable, with Property Valuation Services Department (PVSD)/Field Services Support Center (FSSC) | 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> PVSD/FSSC |
| 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 |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|---|---|
| None | 1.9 Send notice of approval/ denial | None | 1 Banking Day | AO/AA LRD |
| 2. Remit full payment and request for release of collateral | 2.1 Validate payment and request retrieval of collateral documents from LOMD | None | 2 Banking Days | Account Officer/ Account Assistant (AO/AA) LRD |
| None | 2.2 Retrieve documents and forward to LRD | None | 7 Hours, 10 Minutes | Loan Processor, Division Chief, Assistant Department Manager LOMD |
| None | 2.3 Prepare transmittal letter addressed to the PDIC-authorized person | None | 1 Banking Day | AO, Department Head LRD |
| 3. Present authority to receive collateral and/or valid ID | 3.1 Release Collateral documents | None | 1 Banking Day | AA/AO LRD |
| | TOTAL | None | 74 Banking Days, 3 Hours, 25 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.

6. 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 | <i>Account Officer (AO)</i> 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 | <i>AO/Account Assistant (AA)</i> LRD |
| None | 2.3 Prepare Statement of Account | None | 1 Hour, 15 Minutes | <i>Loan Processor, Assistant Division Chief, Division Chief, Assistant Department Manager</i> LOMD |



| 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 PVSD/FSSC | 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> PVSD/FSSC |
| None | 2.6 Evaluate the PVSD/FSSC'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, <i>Department Head</i> 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 | 4.1 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 | 4.2 Review and issue Certificate of legal sufficiency | None | 7 Banking Days, 3 Hours | <i>Legal Officer</i> LSG |
| None | 4.3 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 | |

¹⁷ 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.

IV. Non-Borrowing Transactions

1. 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 P</i> | | See <i>Annex P</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 Annex Q | 1 Hour, 15 Minutes | <i>Document Specialist</i> <i>Assistant Department Manager</i> ITD |
| 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 Annex Q | 1 Banking Day, 1 Hour, 20 Minutes | |

2. 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 P</i> | | See <i>Annex P</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 |



| 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</i> ITD |
| 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</i> ITD |

| 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 | |

3. Outgoing Telegraphic Transfer related to Trade Transaction

Outgoing Foreign Telegraphic transaction provides payment to various beneficiaries (individual or corporate). A means of fund transfers 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 P</i> | | See <i>Annex P</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 Annex Q | 1 Hour, 15 Minutes | <i>Document Specialist</i> <i>Assistant Department Manager</i> International Trade Department |
| 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 Q | 1 Banking Day, 1 Hour, 20 Minutes | |

V. Real and Other Properties Acquired/Acquired Assets

1. 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 | <i>HOCAD Secretariat</i> 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 | |



2. Declaration/Approval of Winning Bidder for Disposal via Public Bidding

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 |



| 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 | |

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 |



| 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 |
| None | 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. 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 |

| 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 | 1.4 Prepare and issue Statement of Account (SOA) to SPAD | None | 1 Banking Day | <i>Loan Processor; Assistant Division Chief; Division Chief; Assistant Department Manager LOMD</i> <i>Bookkeeper; Financial Analyst; Financial Specialist; Accountant; Accounting Center Head Accounting Center</i> |
| None | 1.5 Inform the Redemptioner about the Redemption Price and the corresponding terms and conditions | None | 1 Banking Day | AO/AA SPAD |



| 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 | |



5. 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 | | WHERE TO SECURE | |
| 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 | |

6. 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 |



| 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. 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 |



| 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 | |

7. 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, association dues and other assessments | 30 Minutes | <i>LBP Branch where payment is made</i> |

| 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 Minutes | AO/AA SPAD |
| | TOTAL | | 6 Banking Days, 1 Hour, 30 Minutes | |