



Land Bank of the Philippines

Client Satisfaction Measurement Report

Consolidated

2024 (1st Edition)

15 April 2025

SECRETARY ERNESTO V. PEREZ

Director General
Anti-Red Tape Authority
4th and 5th Floors, NFA Building
NFA Compound, Visayas Avenue
Brgy. Vasra, Diliman, Quezon City

Dear **Secretary Perez**:

Please find attached herewith LANDBANK's **Consolidated 2024 Client Satisfaction Measurement (CSM) Report**.

Furthermore, we hereby certify and attest that the report is accurate and compliant with the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement (ARTA MC 2022-05 s. 2022 and ARTA MC 2023-05 s. 2023).

Should there be additional requirements or clarifications, you may reach us via email at CCABANES@landbank.com or phone at +63 (02) 8405-7596.

Thank you.

Sincerely,



Digitally signed by Cesar
Cabañes
Date: 2025.04.15 10:23:02
+08'00'

ATTY. CESAR S. CABAÑES

First Vice President/Head, Compliance Management Group
Chairperson, Committee on Anti-Red Tape

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I. Overview

The Land Bank of the Philippines is a government financial institution that strikes a balance in fulfilling its social mandate of promoting countryside development while remaining financially viable. Over the years, LANDBANK has evolved into a full-service commercial bank. It ranks among the top five commercial banks in the country in terms of deposits, assets, loans and capital.

In alignment with its quality policy, LANDBANK is dedicated to maintaining high standards by regularly evaluating its ability to meet the changing needs and expectations of its customers. Through this process, LANDBANK aims not only to meet but to surpass customer expectations, fostering a culture of excellence and continuous improvement.

For 2024, LANDBANK conducted an in-house Client Satisfaction Measurement (CSM) survey through the Satisfaction Measurement Instrument for LANDBANK Experience Survey (SMILES) program among different customer segments such as depositors and clients of the Bank's lending, trust, treasury, investment banking and agrarian services units.

In the same year, LANDBANK also launched its internal CSM survey with internal clients through the Achieving Service Performance and Improvement Results (ASPIRe) program.

This is in compliance with GCG's Joint Memorandum Circular No. 1, series of 2023 or *Supplemental Guidelines to the ARTA Memorandum Circular (M.C.) No. 2022-05 of the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement specific for GOCCs covered by Republic Act No. 10149* stating that all GOCCs shall conduct their respective Customer Satisfaction Survey (CSS) as required by the GCG-approved Performance Scorecard. The CSS methodology shall be in accordance with the prescribed Guidelines of the ARTA M.C. No. 2022-05 which was later amended through ARTA M.C. No. 2023-05.

In summary, LANDBANK's 2024 CSM yielded the following results:

A. SMILES

	Score
CC Awareness	95.09%
CC Visibility	89.26%
CC Helpfulness	89.00%

	Score
Number of Respondents	1,239,021
Response Rate	21,400%
Satisfaction Rating	99.38%
Overall Score	99.12%

B. ASPIRe

	Score
CC Awareness	94.07%
CC Visibility	87.99%
CC Helpfulness	89.15%
Number of Respondents	9,677
Response Rate	63.30%
Satisfaction Rating	99.27%
Overall Score	98.90%

II. Scope

a. Period Covered

The **SMILES** survey covered the completed transactions for all **external** services in 2024. LANDBANK gathered surveys from customers who frequented the branches or customer-facing units' offices to assess and measure the quality of service provided by Branches/Branch Lite Units, Lending Centers/Units, Trust Banking, Treasury and Investment Banking, Property Valuation, and Field Operations Group (PVFOG) and other stakeholders nationwide.

Additionally, the **ASPIRe** survey included the completed transactions for various services offered to **internal** customers by the Bank's Field Support Services Centers (FSSCs), the Loan Operations Management Department, and the Administrative Accounting Department, among others.

b. Geographic and Office Coverage

Geographic breakdown of respondents for SMILES:

Region	Count	Percentage
Region I	52,291	4%
Region II	46,232	4%
Region III	190,395	15%
Region IV-A	128,053	10%
Region IV-B	44,425	4%
Region V	24,990	2%
Region VI	121,139	10%
Region VII	211,636	17%
Region VIII	63,426	5%
Region IX	39,518	3%
Region X	38,335	3%
Region XI	58,444	5%
Region XII	33,172	3%
Region XIII	4,927	0.4%
NCR	151,270	12%
CAR	14,534	1%
BARMM	16,234	1%
Total	1,239,021	100%

Geographic breakdown of respondents for ASPIRe:

Region	Count	Percentage
Region I	875	9.04%
Region II	22	0.23%
Region III	51	0.53%
Region IV-A	8	0.08%
Region V	532	5.50%
Region VI	1,675	17.31%
Region VII	10	0.10%

Region	Count	Percentage
Region VIII	25	0.26%
Region IX	163	1.68%
Region X	100	1.03%
Region XI	214	2.49%
Region XII	46	0.48%
NCR	5,292	61.27%
Total	9,677	100%

Office coverage distribution of respondents for SMILES:

Office	Count	Percentage
Branch Banking Group		
Central Visayas	209,785	17%
Central Luzon	140,125	11%
West Visayas	119,063	10%
South Mindanao	98,395	8%
Northeast Luzon	96,732	8%
Southwest Luzon	93,709	8%
Southeast Luzon	77,217	6%
West Mindanao	74,228	6%
East Visayas	62,306	5%
Northwest Luzon	62,175	5%
Central NCR	59,544	5%
North NCR	45,401	4%
South NCR	40,945	3%
Bicol	23,877	2%
North Mindanao	14,235	1%
Total Branch Banking	1,217,737	98%
Lending Group		
Mindanao	3,214	0.26%
Visayas	2,928	0.24%
Northern Luzon	2,927	0.24%
Central Office	2,255	0.18%
Southern Luzon	2,143	0.14%

Office	Count	Percentage
Central Luzon	953	0.08%
Total Lending	14,420	1%
Central Office	6,864	1%
Total	1,239,021	100%

Office coverage distribution of respondents for ASPIRe:

Office	Count	Percentage
Corporate Services Sector		
Facilities and Engineering Services Group	211	2.18%
Human Resource Management Group	791	8.17%
Property Valuation and Field Operations Group	3,752	38.77%
Provident Fund Department	231	2.39%
National Development Lending Sector		
Lending Program Management Group	33	0.34%
Office of the President		
Legal Services Group	1,507	15.57%
Operations Sector		
Banking Operations Group	1,828	18.89%
Banking Service Group	52	0.54%
Controllershship Group	1,237	12.78%
Treasury and Investment Banking Sector		
Asset and Liabilities Management Group	10	0.10%
Financial Markets Group	25	0.26%
Total	9,677	100%

c. List of Services Surveyed, Responses, and Total Number of Transacting Clients

SMILES

LANDBANK conducted the 2024 CSM survey covering the following combined services based on the recommendation of ARTA in its letter to LANDBANK dated 28 November 2023:

	External Services	Total No. of Transactions	Minimum No. of Respondents	Actual No. of Respondents	Completion Rate (%)
1	Opening of Deposit	1,552,266	384	214,340	55,808%
2	ATM Card Requests	963,373	384	99,307	25,861%
3	Branch Over-the-Counter Transactions	37,327,709	384	733,290	190,883%
4	Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	849,429	384	44,316	11,541%
5	Branch Banking Loan	495,196	384	34,390	8,959%
6	Other Branch Products/Services	3,475,989	384	56052	14,592%
7	Request for Branch Banking Documents	108,061	383	8,009	2,092%
8	Regular Loan Processing	354,580	384	25,640	6,682%
9	Credit Card Services	128,876	383	8678	2,266%
10	Loan Recovery Services	202	133	202	152%
11	Non-Borrowing	42	38	41	108%
12	Real and Other Properties Acquired/Acquired Assets	244	149	249	167%
13	Opening of Trust Accounts	214	138	150	109%
14	Trust Account	13,925	374	879	235%
15	Agrarian Services	7,729	366	4201	1,148%
16	Trading and Marketing of Agrarian Reform (AR) Bond	41	37	41	110%
17	Arranging of issuances of Investment Products	11	11	11	103%
18	Sourcing/Talent	4,136	352	393	112%
19	Pre-Employment Assessment and Selection (Rank and File)	766	256	262	102%
20	Request for HR Records and Documents	136	101	136	135%
21	Complaints Management	84,195	382	8,434	2,205%
	Total	45,367,120	5,790	1,239,021	21,400%

External services that had no clients in 2024 were the following:

Lending Services	
1	Zero - Settlement and Release of Underlying Collaterals of LBP-Rediscounted Loan Obligations of Borrowers of Closed Banks under PDIC Receivership/Liquidation
2	Zero - Declaration/Approval of Winning Bidder for Disposal via Public Bidding
3	Zero - Execution and Issuance of Redemption Certificate
4	Zero - Redemption and Acceptance of Full Payment of Redemption Price
5	Zero - Refund of 10% of the Offered Price for Disapproved Negotiated Sales Offer

HR Services	
6	Zero - Handling of Whistleblowing Reports (WBR) / Referral

The table below shows the list of clustered external services:

External Services	
1. Opening of a Deposit Account	
	Opening of a Deposit Account through Digital Onboarding System
	Opening of other Deposit Account
2. ATM Card Requests	
	Release of Captured Card
	Request for ATM PIN Change
	Request for Card Replacement
3. Branch Over-the-Counter Transactions	
	Cash Deposit - (Peso/Foreign Currencies)
	Cash Withdrawal
	Check Deposit - Peso
	Check Deposit - Foreign Currency
	Check Encashment
	Online Collection Payments
	Request for Checkbook
	Request for Fund Transfer
	Request for Passbook Replacement
	Request for Stop Payment Order
	Updating of Bank Records - Change in Account Details/Type
4. Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	
5. Branch Banking Loan Servicing	
	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)
	Salary Loan
6. Other Branch Products/Services	
	Bond Redemption and Interest Payment
	Claim of Remittance Proceeds

External Services	
	Domestic Bills Purchase Initiation/Availment
	Electronic Fund Transfer/Outgoing Remittance
	Purchase of Over-the-Counter Check
	Release of Inward Returned Check
	Sale/Purchase of Foreign Currencies
	Servicing of Modified Disbursement System Transactions
	Trust/Treasury Placements
	Bank Statement/Snapshot
7. Request for Bank Documents	
	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)
8. Regular Loan Processing	
	Inquiry, Counseling and Processing of Loan
	Issuance of Certificate of Outstanding Balances and Interest Paid
	Issuance of Certificate of Full Payment
	Issuance of Letter of Guarantee
9. Credit Card Services	
	Application for LBP Credit Card Easy Pay Program
	Change of Name and Civil Status
	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type
	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation
	Lifting of Hold-out on Deposit
	Redemption of Reward Points
	Refund of Overpayment
	Reissuance of Credit Card
	Settlement of Past Due Account
	Waiver of Credit Card Annual Fee
10. Loan Recovery Services	
	Issuance of Certification
	Partial Release of Collaterals
	Release of Collaterals as a Result of Full Payment
	Release of Collaterals via Loan Take-out (Full Payment) by other Financial Institutions
	Settlement and Release of Underlying Collaterals of LBP-Rediscounted Loan Obligations of Borrowers of Closed Banks under PDIC Receivership/Liquidation
	Settlement of Loan Obligations by Delinquent Borrowers
11. Non-Borrowing Transactions	
	Negotiation of Letters of Credit (Payment to Beneficiary)
	Opening of Letters of Credit (Cash)/Stand-by Letters of Credit
	Outgoing Telegraphic Transfer related to Trade Transaction
12. Real and Other Properties Acquired/Acquired Assets	
	Conduct of Public Bidding
	Release of Repossessed Vehicles

External Services	
Release of Sale Documents to ROPA Buyer	
13. Opening of Trust Accounts	
14. Trust Account Management	
Additional Contribution / Reinvestment	
Account Withdrawal	
15. Agrarian Services	
Adjustment of Valuation for PD 27 / EO 228 Claims	
Payment of Land Transfer Claim Proceeds	
Valuation of Landholdings under RA 6657/RA 9700	
Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	
Issuance of Certificate of Payment/s	
Issuance of Certification on Status of AR Bond	
Refund of Excess Payment	
Transfer/Conversion/Exchange/ Replacement of AR Bonds	
Bond Redemption and Interest Payment	
Amendment of Claims Based on Final Survey Plan/Claims Adjustment Folder (FSD/CAF)	
16. Trading and Marketing of Agrarian Reform (AR) Bond	
17. Arranging the issuances of Investment Products	
Investment Banking – Arranging for the Issuance of Bonds or Long-term Negotiated Certificates of Deposits (LTNCD) or Equity Securities	
Investment Banking – Financial Advisory	
18. Sourcing/Talent Acquisition	
19. Pre-Employment Assessment and Selection (Rank and File)	
20. Request for HR Records and Documents	
Request for Service Record and Other Document/Record of Separated Employees (with Records On-Site and Archived at Antipolo Warehouse)	
Request for Replacement of Lost, Old/Outdated or Damaged Alumni IDs	
21. Complaints Management	
Handling of Customer's Complaint	

ASPIRe

The table below shows the list of internal services:

	Internal Services	Total No. of Transactions	Minimum No. of Respondents	Actual No. of Respondents	Completion Rate (%)
1	Appraisal Services	18,088	376	552	147%
2	Authentication of Agrarian Reform Bonds	241	148	23	16%
3	Authority to Travel Abroad	2,564	334	404	121%

Internal Services		Total No. of Transactions	Minimum No. of Respondents	Actual No. of Respondents	Completion Rate (%)
4	Availment of Leave Benefits (Magna Carta for Women/Rehabilitation Leave/Study Leave)	9	9	4	45%
5	Certificate of Employment (COE) for Officers	266	157	19	12%
6	Certificate of Employment (COE) for Rank-and-File	124	94	37	39%
7	Certificate of Leave without Pay or Unused Leave Credits	28	26	6	23%
8	Certification of Performance Rating	15	14	7	48%
9	Collection of Customs	9,919	370	16	4%
10	Credit Investigation/Background Investigation Services (by LANDBANK Officers and Employees)	13,872	374	201	54%
11	Credit Investigation Background Investigation Services (by Lending Units)	69,452	382	2529	662%
12	Documentation and Review of Legal Sufficiency of Loan Contracts	14,491	374	215	57%
13	Enhanced Recruitment, Selection and Placement	75	63	37	59%
14	Enrollment of Large Taxpayer/Non Large Taxpayer Account in the Electronic Tax Payment System (ETPS) Enrollment Facility	11,179	371	25	7%
15	Enrollment of MDS Sub-Account/s to the MDS Online System	367	188	13	7%
16	Environmental and Social Assessment of LANDBANK-Financed Projects	294	167	33	20%

Internal Services		Total No. of Transactions	Minimum No. of Respondents	Actual No. of Respondents	Completion Rate (%)
17	FSHSD – Over-the-Counter Purchase and Sale of Foreign Currencies	4,563	354	25	7%
18	Function Room Reservation	343	181	37	20%
19	Issuance of Certificate of Trainings Attended	7,529	366	150	41%
20	Issuance of Certificates	16,794	376	579	154%
21	Issuance of Letters of Credit (L/C)	587	232	18	8%
22	Issuance of Medical Certificate for Training, Gym Clearance, Wellness Participation, Uniform Exemption, Studies, etc.	1,124	286	3	1%
23	Issuance of PhilHealth Certification and signed Claim Form 1 (CF1) and Claim Signature Form (CSF)	135	100	148	148%
24	Issuance of Statement of Account	181,458	383	560	146%
25	Letters of Credit (L/C) Amendment	20	19	9	47%
26	Loan Documentation	3,175	343	229	67%
27	LRMD – Funding of Peso/Foreign Currency Transactions	60	52	10	19%
28	Motor Vehicle (MV) and Motorcycle (MC) Loan	430	203	47	23%
29	Motor Vehicle (MV) Lease Purchase Plan – Reimbursement of 50% Registration Cost and Third-Party Liability (TPL) – Per Account	35	32	5	16%
30	Notarial Services	2,319	330	221	67%
31	Parking Car Pass	316	174	35	20%

Internal Services		Total No. of Transactions	Minimum No. of Respondents	Actual No. of Respondents	Completion Rate (%)
32	Process Request for LBP Work-From-Home Reporting Tool (LWRT) and Biometric Device Management Software (BDMS) Access thru User Request/Certification of Access Rights Form (UR/CARF)	1,961	321	40	12%
33	Processing and Remittance of Philippine Health Insurance Corporation (PHIC) Collections	165,879	383	7	2%
34	Processing of Claims/Disbursement Transactions (Field Units)	157,982	383	17	4%
35	Processing of Claims/Disbursement Transactions (Head Office)	29,935	379	492	130%
36	Processing of Clearances - Pendency/Non-Pendency of Administrative Cases	5,451	359	771	215%
37	Processing of Clearances - Pendency/Non-pendency of Administrative Cases and Evaluation for any Anomaly or Irregularity	17	16	18	110%
38	Processing of Direct Import Remittance	19	18	5	28%
39	Processing of Documents Against Payment	267	158	3	2%
40	Processing of Domestic Bills	487	215	2	1%
41	Processing of Import Bills (IB)	300	169	4	2%
42	Processing of Inward Remittance	187	126	5	4%

Internal Services		Total No. of Transactions	Minimum No. of Respondents	Actual No. of Respondents	Completion Rate (%)
43	Processing of Notice of Cash Allocations (NCAs) through Modified Disbursement Scheme (MDS) Online System	109,744	383	2	1%
44	Processing of Open Account	127	96	7	7%
45	Processing of Terminal Pay	1,928	320	18	6%
46	Provident Fund (PF) Loans	5,344	358	65	18%
47	Real Estate Loan (REL) – Documentation and Releasing of Loan Proceeds	787	258	37	14%
48	Real Estate Loan (REL) – Processing, Evaluation and Approval	370	189	38	20%
49	Refund of Excess Land Amortization	457	209	7	3%
50	Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Request of SOA/Certification of Equity Contributions and Loan Balance	385	193	4	2%
51	Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Mutual Aid Benefit Fund (MABF) Claim	168	117	21	18%

Internal Services		Total No. of Transactions	Minimum No. of Respondents	Actual No. of Respondents	Completion Rate (%)
52	Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Original/Transfer Certificate of Title (OCT/TCT) for Real Estate Mortgage (REM) and Certificate of Registration (CR) for Motor Vehicle (MV) Loan	115	89	1	1%
53	Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Mutual Medical Emergency Assistance Fund (MMEAF) Financial	28	26	13	50%
54	Remittance of e-Tax	621,364	384	1	0%
55	Request for Biometric Device Access (RBDA)	291	166	73	44%
56	Request for Exemption from Wearing Office Uniform or on Certain Prescribed Dress Code of the Bank	12	12	1	9%
57	Request for Service Record (SR) of Officer	450	207	8	4%
58	Request for Service Vehicle	6,717	363	139	38%
59	Request for the Grant of Professional Award	4	4	2	50%
60	Retrieval and Safekeeping of Collateral Documents	244,152	384	620	162%

Internal Services		Total No. of Transactions	Minimum No. of Respondents	Actual No. of Respondents	Completion Rate (%)
61	Review of Legal Sufficiency of Claim Folders and Signs on the Payment Release Form for Purposes of Payment of Just Compensation (Simple, Complex, Highly Technical)	201	132	30	23%
62	Securing Certified True Electronic Copy (CTEC) of Title	22,405	378	126	33%
63	Skip Tracing and Asset Verification	7,296	365	162	44%
64	Title Verification (TV)	5,229	358	182	51%
65	TOD – Issuance of Confirmation of Sale of Government Securities and Client's Summary of Transactions thru LBP-Servicing Branch	12	12	2	17%
66	Updating/Closure of Modified Disbursement Scheme (MDS) Sub-Account/s to the MDS Online System	998	278	4	1%
67	Validation of Adjustments of LTCs and Crediting/Debiting of Cash Portion through CA/SA Systematics	427	202	14	7%
68	Validation of GSIS Loan Applications	3,523	346	417	120%
69	Validation of New Land Transfer Claims (LTCs) and Crediting of Cash Portion through CA/SA Systematics	59	51	122	238%
Total		1,754,950	15,289	9,677	63%

The following internal services had no transactions in 2024*:

Operations and Admin Support Services	
1	Zero - Processing and Release of Terminal Pay to Employees Separated from Service
2	Zero - Evaluation of Proposal for Regular Hiring
3	Zero - Deployment of Outsourced Manpower Services (OMS)
4	Zero - Certificate of Last/ Other Allowances, Bonuses and Incentives
5	Zero - Processing of Letter of Intent to Separate from Service
6	Zero - Request for Document/ Record of Active Employees
7	Zero - Request for Replacement of Lost, Old/ Outdated or Damaged LANDBANK Employee
8	Zero - Request to Practice Other Profession/Permission to Teach
9	Request for Service Record (SR) of Rank-and-File (with records on-site)
10	Zero - Request for Updating of Contact Details to avail of the Electronic Salary Loan (ESL)
11	Zero - Certificate of Employment (COE) with Job Description
12	Zero - Request for weAccess Account Maintenance
13	Zero - Generation of Internet Banking Back-Office MIS Reports
14	Zero – Bank-wide clearance
15	Zero - Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents -Processing of Refundable Equity
16	Zero - Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents - Release of Loss of Life and Disability Benefit Program (LLDBP) Claim
17	Zero - Request for Statement of Processing and Release of Insurance Claim
Treasury and Investment Banking Services	
1	Zero - Special Rates / Pricing on Peso High Yield Savings Account (HYSA) and US Dollar
2	Zero - Client Foreign Exchange Transactions (Special Rate)
3	Zero - Batch issuance of Confirmation of Sale of Retail Treasury Bonds at Initial Public Offerring and Client's Summary of Transactions thru LBP-Servicing Branch
4	Zero - Treasury Investment Product Placements in Primary and Secondary Market
Lending Services	
1	Zero - Credit Rating of LBP Borrowers (Large Enterprise, Micro, Small and Medium Enterprise (MSME), Cooperative, Partner Financial Institutions, and Easy Home Loan (EHL)
2	Zero - Payment Processing

**The abovementioned services are due for updating in the Bank's Internal Citizen's Charter 2025 (2nd edition).*

The table below shows the list of clustered internal services:

Internal Services	
1. Lending Services	
	Appraisal Services
	Collection of Customs Duties
	Credit Investigation/Background Investigation Services
	Credit Rating of LBP Borrowers (Large Enterprise, Micro, Small and Medium Enterprise (MSME), Cooperative, Partner Financial Institutions, and Easy Home Loan (EHL)
	Documentation and Review of Legal Sufficiency of Loan Contracts
	Environmental and Social Assessment of LANDBANK-Financed Projects
	Issuance of Certificates
	Issuance of Letters of Credit (L/C)
	Issuance of Statement of Account
	Letters of Credit (L/C) Amendment
	Loan Documentation
	Notarial Services
	Payment Processing
	Processing of Direct Import Remittance
	Processing of Documents Against Acceptance
	Processing of Documents Against Payment
	Processing of Domestic Bills
	Processing of Inward Remittance
	Processing of Import Bills (IB)
	Processing of Open Account
	Retrieval and Safekeeping of Collateral Documents
	Skip Tracing and Asset Verification
	Title Verification (TV)
2. Agrarian Services	
	Authentication of AR Bonds
	Refund of Excess Land Amortization
	Review for Legal Sufficiency of Claim Folders and Signs on the Payment Release Form for Purposes of Payment of Just Compensation (Simple/Complex/Highly Technical)
	Validation of New Land Transfer Claims (LTCs) and Crediting of Cash Portion through CA/SA Systematics
	Validation of Adjustments of LTCs and Crediting/Debiting of Cash Portion through CA/SA Systematics
3. Treasury and Investment Banking	
	FSHSD – Over-the-Counter Purchase and Sale of Foreign Currencies
	LRMD – Funding of Peso/Foreign Currency Transactions
	LRMD – Special Rates / Pricing on Peso High Yield Savings Account (HYSA) and US Dollar Certificate of Time Deposits (CTDs)
	RFTD – Client Foreign Exchange Transactions (Special Rate)
	TBMU - Treasury Investment Product Placements in Primary and Secondary Market

