

Trust Services
External Services

1. Opening of Trust Accounts

Accounts being opened are defined based on the clients' needs. Hence, these are transacted directly by the Sales and Marketing personnel.

Office or Division:	Trust Business Development Department (TBDD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G-Government to Government			
Who may avail:	Any person, association, corporation, entity or firm who/which has the legal capacity to contract and not disqualified under existing laws and regulations from establishing a banking relationship. All government agencies, Local Government Unit (LGU), Government-Owned or-Controlled Corporations (GOCCs), and other government instrumentalities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See <i>Annexes AB to AF</i>		See <i>Annexes AB to AF</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about intended Trust Product (walk-in or thru phone)	1. Discuss and negotiate Trust products and intended accounts to be opened, inform client about the process flow of the account opening and provide list of documentary requirements	None	3 Banking Days	<i>Sales Marketing Officer (SMO)/ TBDD</i>
2. Submit duly filled out Know Your Customer documents and other documentary requirements (Individual or Private/ Government Institutions)	2.1 Check the completeness and authenticity of required documents and signature/s	None	3 Banking Days	<i>SMO/ Sales Marketing Assistant (SMA) TBDD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.2 Prepare/draft Agreement for review and approval of Trust Legal Officer (LO)	None	4 Banking Days	SMO TBDD
None	2.3 Review, and finalize/ approve the Agreement	None		Trust LO Trust Oversight and Strategic Management Department
3. Sign the Trust Agreement	3. Check/validate the signature in the agreement and submit to the LANDBANK-Trust Banking Group's (TBG) authorized signatories for signing	None	2 Banking Days	TBG Approving Officers TBG
4. Have the acknowledgement page (Client portion) notarized	4. Notarize the the Acknowledgment page (TBG portion)	None	2 Banking Days	LO Legal Services Group
5. Deposit or transfer funds to Savings account assigned to the opened trust account	5. Open account in the Trust Banking System and request for the opening of Savings Account at Cash Department	See Annex AG	1 Banking Day	SMA TBDD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Secure copy of agreement	6. Provide client's copy of agreement	None	1 Banking Day	SMA TBDD
	TOTAL	See Annex AG*	16 Banking Days	

**Shall include annual maintenance fee, among others, as indicated in the Annex.*

2. Additional Contribution/Reinvestment

Client's contribution as additional investment and/or roll-over funds for re-investment of directional accounts.

Office or Division:	Trust Account Management Department (TrAMD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B - Government to Business; G2G – Government to Government			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Instruction (LOI) from the Client duly signed by authorized signatory/ies indicating tenor, investment outlet and rate for the investment/reinvestment (1 original copy)		Client provided		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Physical original copy of LOI, or advanced copy of LOI via email to TrAMD's official e-mail address	1.1 Verify the signature on the LOI if physical original copy is submitted	None	1 Hour	AA TrAMD <i>Signature Verifier</i> Trust Operations Department
	1.2 Indicate in the trading order the details of the investment such as amount, tenor, rate	None	1 Banking Day (If received after 12 noon, to be transacted on the next Banking Day)	<i>Account Officer (AO)</i> TrAMD <i>Head</i> TrAMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Invest the amount in indicated term and rate	Investment income is subject to 20% tax	2 Hours	<i>Investment Officer</i> Trust Portfolio Management Department
2. If via email, submit Original Physical copy of the LOI to Trust Banking Group	2.1 Upon receipt of the LOI, verify the signature/s	None	1 Hour	AA TrAMD <i>Signature Verifier</i> Trust Operations Department
	2.2 File the document in the folder	None	1 Hour	AA TrAMD
	TOTAL	Investment income is subject to 20% tax	1 Banking Day, 5 Hours	

3. Account Withdrawal

Client partially/fully withdraws its funds.

Office or Division:	Trust Account Management Department (TrAMD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B - Government to Business; G2G – Government to Government			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Instruction (LOI) from the Client duly signed by authorized signatory/ies indicating the details of amount to be withdrawn, mode of payment whether credit to account or thru issuance of a check (1 original copy)		Client provided		
Affidavit of Loss, for lost Confirmation of Participation (COP) (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an original copy of the LOI to TrAMD and Affidavit of Loss, if applicable (advanced copy is acceptable for earmarking of the amount to be withdrawn and other details of the withdrawal)	1.1 Receive LOI and check details on request	None	1 Hour	Account Officer (AO) TrAMD
	1.2 Inform Investment Officer [(Trust Portfolio Management Department (TPMD)) of amount to be withdrawn	None	30 Minutes	AO TrAMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Earmark amount to be withdrawn	None	1 Hour	<i>Investment Officer</i> TPMD
None	1.4 Check whether recipient account is active or dormant	None	30 Minutes	AO TrAMD <i>Cashier</i> Trust Operations Department (TrOD)
None	1.5 If not Active, request Client to provide active account If via check release, get confirmation from Client on date of pick-up	None	1 Hour	AO TrAMD
None	1.6 Validate recipient account number	None	30 Minutes	AO TrAMD <i>Cashier</i> TrOD
None	1.7 Upon receipt of the original copy of LOI and/or Affidavit of Loss (if applicable), verify signature/s	None	1 Hour	<i>Signature Verifier</i> TrOD
None	1.8 Prepare and approve Instruction sheet for withdrawal	None	2 Hours	AO and Head TrAMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.9 Release amount of withdrawal	None	4 Hours	<i>Cashier</i> TrOD
	TOTAL	None	1 Banking Day, 3 Hours, 30 Minutes	