Internal Services	
TOD – Batch Issuance of Confirmation of Sale of Retail Treasury Bonds at Initial Public Offering and NROSS Client's Summary of Transactions thru LANDBANK-Servicing Branch	
TOD – Issuance of Confirmation of Sale of Government Securities and Client's Summary of Transactions thru LANDBANK-Servicing Branch	
4. Operations and Admin Support Services	
Credit Investigation/Background Investigation Services	
Securing Certified True Electronic Copy (CTEC) of Title	
Motor Vehicle (MV) Lease Purchase Plan – Reimbursement of 50% Registration Cost and Third-Party Liability (TPL) – Per Account	
Motor Vehicle (MV) and Motorcycle (MC) Loan	
Provident Fund (PF) Loans	
Real Estate Loan (REL) – Processing, Evaluation and Approval	
Real Estate Loan (REL) – Documentation and Releasing of Loan Proceeds	
Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Processing of Refundable Equity	
Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Mutual Aid Benefit Fund (MABF) Claim	
Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Loss of Life and Disability Benefit Program (LLDBP) Claim	
Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Mutual Medical Emergency Assistance Fund (MMEAF) Financial Assistance	
Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Request of SOA/Certification of Equity Contributions and Loan Balance	
Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Original/Transfer Certificate of Title (OCT/TCT) for Real Estate Mortgage (REM) and Certificate of Registration (CR) for Motor Vehicle (MV) Loan	
Request for Statement of Processing and Release of Insurance Claim	
Authority to Travel Abroad	
Availment of Leave Benefits (Magna Carta for Women/ Rehabilitation Leave/Study Leave)	
Certificate of Employment (COE) for Officers	
Certificate of Employment (COE) for Rank-and-File	
Certificate of Employment (COE) with Job Description	
Certificate of Last Salary/Other Allowances, Bonuses and Incentives	
Certificate of Leave without Pay or Unused Leave Credits	
Certificate of Premium/Loan Payments	
Certification of Performance Rating	
Deployment of Outsourced Manpower Services (OMS)	
Enhanced Recruitment, Selection and Placement	
Evaluation of Proposal for Regular Hiring	
Issuance of Certificate of Trainings Attended	
Issuance of Certification for IPCR Rating	
Issuance of Medical Certificate for Training, Gym Clearance, Wellness Participation, Uniform Exemption, Studies, etc.	
Processing of Letter of Intent to Separate from Service	

Internal Services	
Processing and Release of Terminal Pay to Employees Separated from Service	
Request for Biometric Device Access (RBDA)	
Request for Document/Record of Active Employees	
Request for Exemption from Wearing Office Uniform or on Certain Prescribed Dress Code of the Bank	
Request for Processing of LANDBANK Work-From-Home Reporting Tool (LWRT) and Biometric Device Management Software (BDMS) Access thru User Request/Certification of Access Rights Form (UR/CARF)	
Request for Replacement of Lost, Old/Outdated or Damaged LANDBANK Employee IDs	
Request for Service Record (SR) of Officer	
Request for Service Record (SR) of Rank-and-File (with records on-site)	
Request for the Grant of Professional Award	
Request for Updating of Contact Details to avail of the Electronic Salary Loan (ESL)	
Request for Permission to Teach	
Generation of Internet Banking Back-Office MIS Reports	
Request for weAccess Account Maintenance	
Processing of Clearances - Pendency/Non-Pendency of Administrative Cases	
Processing of Clearances - Pendency/Non-pendency of Administrative Cases and Evaluation for any Anomaly or Irregularity	
Enrollment of Large Taxpayer/Non Large Taxpayer Account in the Electronic Tax Payment System (ETPS) Enrollment Facility	
Enrollment of National Government Agencies (NGA's) MDS Sub-Account/s forwarded to us by MDS Servicing Branches (MSBs)	
Processing and Remittance of Philippine Health Insurance Corporation (PHIC) Collections	
Processing of Notice of Cash Allocations (NCAs) through Modified Disbursement Scheme (MDS) Online System	
Remittance of e-Tax Collections from Large/Non-Large Taxpayers	
Updating/Closure of Modified Disbursement Scheme (MDS) Sub-Account/s to the MDS Online System	
Issuance of PhilHealth Certification and signed Claim Form 1 (CF1) and Claim Signature Form (CSF)	
Processing of Claims/Disbursement Transactions (Head Office)	
Processing of Claims/Disbursement Transactions (Field Units)	
Processing of Terminal Pay	
Validation of GSIS Loan Applications	
Function Room Reservation	
Parking Car Pass	
Request for Service Vehicle	

d. Sampling

i. Applied Confidence Level and Margin of Error

Per ARTA's sampling calculator, sampling of LANDBANK's 2024 CSM survey applied a 95% Confidence Level and 5% Margin of Error to ensure result reliability.

ii. Response Rate

SMILES

A total of 1,239,021 customers responded to the survey. This is 21,400% of the 5,790 required minimum sample size based on ARTA's sampling calculator.

ASPIRe

A total of 9,677 customers responded to the survey. This is 63.30% of the 15,289 required minimum sample size based on ARTA's sampling calculator.

III. Methodology

a. Mode of Survey Implementation

LANDBANK's 2024 CSM Survey was conducted through:

SMILES:

i. Online Survey Platform, Satisfaction Measurement Instrument for LANDBANK Experience Survey (SMILES) for online clients

- This in-house developed web-based application allows customers to access the SMILES survey form by scanning a unique QR code posted in branches and other customer-facing units' offices. Additionally, customers can access the survey form online via smiles.landbank.com, a link shared by LANDBANK stakeholders.

ii. Pen-and-Paper Survey for physical clients for SMILES

- Self-administered survey of customers using the printed version of LANDBANK's CSM survey form, which is provided by branches and customer-facing units' offices to clients immediately after their transaction/s.

iii. Telephone Survey for physical clients for SMILES

- Telephone Survey guided by the standard harmonized CSM questionnaire conducted by Customer Care Department's associates.

ASPIRe:

i. Online Survey Platform: ASPIRe

- This internally developed web application enables the Bank's internal clients to access the ASPIRe survey form by scanning a unique QR code emailed by the Bank's Internal Service Providers (ISPs) following each completed transaction.

b. Feedback and Collection Mechanism

The LANDBANK's 2024 CSM survey utilized the standard harmonized CSM questionnaire designed by ARTA which included demographics questions, open-ended question, three (3) questions related to Citizen's Charter, one (1) question related to the client's overall satisfaction with the service availed of, and eight (8) questions related to the following Service Quality Dimensions (SQDs):

1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/ clients.
"I spent a reasonable amount of time for my transaction."
2. Reliability - the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
"The office followed the transaction's requirements and steps based on the information provided."
3. Access and Facilities - the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
"The steps (including payment) I needed to do for my transaction were easy and simple."
4. Communication - the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
"I easily found information about my transaction from the office or its website."

- 5. Costs
 - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of cost, and qualitative information on the cost of each service.
"I paid a reasonable amount of fees for my transaction."
- 6. Integrity
 - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
"I feel the office was fair to everyone, or "walang palakasan", during my transaction."
- 7. Assurance
 - the capability of frontline staff to perform their duties, product and service knowledge, understand citizen/client needs, helpfulness, and good work relationships.
"I was treated courteously by the staff, and the staff was helpful."
- 8. Outcome
 - the extent of achieving outcomes or realizing the intended benefits of government services.
"I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me."

c. Scoring System

The eight (8) Service Quality Dimensions (SQDs) were scored using a 5-point Likert Scale.

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The percentage of respondents who rated 'Agree' and 'Strongly Agree' for all eight (8) Service Quality Dimensions (SQDs) shall be used to compute the Overall Score.

Interpretations of the results shall be as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

Note: There might be instances wherein figures do not add up to 100% due to rounding off.

IV. Data and Interpretation

SMILES:

b. Demographic Profile

For the AGE distribution, 36% of clients chose not to disclose their age. This was followed by the age group of 20-34, comprising 28% of respondents. This indicates that young adults are eager to share their opinions now, more than ever. Additionally, 21% of respondents were aged 35-49, representing clients in their prime working and family-building years. Feedback was also collected from clients aged 50-64, who made up 11% of respondents, while those aged 65 and above and younger respondents aged 19 and below constituted 2% of each of the total respondents.

For the SEX distribution, female clients comprised the majority at 60% of the total respondents, while male respondents accounted for 39%. Additionally, 1% of respondents did not specify their sex.

Demographics	Count	Percentage
Age Group		
1. 19 or lower	28,298	2%
2. 20-34	342,016	28%
3. 35-49	262,236	21%
4. 50-64	132,524	11%
5. 65 or higher	24,141	2%
6. Did not specify	449,806	36%
Total	1,239,021	100%

Demographics	Count	Percentage
Sex		
1. Male	488,071	39%
2. Female	739,995	60%
3. Did not specify	10,955	1%
Total	1,239,021	100%

For the REGION distribution of respondents, 17% were from Region VII (Central Visayas), followed closely by Region III (Central Luzon) with 15% of the respondents. Meanwhile, National Capital Region had 12% of the respondents.

Region	Count	Percentage
Region I	52,291	4%
Region II	46,232	4%
Region III	190,395	15%
Region IV-A	128,053	10%
Region IV-B	44,425	4%
Region V	24,990	2%
Region VI	121,139	10%
Region VII	211,636	17%
Region VIII	63,426	5%

Region	Count	Percentage
Region IX	39,518	3%
Region X	38,335	3%
Region XI	58,444	5%
Region XII	33,172	3%
Region XIII	4,927	0.40%
NCR	151,270	12%
CAR	14,534	1%
BARMM	16,234	1%
Total	1,239,021	100%

In terms of office group, Branch Banking Group got the lion's share of the respondents at 98%.

Office	Count	Percentage
Branch Banking Group	1,217,737	98%
Central Office	14,420	1%
Lending Group	6,864	1%
Total	1,239,021	100%

For the customer type segment, 86% of the clients who visited the branches/ customer facing units' offices for their bank transactions were citizens or individual clients. This was followed by Government clients at 10%.

Customer Type	Count	Percentage
1. Citizen	1,065,761	86%
2. Business	52,324	4%
3. Government	120,666	10%
4. Did not specify	270	0.02%
Total	1,239,021	100%

c. Citizen's Charter (CC) Results

The Bank achieved a 95% score in terms of client awareness of the LANDBANK Citizen's Charter (CC). Among the respondents, 84% stated that they knew what the CC is and had noticed it in the branches and customer-facing units' offices. This demonstrates that LANDBANK has effectively communicated the CC to its clients. Furthermore, a small portion of respondents, 2%, knew about the concept of a CC but had not seen it in these locations, while 10% of respondents learned about the CC when they saw it in the branches or customer-facing units' offices, highlighting the importance of its visibility for increasing awareness. Only 4% of respondents were unaware of the CC and had not seen it in the branches or customer-facing units' offices.

Among those who were aware of the CC, a significant portion of respondents, 89%, found the CC easy to see, indicating its effective visibility in reaching clients. Meanwhile, 5% of respondents found the CC somewhat easy to see, while less than 1% of the respondents claimed that CC was difficult to see or not visible at all in the branches or customer-facing units' offices.

The majority of respondents, or 89%, reported that the CC helped them significantly, indicating a positive customer experience. An additional 5% of respondents found the CC somewhat helpful, while another 5% did not specify their answer.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,034,852	84%
2. I know what a CC is but I did not see this office's CC.	19,387	2%
3. I learned of the CC only when I saw this office's CC.	123,900	10%
4. I do not know what a CC is and I did not see this office's CC.	52,013	4%

Citizen's Charter Answers	Responses	Percentage
N/A	777	0.06%
Did not specify	8,092	1%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,098,043	89%
2. Somewhat easy to see	66,586	5%
3. Difficult to see	4,123	0.34%
4. Not visible at all	1,299	0.11%
N/A	58,025	5%
Did not specify	2,076	0.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,094,826	89%
2. Somewhat helped	64,999	5%
3. Did not help	2,874	0.23%
N/A	65,914	5%
Did not specify	1,539	0.13%

d. Service Quality Dimension (SQD) Results

Clients of LANDBANK claimed that they were satisfied with the transaction that they availed, registering a **99.38% Satisfaction Rating**, equivalent to **Outstanding**. This rating was 1.29% higher than the previous year.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,123,551	107,673	5,717	729	1,294	57	1,239,021	99.38%

LANDBANK also recorded an **Overall Score** based on the eight (8) Service Quality Dimensions (SQDs) of **99.12%**, a 1.26% increase versus the previous year, and also translates to **Outstanding** rating. This showed that LANDBANK consistently provided a high quality of service to its clients across all the service quality dimensions resulting to positive and delightful customer experience.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,071,570	148,936	11,897	1,989	1,874	2,755	1,239,021	98.73%
Reliability	1,103,425	126,544	5,776	570	821	1,885	1,239,021	99.42%
Access and Facilities	1,076,469	136,764	7,507	743	950	16,588	1,239,021	99.25%
Communication	1,075,237	142,321	10,314	1,272	1,172	8,705	1,239,021	98.96%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	790,463	112,333	10,424	1,431	2,122	322,248	1,239,021	98.48%
Integrity	1,104,229	123,112	8,018	1,000	1,124	1,538	1,239,021	99.18%
Assurance	1,119,714	111,912	5,316	668	823	588	1,239,021	99.45%
Outcome	1,096,412	124,814	6,493	577	782	9,943	1,239,021	99.36%
Overall	8,437,519	1,026,736	65,745	8,250	9,668	364,250	9,912,168	99.12%

All the eight (8) SQDs obtained Overall Scores within the Outstanding Rating level.

The **Responsiveness** dimension attained an **Overall Score of 98.73%**. A high level of responsiveness to clients' transactions was observed indicating that branches/ customer facing units are very much willing to help in attending to clients' needs and concerns.

The **Reliability** dimension achieved an impressive **Overall Score of 99.42%**, demonstrating a high level of dependability and accuracy in service delivery. Clients can trust the branches and customer-facing units to consistently provide the promised services.

The **Access and Facilities** dimension recorded an **Overall Score of 99.25%**. This suggested that clients found the accessibility and facilities of services given by the branches/ customer facing units to be outstanding, impacting positively to the overall customer service experience.

The **Communication** dimension achieved an **Overall Score of 98.96%**, indicating that branches and customer-facing units effectively maintained clear and timely communication practices with clients.

The **Cost** dimension achieved an **Overall Score of 98.48%**, indicating that clients found the service costs reasonable and aligned with the value received, contributing to positive perceptions of value for money.

The **Integrity** dimension achieved an **Overall Score of 99.18%**, indicating that clients perceive branches and customer-facing units as trustworthy, fair, and just in their dealings.

The **Assurance** dimension achieved an impressive **Overall Score of 99.45%**, the highest among the eight SQDs. This indicates that clients highly value the

competence, courtesy, and positive work relationships demonstrated by the branches and customer-facing units.

The **Outcome** dimension achieved an **Overall Score of 99.36%**, indicating that clients found the results or outcomes of the services provided by the branches and customer-facing units to be outstanding.

e. Overall Score per Service

All of the 21 combined services of LANDBANK garnered **Overall Scores of Outstanding Rating**, with Trading and Marketing of Agrarian Reform (AR) Bond being the highest rated service of 100%. This is followed by Trust Account Managements with 99.88% and Non-Borrowing Transactions with 99.69%.

LANDBANK's overall performance is outstanding, with most services scoring above 99%. The high scores across various services indicated a generally efficient and satisfactory service delivery. However, focusing on areas like arranging of issuances of investment products, sourcing/talent acquisition, and request for HR records and documents could further enhance overall performance.

External Services		Responses	Overall Score
1	Opening of Deposit Account	214,340	98.96%
2	ATM Card Requests	99,307	99.27%
3	Branch Over-the-Counter Transactions	733,290	99.12%
4	Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	44,316	99.20%
5	Branch Banking Loan Servicing	34,390	99.57%
6	Other Branch Products/Services	56,052	99.36%
7	Request for Branch Banking Documents	8,009	99.24%
8	Regular Loan Processing	25,640	99.34%
9	Credit Card Services	8,678	99.03%
10	Loan Recovery Services	202	97.89%
11	Non-Borrowing Transactions	41	99.69%
12	Real and Other Properties Acquired/Acquired Assets	249	98.72%
13	Opening of Trust Accounts	150	97.50%
14	Trust Account Managements	879	99.88%
15	Agrarian Services	4,201	98.13%

External Services		Responses	Overall Score
16	Trading and Marketing of Agrarian Reform (AR) Bond	41	100.00%
17	Arranging of issuances of Investment Products	11	97.33%
18	Sourcing/Talent Acquisition	393	96.81%
19	Pre-Employment Assessment and Selection (Rank and File)	262	97.74%
20	Request for HR Records and Documents	136	95.90%
21	Complaints Management	8,434	98.02%
Total		1,239,021	99.12%

Breakdown of External Services' Overall Scores

1. Opening of Deposit Account

The external service of **Opening of Deposit Account** achieved an **Overall Satisfaction Rating of 99.60%** and an **Overall Score of 98.96%**. **Assurance** emerged as the highest-rated Service Quality Dimension (SQD), emphasizing respondents' high regard for the service's competence, courtesy, and effective collaboration with branches and customer-facing units.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	192,341	20,393	1,132	188	271	15	214,340	99.60%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	180,895	29,213	2,741	518	453	520	214,340	99.10%
Reliability	187,998	24,208	1,167	152	196	619	214,340	99.59%
Access and Facilities	184,126	26,835	1,573	183	204	1,419	214,340	99.50%
Communication	184,084	26,894	1,861	298	266	937	214,340	99.43%
Costs	153,607	24,864	2,089	371	299	33,110	214,340	98.91%
Integrity	189,521	22,721	1,432	264	242	160	214,340	99.43%
Assurance	191,841	20,989	1,030	170	188	122	214,340	99.61%
Outcome	187,025	24,272	1,329	148	180	1,386	214,340	99.55%
Overall	1,459,097	199,996	13,222	2,104	2,028	38,273	1,714,720	98.96%

2. ATM Card Requests

The external service **ATM Card Requests** received an **Overall Satisfaction Rating of 99.50%** and an **Overall Score of 99.27%**. Out of the eight (8) SQDs, **Assurance** was the highest-rated, highlighting respondents' strong appreciation for this service's competence, courtesy, and effective working relationships with branches/ customer facing units.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	91,028	7,775	350	48	101	5	99,307	99.50%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	87,789	10,367	712	111	144	184	99,307	99.02%
Reliability	90,194	8,506	412	44	67	84	99,307	99.47%
Access and Facilities	87,778	9,423	517	51	71	1,467	99,307	99.35%
Communication	88,039	9,510	658	61	73	966	99,307	99.19%
Costs	65,869	7,157	759	81	126	25,315	99,307	98.69%
Integrity	90,114	8,443	500	69	79	102	99,307	99.35%
Assurance	91,401	7,374	383	54	61	34	99,307	99.50%
Outcome	90,134	8,217	420	41	73	422	99,307	99.46%
Overall	691,318	68,997	4,361	512	694	28,574	794,456	99.27%

3. Branch Over-the-Counter Transactions

The external service of **Branch Over-the-Counter Transactions** reaped an **Overall Satisfaction Rating of 99.36%** and an **Overall Score of 99.12%**. **Assurance** ranked highest among the 8 SQDs, reflecting that respondents experienced this service with exceptional courtesy and received support from the helpful staff at branches and customer-facing units.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	663,709	64,866	3,665	375	646	29	733,290	99.36%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	633,376	89,209	6,975	1,116	937	1,677	733,290	98.77%
Reliability	651,596	76,704	3,419	299	403	869	733,290	99.44%
Access and Facilities	637,664	81,301	4,407	413	503	9,002	733,290	99.27%
Communication	634,249	86,355	6,321	771	657	4,937	733,290	98.94%
Costs	449,491	65,240	6,350	825	1,359	210,025	733,290	98.37%
Integrity	650,535	75,645	5,152	561	603	794	733,290	99.14%
Assurance	659,790	69,174	3,187	360	425	354	733,290	99.46%
Outcome	646,586	75,743	3,919	294	363	6,385	733,290	99.37%
Overall	4,963,287	619,371	39,730	4,639	5,250	234,043	5,866,320	99.12%

4. Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)

The external service of **Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)** earned an **Overall Satisfaction Rating of 99.47%** and an **Overall Score of 99.20%**. **Outcome** was the highest-rated SQD, signaling that respondents believed the service effectively delivered its intended benefits and met their expectations.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	40,960	3,122	107	31	95	1	44,316	99.47%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	39,517	4,143	346	69	120	121	44,316	98.79%
Reliability	40,370	3,606	189	19	56	76	44,316	99.40%
Access and Facilities	38,612	3,917	257	20	61	1,449	44,316	99.21%
Communication	39,509	3,971	281	38	63	454	44,316	99.13%
Costs	26,090	2,776	272	22	80	15,076	44,316	98.72%
Integrity	40,564	3,417	196	25	81	33	44,316	99.32%
Assurance	40,949	3,100	188	21	50	8	44,316	99.42%
Outcome	39,915	3,353	154	25	57	812	44,316	99.46%
Overall	305,526	28,283	1,883	239	568	18,029	354,528	99.20%

5. Branch Banking Loan Servicing

The external service of **Branch Banking Loan Servicing** amassed an **Overall Satisfaction Rating of 99.65%** and an **Overall Score of 99.57%**. Among the 8 SQDs, **Assurance** ranked highest, reflecting respondents' appreciation for the courteous and helpful staff of branches/ customer facing units.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	32,061	2,210	77	14	28	0	34,390	99.65%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	30,652	3,472	179	30	31	26	34,390	99.30%
Reliability	31,405	2,874	73	7	13	18	34,390	99.73%
Access and Facilities	30,337	3,278	100	9	15	651	34,390	99.63%
Communication	30,680	3,361	149	20	17	163	34,390	99.46%
Costs	23,367	2,938	154	22	21	7,888	34,390	99.26%
Integrity	31,448	2,814	83	12	19	14	34,390	99.67%
Assurance	31,925	2,369	67	10	12	7	34,390	99.74%
Outcome	31,292	2,875	84	9	17	113	34,390	99.68%
Overall	241,106	23,981	889	119	145	8,880	275,120	99.57%

6. Other Branch Products/Services

The external service of **Other Branch Products/Services** gained an **Overall Satisfaction Rating of 99.66%** and an **Overall Score of 99.36%**. With **Reliability** as the highest-rated SQD, this indicates that respondents perceived this external service as highly reliable and accurate in its delivery.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	52,158	3,705	137	20	31	1	56,052	99.66%
Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	50,342	5,173	353	43	48	93	56,052	99.21%
Reliability	51,451	4,234	213	9	17	128	56,052	99.57%
Access and Facilities	50,178	4,876	263	20	22	693	56,052	99.45%
Communication	50,012	4,967	413	26	16	618	56,052	99.18%
Costs	39,128	4,240	326	44	142	12,172	56,052	98.83%
Integrity	51,514	4,173	293	22	24	26	56,052	99.39%
Assurance	52,069	3,721	213	16	15	18	56,052	99.56%
Outcome	51,259	4,145	218	11	15	404	56,052	99.56%
Overall	395,953	35,529	2,292	191	299	14,152	448,416	99.36%

7. Request for Branch Banking Documents

The external service of **Request for Branch Banking Documents** clinched an **Overall Satisfaction Rating of 99.39%** and an **Overall Score of 99.24%**. **Outcome** was the highest-rated SQD, indicating that respondents were highly satisfied with the results and benefits of the service.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	7,505	455	14	10	25	0	8,009	99.39%
Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	7,228	696	42	12	30	1	8,009	98.95%
Reliability	7,402	549	37	9	8	4	8,009	99.33%
Access and Facilities	7,232	706	30	10	8	23	8,009	99.40%
Communication	7,147	725	64	7	7	59	8,009	99.02%
Costs	6,872	757	57	9	9	305	8,009	99.03%
Integrity	7,355	599	28	9	14	4	8,009	99.36%
Assurance	7,449	510	28	12	10	0	8,009	99.38%
Outcome	7,352	569	26	4	12	46	8,009	99.47%
Overall	58,037	5,111	312	72	98	442	64,072	99.24%

8. Regular Loan Processing

The external service of **Regular Loan Processing** accomplished an **Overall Satisfaction Rating of 99.70%** and an **Overall Score of 99.34%**. **Assurance**, the highest-rated SQD, highlighted respondents' recognition of the staff's proficiency, courtesy, and attentiveness.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	22,972	2,590	60	7	11	0	25,640	99.70%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	21,879	3,454	207	24	25	51	25,640	99.00%
Reliability	22,470	3,047	82	3	8	30	25,640	99.64%
Access and Facilities	21,074	3,355	117	9	8	1,077	25,640	99.45%
Communication	21,658	3,549	238	14	13	168	25,640	98.96%
Costs	14,456	2,637	189	21	35	8,302	25,640	98.59%
Integrity	22,691	2,801	102	7	7	32	25,640	99.55%
Assurance	23,183	2,381	56	2	7	11	25,640	99.75%
Outcome	22,428	2,999	103	8	8	94	25,640	99.53%
Overall	169,839	24,223	1,094	88	111	9,765	205,120	99.34%

9. Credit Card Services

The external service of **Credit Card Services** realized an **Overall Satisfaction Rating of 93.32%** and an **Overall Score of 99.03%**. Among the 8 SQDs, **Reliability** received the highest rating, indicating that respondents trusted the accuracy and proper handling of the Credit Card Services by branches/ customer facing units.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	7,965	654	34	7	18	0	8,678	99.32%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	7,669	883	84	15	17	10	8,678	98.66%
Reliability	7,863	752	47	4	4	8	8,678	99.37%
Access and Facilities	7,700	835	50	4	9	80	8,678	99.27%
Communication	7,715	816	76	5	5	61	8,678	99.00%
Costs	5,046	690	88	15	10	2,829	8,678	98.07%
Integrity	7,890	705	61	8	6	8	8,678	99.13%
Assurance	7,940	673	51	6	3	5	8,678	99.31%
Outcome	7,798	731	65	6	6	72	8,678	99.11%
Overall	59,621	6,085	522	63	60	3,073	69,424	99.03%

10. Loan Recovery Services

The external service of **Loan Recovery Services** pulled off an **Overall Satisfaction Rating of 99.50%** and an **Overall Score of 97.89%**. **Integrity**, the highest-rated SQD, reflected respondents' perception of honesty, justice, fairness, and trust for their transactions on loan recovery services.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	123	78	1	0	0	0	202	99.50%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	118	78	6	0	0	0	202	97.03%
Reliability	120	79	3	0	0	0	202	98.51%
Access and Facilities	112	84	5	0	1	0	202	97.03%
Communication	109	83	10	0	0	0	202	95.05%
Costs	88	62	3	0	0	49	202	98.04%
Integrity	118	84	0	0	0	0	202	100.00%
Assurance	130	69	3	0	0	0	202	98.51%
Outcome	120	78	2	0	0	2	202	99.00%
Overall	915	617	32	0	1	51	1,616	97.89%

11. Non-Borrowing Transactions

The external service of **Non-Borrowing Transactions** completed an **Overall Satisfaction Rating of 100.00%** and an **Overall Score of 99.69%**. The majority of the SQDs received a 100% overall score, reflecting an exceptionally high level of satisfaction among respondents who availed of this service.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	33	8	0	0	0	0	41	100.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	34	7	0	0	0	0	41	100.00%
Reliability	38	3	0	0	0	0	41	100.00%
Access and Facilities	34	6	0	0	0	1	41	100.00%
Communication	37	3	1	0	0	0	41	97.56%
Costs	31	7	0	0	0	3	41	100.00%
Integrity	34	7	0	0	0	0	41	100.00%
Assurance	35	6	0	0	0	0	41	100.00%
Outcome	33	8	0	0	0	0	41	100.00%
Overall	276	47	1	0	0	4	328	99.69%

12. Real and Other Properties Acquired/Acquired Assets

The external service of **Real and Other Properties Acquired/Acquired Assets** attained an **Overall Satisfaction Rating of 98.39%** and an **Overall Score of 98.72%**. **Integrity**, the highest-rated SQD, highlighted respondents' views on the honesty, fairness, justice, and trustworthiness of their transactions on real and other properties acquired/acquired assets.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	227	18	4	0	0	0	249	98.39%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	207	38	4	0	0	0	249	98.39%
Reliability	219	27	3	0	0	0	249	98.80%
Access and Facilities	214	30	4	0	0	1	249	98.39%
Communication	213	29	5	0	0	2	249	97.98%
Costs	189	26	4	0	0	30	249	98.17%
Integrity	224	22	1	0	0	2	249	99.60%
Assurance	229	18	2	0	0	0	249	99.20%
Outcome	222	25	1	1	0	0	249	99.20%
Overall	1,717	215	24	1	0	35	1,992	98.72%

13. Opening of Trust Accounts

The external service of **Opening of Trust Accounts** fulfilled an **Overall Satisfaction Rating of 97.99%** and an **Overall Score of 97.50%**. **Assurance**, the top-rated SQD, underscored respondents' recognition of the staff's proficiency, courtesy, and attentiveness.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	128	18	3	0	0	1	150	97.99%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	112	31	4	0	0	3	150	97.28%
Reliability	127	19	3	0	0	1	150	97.99%
Access and Facilities	119	20	5	0	0	6	150	96.53%
Communication	115	25	5	0	0	5	150	96.55%
Costs	107	18	3	1	0	21	150	96.90%
Integrity	133	11	2	1	0	3	150	97.96%
Assurance	132	17	0	1	0	0	150	99.33%
Outcome	134	12	3	1	0	0	150	97.33%
Overall	979	153	25	4	0	39	1,200	97.50%

14. Trust Account Managements

The external service of **Trust Account Managements** achieved an impressive **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.88%**. This signifies a remarkably high level of satisfaction among respondents who utilized this service. Among the 8 SQDs, **Reliability**, **Integrity**, and **Assurance** emerged as the top-rated dimensions, indicating a strong trust and confidence in the service provided. These dimensions reflect the service's ability to consistently deliver dependable and trustworthy outcomes, which are crucial for maintaining client satisfaction and loyalty.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	860	19	0	0	0	0	879	100.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	849	25	1	0	0	4	879	99.89%
Reliability	857	22	0	0	0	0	879	100.00%
Access and Facilities	854	20	2	0	0	3	879	99.77%
Communication	850	25	2	0	0	2	879	99.77%
Costs	792	19	2	0	0	66	879	99.75%
Integrity	862	15	0	0	0	2	879	100.00%
Assurance	864	15	0	0	0	0	879	100.00%
Outcome	855	20	1	0	0	3	879	99.89%
Overall	6,783	161	8	0	0	80	7,032	99.88%

15. Agrarian Services

The external service of **Agrarian Services** reached an **Overall Satisfaction Rating of 98.76%** and an **Overall Score of 98.13%**. Among the 8 SQDs, **Assurance** topped the list, indicating that the service effectively met client expectations in terms of product knowledge and the helpfulness of the unit towards their clients.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	3,565	582	29	8	15	2	4,201	98.76%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	3,317	754	65	15	19	31	4,201	97.63%
Reliability	3,497	642	29	8	14	11	4,201	98.78%
Access and Facilities	3,101	776	62	7	12	243	4,201	97.95%
Communication	3,250	728	51	12	12	148	4,201	98.15%
Costs	722	206	49	7	17	3,200	4,201	92.71%
Integrity	3,569	543	48	6	14	21	4,201	98.37%
Assurance	3,695	463	20	6	16	1	4,201	99.00%
Outcome	3,550	540	46	10	15	40	4,201	98.29%
Overall	24,701	4,652	370	71	119	3,695	33,608	98.13%

16. Trading and Marketing of Agrarian Reform (AR) Bond

The external service of **Trading and Marketing of Agrarian Reform (AR) Bond** fulfilled an **Overall Satisfaction Rating of 100.00%** and an **Overall Score of 100%**. All of the SQDs achieved an Outstanding level of Overall Scores, implying that respondents were highly satisfied on the transactions of trading and marketing of Agrarian Reform (AR) bonds.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	41	0	0	0	0	0	41	100.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	41	0	0	0	0	0	41	100.00%
Reliability	40	1	0	0	0	0	41	100.00%
Access and Facilities	37	4	0	0	0	0	41	100.00%
Communication	38	3	0	0	0	0	41	100.00%
Costs	40	0	0	0	0	1	41	100.00%
Integrity	37	4	0	0	0	0	41	100.00%
Assurance	38	3	0	0	0	0	41	100.00%
Outcome	40	1	0	0	0	0	41	100.00%
Overall	311	16	0	0	0	1	328	100.00%

17. Arranging the issuances of Investment Products

The external service of **Arranging the issuances of Investment Products** received an **Overall Satisfaction Rating of 100.00%** and an **Overall Score of 97.33%**. With 6 out of 8 SQDs getting a 100% rating, respondents were perceived as highly satisfied on the transactions of arranging the issuances of investment products.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	8	3	0	0	0	0	11	100.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	6	3	0	1	0	1	11	90.00%
Reliability	8	3	0	0	0	0	11	100.00%
Access and Facilities	6	3	0	0	0	2	11	100.00%
Communication	6	2	0	0	0	3	11	100.00%
Costs	6	2	1	0	0	2	11	88.89%
Integrity	8	2	0	0	0	1	11	100.00%
Assurance	7	2	0	0	0	2	11	100.00%
Outcome	7	2	0	0	0	2	11	100.00%
Overall	54	19	1	1	0	13	88	97.33%

18. Sourcing/Talent Acquisition

The external service of **Sourcing/Talent Acquisition** reached an **Overall Satisfaction Rating of 97.46%** and an **Overall Score of 96.81%**. Among the 8 SQDs, **Assurance** registered as the top rated service dimension, showing that respondents perceived their transactions on sourcing/talent acquisition as competent, and they received utmost respect from the staff of customer facing unit.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	310	73	5	4	1	0	393	97.46%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	263	98	17	6	0	9	393	94.01%
Reliability	312	74	5	0	0	2	393	98.72%
Access and Facilities	244	80	8	1	0	60	393	97.30%
Communication	268	93	14	1	2	15	393	95.50%
Costs	94	34	2	0	1	262	393	97.71%
Integrity	294	74	16	1	0	8	393	95.58%
Assurance	330	59	3	1	0	0	393	98.98%
Outcome	283	70	7	3	0	30	393	97.25%
Overall	2,088	582	72	13	3	386	3,144	96.81%

19. Pre-Employment Assessment and Selection (Rank and File)

The external service of **Pre-Employment Assessment and Selection (Rank and File)** attained an **Overall Satisfaction Rating of 97.33%** and an **Overall Score of 97.74%**. **Reliability** and **Assurance** topped the lists of SQDs, signifying that the customer facing unit was able to provide what was necessary and that the bank personnel were capable, knowledgeable and helpful.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	225	30	3	3	1	0	262	97.33%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	193	55	5	3	1	5	262	96.50%
Reliability	222	37	1	0	1	1	262	99.23%
Access and Facilities	161	45	3	0	1	52	262	98.10%
Communication	198	42	7	1	1	13	262	96.39%
Costs	51	22	1	0	1	187	262	97.33%
Integrity	215	40	5	0	1	1	262	97.70%
Assurance	228	31	1	0	1	1	262	99.23%
Outcome	190	44	4	2	1	21	262	97.10%
Overall	1,458	316	27	6	8	281	2,096	97.74%

20. Request for HR Records and Documents

The external service of **Request for HR Records and Documents** achieved an **Overall Satisfaction Rating of 97.01%** and an **Overall Score of 95.90%**. With **Integrity** as the highest rated SQD, respondents felt that the transactions on request for HR records and documents exhibited a high level of integrity by ensuring transparency, fairness, and trust in every interaction.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	101	29	2	1	1	2	136	97.01%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	88	34	5	4	4	1	136	90.37%
Reliability	97	35	3	0	1	0	136	97.06%
Access and Facilities	87	29	5	0	0	15	136	95.87%
Communication	83	35	3	0	2	13	136	95.93%
Costs	42	15	0	0	2	77	136	96.61%
Integrity	98	33	2	0	1	2	136	97.76%
Assurance	100	29	3	1	0	3	136	96.99%
Outcome	100	30	3	0	1	2	136	97.01%
Overall	695	240	24	5	11	113	1,088	95.90%

21. Complaints Management

The external service of complaints management gathered an **Overall Satisfaction Rating of 98.14%** and an **Overall Score of 98.02%**. **Assurance** emerged as the highest-rated SQD, indicating that complaints were managed by skilled, knowledgeable, and courteous associates who were both helpful and professional.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	7,231	1,045	94	13	50	1	8,434	98.14%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	6,995	1,203	151	22	45	18	8,434	97.41%
Reliability	7,139	1,122	90	16	33	34	8,434	98.35%
Access and Facilities	6,799	1,141	99	16	35	344	8,434	98.15%
Communication	6,977	1,105	155	18	38	141	8,434	97.46%
Costs	4,375	623	75	13	20	3,328	8,434	97.88%
Integrity	7,005	959	97	15	33	325	8,434	98.21%
Assurance	7,379	909	81	8	35	22	8,434	98.53%
Outcome	7,089	1,080	108	14	34	109	8,434	98.13%
Overall	53,758	8,142	856	122	273	4,321	67,472	98.02%

ASPIRe:

a. Demographic Profile

For the **age distribution** of internal clients, only one respondent chose not to disclose their age, showing general comfort with sharing demographic data. The majority (65%) were aged **20–34**, indicating a predominantly young client base likely in the early stages of their careers, who may prefer modern, tech-driven services. **28%** were aged **35–49**, typically in their prime working and family-building years, while **6%** fell within the **50–64** range, offering insights from more experienced employees.

For the SEX distribution, female clients comprised the majority at 68% of the total respondents, while male respondents accounted for 32%.

Demographics	Count	Percentage
Age Group		
1. 20-34	6,289	65%
2. 35-49	2,779	28%
3. 50-64	608	6%
4. Did not specify	1	1%
Total	9,677	100%

Demographics	Count	Percentage
Sex		
Female	6,582	68%
Male	3,095	32%
Total	9,677	100%

In terms of the REGIONAL distribution of respondents, the largest group, comprising 61.27%, came from the National Capital Region (NCR). This was followed by Region VI, which accounted for 17.31% of the respondents, and Region I, the third largest, represented 9.04% of the respondents.

Region	Count	Percentage
Region I	875	9.04%
Region II	22	0.23%
Region III	51	0.53%
Region IV-A	8	0.08%
Region IV-B	0	0%
Region V	532	5.50%
Region VI	1,675	17.31%
Region VII	10	0.10%
Region VIII	25	0.26%

Region	Count	Percentage
Region IX	163	1.68%
Region X	100	1.03%
Region XI	214	2.49%
Region XII	46	0.48%
Region XIII	0	0.0%
NCR	5,292	61.27%
CAR	0	0%
BARMM	0	0%
Total	9,677	100%

In terms of office group, the Property Valuation and Field Operations Group got the lion's share of the respondents at 38.77%.

Office	Count	Percentage
Property Valuation and Field Operations Group	3,752	38.77%
Banking Operations Group	1,828	18.89%
Legal Services Group	1,507	15.57%
Total	9,677	100%

In the customer type segment, 58.15% of internal clients consist of Units, while 41.85% consist of individuals.

Customer Type	Count	Percentage
1. Individual	4,050	41.85%
2. Unit	5,627	58.15%
Total	9,677	100%

b. Citizen's Charter (CC) Results

The Bank achieved a commendable score of 98.62% in client awareness of the LANDBANK Citizen's Charter (CC). Among those surveyed, 94.07% reported being aware of the CC and having seen it in the ISP's office, demonstrating LANDBANK's effective communication of the CC to its internal clients. Additionally, 4.55% of respondents were familiar with the concept of a CC but had not observed it in an ISP's office, while a minimal 0.41% learned about the CC only upon seeing it in an ISP's office.

Among those aware of the CC, 87.99% found it easy to see, indicating its effective visibility. Meanwhile, 6.09% found the CC somewhat easy to see, and less than 1% claimed it was difficult to see or not visible at all in the ISP's office.

In terms of usefulness, 89.15% said the CC significantly helped them, pointing to its role in enhancing service clarity and expectations. Another 5.60% found it somewhat helpful, while less than 1% did not find it useful. 5.14% marked it as not applicable, possibly reflecting clients who did not require its guidance during their visit.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	9,103	94.07%
2. I know what a CC is but I did not see this office's CC.	440	4.55%
3. I learned of the CC only when I saw this office's CC.	40	0.41%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	94	0.97%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8,515	87.99%
2. Somewhat easy to see	589	6.09%
3. Difficult to see	23	0.24%
4. Not visible at all	28	0.29%
N/A	522	5.39%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8,627	89.15%
2. Somewhat helped	542	5.60%
3. Did not help	11	0.11%
N/A	497	5.14%
Did not specify	-	-

c. Service Quality Dimension (SQD) Results

LANDBANK's internal clients expressed high satisfaction with the transactions they availed of, achieving a remarkable 99.27% Satisfaction Rating, which is classified as Outstanding. This rating marks the Bank's first internal overall satisfaction assessment from its internal customers.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	8,296	1,308	59	9	3	2	9,677	99.27%

LANDBANK achieved an overall score of 99.12% across the eight (8) Service Quality Dimensions (SQDs), reflecting the Bank's strong commitment to delivering high-quality service to its internal clients. This rating highlights the effectiveness of the Bank's internal service processes and its responsiveness to client needs.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	7,719	1,613	77	169	22	77	9,677	97.21%
Reliability	8,244	1,345	33	5	3	47	9,677	99.57%
Access and Facilities	7,627	1,271	62	4	0	713	9,677	99.26%
Communication	7,726	1,416	99	11	0	425	9,677	98.81%
Costs	3,629	606	88	31	12	5,311	9,677	97.00%
Integrity	8,304	1,231	54	6	0	82	9,677	99.37%
Assurance	8,252	1,237	64	11	0	113	9,677	99.22%
Outcome	8,219	1,346	21	1	1	89	9,677	99.76%
Overall	59,720	10,065	498	238	38	6,857	77,416	98.90%

All the eight (8) SQDs obtained Overall Scores within the Outstanding Rating level.

The **Responsiveness** dimension achieved an **Overall Score of 97.21%**, reflecting the ISPs' strong commitment to promptly addressing client needs and concerns. This suggests a proactive approach in delivering timely support, especially in service areas requiring quick turnaround.

The **Reliability** dimension recorded an **Overall Score of 99.57%**, highlighting the ISPs' consistent dependability and accuracy in fulfilling service commitments. This reinforces internal clients' confidence in the ISPs' ability to deliver services as promised, with minimal errors or delays.

The **Access and Facilities** dimension achieved an **Overall Score of 99.26%**, indicating that internal clients found the ISPs' services easily accessible and their facilities well-organized and user-friendly—factors that enhance the overall service experience.

The **Communication** dimension earned an **Overall Score of 98.81%**, underscoring the ISPs' effectiveness in providing clear, timely, and relevant information. This is crucial for ensuring alignment, especially in coordinating multi-unit tasks and meeting regulatory requirements.

The **Cost** dimension received an **Overall Score of 97.00%**, suggesting that clients perceived the services as cost-efficient and aligned with the value delivered. This perception supports the continued use of current service models and tools without concerns over resource wastage.

The **Integrity** dimension scored **99.37%**, demonstrating strong client trust in the ISPs' ethical standards and fairness. This indicates a positive organizational culture rooted in professionalism and transparency.

The **Assurance** dimension earned an **Overall Score of 99.22%**, reflecting internal clients' confidence in the ISPs' competence and professionalism. It emphasizes courteous interactions and positive dynamics that boost client satisfaction.

The **Outcome** dimension received the highest score among the eight SQDs, at **99.76%**, signifying that internal clients were highly satisfied with the quality and effectiveness of the services delivered. This highlights the ISPs' success in achieving service objectives and meeting client expectations.

d. Overall Score per Service

LANDBANK's internal services have demonstrated a notable performance, achieving an **Overall Score of 98.90%** across various service categories. Notably, several services, such as the processing of clearances (100.00%), loan documentation (99.94%), and credit investigations for LANDBANK Officers and Employees (99.93%), received near-perfect scores, indicating high reliability and efficiency. Services like the issuance of certificates (97.54%) and processing of claims at the Head Office (99.52%) also garnered impressive ratings, reflecting the Bank's commitment to providing timely and accurate support to its internal clients. However, there are areas for improvement, such as the issuance of medical certificates (86.96%) and the refund of excess land amortization (85.71%), which scored lower. Overall, the high satisfaction scores across most services highlight LANDBANK's dedication to maintaining quality and fostering positive experiences for its internal customers.

Internal Services		Responses	Overall Score
1	Appraisal Services	552	99.03%
2	Authentication of Agrarian Reform Bonds	23	95.06%
3	Authority to Travel Abroad	404	98.65%
4	Availment of Leave Benefits (Magna Carta for Women/Rehabilitation Leave/Study Leave)	4	96.55%
5	Certificate of Employment (COE) for Officers	19	99.24%

Internal Services		Responses	Overall Score
6	Certificate of Employment (COE) for Rank-and-File	37	98.85%
7	Certificate of Leave without Pay or Unused Leave Credits	6	100.00%
8	Certification of Performance Rating	7	100.00%
9	Collection of Customs Duties	16	100.00%
10	Credit Investigation/Background Investigation Services (by LANDBANK Officers and Employees)	201	99.93%
11	Credit Investigation/Background Investigation Services (by Lending Units)	2529	99.66%
12	Documentation and Review of Legal Sufficiency of Loan Contracts	215	99.09%
13	Enhanced Recruitment, Selection and Placement	37	96.22%
14	Enrollment of Large Taxpayer/Non-Large Taxpayer	25	99.46%
15	Enrollment of MDS Sub-Account/s to the MDS	13	100.00%
16	Environmental and Social Assessment of LANDBANK-Financed Projects	33	99.55%
17	FSHSD – Over-the-Counter Purchase and Sale of Foreign Currencies	25	100.00%
18	Function Room Reservation	37	95.95%
19	Issuance of Certificate of Trainings Attended	150	96.40%
20	Issuance of Certificates	579	97.54%
21	Issuance of Letters of Credit (L/C)	18	96.15%
22	Issuance of Medical Certificate for Training, Gym Clearance, Wellness Participation, Uniform Exemption, Studies, etc.	3	86.96%
23	Issuance of PhilHealth Certification and signed	148	99.45%
24	Issuance of Statement of Account	560	97.35%
25	Letters of Credit (L/C) Amendment	9	87.88%
26	Loan Documentation	229	99.94%
27	LRMD – Funding of Peso/Foreign Currency Transactions	10	100.00%
28	Motor Vehicle (MV) and Motorcycle (MC) Loan	47	99.73%
29	Motor Vehicle (MV) Lease Purchase Plan – Reimbursement of 50% Registration Cost and Third-Party Liability (TPL) – Per Account	5	100.00%
30	Notarial Services	221	99.66%
31	Parking Car Pass	35	96.62%

Internal Services		Responses	Overall Score
32	Process Request for LBP Work-From-Home Reporting Tool (LWRT) and Biometric Device Management Software (BDMS) Access thru User Request/Certification of Access Rights Form (UR/CARF)	40	98.58%
33	Processing and Remittance of Philippine Health	7	100.00%
34	Processing of Claims/Disbursement Transactions (Field Units)	17	88.33%
35	Processing of Claims/Disbursement Transactions (Head Office)	492	99.52%
36	Processing of Clearances - Pendency/Non-	771	98.97%
37	Processing of Clearances - Pendency/Non-	18	100.00%
38	Processing of Direct Import Remittance	5	100.00%
39	Processing of Documents Against Payment	3	95.83%
40	Processing of Domestic Bills	2	100.00%
41	Processing of Import Bills (IB)	4	100.00%
42	Processing of Inward Remittance	5	100.00%
43	Processing of Notice of Cash Allocations (NCAs) through Modified Disbursement Scheme (MDS) Online System	2	100.00%
44	Processing of Open Account	7	100.00%
45	Processing of Terminal Pay	18	99.21%
46	Provident Fund (PF) Loans	65	99.60%
47	Real Estate Loan (REL) – Documentation and Releasing of Loan Proceeds	37	99.30%
48	Real Estate Loan (REL) – Processing, Evaluation and Approval	38	95.89%
49	Refund of Excess Land Amortization	7	85.71%
50	Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Request of SOA/Certification of Equity Contributions and Loan Balance	4	100.00%
51	Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Mutual Aid Benefit Fund (MABF) Claim	21	98.68%
52	Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Original/Transfer Certificate of Title (OCT/TCT) for Real Estate Mortgage (REM) and Certificate of Registration (CR) for Motor Vehicle (MV) Loan	1	100.00%

Internal Services		Responses	Overall Score
53	Release of Claims/Benefits, Statement of Accounts (SOA/Certifications and Loan Documents – Release of Mutual Medical Emergency Assistance Fund (MMEAF) Financial Assistance	13	97.87%
54	Remittance of e-Tax Collections from Large/Non-Large Taxpayers	1	100.00%
55	Request for Biometric Device Access (RBDA)	73	98.80%
56	Request for Exemption from Wearing Office Uniform or on Certain Prescribed Dress Code of the Bank	1	100.00%
57	Request for Service Record (SR) of Officer	8	100.00%
58	Request for Service Vehicle	139	98.00%
59	Request for the Grant of Professional Award	2	100.00%
60	Retrieval and Safekeeping of Collateral Documents	620	98.01%
61	Review of Legal Sufficiency of Claim Folders and Signs on the Payment Release Form for Purposes of Payment of Just Compensation (Simple, Complex, Highly Technical)	30	96.98%
62	Securing Certified True Electronic Copy (CTEC) of Title	126	97.65%
63	Skip Tracing and Asset Verification	162	98.91%
64	Title Verification (TV)	182	99.64%
65	TOD – Issuance of Confirmation of Sale of Government Securities and Client's Summary of Transactions thru LBP-Servicing Branch	2	100.00%
66	Updating/Closure of Modified Disbursement Scheme (MDS) Sub-Account/s to the MDS Online System	4	100.00%
67	Validation of Adjustments of LTCs and Crediting/Debiting of Cash Portion through CA/SA Systematics	14	98.89%
68	Validation of GSIS Loan Applications	417	99.47%
69	Validation of New Land Transfer Claims (LTCs) and Crediting of Cash Portion through CA/SA Systematics	122	100.00%
Total		9,677	98.90%

Breakdown of Internal Services' Overall Scores

1. Appraisal Services

Appraisal Services achieved an **Overall Satisfaction Rating of 98.55%** and an **Overall Score of 99.03%**. **Integrity** and **Assurance** emerged as the highest-rated Service Quality Dimensions (SQDs), emphasizing respondents' high regard for the ISP's competence and high-quality service delivery.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	484	60	3	4	1	-	552	98.55%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	460	78	6	4	3	1	552	97.46%
Reliability	490	56	3	2	1	0	552	98.91%
Access and Facilities	461	53	2	1	0	35	552	93.12%
Communication	474	66	5	1	0	6	552	97.83
Costs	293	29	5	0	0	225	552	58.33%
Integrity	497	51	3	0	0	1	552	99.28%
Assurance	501	47	3	0	0	1	552	99.28%
Outcome	494	53	1	0	0	4	552	99.09%
Overall	3,670	433	28	8	4	273	4,416	99.03%

2. Authentication of Agrarian Reform Bonds

The service **Authentication of Agrarian Reform Bonds** service achieved an **Overall Satisfaction Rating of 100%** and an **Overall Score of 95.06%**. Out of eight SQDs, **six received a perfect score of 100%**, indicating the respondents' high regard for this ISP.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	22	1	0	0	0	0	23	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	22	1	0	0	0	0	23	100%
Reliability	22	1	0	0	0	0	23	100%
Access and Facilities	21	2	0	0	0	0	23	100%
Communication	7	8	8	0	0	0	12	65.22%
Costs	0	1	0	0	0	22	23	4.35%
Integrity	21	2	0	0	0	0	23	100%
Assurance	22	1	0	0	0	0	23	100%
Outcome	22	1	0	0	0	0	23	100%
Overall	137	17	0	0	0	22	173	95.06%

3. Authority to Travel Abroad

The service **Authority to Travel Abroad** garnered an **Overall Satisfaction Rating of 99.75%** and an **Overall Score of 98.65%**. **Reliability** ranked highest among the 8 SQDs, reflecting that respondents consistently found the service dependable, timely, and delivered as promised.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	361	42	1	0	0	0	404	99.75%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	323	56	4	6	5	10	404	93.18%
Reliability	348	52	0	0	0	4	404	99.01%
Access and Facilities	298	42	0	0	0	64	404	84.16%
Communication	291	58	6	0	0	49	404	86.39%
Costs	116	17	6	3	3	259	404	32.92%
Integrity	346	50	2	0	0	6	404	98.02%
Assurance	340	47	1	0	0	16	404	95.79%
Outcome	344	50	1	1	0	8	404	97.52%
Overall	2,406	372	20	10	8	416	3,232	98.65%

4. Availment of Leave Benefits (Magna Carta for Women/Rehabilitation Leave/Study Leave)

The **Availment of Leave Benefits (Magna Carta for Women/Rehabilitation Leave/Study Leave)** earned an **Overall Satisfaction Rating of 100%** and an **Overall Score of 96.55%**. **Six (6) out of eight SQDs** garnered a **100% rating**, signaling that respondents believed the service was delivered efficiently, consistently met their expectations, and upheld the quality standards set by the Bank.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	2	2	0	0	0	0	4	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	2	2	0	0	0	0	4	100%
Reliability	2	2	0	0	0	0	4	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	2	2	0	0	0	0	4	100%
Communication	2	1	1	0	0	0	4	75%
Costs	1	0	0	0	0	3	4	25%
Integrity	2	2	0	0	0	0	4	100%
Assurance	2	2	0	0	0	0	4	100%
Outcome	2	2	0	0	0	0	4	100%
Overall	15	13	1	0	0	3	32	96.55%

5. Certificate of Employment for Officers

The service Certificate of Employment for Officers amassed an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.24%**. Among the 8 SQDs, **Responsiveness and Reliability** ranked highest, reflecting that respondents experienced prompt assistance and consistent service delivery as expected.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	19	0	0	0	0	0	19	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	17	2	0	0	0	0	19	100%
Reliability	18	1	0	0	0	0	19	100%
Access and Facilities	15	1	0	0	0	3	19	84.21%
Communication	14	2	0	1	0	2	19	84.21%
Costs	6	0	0	0	0	13	19	31.58%
Integrity	18	1	0	0	0	0	19	100%
Assurance	16	2	0	0	0	1	19	94.74%
Outcome	18	0	0	0	0	1	19	94.74%
Overall	122	9	0	1	0	20	152	99.24%

6. Certificate of Employment (COE) for Rank and File

The service **Certificate of Employment (COE) for Rank and File** gained an **Overall Satisfaction Rating of 100%** and an **Overall Score of 98.85%**. With **Reliability, Assurance and Outcome** as the highest-rated SQDs, this indicates that respondents had confidence in the ISP's competence, experienced consistent and dependable service delivery, and were satisfied with the final output received.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	28	9	0	0	0	0	37	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	24	11	2	0	0	0	37	94.59%
Reliability	32	5	0	0	0	0	37	100%
Access and Facilities	23	6	0	0	0	8	37	78.38%
Communication	26	10	0	0	0	1	37	97.30%
Costs	9	2	0	0	1	25	37	29.73%
Integrity	31	5	0	0	0	1	37	97.30%
Assurance	30	7	0	0	0	0	37	100%
Outcome	33	4	0	0	0	0	37	100%
Overall	208	50	2	0	1	35	296	98.85%

7: Certificate of Leave without Pay or Unused Leave Credits

The service **Certificate of Leave without Pay or Unused Leave Credits** clinched an **Overall Satisfaction Rating** and an **Overall Score of 100%**. **Responsiveness, Reliability, Integrity, and Assurance** are the highest-rated SQDs, indicating that the service consistently meets or exceeds customer expectations in these critical areas, ensuring a high level of trust and satisfaction among its users.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	4	2	0	0	0	0	0	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	4	2	0	0	0	0	6	100%
Reliability	4	2	0	0	0	0	6	100%
Access and Facilities	2	2	0	0	0	2	6	66.67%
Communication	2	2	0	0	0	2	6	66.67%
Costs	0	0	0	0	0	6	6	0%
Integrity	4	2	0	0	0	0	6	100%
Assurance	3	3	0	0	0	0	6	100%
Outcome	3	2	0	0	0	1	6	83.33%
Overall	22	15	0	0	0	11	48	100%

8. Certification of Performance Rating

The service of **Certification of Performance Rating** accomplished an **Overall Satisfaction Rating** and an **Overall Score of 100%**. **Six (6) out of eight (8) SQDs are rated 100%**, highlighting the exceptional quality and consistency of the service in meeting customer expectations across multiple dimensions.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	7	0	0	0	0	0	7	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	7	0	0	0	0	0	7	100%
Reliability	7	0	0	0	0	0	7	100%
Access and Facilities	6	0	0	0	0	1	7	85.71%
Communication	6	1	0	0	0	0	7	100%
Costs	6	0	0	0	0	1	7	85.71%
Integrity	7	0	0	0	0	0	7	100%
Assurance	7	0	0	0	0	0	7	100%
Outcome	6	1	0	0	0	0	7	100%
Overall	52	2	0	0	0	2	56	100%

9. Collection of Customs Duties

The service **Collection of Customs Duties** realized **Overall Satisfaction Rating** and an **Overall Score of 100%**. **Six (6) out of eight (8) SQDs are rated 100%**. This indicates a strong performance in key areas such as responsiveness, reliability, integrity, assurance, and overall customer satisfaction.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	15	1	0	0	0	0	16	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	15	1	0	0	0	0	16	100%
Reliability	16	0	0	0	0	0	16	100%
Access and Facilities	15	1	0	0	0	0	16	100%
Communication	14	1	0	0	0	1	16	93.75%
Costs	13	2	0	0	0	1	16	93.75%
Integrity	15	1	0	0	0	0	16	100%
Assurance	16	0	0	0	0	0	16	100%

Outcome	14	2	0	0	0	0	16	100%
Overall	118	8	0	0	0	2	128	100%

10. Credit Investigation/Background Investigation Services (LANDBANK Officers and Employees)

The service **Credit Investigation/Background Investigation Services (LANDBANK Officers and Employees)** pulled off an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.93%**. **Reliability, Integrity, and Assurance** were the highest-rated SQDs, reflecting the ISP's strong commitment to providing dependable, trustworthy, and secure investigations.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	197	4	0	0	0	0	201	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	196	4	1	0	0	0	201	97.50%
Reliability	197	4	0	0	0	0	201	100%
Access and Facilities	194	2	0	0	0	5	201	97.51%
Communication	193	4	0	0	0	4	201	98.01%
Costs	92	2	0	0	0	107	201	46.77%
Integrity	198	3	0	0	0	0	201	100%
Assurance	198	3	0	0	0	0	201	100%
Outcome	195	3	0	0	0	3	201	98.51%
Overall	1,463	25	1	0	0	119	1,608	99.93%

11. Credit Investigation/Background Investigation Services (by Lending Units)

The service of **Non-Borrowing Transactions** completed an **Overall Satisfaction Rating of 100.00%** and an **Overall Score of 99.69%**. The majority of the SQDs received a 100% overall score, reflecting an exceptionally high level of satisfaction among respondents who availed of this service.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	2,276	249	4	4	4	0	2,529	99.84%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	2,168	357	0	2	2	0	2,529	99.84%
Reliability	2,384	141	4	0	0	0	2,529	99.84%
Access and Facilities	2,328	149	2	0	0	50	2,529	97.94%
Communication	2,345	168	8	0	0	8	2,529	99.37%
Costs	1,018	66	38	0	1	1,406	2,529	42.86%
Integrity	2,367	156	5	0	0	1	2,529	99.76%
Assurance	2,399	129	1	0	0	0	2,529	99.96%
Outcome	2,373	153	1	0	0	2	2,529	99.88%
Overall	17,382	1,319	59	2	3	1467	20,232	99.66%

12. Documentation and Review of Legal Sufficiency of Loan Contracts

The service **Documentation and Review of Legal Sufficiency of Loan Contracts** attained an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.09%**. **Reliability, Integrity, Assurance, and Outcome** were the highest-rated SQD, highlighting the service's exceptional performance in ensuring accurate, trustworthy, and effective legal documentation.

<i>I am satisfied with the service that I availed</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	180	35	0	0	0	0	215	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	163	40	1	11	0	0	215	94.42%
Reliability	168	47	0	0	0	0	215	100%
Access and Facilities	148	50	0	0	0	17	215	92.09%
Communication	166	46	1	0	0	2	215	98.60%
Costs	20	30	0	1	0	164	215	23.26%
Integrity	169	46	0	0	0	0	215	100%
Assurance	162	53	0	0	0	0	215	100%
Outcome	171	44	0	0	0	0	215	100%
Overall	1167	356	2	12	0	183	1720	99.09%

13. Enhanced Recruitment, Selection and Placement

The service **Enhanced Recruitment, Selection and Placement** garnered an **Overall Satisfaction Rating of 100%** and an **Overall Score of 96.22%**. **Integrity and Assurance** were the top-rated SQDs, underscoring the ISP's commitment to maintaining high ethical standards and providing reliable, trustworthy processes.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	27	10	0	0	0	0	37	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	21	11	3	0	0	2	37	86.49%
Reliability	26	9	2	0	0	0	37	94.59%
Access and Facilities	18	5	0	0	0	14	37	62.16%
Communication	16	10	1	0	0	10	37	70.27%
Costs	6	4	1	0	0	26	37	27.03%
Integrity	26	10	1	0	0	0	37	97.30%
Assurance	26	10	0	0	0	1	37	97.30%
Outcome	21	10	1	0	0	5	37	83.78%
Overall	160	69	9	0	0	58	296	96.22%

14. Enrollment of Large Taxpayer/Non-Large Taxpayer Account in the Electronic Tax Payment System (ETPS) Enrollment Facility

The service **Enrollment of Large Taxpayer/Non-Large Taxpayer Account in the Electronic Tax Payment System (ETPS) Enrollment Facility** achieved an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.46%**. Among the 8 SQDs, **Reliability, Access and Facilities, Integrity, and Assurance** emerged as the top-rated dimensions, indicating high confidence and trust in the service provided.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	21	4	0	0	0	0	25	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	19	5	0	0	0	1	25	96%
Reliability	21	4	0	0	0	0	25	100%
Access and Facilities	20	4	0	0	0		25	100%

Communication	20	4	1	0	0	0	25	96%
Costs	8	4	0	0	0	13	25	48%
Integrity	21	4	0	0	0	0	25	100%
Assurance	21	4	0	0	0	0	25	100%
Outcome	19	5	0	0	0	1	25	96%
Overall	149	34	1	0	0	16	200	99.46%

15. Enrollment of MDS Sub-Account/s to the MDS Online System

The service **Enrollment of MDS Sub-Account/s to the MDS Online System** reached an **Overall Satisfaction Rating** and an **Overall Score of 100%**. This highlights the exceptional performance and effectiveness of the ISP in meeting user expectations and needs.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	13	0	0	0	0	0	13	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	12	1	0	0	0	0	13	100%
Reliability	13	0	0	0	0	0	13	100%
Access and Facilities	11	1	0	0	0	1	13	92.31%
Communication	12	1	0	0	0	0	13	100%
Costs	9	1	0	0	0	3	13	76.92%
Integrity	13	0	0	0	0	0	13	100%
Assurance	13	0	0	0	0	0	13	100%
Outcome	13	0	0	0	0	0	13	100%
Overall	96	4	0	0	0	4	104	100%

16. Environmental and Social Assessment of LANDBANK-Finance Projects

The service **Environmental and Social Assessment of LANDBANK-Finance Projects** reached an **Overall Satisfaction Rating of 100.00%** and an **Overall Score of 99.95%**. **Reliability, Integrity and Assurance** achieved 100% overall score, demonstrating that the service is highly dependable, trustworthy, and capable of providing accurate and timely assessments.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	18	15	0	0	0	0	33	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	14	18	0	1	0	0	33	96.97%
Reliability	17	16	0	0	0	0	33	100%
Access and Facilities	10	13	0	0	0	10	33	69.70%
Communication	13	13	0	0	0	7	33	78.79%
Costs	3	8	0	0	0	22	33	33.33%
Integrity	19	14	0	0	0	0	33	100%
Assurance	20	13	0	0	0	0	33	100%
Outcome	18	14	0	0	0	1	33	96.97%
Overall	114	109	0	1	0	40	264	99.95

17. Over-the-Counter Purchase and Sale of Foreign Currencies

The service **Over-the-Counter Purchase and Sale of Foreign Currencies** received an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with seven (7) out of eight (8) SQDs garnering a score of 100%. This underscores the exceptional quality and consistency of the service provided and highlights the ISP's ability to consistently meet and exceed user expectations.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	17	8	0	0	0	0	25	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	16	9	0	0	0	0	25	100%
Reliability	16	9	0	0	0	0	25	100%
Access and Facilities	16	9	0	0	0	0	25	100%
Communication	17	8	0	0	0	0	25	100%
Costs	15	8	0	0	0	2	25	92%
Integrity	17	8	0	0	0	0	25	100%
Assurance	17	8	0	0	0	0	25	100%
Outcome	17	8	0	0	0	0	25	100%
Overall	131	67	0	0	0	2	200	100%

18. Function Room Reservation

The service **Function Room Reservation** reached an **Overall Satisfaction Rating of 97.30%** and an **Overall Score of 95.95%**. Among the eight (8) SQDs, **Reliability** registered as the top-rated service dimension. The strong performance in this

dimension reflects the service's commitment to providing a dependable experience, contributing significantly to the overall satisfaction and positive perception among users.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	26	10	0	1	0	0	37	97.30%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	24	11	0	1	0	1	37	94.59%
Reliability	25	11	0	0	0	1	37	97.30%
Access and Facilities	22	10	1	0	0	4	37	86.49%
Communication	19	7	1	0	0	10	37	70.72%
Costs	8	0	0	0	0	29	37	21.62%
Integrity	27	6	3	0	0	1	37	89.19%
Assurance	25	8	1	3	0	1	37	89.19%
Outcome	25	9	0	0	0	3	37	91.89%
Overall	175	62	6	4	0	50	296	95.95%

19. Issuance of Certificate of Trainings Attended

The service **Issuance of Certificate of Trainings Attended** attained an **Overall Satisfaction Rating of 96.89%** and an **Overall Score of 96.40%**. **Reliability** topped the list of SQDs, signifying that users trust the ISP to deliver accurate and timely certificates, contributing significantly to their overall satisfaction and positive experience.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	121	23	5	1	0	0	150	96.89%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	99	34	5	3	4	5	150	88.67%
Reliability	114	32	4	0	0	0	150	97.33%
Access and Facilities	95	28	3	0	0	24	150	82%
Communication	99	38	1	2	0	10	150	91.33%
Costs	22	12	2	0	0	114	150	22.67%
Integrity	115	28	3	0	0	4	150	95.33%

Assurance	98	33	6	1	12	0	150	87.33%
Outcome	113	30	3	0	0	4	150	95.33%
Overall	755	235	27	6	16	161	1,200	96.40%

20. Issuance of Certificates

The service **Issuance of Certificates** gathered an **Overall Satisfaction Rating of 96.89%** and an **Overall Score of 97.54%**, with **Outcome** as the highest-rated SQD. This demonstrates that that users are very satisfied with the final results they receive, which likely include the accuracy, timeliness, and quality of the certificates issued.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	439	122	15	3	0	0	579	96.89%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	395	130	2	44	0	8	579	90.67%
Reliability	417	147	4	2	0	9	579	97.41%
Access and Facilities	361	138	12	0	0	68	579	86.18%
Communication	403	132	10	1	0	33	579	92.40%
Costs	262	72	1	13	0	231	579	57.69%
Integrity	453	117	3	0	0	6	579	98.45%
Assurance	438	129	11	1	0	0	579	97.93%
Outcome	432	145	1	0	0	1	579	99.65%
Overall	3,161	1010	44	61	0	356	4,632	97.54%

21. Issuance of Letters of Credit (L/C)

The service **Issuance of Letters of Credit (L/C)** garnered an **Overall Satisfaction Rating of 94.44%** and an **Overall Score of 96.15%**. **Assurance** emerged as the highest-rated SQD, illustrating that respondents felt confident in the service provider's competence, professionalism, and ability to deliver the service accurately and securely.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	13	4	1	0	0	0	18	94.44%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	13	3	1	0	0	1	18	88.89%

Reliability	12	5	0	0	0	1	18	94.44%
Access and Facilities	10	5	1	0	0	2	18	83.33%
Communication	10	4	2	1	0	1	18	77.78%
Costs	7	4	0	0	0	7	18	61.11%
Integrity	12	5	0	0	0	1	18	94.44%
Assurance	11	7	0	0	0	0	18	100%
Outcome	12	5		0	0	1	18	94.44%
Overall	87	38	4	1	0	14	144	96.15%

22. Issuance of Medical Certificate for Training, Gym Clearance, Wellness Participation, Uniform Exemption, Studies, etc.

The service **Issuance of Medical Certificate for Training, Gym Clearance, Wellness Participation, Uniform Exemption, Studies, etc.** garnered an **Overall Satisfaction Rating of 100%** and an **Overall Score of 86.96%**. **Reliability, Access and Facilities, and Communication** emerged as the highest-rated SQDs, showing that respondents found the service consistently dependable, accessible, and well-supported by adequate facilities and that information was clearly and effectively communicated throughout the process.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	2	1	0	0	0	0	3	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	2	0	1	0	0	0	3	66.67%
Reliability	2	1	0	0	0	0	3	100%
Access and Facilities	2	1	0	0	0	0	3	100%
Communication	2	1	0	0	0	0	3	100%
Costs	2	0	0	0	0	1	3	66.67%
Integrity	2	0	1	0	0	0	3	66.67%
Assurance	2	0	1	0	0	0	3	66.67%
Outcome	1	2	0	0	0	0	3	94.44%
Overall	15	5	3	0	0	1	24	86.96%

23. Issuance of PhilHealth Certification and signed Claim Form 1 (CF1) and Claim Signature Form (CSF)

The service **Issuance of PhilHealth Certification and signed Claim Form 1 (CF1) and Claim Signature Form (CSF)** achieved an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.45%**. **Reliability, Integrity, Assurance, and Outcome** ranked as the highest-rated SQDs, indicating that respondents viewed

the service as dependable, trustworthy, professionally handled, and ultimately effective in meeting their needs.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	135	13	0	0	0	0	145	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	122	23	1	0	1	1	148	97.97%
Reliability	129	19	0	0	0	0	148	100%
Access and Facilities	117	22	1	0	0	8	148	93.92%
Communication	124	22	0	0	0	2	148	98.65%
Costs	46	8	2	0	1	91	148	36.49%
Integrity	133	15	0	0	0	0	148	100%
Assurance	134	14	0	0	0	0	148	100%
Outcome	130	18	0	0	0	0	148	100%
Overall	935	141	4	0	2	102	1,184	99.45%

24. Issuance of Statement of Account

The service **Issuance of Statement of Account** recorded an **Overall Satisfaction Rating of 98.21%** and an **Overall Score of 97.35%**. **Outcome** stood out as the highest-rated SQDs, signifying that respondents were highly satisfied with the final output and felt that the service effectively met their needs and expectations.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	399	151	9	0	1	0	560	98.21%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	364	161	8	25	0	2	560	93.75%
Reliability	385	162	3	0	1	9	560	97.68%
Access and Facilities	351	130	4	0	0	75	560	85.89%
Communication	362	132	5	1	0	60	560	88.21%
Costs	151	71	3	10	1	324	560	39.64%
Integrity	397	143	8	6	0	6	560	96.43%
Assurance	391	141	21	5	0	2	560	95%

Outcome	383	168	5	0	0	4	560	98.39%
Overall	2,784	1,108	57	47	2	482	4,480	97.35%

25. Letters of Credit (L/C) Amendment

The service **Letters of Credit (L/C) Amendment** gathered an **Overall Satisfaction Rating of 100%** and an **Overall Score of 87.88%**. **Responsiveness, Reliability, Integrity, Assurance, and Outcome** ranked as the highest-rated SQDs, revealing that respondents appreciated the promptness, consistency, and trustworthiness of the service, as well as the professionalism and effectiveness with which their requests were handled.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	3	6	0	0	0	0	9	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	2	7	0	0	0	0	9	100%
Reliability	4	5	0	0	0	0	9	100%
Access and Facilities	3	1	4	0	0	1	9	44.44%
Communication	3	1	4	0	0	1	9	44.44%
Costs	0	5	0	0	0	4	9	55.56%
Integrity	6	3	0	0	0	0	9	100%
Assurance	6	3	0	0	0	0	9	100%
Outcome	3	6	0	0	0	0	9	100%
Overall	27	31	8	0	0	6	72	87.88%

26. Loan Documentation

The service **Loan Documentation** achieved an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.94%**. **Six (6) out of eight (8) SQDs** garnered a 100% rating, reflecting that respondents were highly satisfied with the service's efficiency, reliability, and overall quality across key service dimensions.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	229	0	0	0	0	0	229	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	228	1	0	0	0	0	229	100%
Reliability	229	0	0	0	0	0	229	100%
Access and Facilities	227	2	0	0	0	0	229	100%
Communication	226	1	1	0	0	1	229	99.13%
Costs	162	0	0	0	0	67	229	70.74
Integrity	229	0	0	0	0	0	229	100%
Assurance	228	1	0	0	0	0	229	100%
Outcome	228	1	0	0	0	0	229	100%
Overall	1,757	6	1	0	0	68	1,832	99.94%

27. Funding of Peso / Foreign Currency Transactions

The service **Funding of Peso / Foreign Currency Transactions** received an **Overall Satisfaction Rating** and an **Overall Score of 100%**, demonstrating that respondents were fully satisfied with the service's timeliness, accuracy, and overall execution.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	9	1	0	0	0	0	10	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	8	2	0	0	0	0	10	100%
Reliability	8	2	0	0	0	0	10	100%
Access and Facilities	8	2	0	0	0	0	10	100%
Communication	6	1	0	0	0	3	10	70%
Costs	2	0	0	0	0	8	10	20%
Integrity	8	1	0	0	0	1	10	90%
Assurance	9	1	0	0	0	0	10	100%
Outcome	7	1	0	0	0	2	10	80%
Overall	56	10	0	0	0	14	80	100%

28. Motor Vehicle (MV) and Motorcycle (MC) Loan

The service **Motor Vehicle (MV) and Motorcycle (MC) Loan** obtained an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.73%**, signifying that respondents were extremely satisfied with the service's efficiency, clarity, and the overall ease of the loan process.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	43	4	0	0	0	0	47	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	41	6	0	0	0	0	47	100%
Reliability	45	2	0	0	0	0	47	100%
Access and Facilities	45	2	0	0	0	0	47	100%
Communication	42	4	0	1	0	0	47	97.87%
Costs	41	4	0	0	0	2	47	95.74%
Integrity	44	3	0	0	0	0	47	100%
Assurance	43	4	0	0	0	0	47	100%
Outcome	43	4	0	0	0	0	47	100%
Overall	344	29	0	1	0	2	376	99.73%

29. Motor Vehicle (MV) Lease Purchase Plan – Reimbursement of 50% Registration Cost and Third-Party Liability (TPL) – Per Account

The service **Motor Vehicle (MV) Lease Purchase Plan – Reimbursement of 50% Registration Cost and Third-Party Liability (TPL) – Per Account** garnered an **Overall Satisfaction Rating** and an **Overall Score of 100%**, demonstrating that users are extremely satisfied with the reimbursement process, finding it reliable, efficient, and beneficial.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	5	1	0	0	0	0	5	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	4	1	0	0	0	0	5	100%
Reliability	5	0	0	0	0	0	5	100%
Access and Facilities	3	1	0	0	0	1	5	80%
Communication	3	1	0	0	0	1	5	80%
Costs	1	1	0	0	0	3	5	40%
Integrity	5	0	0	0	0	0	5	100%
Assurance	4	1	0	0	0	0	5	100%
Outcome	5	0	0	0	0	0	5	100%
Overall	30	5	0	0	0	5	40	100%

30. Notarial Services

The **Notarial Services** achieved an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.66%**, with **four (4) out of eight (8) SQDs** garnering a **100% score**. This high level of satisfaction highlights the ISP's ability to consistently provide accurate, timely, and reliable notarial services, significantly enhancing the positive perception and confidence internal customers have in it.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	220	1	0	0	0	0	221	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	218	2	1	0	0	0	221	99.55%
Reliability	219	2	0	0	0	0	221	100.00%
Access and Facilities	218	1	1	0	0	1	221	99.10%
Communication	219	0	3	0	0	0	222	98.65%
Costs	216	0	2	0	0	3	221	97.74%
Integrity	220	1	0	0	0	0	221	100.00%
Assurance	219	2	0	0	0	0	221	100.00%
Outcome	219	2	0	0	0	0	221	100.00%
Overall	1,748	10	7	0	0	4	1,769	99.66%

31. Parking Car Pass

The service **Parking Car Pass** garnered an **Overall Satisfaction Rating of 100%** and an **Overall Score of 96.62%**, with **Reliability** and **Assurance** topping the SQDs. This demonstrates that users find the service highly dependable and trustworthy.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	29	6	0	0	0	0	35	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	22	10	1	2	0	0	35	91.43%
Reliability	27	8	0	0	0	0	35	100%
Access and Facilities	23	6	0	0	0	6	35	82.86%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	19	7	1	1	0	7	35	74.29%
Costs	4	2	2	0	0	27	35	17.14%
Integrity	21	12	1	0	0	1	35	94.29%
Assurance	28	7	0	0	0	0	35	100%
Outcome	27	6	0	0	0	2	35	94.29%
Overall	171	58	5	3	0	43	280	96.62%

32. Process Request for LBP Work-From-Home Reporting Tool (LWRT) and Biometric Device Management Software (BDMS) Access thru User Request/Certification of Access Rights Form (UR/CARF)

The service **Process Request for LBP Work-From-Home Reporting Tool (LWRT) and Biometric Device Management Software (BDMS) Access thru User Request/Certification of Access Rights Form (UR/CARF)** obtained an **Overall Satisfaction Rating of 100%** and an **Overall Score of 98.58%**, with **Outcome** ranking the highest among the SQDs. This reflects the ISP's ability to meet user expectations and needs, contributing significantly to the service's overall satisfaction and positive perception.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	35	5	0	0	0	0	40	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	31	5	2	1	0	1	40	90%
Reliability	32	6	0	0	0	2	40	95%
Access and Facilities	26	8	0	0	0	6	40	85%
Communication	31	6	0	0	0	3	40	92.50%
Costs	12	3	1	0	0	24	40	37.50%
Integrity	35	4	0	0	0	1	40	97.50%
Assurance	34	5	0	0	0	1	40	97.50%
Outcome	35	5	0	0	0	0	40	100%
Overall	236	42	3	1	0	38	320	98.58%

33. Processing and Remittance of Philippine Health Insurance Corporation (PHIC) Collections

The service **Processing and Remittance of Philippine Health Insurance Corporation (PHIC) Collections** obtained an **Overall Satisfaction Rating** and an

Overall Score of 100%, with **six (6) out of eight (8) SQDs** getting a 100% overall score. This demonstrate that users are extremely satisfied with various aspects of the service, including its reliability, efficiency, and overall performance.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	7	0	0	0	0	0	7	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	6	1	0	0	0	0	7	100%
Reliability	7	0	0	0	0	0	7	100%
Access and Facilities	5	1	0	0	0	1	7	85.71%
Communication	6	1	0	0	0	0	7	100%
Costs	4	1	0	0	0	2	7	71.43%
Integrity	7	0	0	0	0	0	7	100%
Assurance	7	0	0	0	0	0	7	100%
Outcome	7	0	0	0	0	0	7	100%
Overall	49	4	0	0	0	3	56	100%

34. Processing of Claims/Disbursement Transactions (Field Units)

The service **Processing of Claims/Disbursement Transactions (Field Units)** gathered an **Overall Satisfaction Rating of 100%** and an **Overall Score of 88.33%**, with **six (6) out of eight (8) SQDs** getting a 100% overall score. However, the overall score of 88.33% suggests that there may be room for improvement, especially in the ISP's responsiveness, to achieve even higher levels of user satisfaction.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	3	14	0	0	0	0	17	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	3	0	0	14	0	0	17	17.65%
Reliability	3	14	0	0	0	0	17	100%
Access and Facilities	3	14	0	0	0	0	17	100%
Communication	3	14	0	0	0	0	17	100%
Costs	1	0	0	0	0	16	17	5.88%
Integrity	3	14	0	0	0	0	17	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	3	14	0	0	0	0	17	100%
Outcome	3	14	0	0	0	0	17	100%
Overall	22	84	0	14	0	16	136	88.33%

35. Processing of Claims/Disbursement Transactions (Head Office)

The service **Processing of Claims/Disbursement Transactions (Head Office)** garnered an **Overall Satisfaction Rating of 99.80%** and an **Overall Score of 99.52%**, with **Integrity** ranking highest amongst all SQDs. The high ranking in Integrity indicates that users have a great deal of confidence in the service's ability to handle claims and disbursement transactions transparently and accurately.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	445	46	1	0	0	0	492	99.80%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	433	55	2	2	0	0	492	99.19%
Reliability	443	46	3	0	0	0	492	99.39%
Access and Facilities	424	54	1	0	0	13	492	97.15%
Communication	403	59	3	0	0	27	492	93.90%
Costs	131	37	1	0	0	321	492	34.15%
Integrity	443	47	2	0	0	0	492	99.59%
Assurance	445	44	1	0	0	2	492	99.39%
Outcome	432	53	0	0	0	7	492	98.58%
Overall	3154	395	13	2	0	370	3936	99.52%

36. Processing of Clearances - Pendency/Non-Pendency of Administrative Cases

The service **Processing of Clearances - Pendency/Non-Pendency of Administrative Cases** garnered an **Overall Satisfaction Rating of 100%** and an **Overall Score of 98.97%**, with **Reliability** ranking highest amongst all SQDs. The top ranking in Reliability indicates that users trust the service to handle the processing of clearances accurately and efficiently, ensuring that administrative cases are managed without delays or issues.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	715	56	0	0	0	0	771	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	647	85	8	7	1	23	771	94.94%
Reliability	698	60	2	0	0	11	771	98.31%
Access and Facilities	568	50	4	1	0	148	771	80.16%
Communication	549	90	15	1	0	116	771	82.88%
Costs	198	18	7	2	0	546	771	28.02%
Integrity	682	58	3	0	0	28	771	95.98%
Assurance	644	70	1	0	0	56	771	92.61%
Outcome	687	66	2	0	0	16	771	97.67%
Overall	4,673	497	42	11	1	944	6,168	98.97%

37. Processing of Clearances - Pendency/Non-pendency of Administrative Cases and Evaluation for any Anomaly or Irregularity

The service **Processing of Clearances - Pendency/Non-pendency of Administrative Cases and Evaluation for any Anomaly or Irregularity** received an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with **Outcome ranking highest amongst all SQDs**. The top ranking in the Outcome dimension indicates that users are extremely satisfied with the final results they receive, which likely includes the accuracy, thoroughness, and timeliness of the clearances processed and evaluations conducted.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	17	1	0	0	0	0	18	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	14	2	0	0	0	2	18	88.89%
Reliability	15	2	0	0	0	1	18	94.44%
Access and Facilities	13	2	0	0	0	3	18	83.33%
Communication	12	3	0	0	0	3	18	83.33%
Costs	8	1	0	0	0	9	18	50%
Integrity	15	2	0	0	0	1	18	94.44%
Assurance	14	2	0	0	0	2	18	88.89%

Outcome	16	2	0	0	0	0	18	100%
Overall	107	16	0	0	0	21	144	100%

38. Processing of Direct Import Remittance

The service **Processing of Direct Import Remittance** obtained an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with **all eight (8) SQDs garnering a 100% overall score**. This exceptional level of satisfaction underscores the service's ability to deliver a seamless, dependable, and highly effective experience for users engaging in direct import remittance transactions, contributing significantly to the positive perception and trust users have in the service.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	5	0	0	0	0	0	5	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	5	0	0	0	0	0	5	100%
Reliability	5	0	0	0	0	0	5	100%
Access and Facilities	5	0	0	0	0	0	5	100%
Communication	5	0	0	0	0	0	5	100%
Costs	5	0	0	0	0	0	5	100%
Integrity	5	0	0	0	0	0	5	100%
Assurance	5	0	0	0	0	0	5	100%
Outcome	5	0	0	0	0	0	5	100%
Overall	40	0	0	0	0	0	40	100%

39. Processing of Documents Against Payment

The service **Processing of Documents Against Payment** gathered an **Overall Satisfaction Rating of 100%** and an **Overall Score of 95.83%**, with **seven (7) out of eight (8) SQDs garnering a 100% overall score**. This demonstrates that users are extremely satisfied with various aspects of the service, including its reliability, efficiency, and overall performance.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	2	1	0	0	0	0	3	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1	2	0	0	0	0	3	100%
Reliability	2	1	0	0	0	0	3	100%
Access and Facilities	1	1	1	0	0	0	3	66.67%
Communication	1	2	0	0	0	0	3	100%
Costs	2	1	0	0	0	0	3	100%
Integrity	2	1	0	0	0	0	3	100%
Assurance	1	2	0	0	0	0	3	100%
Outcome	2	1	0	0	0	0	3	100%
Overall	12	11	1	0	0	0	24	95.83%

40. Processing of Domestic Bills

The service **Processing of Domestic Bills** obtained an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with **six (6) out of eight (8) SQDs garnering a 100% overall score**. This underscores the service's outstanding performance and its effectiveness in meeting user expectations across several key areas.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	2	0	0	0	0	0	2	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	2	0	0	0	0	0	2	100%
Reliability	2	0	0	0	0	0	2	100%
Access and Facilities	1	0	0	0	0	1	2	50%
Communication	2	0	0	0	0	0	2	100%
Costs	0	1	0	0	0	1	2	50%
Integrity	2	0	0	0	0	0	2	100%
Assurance	2	0	0	0	0	0	2	100%
Outcome	2	0	0	0	0	0	2	100%
Overall	13	1	0	0	0	2	16	100%

41. Processing of Import Bills (IB)

The service **Processing of Import Bills (IB)** secured an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with **seven (7) out of eight (8) SQDs garnering a 100% overall score**, demonstrating the ISP's consistent excellence in delivering accurate, efficient, and customer-centric support that fully meets internal customers' expectations.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	4	0	0	0	0	0	4	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	4	0	0	0	0	0	4	100%
Reliability	4	0	0	0	0	0	4	100%
Access and Facilities	3	0	0	0	0	1	4	75%
Communication	4	0	0	0	0	0	4	100%
Costs	4	0	0	0	0	0	4	100%
Integrity	3	1	0	0	0	0	4	100%
Assurance	4	0	0	0	0	0	4	100%
Outcome	4	0	0	0	0	0	4	100%
Overall	30	1	0	0	0	1	32	100%

42. Processing of Inward Remittance

The service **Processing of inward remittance** attained an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with **seven (7) out of eight (8) SQDs garnering a 100% overall score**. This reflects the ISP's strong performance in providing accurate, timely, and customer-focused assistance, consistently meeting and exceeding user expectations.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	5	0	0	0	0	0	5	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	5	0	0	0	0	0	5	100%
Reliability	5	0	0	0	0	0	5	100%

Access and Facilities	5	0	0	0	0	0	5	100%
Communication	5	0	0	0	0	0	5	100%
Costs	4	0	0	0	0	1	5	80%
Integrity	5	0	0	0	0	0	5	100%
Assurance	5	0	0	0	0	0	5	100%
Outcome	5	0	0	0	0	0	5	100%
Overall	39	0	0	0	0	1	40	100%

43. Processing of Notice of Cash Allocations (NCAs) through Modified Disbursement Scheme (MDS) Online System

The service **Processing of Notice of Cash Allocations (NCAs) through the Modified Disbursement Scheme (MDS) Online System** obtained an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with **seven (7) out of eight (8) SQDs garnering a 100% overall score**. This showcases the service's exceptional capability to deliver prompt, precise, and customer-oriented support, consistently aligning with the needs and expectations of its users.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	1	1	0	0	0	0	2	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	2	0	0	0	0	0	2	100%
Reliability	2	0	0	0	0	0	2	100%
Access and Facilities	1	1	0	0	0	0	2	100%
Communication	2	0	0	0	0	0	2	100%
Costs	0	0	0	0	0	2	2	0%
Integrity	2	0	0	0	0	0	2	100%
Assurance	2	0	0	0	0	0	2	100%
Outcome	2	0	0	0	0	0	2	100%
Overall	13	1	0	0	0	2	16	100%

44. Processing of Open Account

The service **Processing of Open Account** garnered an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with **seven (7) out of eight (8) SQDs garnering a 100% overall score**. This highlights the service's outstanding ability to provide timely, accurate, and client-focused assistance, consistently fulfilling user expectations across multiple service aspects.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	7	0	0	0	0	0	7	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	7	0	0	0	0	0	7	100%
Reliability	6	1	0	0	0	0	7	100%
Access and Facilities	6	1	0	0	0	0	7	100%
Communication	6	1	0	0	0	0	7	100%
Costs	5	1	0	0	0	1	7	85.71%
Integrity	6	1	0	0	0	0	7	100%
Assurance	6	1	0	0	0	0	7	100%
Outcome	6	1	0	0	0	0	7	100%
Overall	48	7	0	0	0	1	56	100%

45. Processing of Terminal Pay

The service **Processing of Terminal Pay** attained an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.21%**, reflecting respondents' strong approval of the service's efficiency, accuracy, and reliability in handling end-of-service payments.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	15	3	0	0	0	0	18	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	12	6	0	0	0	0	18	100%
Reliability	14	4	0	0	0	0	18	100%
Access and Facilities	11	7	0	0	0	0	18	100%
Communication	12	5	1	0	0	0	18	94.44%
Costs	0	1	0	0	0	17	18	5.56%
Integrity	12	6	0	0	0	0	18	100%
Assurance	13	5	0	0	0	0	18	100%
Outcome	12	6	0	0	0	0	18	100%
Overall	86	40	1	0	0	17	144	99.21%

46. Provident Fund (PF) Loans

The service **Provident Fund (PF) Loans** achieved an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.60%**, with **Reliability, Communication, Integrity, Assurance, and Outcome** being the highest ranked amongst all SQDs, with an overall score of 100%, signifying that respondents highly valued the service's dependability, transparency, professionalism, and the quality of its final output.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	63	2	0	0	0	0	65	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	58	6	0	0	1	0	65	98.46%
Reliability	62	3	0	0	0	0	65	100%
Access and Facilities	58	4	0	0	0	3	65	95.38%
Communication	61	4	0	0	0	0	65	100%
Costs	39	3	0	1	0	22	65	64.62%
Integrity	62	3	0	0	0	0	65	100%
Assurance	63	2	0	0	0	0	65	100%
Outcome	62	3	0	0	0	0	65	100%
Overall	465	28	0	1	1	25	520	99.60%

47. Real Estate Loan (REL) – Documentation and Releasing of Loan Proceeds

The service **Real Estate Loan (REL) – Documentation and Releasing of Loan Proceeds** earned an **Overall Satisfaction Rating of 97.30%** and an **Overall Score of 99.30%**, with **Responsiveness, Reliability, Communication, and Assurance** being the highest ranked amongst all SQDs, with an overall score of 100%. This highlights the respondents' strong confidence in the service's promptness, consistency, clear communication, and dependable support throughout the loan process.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	31	5	1	0	0	0	37	97.30%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	31	6	0	0	0	0	37	100%
Reliability	32	5	0	0	0	0	37	100%
Access and Facilities	29	6	1	0	0	1	37	94.59%
Communication	29	8	0	0	0	0	37	100%
Costs	22	7	0	0	0	8	37	78.38%
Integrity	32	4	1	0	0	0	37	97.30%
Assurance	34	3	0	0	0	0	37	100%
Outcome	30	6	0	0	0	1	37	97.30%
Overall	239	45	2	0	0	10	296	99.30%

48. Real Estate Loan (REL) – Processing, Evaluation and Approval

The service **Real Estate Loan (REL) – Processing, Evaluation and Approval** obtained an **Overall Satisfaction Rating of 97.37%** and an **Overall Score of 95.89%**, with **Responsiveness, Reliability, and Assurance** being the highest ranked amongst all SQDs, indicating that respondents appreciated the service's prompt attention to requests, consistent performance, and the confidence it instilled throughout the evaluation and approval process.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	32	5	1	0	0	0	38	97.37%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	25	12	1	0	0	0	38	97.37%
Reliability	32	5	1	0	0	0	38	97.37%
Access and Facilities	27	8	2	0	0	1	38	92.11%
Communication	28	6	3	1	0	0	38	89.47%
Costs	20	8	1	0	0	9	38	73.68%
Integrity	31	5	1	0	0	1	38	94.74%
Assurance	32	5	1	0	0	0	38	97.37%
Outcome	31	5	1	0	0	1	38	94.74%
Overall	226	54	11	1	0	12	304	95.89%

49. Refund of Excess Land Amortization

The service **Refund of Excess Land Amortization** gathered an **Overall Satisfaction Rating of 100%** and an **Overall Score of 85.71%**, with six (6) out of

eight (8) SQDs getting a 100% overall score. This demonstrates that respondents were highly satisfied with most aspects of the service, particularly its reliability, timeliness, and ability to deliver expected outcomes. However, it is noted that the ISP's responsiveness can be improved.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	7	0	0	0	0	0	7	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	0	0	7	0	0	0	7	0.00%
Reliability	7	0	0	0	0	0	7	100.00%
Access and Facilities	7	0	0	0	0	0	7	100.00%
Communication	7	0	0	0	0	0	7	100.00%
Costs	0	0	0	0	0	7	7	0.00%
Integrity	7	0	0	0	0	0	7	100.00%
Assurance	7	0	0	0	0	0	7	100.00%
Outcome	7	0	0	0	0	0	7	100.00%
Overall	42	0	7	0	0	7	56	85.71%

50. Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Request of SOA/Certification of Equity Contributions and Loan Balance

The service **Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications, and Loan Documents – Request of SOA/Certification of Equity Contributions and Loan Balance** secured an **Overall Satisfaction Rating** and an **Overall Score of 100%**, garnering **100% overall scores for all SQDs**, signifying exceptional performance across all service quality dimensions and reflecting respondents' complete satisfaction with the accuracy, efficiency, and reliability of the service.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	4	0	0	0	0	0	4	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	4	0	0	0	0	0	4	100%
Reliability	4	0	0	0	0	0	4	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	4	0	0	0	0	0	4	100%
Communication	4	0	0	0	0	0	4	100%
Costs	4	0	0	0	0	0	4	100%
Integrity	4	0	0	0	0	0	4	100%
Assurance	4	0	0	0	0	0	4	100%
Outcome	4	0	0	0	0	0	4	100%
Overall	32	0	0	0	0	0	32	100%

51. Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Request of SOA/Certification of Equity Contributions and Loan Balance

The service **Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications, and Loan Documents – Request of SOA/Certification of Equity Contributions and Loan Balance** secured an **Overall Satisfaction Rating of 100%** and an **Overall Score of 98.68%**, getting an overall score of 100% for six (6) out of eight (8) SQDs, reflecting the respondents' high level of satisfaction with the service's consistency, reliability, and overall quality in meeting their needs.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	20	1	0	0	0	0	21	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	18	1	1	0	1	0	21	90.48%
Reliability	20	1	0	0	0	0	21	100.00%
Access and Facilities	18	1	0	0	0	2	21	90.48%
Communication	19	2	0	0	0	0	21	100.00%
Costs	14	7	0	0	0	0	21	100.00%
Integrity	20	1	0	0	0	0	21	100.00%
Assurance	20	1	0	0	0	0	21	100.00%
Outcome	20	1	0	0	0	0	21	100.00%
Overall	149	15	1	0	1	2	168	98.68%

52. Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Original/Transfer Certificate of Title (OCT/TCT) for Real Estate Mortgage (REM) and Certificate of Registration (CR) for Motor Vehicle (MV) Loan

The service **Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Original/Transfer Certificate of Title (OCT/TCT) for Real Estate Mortgage (REM) and Certificate of Registration (CR) for Motor Vehicle (MV) Loan** achieved an **Overall Satisfaction Rating** and an **Overall Score of 100%**, and getting an overall score of **100% for all eight (8) SQDs**. This highlights the service's exceptional performance and consistent ability to meet or exceed user expectations in all key service dimensions.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	0	1	0	0	0	0	1	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	0	1	0	0	0	0	1	100%
Reliability	0	1	0	0	0	0	1	100%
Access and Facilities	0	1	0	0	0	0	1	100%
Communication	0	1	0	0	0	0	1	100%
Costs	0	1	0	0	0	0	1	100%
Integrity	0	1	0	0	0	0	1	100%
Assurance	0	1	0	0	0	0	1	100%
Outcome	0	1	0	0	0	0	1	100%
Overall	0	8	0	0	0	0	8	100%

53. Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Original/Transfer Certificate of Title (OCT/TCT) for Real Estate Mortgage (REM) and Certificate of Registration (CR) for Motor Vehicle (MV) Loan

The service **Release of Claims/Benefits, Statement of Accounts (SOA)/Certifications and Loan Documents – Release of Original/Transfer Certificate of Title (OCT/TCT) for Real Estate Mortgage (REM) and Certificate of Registration (CR) for Motor Vehicle (MV) Loan** achieved an **Overall Satisfaction Rating** and an **Overall Score of 100%**, and getting an overall score of **100% for all eight (8) SQDs**. This highlights the service's exceptional

performance and consistent ability to meet or exceed user expectations in all key service dimensions.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	0	1	0	0	0	0	1	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	0	1	0	0	0	0	1	100%
Reliability	0	1	0	0	0	0	1	100%
Access and Facilities	0	1	0	0	0	0	1	100%
Communication	0	1	0	0	0	0	1	100%
Costs	0	1	0	0	0	0	1	100%
Integrity	0	1	0	0	0	0	1	100%
Assurance	0	1	0	0	0	0	1	100%
Outcome	0	1	0	0	0	0	1	100%
Overall	0	8	0	0	0	0	8	100%

54. Remittance of e-Tax Collections from Large/Non-Large Taxpayers

The service **Remittance of e-Tax Collections from Large/Non-Large Taxpayers** obtained an **Overall Satisfaction Rating** and an **Overall Score of 100%**, and **getting an overall score of 100% for all eight (8) SQDs**. This reflects the service's outstanding delivery and its consistent ability to fulfill user expectations across all areas of service quality.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	1	0	0	0	0	0	1	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1	0	0	0	0	0	1	100%
Reliability	1	0	0	0	0	0	1	100%
Access and Facilities	1	0	0	0	0	0	1	100%
Communication	1	0	0	0	0	0	1	100%
Costs	1	0	0	0	0	0	1	100%
Integrity	1	0	0	0	0	0	1	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	1	0	0	0	0	0	1	100%
Outcome	1	0	0	0	0	0	1	100%
Overall	8	0	0	0	0	0	8	100%

55. Request for Biometric Device Access (RBDA)

The service **Request for Biometric Device Access (RBDA)** recorded an **Overall Satisfaction Rating of 100%** and an **Overall Score of 98.80%**, with **Reliability rating the highest amongst all eight (8) SQDs**. While overall satisfaction was high, the results also suggest there may still be minor areas for improvement to further enhance the user experience and maintain excellence across all service dimensions.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	65	8	0	0	0	0	73	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	56	11	4	0	1	1	73	91.78%
Reliability	61	11	0	0	0	1	73	98.63%
Access and Facilities	50	10	0	0	0	13	73	82.19%
Communication	55	10	1	0	0	7	73	89.04%
Costs	20	4	0	0	0	49	73	32.88%
Integrity	63	8	0	0	0	2	73	97.26%
Assurance	59	10	0	0	0	4	73	94.52%
Outcome	60	8	0	0	0	5	73	93.15%
Overall	424	72	5	0	1	82	584	98.80%

56. Request for Exemption from Wearing Office Uniform or on Certain Prescribed Dress Code of the Bank

The service **Request for Exemption from Wearing Office Uniform or on Certain Prescribed Dress Code of the Bank** garnered an **Overall Satisfaction Rating** and an **Overall Score of 100%**, and **getting an overall score of 100% for seven (7) out of eight (8) SQDs**. This reflects the ISP's exceptional performance in addressing internal customers' needs with efficiency, clarity, and professionalism across all areas of service delivery.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	1	0	0	0	0	0	1	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1	0	0	0	0	0	1	100%
Reliability	1	0	0	0	0	0	1	100%
Access and Facilities	1	0	0	0	0	0	1	100%
Communication	1	0	0	0	0	0	1	100%
Costs	0	0	0	0	0	1	1	0%
Integrity	1	0	0	0	0	0	1	100%
Assurance	1	0	0	0	0	0	1	100%
Outcome	1	0	0	0	0	0	1	100%
Overall	7	0	0	0	0	1	8	100%

57. Request for Service Record (SR) of Officer

The service **Request for Service Record (SR) of Officer** obtained an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with **Responsiveness, Communication, Integrity, and Outcome** attaining an overall score of **100% amongst the other SQDs**, reflecting that respondents greatly valued the promptness, clarity, trustworthiness, and effectiveness of the service provided.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	8	0	0	0	0	0	8	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	4	4	0	0	0	0	8	100.00%
Reliability	4	3	0	0	0	1	8	87.50%
Access and Facilities	2	3	0	0	0	3	8	62.50%
Communication	5	3	0	0	0	0	8	100.00%
Costs	1	1	0	0	0	6	8	25.00%
Integrity	5	3	0	0	0		8	100.00%
Assurance	4	3	0	0	0	1	8	87.50%
Outcome	5	3	0	0	0	0	8	100.00%
Overall	30	23	0	0	0	11	64	100.00%

58. Request for Service Vehicle

The service **Request for Service Vehicle** obtained an **Overall Satisfaction Rating of 100%** and an **Overall Score of 98%**, with **Responsiveness and Assurance attaining the highest rating amongst the other SQDs**. This demonstrates that the respondents appreciated the prompt handling of requests and the confidence instilled by the service's reliability and support.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	123	14	0	0	0	2	139	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	121	16	0	0	0	2	139	98.56%
Reliability	116	20	1	0	0	2	139	97.84%
Access and Facilities	102	23	1	0	0	13	139	89.93%
Communication	98	28	4	0	0	9	139	90.65%
Costs	48	9	2	0	0	80	139	41.01%
Integrity	118	7	12	0	0	2	139	89.93%
Assurance	118	19	0	0	0	2	139	98.56%
Outcome	114	21	0	0	0	4	139	97.12%
Overall	835	143	20	0	0	114	1112	98.00%

59. Request for the Grant of Professional Award

The **Request for the Grant of Professional Award** service received an **Overall Satisfaction Rating** and an **Overall Score of 100%**, achieving an overall score of **100% for seven (7) out of eight (8) SQDs**, reflecting the respondents' strong satisfaction with the service's efficiency, credibility, and ability to meet their expectations.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	2	0	0	0	0	0	2	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	2	0	0	0	0	0	2	100%
Reliability	2	0	0	0	0	0	2	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	2	0	0	0	0	0	2	100%
Communication	2	0	0	0	0	0	2	100%
Costs	0	0	0	0	0	2	2	0%
Integrity	2	0	0	0	0	0	2	100%
Assurance	2	0	0	0	0	0	2	100%
Outcome	2	0	0	0	0	0	2	100%
Overall	14	0	0	0	0	2	16	100.00%

60. Retrieval and Safekeeping of Collateral Documents

The **Retrieval and Safekeeping of Collateral Documents** service received an **Overall Satisfaction Rating of 97.42%** and an **Overall Score of 98.01%**, with **Outcome** scoring the highest amongst all eight (8) SQDs. This suggests that respondents were highly satisfied with the end results of the service, particularly in terms of accuracy and fulfillment of their requests, while suggesting there may be opportunities to further enhance other aspects of service delivery.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	463	141	15	0	1	0	620	97.42%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	408	166	6	30	0	10	620	92.58%
Reliability	416	193	4	1	1	5	620	98.23%
Access and Facilities	369	171	12	1	0	67	620	87.10%
Communication	416	175	10	0	0	19	620	95.32%
Costs	178	116	2	1	1	322	620	47.42%
Integrity	442	168	3	0	0	7	620	98.39%
Assurance	450	155	14	1	0	0	620	97.58%
Outcome	435	180	2	0	1	2	620	99.19%
Overall	3,114	1324	53	34	3	432	4,960	98.01%

61. Review of Legal Sufficiency of Claim Folders and Signs on the Payment Release Form for Purposes of Payment of Just Compensation (Simple, Complex, Highly Technical)

The service **Review of Legal Sufficiency of Claim Folders and Signs on the Payment Release Form for Purposes of Payment of Just Compensation**

(Simple, Complex, Highly Technical) received an **Overall Satisfaction Rating of 100%** and an **Overall Score of 96.98%**, with **Reliability, Communication, Integrity, Assurance, and Outcome** scoring the highest amongst all eight (8) **SQDs**. This indicates that the respondents were highly satisfied with the accuracy, transparency, professionalism, and results of the service.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	30	0	0	0	0	0	30	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	24	0	0	0	0	6	30	80.00%
Reliability	30	0	0	0	0	0	30	100.00%
Access and Facilities	19	0	5	1	0	5	30	63.33%
Communication	13	17	0	0	0	0	30	100.00%
Costs	0	0	0	0	0	30	30	0.00%
Integrity	30	0	0	0	0	0	30	100.00%
Assurance	30	0	0	0	0	0	30	100.00%
Outcome	30	0	0	0	0	0	30	100.00%
Overall	176	17	5	1	0	41	240	96.98%

62. Securing Certified True Electronic Copy (CTEC) of Title

The service **Securing Certified True Electronic Copy (CTEC) of Title** obtained an **Overall Satisfaction Rating of 98.41%** and an **Overall Score of 97.65%**, with **Reliability and Outcome** scoring the highest amongst all eight (8) **SQDs**. This illustrates that respondents were highly satisfied with the dependability of the service and the successful delivery of expected results while also suggesting that **minor improvements in other areas, like Responsiveness and Costs**, could further enhance overall satisfaction.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	104	20	2	0	0	0	126	98.41%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	97	11	4	14	0	0	126	85.71%
Reliability	105	21	0	0	0	0	126	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	101	19	1	0	0	5	126	95.24%
Communication	103	20	1	0	0	2	126	97.62%
Costs	59	6	2	0	0	59	126	51.59%
Integrity	105	19	0	0	0	2	126	98.41%
Assurance	105	19	0	0	0	2	126	98.41%
Outcome	105	21	0	0	0	0	126	100%
Overall	780	136	8	14	0	70	1,008	97.65%

63. Skip Tracing and Asset Verification

The service **Securing Certified True Electronic Copy (CTEC) of Title** obtained an **Overall Satisfaction Rating of 100%** and an **Overall Score of 98.91%**, with **Reliability and Outcome** scoring the highest amongst all eight (8) SQDs, reflecting respondents' strong confidence in the service's consistency and ability to deliver accurate and timely results, while indicating potential for slight enhancements in other service dimensions like Costs and Access and Facilities.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	128	34	0	0	0	0	162	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	122	38	1	1	0	0	162	98.77%
Reliability	140	21	1	0	0	0	162	99.38%
Access and Facilities	139	16	2	0	0	5	162	95.68%
Communication	140	19	1	0	0	2	162	98.15%
Costs	57	8	3	0	0	94	162	40.12%
Integrity	143	16	1	0	0	2	162	98.15%
Assurance	142	18	2	0	0	0	162	98.77%
Outcome	145	16	1	0	0	0	162	99.38%
Overall	1,028	152	12	1	0	103	1,296	98.91%

64. Title Verification (TV)

The **Title Verification (TV)** service obtained an **Overall Satisfaction Rating of 99.45%** and an **Overall Score of 99.64%**, with **Reliability, Assurance, and Outcome** scoring the highest amongst all eight (8) SQDs. This demonstrates

that respondents highly valued the ISP's consistency, the confidence it inspired, and the quality of its final output, while also suggesting that maintaining this level of performance across all areas could further enhance user satisfaction.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	178	3	1	0	0	0	182	99.45%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	167	14	1	0	0	0	182	99.45%
Reliability	177	5	0	0	0	0	182	100%
Access and Facilities	170	8	0	0	0	4	182	97.80%
Communication	174	7	1	0	0	0	182	99.45%
Costs	120	2	3	0	0	57	182	67.03%
Integrity	175	6	0	0	0	1	182	99.45%
Assurance	177	5	0	0	0	0	182	100%
Outcome	174	8	0	0	0	0	182	100%
Overall	1,334	55	5	0	0	62	1,456	99.64%

65. Issuance of Confirmation of Sale of Government Securities and Client's Summary of Transactions thru LBP-Servicing Branch

The **Issuance of Confirmation of Sale of Government Securities and Client's Summary of Transactions thru LBP-Servicing Branch** service received an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with all eight (8) **SQDs getting a 100% overall score**. This underscores the ISP's exceptional consistency, efficiency, and effectiveness in meeting client expectations across all dimensions of service quality.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	1	1	0	0	0	0	2	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	0	2	0	0	0	0	2	100%
Reliability	1	1	0	0	0	0	2	100%
Access and Facilities	1	1	0	0	0	0	2	100%
Communication	1	1	0	0	0	0	2	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	1	1	0	0	0	0	2	100%
Integrity	1	1	0	0	0	0	2	100%
Assurance	0	2	0	0	0	0	2	100%
Outcome	1	1	0	0	0	0	2	100%
Overall	6	10	0	0	0	0	16	100%

66. Updating/Closure of Modified Disbursement Scheme (MDS) Sub-Account/s to the MDS Online System

The **Updating/Closure of Modified Disbursement Scheme (MDS) Sub-Account/s to the MDS Online System** service gathered an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with five (5) out of eight (8) SQDs getting a **100% overall score**. This indicates that respondents were highly satisfied with key aspects of the service, particularly in terms of reliability and efficiency.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	4	0	0	0	0	0	4	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	4	0	0	0	0	0	4	100%
Reliability	4	0	0	0	0	0	4	100%
Access and Facilities	4	0	0	0	0	0	4	100%
Communication	3	0	0	0	0	1	4	75%
Costs	1	0	0	0	0	3	4	25%
Integrity	3	0	0	0	0	1	4	75%
Assurance	4	0	0	0	0	0	4	100%
Outcome	4	0	0	0	0	0	4	100%
Overall	27	0	0	0	0	5	32	100%

67. Validation of Adjustments of LTCs and Crediting/Debiting of Cash Portion through CA/SA Systematics

The **Validation of Adjustments of LTCs and Crediting/Debiting of Cash Portion through CA/SA Systematics** service obtained an **Overall Satisfaction Rating of 100%** and an **Overall Score of 98.89%**, with four (4) out of eight (8) SQDs getting **100% overall score**, reflecting strong user satisfaction with several key aspects of the service.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	5	9	0	0	0	0	14	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	5	9	0	0	0	0	14	100.00%
Reliability	5	9	0	0	0	0	14	100.00%
Access and Facilities	4	9	0	0	0	1	14	92.86%
Communication	1	9	0	0	0	4	14	71.43%
Costs	0	2	0	0	0	12	14	14.29%
Integrity	5	9	0	0	0	0	14	100.00%
Assurance	5	9	0	0	0	0	14	100.00%
Outcome	0	8	1	0	0	5	14	57.14%
Overall	25	64	1	0	0	22	112	98.89%

68. Validation of GSIS Loan Applications

The **Validation of GSIS Loan Applications** service obtained an **Overall Satisfaction Rating of 100%** and an **Overall Score of 99.47%**, with **Reliability** scoring highest out of all eight (8) SQDs. This signifies that respondents greatly appreciated the service's consistency, accuracy, and dependability in processing loan applications, contributing to a highly positive overall user experience.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	387	30	0	0	0	0	417	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	366	46	1	0	0	4	417	98.80%
Reliability	371	45	1	0	0	0	417	99.76%
Access and Facilities	361	39	1	0	0	16	417	95.92%
Communication	359	47	1	0	0	10	417	97.36%
Costs	133	21	4	0	2	257	417	36.93%
Integrity	376	35	1	0	0	5	417	98.56%
Assurance	368	40	0	0	0	9	417	97.84%
Outcome	366	46	1	0	0	4	417	98.80%
Overall	2,700	319	10	0	2	305	3,336	99.47%

69. Validation of New Land Transfer Claims (LCTs) and Crediting of Cash Portion through CA/SA Systematics

The **Validation of New Land Transfer Claims (LCTs) and Crediting of Cash Portion through CA/SA Systematics** service obtained an **Overall Satisfaction Rating** and an **Overall Score of 100%**, with all eight SQDs rated as **Outstanding**, reflecting the ISP's exemplary performance, consistency, and effectiveness in meeting internal customer expectations across all dimensions of service quality.

<i>I am satisfied with the service that I availed.</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
	0	122	0	0	0	0	122	100%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	0	122	0	0	0	0	122	100%
Reliability	0	122	0	0	0	0	122	100%
Access and Facilities	0	122	0	0	0	0	122	100%
Communication	0	122	0	0	0	0	122	100%
Costs	0	122	0	0	0	0	122	100%
Integrity	0	122	0	0	0	0	122	100%
Assurance	0	122	0	0	0	0	122	100%
Outcome	0	121	0	0	0	1	122	99.18%
Overall	0	975	0	0	0	1	976	100%

V. Results of the Agency Action Plan / Continuous Improvement Plan


Service /Areas of Operations	Action Plan/Steps	Timeline	Updates
Branch Banking	<ul style="list-style-type: none"> Queuing Management System (QMS) is an ongoing project of the Bank to improve customer's experience by providing an automated queueing system 	<ul style="list-style-type: none"> 4th Quarter of 2024 to 4th Quarter of 2025 	<ul style="list-style-type: none"> QMS is now being used in two (2) branches, with an additional 38 more branches within the year
	<ul style="list-style-type: none"> Ongoing review of personnel workload to evaluate the staff for deployment to other frontline functions. Cross-train personnel within the branch to augment manpower shortage 	<ul style="list-style-type: none"> Completed Q3 2025 	<ul style="list-style-type: none"> 2025 Branch Operations Retooling program is set to be completed in Q3 2025. All branch personnel are required to attend this retooling seminar
oATM Operations	<ul style="list-style-type: none"> Close monitoring of ATMs and CDMs and immediate reporting to Branches and concerned units of the Bank for errors encountered by the ATMs and CDMs. Utilization, monitoring and checking of the ATM Monitoring Solution (AMS) to view immediately the real time status and cash level of ATMs and CDMs 	Continuous	<ul style="list-style-type: none"> Monitor ATM units for hardware malfunctions, low cash level, communication failures and identify ATMs high downtimes, and take prompt action on these concerns During downtimes, the Corporate Affairs Group (CAG) will actively promote alternative channels via the Bank's official social media pages
Lending Operations	<ul style="list-style-type: none"> Include the loan details to iAccess, WeAccess & MBA. This initiative will enable the Bank's loan clients to view their statement of account / outstanding balance online. 	4 th quarter of 2024	<ul style="list-style-type: none"> A System enhancement, in coordination with Digital Banking Management Department (DBMD) will be done.
	<ul style="list-style-type: none"> Extensive marketing of the lending programs specifically for the agriculture sector Continuous conduct of farmers forum in partnership with partner agencies to give updates on the various lending programs offered by LBP 	Continuous	<ul style="list-style-type: none"> LPMG actively participates in various forums and summits alongside DA, DAR, and PCA, creating opportunities to promote LBP's lending programs. Lending Centers regularly conduct farmers' fora in partnership with other agencies, providing ongoing opportunities to promote LBP's lending programs
	<ul style="list-style-type: none"> Improve the release of documents in the Special Assets Department (within 60 days from 90 days) 	Continuous	<ul style="list-style-type: none"> Starting January 01, 2024, SPAD I & SPAD II has met the target turnaround of 60-day timeframe for release of sale documents.
Agrarian Operations	<ul style="list-style-type: none"> Enhance the Land Transfer Claim Information System (LTCIS). Thereafter, FSSCs and AgraD will ramp-up the encoding of land transfer claim data into the said system so as to fast track its implementation 	1st Quarter of 2025	<ul style="list-style-type: none"> Continuous coordination <ul style="list-style-type: none"> - between AgraD and ESD on resolving problems encountered during the encoding of data in the LTCIS through UAT - with the Field Support Services Centers (FSSCs) on the matter of fast tracking the encoding data on the system. There is ongoing coordination with Agrarian Accounting Department (AgAD) on its proposal to utilize the LTCIS for the booking of its land transfer claim transactions where its DOS-based data shall migrate to the LTCIS; and The full encoding of land transfer data on the system for

Service /Areas of Operations	Action Plan/Steps	Timeline	Updates
Customer Care Operations	<ul style="list-style-type: none"> Implementation of Omni-Channel Contact Center Solution to provide seamless service to the Bank clients 	4th quarter of 2024	<ul style="list-style-type: none"> ITCOM approved the baseline schedule <ul style="list-style-type: none"> A) Release 1 - May 30, 2025 B) Release 2 - June 30, 2025 Done deduplication of emails, implemented blended work setup in the Phonebanking Operations Unit, and help outs from Customer Care Department associates
Human Resource Operations	<ul style="list-style-type: none"> Enhancement on the routing of Bankwide Employee Clearance (BEC) to further improve turnaround time. Creation of a more efficient system to route BECs to concerned units 	completed	<ul style="list-style-type: none"> The Landbank Online Clearance System (LOCS) on M365 is a tool developed in-house intended to improve efficiency, reduce potential delays and streamline processing time of the employee clearance. The LOCS has replaced the previous process of manually preparing, routing, accomplishing and signing Bankwide Employee Clearances (BECs) of separating employees. This new tool utilizes M365 platforms for data entry, workflow, approval/signing, automatic notification to separating employees, report generation, status update and monitoring of employee clearance routing. The use of LOCS took effect September 2, 2024. PAD continues to utilize the LANDBANK Online Clearance (LOC) too to secure Preliminary Clearances from IAG, SD and ALD as well as simultaneous routing of Bankwide Employee Clearance to concerned units involved in the clearance process. The LOC is a more efficient tool for the Offboarding Team as they are to track/check the real time status of clearances from various units. Signing of the BECs by the authorized signatory also reflects the date of the approval thus PAD can easily track when the BEC was accomplished or if BEC is unattended by the unit. Units involved no longer need to print the accomplished BEC and submit to PAD. It will be
Customer Service Delivery	<ul style="list-style-type: none"> Conduct of Customer Service Training Program to all employees 	On-going	<ul style="list-style-type: none"> The Bank has been conducting the program as part of the enhanced Employee Onboarding Program (EOP) for new hires since January 2025, and as part of the Bank's Management and Leadership Development Programs and Career Acceleration Programs Program proposal approved by Corporate Services Sector in March 2025. Entitled as LEAD to SERVE: Empowering Excellence in Customer Experience, the program aims to create and foster a culture that understands and expresses the brand promise, purpose, and goal of LANDBANK, to develop a mindset and behavior that aims to provide excellent service to every customer, and to shape a positive customer experience and ensure consistency in service delivery


ANNEX A. SURVEY QUESTIONNAIRES USED

SMILES


1. English Survey Form



LANDBANK


Customer Satisfaction Survey


 **LANDBANK**
SERVING THE NATION

You may also send your feedback through the following:

 Hotline : 02-8405-7000
PLDT Toll Free : 1-800-10-405-7000

 [landbankofficial](#)

 customercare@mail.landbank.com

 [@LBP_Official](#)

Regulated by the Bangko Sentral ng Pilipinas
T: (+632) 8708-7087 | E-mail: consumeraffairs@bsp.gov.ph

Access the BSP Online Buddy (BOB) through the following portals:
Webchat: <http://www.bsp.gov.ph/> | SMS: 021582277 (Globe)
Facebook: [@BangkoSentralngPilipinas](#)

How well did we serve you?
Please let us know by completing this survey.

We are committed to deliver quality products and services that effectively address the needs and expectations of our clients.

Through your feedback, we will be able to maintain or further improve on this commitment.

1. English Survey Form (continuation)

LANDBANK Office: _____

Service Aailed: _____

Date and Time of Visit/Call: _____

Name: _____

Age: _____ Sex: _____ Mobile / Phone No.: _____

Email : _____

Kindly put a ✓ on the boxes that best represents your answer.

Client Type: ☐ Individual
☐ Corporate/MSMEs/Cooperative
☐ Government Office/Agency

Citizen's Charter (CC) is an official document that reflects the services of government office including its requirements, fees, and processing time among others. Please see CC questions below:

CC1 1. Which of the following best describes your awareness of a CC?

- ☐ I know what a CC is and I saw this office's CC.
☐ I know what a CC is but I did NOT see this office's CC.
☐ I learned of the CC only when I saw this office's CC.
☐ I do not know what a CC is and I did not see one in this office. (Answer "N/A" on CC2 and CC3)







CC2 2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?

- ☐ Easy to see
☐ Somewhat easy to see
☐ Difficult to see
☐ Not visible at all
☐ N/A

CC3 3. If aware of CC (answered 1-3 in CC1), how much did the CC help you in your transaction?

- ☐ Helped very much
☐ Somewhat helped
☐ Did not help
☐ N/A

Kindly put a ✓ on the boxes that best represents your answer.

					
Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
5	4	3	2	1	N/A

Service Quality Dimensions	5	4	3	2	1	N/A
A. I am satisfied with the service that I availed.						
B. I spent a reasonable amount of time for my transaction.						
C. The office followed the transaction's requirement and steps based on the information provided.						
D. The steps (including payment) I needed to do for my transaction were easy and simple						
E. I easily found information about my transaction from the office or its website.						
F. I paid a reasonable amount of fees for my transaction						
G. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
H. I was treated courteously by the staff and (if asked for help) the staff was helpful						
I. I got what I needed from the government office. or (if denied) denial of request was sufficiently explained to me						

Do you have any comment on our service or suggestion on how we can improve?

Data Privacy Notice: By submitting this survey form, you agree to share your feedback and information with us for the purpose of monitoring and improving our services. Rest assured that this information will be handled with utmost confidentiality and in accordance with the LANDBANK's Data Privacy Policy and applicable laws, rules and regulation.

2. Tagalog Survey Form



**TULUNGAN MO KAMING MAS
MAPABUTI ANG AMING MGA
PROSESO AT SERBISYO!**



Maaari ring ipadala ang inyong feedback sa mga sumusunod:

Hotline : 02-8405-7000
PLDT Toll Free : 1-800-10-405-7000

✉ customercare@mail.landbank.com

f [landbankofficial](#)

@LBP_Official

Ang Land Bank of the Philippines ay pinamamahalaan ng
Bangko Sentral ng Pilipinas.
<https://www.bsp.gov.ph/>

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na inyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

2. Tagalog Survey Form (continuation)

Opisina ng LANDBANK: _____
 Uri ng transaksyon o serbisyo: _____
 Petsa at oras: _____
 Pangalan: _____
 Edad: _____ Kasarian: _____ Telepono: _____
 Email (Opsyonal): _____

Uri ng Kliyente: ☐ Mamamayan
☐ Negosyo
☐ Gobyerno (Empleyado o Ahensya)

PANUTO: Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?
☐ Alam ko ang CC at nakita ko ito sa napuntahang opisina
☐ Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
☐ Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
☐ Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...
☐ Madaling makita
☐ Medyo madaling makita
☐ Mahirap makita
☐ Hindi makita
☐ N/A

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?
☐ Sobrang nakatulong
☐ Nakatulong naman
☐ Hindi nakatulong
☐ N/A

Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pina-ka-angkop sa iyong sagot.

 Lalo na sumasang-ayon	 Sumasang-ayon	 Walang kinikilingan	 Hindi sumasang-ayon	 Lalo na hindi sumasang-ayon	Not Applicable
5	4	3	2	1	N/A

Service Quality Dimensions	5	4	3	2	1	N/A
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti ang aming mga serbisyo (opsyonal):

Paunawa sa Data Privacy: Sa pamamagitan ng pagsusumite ng survey form na ito, sumasang-ayon kang ibahagi ang iyong feedback at impormasyon sa amin para sa layunin ng pagsubaybay at pagpapabuti ng mga serbisyo. Makatitayak na ang impormasyong ito ay mananatiling kumpleto at alinsunod sa Patakaran sa Data Privacy ng LANDBANK at mga naaangkop na batas at regulasyon.

3. Survey QR Code (as posted in LANDBANK Offices)



4. Online Survey - <https://smiles.landbank.com/>



How well did we serve you today?

Please select the best rating that applies to your answer.

Client Type (or my spouse)

☒ Individual (personnel)

☐ Corporate/MSMEs/Cooperative (company)

☐ Government Office/Agency/Barangay (Government official)

Service availed (Click on the selection in service)

Select Service

Please select the choice that best corresponds to your answer.

(Please provide explanation in this report)

1. I am satisfied with the service that I availed.

(Please provide explanation in this report in the comments section)

☒ Strongly Agree ☒ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

2. I spent a reasonable amount of time for my transaction.

(Please provide explanation in this report in the comments section)

☒ Strongly Agree ☒ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

3. The office followed the transaction's requirement and steps based on the information provided.

(Please provide explanation in this report in the comments section)

☒ Strongly Agree ☒ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

4. The steps (including payment) I needed to do for my transaction were easy and simple.

(Please provide explanation in this report in the comments section)

☒ Strongly Agree ☒ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

5. I easily found information about the transaction from the office or its website.

(Please provide explanation in this report in the comments section)

☒ Strongly Agree ☒ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

6. I paid a reasonable amount of fees for my transaction. (If service was free, mark the Not Applicable column).

(Please provide explanation in this report in the comments section)

☒ Strongly Agree ☒ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

7. I feel the office was fair to cooperate or "batahin palatikan" during my transaction.

(Please provide explanation in this report in the comments section)

☒ Strongly Agree ☒ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

8. I was treated courteously by the staff and/or asked for help the staff was helpful.

(Please provide explanation in this report in the comments section)

☒ Strongly Agree ☒ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

9. I got what I needed from the government office. Or (if denied) denial of request was sufficiently explained to me.

(Please provide explanation in this report in the comments section)

☒ Strongly Agree ☒ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable

4. Online Survey - <https://smiles.landbank.com/> (continuation)

10. **Citizen's Charter (CC)** is an official document that reflects the service of government office including its requirements, fees, and processing time among others.
(Ang Citizens Charter (CC) ay isang opisyal na dokumento na naglalaman ng mga pangangailangan ng publiko, bayad, oras ng pagproseso, at iba pang mga detalye ng serbisyo.)

CC1. Which of the following best describes your awareness of a Citizen's Charter (CC)?

(Ano ang pinakamaliwanag na paglalarawan sa iyong kaalaman sa Citizens Charter (CC)?)

☐ 1. I know what a CC is and I saw this office's CC.

(Alam ko kung CC ang bakit bakit sa kanilang opisyo.)

☐ 2. I know what a CC is but I did NOT see this office's CC.

(Alam ko kung CC ang bakit bakit sa kanilang opisyo.)

☐ 3. I know of the CC only when I saw this office's CC.

(Alam ko kung CC ang bakit bakit sa kanilang opisyo.)

☐ 4. I do not know what a CC is and I did not see this office's CC. (Answer NA on CC2 and CC3)

(Hindi ko alam kung CC ang bakit bakit sa kanilang opisyo.)

CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

(Kung alam mo ang CC, sagutin mo kung sino ang CC ng opisyo na nagbigay sa iyo.)

☐ 1. Easy to see

(Madali makita.)

☐ 2. Somewhat easy to see

(Madali makita.)

☐ 3. Difficult to see

(Madali makita.)

☐ 4. Not visible at all

(Hindi makita.)

☐ 5. NA

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

(Kung alam mo ang CC, sagutin mo kung sino ang CC ng opisyo na nagbigay sa iyo.)

☐ 1. Helped very much

(Madali makita.)

☐ 2. Somewhat helped

(Madali makita.)

☐ 3. Did not help

(Hindi makita.)

☐ 4. NA

11. Please provide us your information below.

(Magbigay ng iyong mga impormasyon sa ibaba.)

Full Name*

(Pangalan Pambatas)

Age*

(Edad)

Sex*

(Lalaki/Magulang)

Contact Number*

(Numero ng Telepono)

Email Address:

Suggestions on how we can further improve our services (optional)

(Ipag-alam sa amin kung paano natin magpapabuti sa serbisyo.)

Would you engage the service of LANDBANK again?

☐ Yes ☐ No

ASPIRe

LANDBANK.ASPIRe



Rater: Name of Rater

Ratee: Unit to be rated

What service did you avail?

Select Service

Date and Time of Service:

2025-04-14 16:11

<

April

2025

>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

04

:

11

PM

How well did we serve you?

1. I am satisfied with the service that I availed.

- ☒ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable

3. The office followed the transaction's requirement and steps based on the information provided.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable

4. The steps (including payment) I needed to do for my transaction were easy and simple.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable

5. I easily found information about my transaction from the office or its website.

- ☐ Strongly Agree

☐ Strongly Disagree

☐ Not Applicable

9. I got what I needed from the government office.
Or (if denied) denial of request was sufficiently explained to me.

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

☐ Not Applicable

10. Citizen's Charter (CC) is an official document that reflects the services of government office including its requirements, fees, and processing time among others.

CC1. Which of the following best describes your awareness of a Citizen's Charter (CC)?

☐ 1. I know what a CC is and I saw this office's CC.

☐ 2. I know what a CC is but I did **NOT** see this office's CC.

☐ 3. I learned of the CC only when I saw this office's CC.

☐ 4. I do not know what a CC is and I did not see one in this office. (Answer N/A on CC2 and CC3)

CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

☐ 1. Easy to see

☐ 2. Somewhat easy to see

☐ 3. Difficult to see

LANDBANK PHILIPPINES

☐ 5. N/A

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

☐ 1. Helped very much

☐ 2. Somewhat helped

☐ 3. Did not help

☐ 4. N/A

11. Do you have any comment on our service or suggestion on how we can improve?

Do you have any comment on our service or suggestion on how we can improve?

Back

Submit

Clear

ANNEX B. List of LANDBANK Offices

SMILES

Office	Address	Contact Information
Head Office Lending Units		
Corporate Banking Department I	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7345
Corporate Banking Department II	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7346
Corporate Banking Department III	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7372
Financial Institutions Department	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7342
Micro-Finance Institution Department	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7239
Public Sector Department	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7343
Asset Recovery Support Department	30 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7653
Loan Recovery Department I	30 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7794
Loan Recovery Department II	30 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7336
Special Assets Department I	30 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7366
Special Assets Department II	30 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7775
Consumer Management Department	2 nd Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-4343
Credit Card Administration Department	19 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7373
Loan Administration Department	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-8322

Office	Address	Contact Information
Mortgage Banking Department	Mezzanine LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7338
Mid-Market Lending Department I	27 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7340
Mid-Market Lending Department II	27 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7431
Small and Medium Enterprises - Mid Market Lending Department I	27 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-4301
Small and Medium Enterprises - Mid Market Lending Department II	27 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-2970
Treasury Units		
Investment Banking Department 1	15 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7387
Investment Banking Department 2	15 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7133
Treasury Brokering and Marketing Unit	15 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7260
Trust Units		
Trust Business Development Department	31 st Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7351 / 8405-7469 / 8405-4330
Trust Accounts Management Department	31 st Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-2809 / 8405-8331 / 8405-2184 / 8405-4333 / 8405-2185 / 8405-2271 / 8405-2182
Others		
Personnel Administration Department	23 rd Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7356 8405-7449 8405-7224 8405-2902
Customer Care Department	2 nd Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8-405-7000 02-8-405-7000 / 1-800-10-405-7000
Property Valuation and Field Operations Group		
Agrarian Department	26 th Floor, LandBank Plaza, 1598 M.H. del Pilar St. corner Quintos St., Malate, Manila	8405-7361

Office	Address	Contact Information
Field Support Services Centers		
Luzon		
FSSC I - Urdaneta	2nd Floor LBP Bldg., Nancayasan, Urdaneta City, Pangasinan	(075) 515-8386 8292 (Direct Local) FSSC1@landbank.com
FSSC II - Cagayan	Grnd Flr LANDBANK Bldg Bagay Road San Gabriel, Tuguegarao City, Cagayan	(078) 304-7626 (078) 396-0928 3116, 3117 (Direct Local) 0997-091-4332, 0966-495-6301 FSSC2@landbank.com
FSSC III- Pampanga	2nd Flr LANDBANK Bldg Jose Abad Santos Avenue Dolores, San Fernando City, Pampanga	(045) 407-1568; 649-2214 8108 (Direct Local) FSSC3@landbank.com
FSSC IV-A - Laguna	3rd Flr. LANDBANK Bldg., Victoria M. Ela Ave., UPLB College, Los Baños, Laguna	(049) 530-8692 (049) 536-7516 FSSC4A@landbank.com
FSSC IV-B - Batangas	LBP Bldg. Tanauan, Batangas	(043) 403-6028 FSSC4B@landbank.com
FSSC V - Albay	3rd Flr LANDBANK Bldg., Rizal St, Cabangan Legaspi City	(052) 826-6700 3050, 3057 (Direct Local) 0968-293-7638 FSSC5@landbank.com
Visayas		
FSSC VI – Iloilo	2nd flr LANDBANK Bldg Iznart cor. Solis Sts, Iloilo City	(033) 337-1426 (033) 509-8578 3201, 3202 (Direct Local) FSSC6@landbank.com
FSSC VII-A - Cebu	2nd Flr LANDBANK Bldg., Osmeña Blvd. Cor. P. Del Rosario St., Cebu City	(032) 416-7707 3334/3335 (Direct Local) FSSC7A@landbank.com
FSSC VII-B - Bacolod	3rd Flr. LANDBANK Bldg. Gatuslao St. Bacolod City	(034) 434-2192; 447-5288 3385, 3386 (Direct Local) FSSC7B@landbank.com
FSSC VIII - Tacloban	2nd Flr LANDBANK Bldg Real St., Sagkahan District, Tacloban City	(053) 832-7755 3735 to 3741 (Direct Local) FSSC8@landbank.com
Mindanao		
FSSC IX - Zamboanga	2nd Flr LANDBANK Bldg Pettit Barracks Zamboanga City 7000	(062) 313-3700 3328 to 3330 (Direct Local) FSSC9@landbank.com
FSSC X- Cagayan de Oro	2nd F BSP Green Tower Bldg., Velez cor. Luna St., Cagayan de Oro City	(088) 880-3033 3261 to 3264 (Direct Local) FSSC10@landbank.com
FSSC XI - Davao	Davao Corporate Center, #7 Palm Drive cor. Olive Road, Buhangin	(082) 222-0177 (082) 222-4086

Office	Address	Contact Information
	District, JP Laure Ave., Bajada, Davao City	8242 (Direct Local) FSSC11@landbank.com
FSSC XII - Koronadal	Grnd Flr LANDBANK Bldg General Santos Drive, Brgy. Morales Koronadal City	(083) 228-8711 (083) 520-9656 (083) 228-3126 FSSC12@landbank.com
Branches		
North NCRBG Cluster A		
Araneta Center Branch	Unit 2018, Level 2, Ali Mall, Araneta Center P. Tuazon Blvd., Cubao Quezon City	(02) 8294-7203 / 3437-7447 AranetaCenterBranch@landbank.com
Batasan Branch	Batasan Compound Batasan Hills, Quezon City	(02) 8951-1390 / 8952-6706 (02) 8951-1333 fax BatasanBranch@landbank.com
Camp Aguinaldo Branch	AFP Finance Center Multi-Purpose Cooperative, Center Building, Col. Bonny Serrano Avenue corner 18th Avenue, Barangay San Roque, Quezon City	8913-4364-65 8911-2590 fax CampAguinaldoBranch@landbank.com
Camp Crame Branch	Front-corner PNP Multi-Purpose Building, Camp Crame Compound, Camp Crame, Quezon City	(0968) 552-6973 / (0968) 895-5602 CampCrameBranch@landbank.com
COA Branch	Gate 4, Professional Development Center (PDC) COA Compound Batasan Road, Quezon City	(02) 8951-0930 / 8931-4055 / 8932-8532 (02) 8932-8452 (telefax) COABranch@landbank.com
Commonwealth Branch	Block 31, Lot 11, Commonwealth Avenue, Barangay Holy Spirit, Quezon City	(02) 8931-5757 (02) 8931-4061 (02) 8931-5766 (telefax) CommonwealthBranch@landbank.com
Cubao Branch	891 Saint Anthony Building Aurora Blvd., cor. Cambridge Street, Cubao, Quezon City	(02) 8912-0451 (02) 8912-2260 (telefax) CubaoBranch@landbank.com
East Avenue Branch	SSS Livelihood Trade Center East Avenue, Quezon City	(02) 8920-1230 / 8927-6266 (02) 8927-4155 / 8925-7213 (02) 8921-5931 / 8426-2664 EastAvenueBranch@landbank.com
LTO Extension Office	G/F LTO Central Office, LTO Compound, East Ave., Quezon City	(02) 8927-3507 (02) 7092-0300 LTOEO@landbank.com
Katipunan Branch	One Burgundy Plaza, 307 Katipunan Ave. Loyola Heights, Quezon City	(02) 8426-0011 (02) 8426-0012 (02) 8929-1079 / 8435-7162 (02) 8929-1080 (fax) KatipunanBranch@landbank.com

Office	Address	Contact Information
LWUA Branch	Local Water Utilities Administration Building, Katipunan Avenue, Extention, Balara, Quezon City	(02) 8924-6608 (02) 8927-2495 (telefax) LWUABranch@landbank.com
NaPoCor Branch	NaPoCor Compound, Quezon Avenue Cor. BIR Road, Diliman, Quezon City	(02) 8924-2364 (02) 8255-9640 NapocorBranch@landbank.com
Quezon City Circle Branch	PCA Building, Commonwealth Avenue, Diliman, Quezon City	(02) 8925-4948 / 7744-1389 QuezonCityCircleBranch@landbank.com
Quezon City Hall Branch	CTO West Wing Annex Building, Quezon City Hall Compound, Quezon City	(02) 8988-4242 local 8151 (02) 8285-5015 QuezonCityHallBranch@landbank.com
UP Diliman Branch	2nd Floor, UP Diliman, PNB Building, Apacible Street, UP Diliman Campus Quezon City	(02) 8981-8527 / 8697-0822 (02) 8981-8500 local 2769 UPDilimanBranch@landbank.com
West Avenue Branch	# 47 Ground Floor, Brgy. Paltok West Avenue, Quezon City	(02) 7238-2879 (02) 8351-6280 (02) 8551-2200 local 3901- 3904 WestAvenueBranch@landbank.com
North NCRBG Cluster B		
Binondo Branch	No. 461 Quintin Paredes St., Binondo, Manila	(02) 8361-7506 / (02) 8441-6862 BinondoBranch@landbank.com
BOC MICP Branch	Ground Floor BOC Building, Manila International Container Port (MICP), North Harbor, Tondo	(02) 8244-5067 (02) 8244-5068 / 8245-4101 loc. 2467 (02) 8244-5078 (fax) BOCMICPBranch@landbank.com
Cash Department	1598 M.H. Del Pilar cor. Dr. J. Quintos Sts. Malate, Manila	(02) 8551-2200; 8522-0000 (02) 8450-7001 local 7337; 7147; 2214; 2713; 4006; 7423; 2837 (02) 8528-8502 / 8528-8435 (fax) CashDepartment@landbank.com
DOLE Branch	DOLE Bldg., Gen. Luna St., Intramuros, Manila	(02) 8426-9863 DOLEBranch@landbank.com
Escolta Branch	FUB Building, David Street, Escolta, Barangay 291, Sta. Cruz, Manila 1003	(02) 8243-1328 to 29 EscoltaBranch@landbank.com
España Branch	1583-1585 España Blvd. cor. Dos Castillas St., Sampaloc, Manila	(02) 8353-5546 / 8493-2473 (02) 8354-1918 (fax) EspanaBranch@landbank.com
Intramuros Branch	Ground Floor, Palacio del Gobernador Bldg. Andres Soriano cor. Gen Luna Sts. Intramuros, Metro Manila	(02) 8527-5851 - 53 (02) 8527-3115 / 8241-2148 IntramurosBranch@landbank.com
Malacañang Branch	727 Solano Street San Miguel, Manila	(02) 8735-4912 / 8735-1904 (02) 8735-1756 (fax) MalacañangBranch@landbank.com

Office	Address	Contact Information
Malacañan Palace Branch	Room 116, Mabini Hall, Gate 7, Malacañang, Manila	(02) 8516-4338 / 8736-1035 (02) 8736-1085 (telefax) MalacañanPalaceBranch@landbank.com
South Harbor Branch	PPA Motorpool Building, Block 179, Railroad Drive, South Harbor, Port Area Manila	(02) 8527-6424/ 8527-6425 (02) 8527-4829 / 4851 (02) 8527-4841 (fax) SouthHarborBranch@landbank.com
Supreme Court Branch	Ground Floor, Multi Purpose Bldg., Supreme Court of the Philippines Padre Faura Street, Metro Manila	(02) 8524-0507 / 8651-1057 (02) 8522-3249 (02) 8525-4368 (telefax) SupremeCourtBranch@landbank.com
Taft Avenue Branch	Ground Floor Manila Astral Tower No. 1330 Taft Avenue cor. Padre Faura St., Ermita, Metro Manila	(02) 8526-8035 (02) 8522-5855 / 5853 (02) 8522-0289 (Telefax) TaftAvenueBranch@landbank.com
Taft-Quirino Branch	G/F Marc 2000 Tower, 1973 Taft Avenue corner San Andres Street, Barangay 702, Malate, Manila 1004	(02) 8524-5426 (02) 8524-8116 / 8524-8119 (02) 8524-8162 / 8523-0125 (02) 8524-8107 (fax) TaftQuirinoBranch@landbank.com
Tayuman Branch	Tayuman Commercial Center, Inc., Tayuman cor. T. Mapua Streets, Sta. Cruz, Manila	(02) 8255-7688 / 8255-7744 / 8244-0242 (02) 8255-7577 (telefax) TayumanBranch@landbank.com
T. M. Kalaw Branch	G/F Traveller's Life Building, 490 TM Kalaw corner Cortada Streets, Barangay 666, Ermita, Manila 1000	(02) 8522-0746 (02) 8522-4775 (02) 8524-0504 (fax) TMKalawBranch@landbank.com
U.N. Avenue Branch	G/F, Victoria Building, U.N. Avenue Corner L. M. Guerrero St., Ermita, Manila	(02) 8523-4319 / 8404-3627 UNAVenueBranch@landbank.com
YMCA Branch	New YMCA Building, Complex, A. J. Villegas Street Ermita, Manila	(02) 8527-6343 / 8527-6342 (02) 8527-6345 / 8527-9572 – 73 (02) 8405-0273 YMCABranch@landbank.com
North NCRBG Cluster C		
Caloocan Branch	#151 Samson Road, Caloocan City, Metro Manila	(02) 8364-0475 / 8361-3076 (02) 8363-9472 CALOOCANBranch@landbank.com
Caloocan Grace Park Branch	Ground Floor Doña Juana Building, #18 Plaza Rizal cor. P. Burgos & Gen. Luna Sts., 10th Avenue Grace Park, Caloocan City	(02) 8288-1501 (02) 8288-8113 (telefax) CALOOCANGRACEPARKBranch@ landbank.com
EDSA Congressional Branch	HPI Corporate Center, 1026 North EDSA, Quezon City	(02) 8928-2109 / (02) 8928-4462 EDSACONGRESSIONALBranch@ landbank.com
EDSA-NIA Road Branch	DPWH IV-B Compound EDSA, Quezon City	(0917) 849-1361 (02) 8928-8130 (TeleFax)

Office	Address	Contact Information
		EDSANIARoadBranch@landbank.com
Elliptical Road Branch	LANDBANK Bldg., DA-BSWM Compound Elliptical Road, Diliman, Quezon City	(02) 8426-3342 / 8426-3343 ELEPTICALROADBranch@landbank.com
G. Araneta Branch	314 G. Araneta Avenue, Barangay Doña Imelda, Quezon City	(02) 8741-7909 to 10 (02) 8741-7923 (02) 8741-7907 (telefax) GARANETABranch@landbank.com
Karuhatan Branch	246 Mc Arthur Highway, Karuhatan, Valenzuela City 1441	(02) 8291-5224 / 8291-5225 (02) 8293-1389 KARUHATANBranch@landbank.com
Malabon Branch	Ground Floor, Malabon City Hall Building, F. Sevilla Blvd., San Agustin, Malabon City	(02) 8281-0407 / 8281-0408 (02) 8281-4308 / (TeleFax) 8282-0738 MALABONBranch@landbank.com
Malanday Branch	M.H. del Pilar corner P. Adriano Sts, Malanday, Valenzuela City 1444	(02) 7445-8825 / 8292-1921 (02) 8962-5313 (02) 8292-3657 (fax) MALANDAYBranch@landbank.com
Navotas Branch	Nautilus Bldg., 1050 M. Naval Street, San Jose, Navotas	(02) 8282-5432 / 8282-5433 (02) 8282-5434 (fax) NAVOTASBranch@landbank.com
North Avenue Branch	Sugar Regulatory Administration Building, North Avenue, Diliman, Quezon City	(02) 8926-0951 or 0953 NORTHAVEBranch@landbank.com
North Bay Boulevard Branch	Vedia Building, Lot 1, Lapu-Lapu Avenue corner North Bay Boulevard, Kaunlaran Village, Navotas City 1409	(02) 8281-9466 / 8282-3881 (02) 8521-7428 (02) 8282-3880 (fax) NORTHBAYBoulevardBranch@landbank.com
Ombudsman Branch	Office of the Ombudsman Building, Senator Miriam Defensor-Santiago Avenue, Diliman, Quezon City	(02) 8298-7388 OMBUDSMANBranch@landbank.com
Paso de Blas Branch	Servando Building, 161 Paso de Blas, Valenzuela City 1442	(02) 8291-1099 / 8332-8515 (02) 8293-2811 (fax) PASODEBLASBranch@landbank.com
Tinajeros Branch	153 MH del Pilar corner Gov. Pascual Avenue, Tinajeros, Malabon City 1470	(02) 8352-4776 / 8352-6119 (02) 8366-3660 (fax) TINAJEROSBranch@landbank.com
Valenzuela Branch	ARCA North Corporate Center Bldg., #150 F. Dela Cruz Street corner Maysan Road, Barangay Maysan, Valenzuela City	(02) 8292-3688 / 8292-0114 (02) 8292-1478 (02) 8292-1971 (Fax) VALENZUELABranch@landbank.com
North NCRBG Cluster D		
Acropolis Branch	Units 5, 6, & 7 Village Center, 187 E. Rodriguez Jr. Avenue, Bagumbayan, Quezon City	(02) 8635-6872 / 3438-6337 (02) 3438-1177 (02) 8655-4614 (fax)

Office	Address	Contact Information
		ACROPOLISBranch@landbank.com
Anonas Branch	Hi-Top Supermart Building, Aurora Boulevard corner F. Castillo Street, Bagumbuhay, Project 4, Quezon City	(02) 7799-2485 / 8799-2383 (02) 8421-0753 to 54 (02) 8913-8301 (fax) ANONASBranch@landbank.com
Aurora Blvd Branch	725 Aurora Boulevard, New Manila, Quezon City	(02) 8584-9751 (02) 8715-0621 AURORABLVDBranch@landbank.com
Blue Ridge Branch	190 Katipunan Avenue, Blue Ridge, Project 4, Quezon City 1109	(02) 8647-1515 (02) 8647-1499 (fax) BLUERIDGEBranch@landbank.com
Bohol Avenue Branch	UCPB Building, Sergeant Esguerra corner Quezon Avenue, South Triangle, Quezon City	(02) 8926-7626 / 8927-5606 (02) 8928-2421 (02) 8922-2098 (fax) BOHOLAVENUEBranch@landbank.com
Del Monte-Bonifacio Branch	161 Del Monte Avenue, Barangay Manresa, Quezon City	(02) 8367-0072 to 73 / 3415-2792 (02) 3415-2793 DELMONTEBonifacioBranch@landbank.com
Diliman Branch	J & L Building, 23 Matalino Street, Barangay Central, Diliman, Quezon City	(02) 8921-3175 / 8921-9688 (02) 8921-6217 (02) 8922-1030 (fax) DILIMANBranch@landbank.com
Lagro Branch	FOUR M Square Building, Quirino Hi-way Lagro, Novaliches, Quezon City	(02) 8930-7293 / 8930-7291 (02) 8930-7279 (02) 8930-7276 (fax) LAGROBranch@landbank.com
Mindanao Avenue Branch	14 Mindanao Avenue, Dominic Subdivision, Tandang Sora, Quezon City 1116	(02) 8929-3718 / 7239-2778 to 79 (02) 8983-9477 (fax) MINDANAOAVENUEBranch@landbank.com
Novaliches - Sarmiento Branch	UCPB Building, 937 Quirino Highway, Novaliches Quezon City	(02) 8939-5590 / 3419-1609 (02) 8738-2693 (02) 8939-6435 (fax) NOVASARMIENTOBranch@landbank.com
Novaliches Branch	Level 1 Main Mall, Robinsons Nova Market, Quirino Highway, Barangay Pasong Putik, Novaliches, Quezon City	(02) 8937-1425 (02) 8937-2075 (telefax) NOVALICHESBranch@landbank.com
Quezon Avenue Branch	No. 60 AGS Plaza, Quezon Avenue, Quezon City	(02) 7117-1185 (02) 8732-2348 QUEZONAVENUEBranch@landbank.com
Quirino Highway Branch	Oeshram Building, 380 Sangandaan, Quirino Highway, Talipapa, Novaliches, Quezon City 1123	(02) 8938-6863 / 8938-6864 (02) 8938-6867 / 8938-6868 (02) 8938-6865 (fax)

Office	Address	Contact Information
		QUIRINOHIGHWAYBranch@landbank.com
Roosevelt Branch	Tres Hermanas, Inc. Building, 967 Roosevelt corner Quezon Avenue, Sta. Cruz, Quezon City 1104	(02) 8372-4740 / 8372-4741 (02) 8372-4739 (fax) ROOSEVELTBranch@landbank.com
Tomas Morato Branch	FC Building, 290 Tomas Morato Avenue, Laging Handa, Diliman, Quezon City 1103	(02) 8928-0151 TOMASMORATOBBranch@landbank.com
Visayas Avenue Branch	Far East Asia Commercial Complex, 282 Visayas Avenue corner Congressional, Pasong Tamo, Quezon City 1107	(02) 8924-5502 / 8924-5503 (02) 8924-5504 / 8924-5107 VISAYASAVENUEBranch@landbank.com
South NCRBG Cluster A		
Bicutan DOST Branch	Gen. Santos Avenue, Upper Bicutan, Taguig City	(02) 8837-0746 (02) 8838-7211 BICUTANDOSTBranch@landbank.com
Bonifacio Global City Branch	Shop 1, The Luxe Residences, 28th Street corner 4th Avenue Bonifacio Global City, Taguig City	(02) 8843-2151 / 8843-2142 (02) 8843-2147 (fax) BonifacioGlobalCityBranch@landbank.com
Buendia Branch	Ground Floor, NAPOLCOM-NCR Tara Building, 371 Senator Gil Puyat Avenue, Makati City	(02) 8836-9734 / 8403-0180 / 8403-9971 / 8243-0256 (02) 8403-0236 / 8403-0439 (02) 8551-5565 / 8243-0251 / (02) 8856-6387 / 8403-0475 (fax) BUENDIABranch@landbank.com
Fort Bonifacio Branch	NAMRIA Compound, Lawton Avenue Fort Bonifacio, Taguig City	(02) 8887-2876 / 8889-7368 / 8889-7367 (02) 8887-2877 FORTBONICIOBranch@landbank.com
FTI Branch	Lot 55 Ground Floor, Old Administration Building, FTI Complex, Taguig	(02) 8822-9346 / 8822-9347 (02) 8822-9348 (02) 8822-9349 (Fax) FTIBranch@landbank.com
Guadalupe Branch	2022 Ramon Magsaysay Street cor. Urdaneta Street, Guadalupe Nuevo, Makati City	(02) 7750-4744 (02) 7798-2121 (02) 8882-0948 GUADLUPEBranch@landbank.com
J.P. Rizal Branch	Ground Floor, KBC Building, J.P. Rizal Street corner Chino Roces Avenue, Barangay Olympia, Makati City	(02) 8899-9183 / 8895-9671 (02) 8897-5339 / 8897-5967 JPRIZALBranch@landbank.com
Makati Atrium Branch	G/F The Atrium of Makatii Condominium, Makati Avenue, Barangay Urdaneta, Makati City 1225	(02) 7750-5053 / 8811-4255 (02) 8811-4254 (telefax) MakatiAtriumBranch@landbank.com

Office	Address	Contact Information
Makati Business Center Branch	Robinsons Summit Center 6783 Ayala Avenue, Makati City	(02) 8844-2951 / 8844-2953 (02) 8884-1952 (02) 8844-3038 (fax) MakatiBusinessCenterBranch@landbank.com
Makati City Hall Branch	Ground Floor Makati City Hall Bldg., J.P. Rizal St., Makati City	(02) 8890-9984 / 8895-8676 (02) 8895-3849 MakatiCityHallBranch@landbank.com
Paseo de Roxas Branch	Asia Tower Condominium, Paseo de Roxas cor. Benavidez Sts. Makati City	(02) 8840-2471 / 8840-2472 (02) 7750-3332 / 8812-6329 (02) 8840-2473 (fax) PaseoDeRoxasBranch@landbank.com
Pasong Tamo Branch	Ground Floor, Exportbank Plaza Condominium, Sen. Gil Puyat Avenue cor. Chino Roces Avenue, Makati City	(02) 8811-2306 - 07 (02) 8848-6726 / (02) 8811-2313 (fax) PasongTamoBranch@landbank.com
Pateros Branch	C & N Bldg., 50 M. Almeda St., Pateros City	(02) 8642-3403 (02) 8642-3262 (telefax) PATEROSBranch@landbank.com
Energy Center Branch	PNOC Bldg. 4 DOE-PNOC Complex Taguig City	(02) 8772-0491 to 92 EnergyCenterBranch@landbank.com
Taguig City Hall Branch	Taguig City Hall Compound, General Luna St., Tuktukan, Taguig City	(02) 7799-9046 / 8643-5719 TAGUIGCityHallBranch@landbank.com
Bautista - Palanan Branch	Majalco Buiding, Gil Puyat Avenue and Bautista Street, Barangay Palanan, Makati City	(02) 8815-1324 / 8815-1325 (02) 8887-6306 / 8815-1326 (02) 8893-2852 (fax) BAUTISTAPALANANBranch@landbank.com
BSP – Manila Branch	Ground Floor, Multi-Storey Building, BSP Complex, A. Mabini corner P. Ocampo Streets, Barangay 719, Malate, Manila	(02) 8811-1277 local 3239 / 3240 BSPManilaBranch@landbank.com
Century Park Hotel (Harrison Plaza) Branch	Ground Floor, Century Park Tower P. Ocampo cor. Adriatico Sts. Malate, Manila	(02) 8526-5601 / 8526-1851 (02) 8526-5602 (fax) CENTURYPARKHOTELBranch@landbank.com
Chino Roces Avenue - Don Bosco Branch	Alegria Building, 2229 Don Chino Roces Avenue, Makati City	(02) 8893-1656 / 8812-4921 (02) 8816-4675 (02) 8893-1657 (fax) CHINOROCESAVENUEDONBOSCOBranch@landbank.com
Doña Soledad Avenue Branch	J & M Mendoza Building, Doña Soledad corner Argentina Street, Better Living Subdivision, Don Bosco, Bicutan, Parañaque City 1711	(02) 8823-5259 / 8823-5260 (02) 8824-3337 (02) 8821-9774 (fax) DOÑASOLEDADA VENUEBranch@landbank.com
Makati - Salcedo Branch	Philcox Building, 172 Salcedo Street, Legaspi Village, Makati City	(02) 8893-4251 / 8892-6916 (02) 7501-5094

Office	Address	Contact Information
		(02) 8894-0430 (fax) MakatiSalcedoBranch@landbank.com
Makati - Tordesillas Branch	Ground Floor, Tower A, Three Salcedo Place Condo Condominium, 102 Tordesillas Street, Salcedo Village, Bel-Air, Makati City 1209	(02) 8843-4022 / 8843-4023 (02) 8815-2965 / 8815-2958 (02) 8894-0864 (fax) MakatiTordesillasBranch@landbank.com
P. Ocampo Branch	Upper G/F Torre Lorenzo Building, Taft Avenue corner P. Ocampo, Barangay 730, Malate, Manila 1004	(02) 8523-1766 (fax) POCAMPOBranch@landbank.com
Pasong Tamo Extension Branch	2295 Jannov Plaza, Chino Roces Extension, Magallanes, Makati City 1232	(02) 8893-1586 / 8810-5805 (02) 8810-5684 / 8810-5644 (02) 8892-5169 (fax) PASONGTAMOEXTENSIONBranch@landbank.com
South NCR Cluster B		
Annapolis Branch	Atlanta Center Building, 31 Annapolis Street, Greenhills, San Juan City 1502	(02) 8722-7176 / 8726-6662 (02) 8722-8453 / 7744- 0390 (02) 8722-8197 ANNAPOLISBranch@landbank.com
Boni Avenue Branch	Jemtee Building, 677 Boni Avenue corner Aliw Street, Plainview, Mandaluyong City	(02) 8532-2551 / 8532-2315 BONIAVENUEBranch@landbank.com
Concepcion Marikina Branch	David Building, Bayan-bayanan Avenue, Concepcion, Marikina City 1807	(02) 8942-2328 to 29 / 8941-1142 (02) 8948-4020 (fax) CONCEPCIONMARIKINABranch@landbank.com
DECS Branch	Ground Floor Mabini Building., DepEd Compound, Meralco Avenue, Brgy. Oranbo, Pasig City 1600	(02) 8636-4850 (telefax) DEPEDBranch@landbank.com
DOTC Branch	Unit 14 Ground floor Columbia Tower, East Wack-Wack, Ortigas Avenue, Mandaluyong City	(02) 8726-2602 / 8726-2603 (02) 7744-3445 (02) 8726-2604 (fax) DOTCBranch@landbank.com
EDSA Greenhills Branch	# 259-269 CLMC Building, EDSA Greenhills, Mandaluyong City	(02) 7744-5442 / 7744-2885 (02) 8726-0243 / (02) 8723-5793 (02) 8723-1864 / (02) 8723-6617 (02) 8723-5917 EDSAGREENHILLSBranch@landbank.com
Greenhills Ortigas Avenue Branch	Ground Floor, A & E Building, Ortigas Avenue, Greenhills, San Juan City 1500	(02) 8722-6961 / 8722-6962 (02) 8722-9023 (02) 8721-3393 (fax) GREENHILLSORTIGASAVEBranch@landbank.com

Office	Address	Contact Information
Mandaluyong City Hall Branch	BOC Building, Maysilo Circle Brgy. Plainview, Mandaluyong City	(02) 8534-1723 (02) 8534-1724 MANDALUYONGCITYHALLBranch@landbank.com
Mandaluyong Addition Hills Branch	358 Shaw Boulevard, Addition Hills, Mandaluyong City 1550	(02) 8727-5233 (02) 8727-1842 MANDALUYONGADDITIONHILLSBranch@landbank.com
Marcos Highway Branch	MR Commercial Center, Gil Fernando Ave. cor. Pitpitan Street, San Roque, Marikina City	(02) 8645-0251 / 7238-4404 (02) 8470-7185 / 8722-0621 (02) 8645-0261 (fax) MARCOSHIGHWAYBranch@landbank.com
Marikina Branch	Ground Floor, XRC Building J.P. Rizal St. cor. Diamond St. Barangay Sto. Niño, Marikina City	(02) 8948-26-80 to 81 8943-2083 / (fax) 8948-7723 MARIKINABranch@landbank.com
N. Domingo Branch	UCPB Building, 120 N. Domingo Street, Pedro Cruz, San Juan City 1500	(02) 8726-0521 (02) 8724-8008 (fax) NDOMINGOBranch@landbank.com
Ortigas Emerald Avenue Branch	24 Ground Floor, Emerald Building, F. Ortigas Jr. Avenue, San Antonio, Ortigas Center, Pasig City 1605	(02) 8631-6415 to 18 (02) 8531-6413 (fax) ORTIGASCENTEREMERALDAVEBranch@landbank.com
Ortigas Center - Pearl Drive Branch	Ground Floor, Tycoon Center Bldg., Pearl Drive, Ortigas Center, Brgy. San Antonio, Pasig City	(02) 8584-9694 (02) 8584-9692 ORTIGASCENTERPEARLDRIVEBranch@landbank.com
Pasig C. Raymundo Branch	Solen Bldg., F. Legazpi St. corner C. Raymundo Ave., Brgy. Maybunga Pasig City	(02) 8640-3652 / 8643-8886 (02) 8710-7557 / 8655-8092 (fax) PASIGCRAYMUNDOBranch@landbank.com
Pasig Capitol Branch	No. 88 JS Gaisano Building, Shaw Blvd., Pasig City	(02) 8638-0598 (02) 8633-9718 (fax) PASIGCAPITOLBranch@landbank.com
Pasig City Hall Branch	G/F Campus 2 Bridgetown East Building, Amang Rodriguez Avenue, Barangay Rosario, Pasig City 1609	(02) 8356-0003 (02) 8640-3761 (telefax) PASIGCITYHALLBranch@landbank.com
Pasig - Sixto Antonio Ave. Branch	12 Dr. Sixto Antonio Avenue, Kapasigan, Pasig City 1600	(02) 8641-0336 / 8641-0338 / 8641-3451 PASIGSIXTOANTONIOBranch@landbank.com
PCSO Branch	Ground Floor, Sun Plaza Building, Shaw Blvd. cor. Princeton St., Mandaluyong City	(02) 8846-8281 / 8846-8278 (02) 8706-5542 PCSOBranch@landbank.com
Robinsons Galleria Branch	Galleria Corporate Center, EDSA corner Ortigas Avenue, Ugong Norte, Quezon City 1110	(02) 8633-4951 to 54 / 8637-1688 (02) 8632-9550 (fax) ROBINSONSGALLERIABranch@landbank.com

Office	Address	Contact Information
San Juan Branch	City Government of San Juan Compound, Pinaglabanan Street cor. P. Narciso Street, Brgy. Corazon de Jesus, San Juan City	(02) 7799-5003 (02) 8726-0227 SANJUANBranch@landbank.com
Shaw Boulevard Branch	Beacon Plaza, Shaw Blvd. cor Ideal St., Mandaluyong City	(02) 8725-9661 / 8725-4629 (02) 8725-4671 SHAWBOULEVARDBranch@landbank.com
SMC Complex Branch	San Miguel Properties Centre, Saint Francis Street, Barangay Wack-Wack, Mandaluyong City 1605	(02) 8632-0855 to 59 (02) 8632-0862 (fax) SMCCOMPLEXBranch@landbank.com
South NCRBG Cluster C		
Airport Road Branch	UCPB Building, 4010 Airport Road, Baclaran, Parañaque City 1702	(02) 8853-9746 / 8853-9747 (02) 8851-0147 (02) 8852-1251 (fax) AIRPORTROADBranch@landbank.com
Alabang Business Center	Ground Floor, Park Trade Centre Condominium No. 1716 Investment Drive, Madrigal Business Park, Barangay Ayala, Alabang, Muntinlupa City	(02) 8831-9728 / 8831-9755 (02) 8831-9440 (fax) ALABANGBUSINESSCENTERBranch@landbank.com
Alabang-Filinvest Branch	Unit 102, Civic Prime Building, Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City	(02) 8846-7445 (02) 8846-7446 (telefax) ALABANGFILINVESTBranch@landbank.com
Almanza Branch	469 Real St., Lalaine Building, Alabang-Zapote Rd., Almanza Uno, Las Piñas City	(02) 8800-4992 (02) 8800-1902 to 03 (02) 8800-4991 (fax) ALMANZABranch@landbank.com
Aquino Avenue Branch	Freight Building, NAIA Avenue, Sto. Niño, Parañaque City 1704	(02) 8854-5292 to 93 / 8854-5161 (02) 8854-5689 (fax) AQUINOAVENUEBranch@landbank.com
Baclaran Branch	LANDBANK Bldg., 714 Roxas Blvd., Baclaran, Parañaque City	(02) 8855-7503 / 8852-8682 / 8851-2174 (02) 8551-2484 (fax) BACLARANBranch@landbank.com
NAIA Arrival Extension Office	IPT Building, NAIA Terminal I Ninoy Aquino International Airport (NAIA) Sto, Niño, Parañaque City	(02) 8879-5190 (02) 8879-5191 (telefax) NAIAARRIVALEXTENSIONOFFICE@landbank.com
NAIA Terminal III Extension Office	Stall No. 8, NAIA Terminal III Arrival Area, Pasay City	(02) 8877-7888 local 8289 (02) 8551-5552 NAIATERMINALIIIEXTENSIONOFFICE@landbank.com
BF Paranaque Branch	Ground Floor, EJV Building, 21 A. Aguirre Avenue, BF Homes 1, Parañaque City 1720	(02) 8836-4945 / 8836-4937 (02) 8836-4916 / 8799-4162 (02) 8836-4946 (fax)

Office	Address	Contact Information
		BFPARAÑAQUEBranch@landbank.com
EDSA Extension-Roxas Blvd. Branch	Ground Floor, Double Dragon Center, East 3 Meridian Avenue DD Meridian Park, corner Edsa Extension, Bay Area, Pasay City	(02) 8805-1443 / 8805-1699 (02) 8805-1730 (fax) EdsaExtensionRoxasBlvdBranch@landbank.com
FB Harrison - Libertad Branch	Ground Floor, AIMS Building, A. Arnaiz Avenue corner FB Harrison Street, Barangay 13, Pasay City 1300	(02) 8551-9381 / 8831-5790 (02) 8831-5812 / 8831-0838 (02) 8833-2919 fax FBHARRISONLIBERTADBranch@landbank.com
GSIS Branch	Level 1, GSIS Headquarters Building, Financial Center, Brgy. 076 Pasay City	(02) 8804-3312 / 8831-3841 / (02) 8835-7647 (02) 8835-7648 / 8835-7649 (02) 8804-3311 (fax) GSISBranch@landbank.com
Las Piñas Branch	Valenzuela Building, #263 Real St. Pamplona 3, Las Piñas City	(02) 8808-2542 / 8808-2558 (02) 8808-2548 (fax) LASPIÑASBranch@landbank.com
Las Piñas - Zapote Branch	UCPB Building, Real Street, Alabang Zapote Road Las Piñas City	(02) 8871-2877 / 8873-9236 (02) 8873-0939 (02) 8873-0217 (fax) LasPiñasZapoteBranch@landbank.com
Malibay Branch	Ground Floor, Commercial Building, 715 EDSA Malibay, Pasay City 1300	(02) 8889-9467 to 69 (02) 8844-3644 (fax) MALIBAYBranch@landbank.com
Muntinlupa Branch	#37 National Road, Putatan, Muntinlupa City	(02) 8862-4208 / 8862-4249 (02) 8862-0115 (fax) MUNTINLUPABranch@landbank.com
NAIA-BOC Branch	NAIA BOC Building, Old MIA Road, Barangay 197, Pasay City	(02) 8879-4192 / 8879-5306 (02) 8879-4190 (02) 8879-4191 (fax) NAIABOCBranch@landbank.com
OWWA Branch	OWWA Center Building, FB Harrison cor. 7th St., Pasay City	(02) 8833-3608 (02) 8891-7601 local 5109 (02) 8551-6636 (Telefax) OWWABranch@landbank.com
Pasay Libertad Branch	Ground Floor, Roxas Strip Building, Libertad corner Roxas Blvd., Barangay 76, Pasay City 1300	(02) 8551-6968 / 8551-6970 (02) 8551-2712 (fax) PASAYLibertadBranch@landbank.com
Senate Branch	4th Floor GSIS Financial Center, Senate of the Philippines, Roxas Blvd., Pasay City	(02) 8552-6601 local 4646 (02) 8552-6718 (telefax) SENATEBranch@landbank.com
Sucat Branch	#8260 Dr. A. Santos Ave. Cor. Valley 2, Sucat, Parañaque City	(02) 8825-4661 / 8825-7381 (02) 8826-3373 (02) 8825-4680 (fax) SUCATBranch@landbank.com

Office	Address	Contact Information
Sucats - A. Santos Avenue Branch	8404 Dr. A. Santos Avenue corner Rainbow, Drive, Barangay BF Homes 1, Sucats, Parañaque City 1720	(02) 8825-0839 / 8829-2517 (02) 8825-0841 (fax) SucatsASantosAvenueBranch@landbank.com
Villamor Airbase Branch	Ground Floor Airmen's Mall, Col. Jesus Villamor Airbase, Pasay City	(02) 8851-1378 / 8853-8315 (02) 8851-1019 (telefax) VillamorAirbaseBranch@landbank.com
North Luzon Branches Group		
Agoo Branch	G/F, KASAPI Building, Brgy. Sta. Barbara, Agoo, La Union	(0954) 382-2890 AGOOBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Caba, La Union	Caba Municipal Compound Caba, La Union	(0917) 830-0256 Cabaleaf@landbank.com
LANDBANK Easy Access Facility (LEAF) Pugo, La Union	Poblacion West Pugo, La Union	(0917) 503-7581 Pugoleaf@landbank.com
Alaminos Branch	Landbank Building, Marcos Ave., Palamis, Alaminos City, Pangasinan	(075) 654-1100 ALAMINOSBranch@landbank.com
Sual Branch	Municipal Compound, National Road, Poblacion, Sual, Pangasinan	(075) 632-4223 SUALBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Agno, Pangasinan	Burgos Street, Agno, Pangasinan	(0922) 297-4740 Agnoleaf@landbank.com
LANDBANK Easy Access Facility (LEAF) Anda, Pangasinan	Municipal Hall, Anda, Pangasinan	(0917) 122-3358 Andaleaf@landbank.com
Alicia Branch	Ground Floor of De Guia Building, Maharlika Highway, Antonino, Alicia, Isabela	(078) 323-0366 (078) 323-0126 ALICIABranch@landbank.com
Aparri Branch	LANDBANK Bldg., Macanaya District, Aparri, Cagayan	(078) 888-0017 (078) 888-0014 APARRIBranch@landbank.com
CEZA (Cagayan) Branch-Lite	Ground Floor, CEZA Corporate Center, Barangay Centro, Sta. Ana, Cagayan 3514	(078) 846-5513 CEZACAGAYANBranchlite@landbank.com
LANDBANK Easy Access Facility (LEAF) Lasam, Cagayan	Centro, Lasam, Cagayan	(0975) 140-4957 LASAMLeaf@landbank.com
Baggao (Cagayan) Agri-Hub	LGU Compound, Villanueva St, Barangay San Jose, Baggao, Cagayan 3506	(078) 255-6183 BAGGAOAH@landbank.com
Baguio Branch	Ground Floor, Curamed Building, No. 12, Marcos Highway, Baguio City	(074) 442-2710 (074) 442-6989 (fax) BAGUIOBranch@landbank.com
Baguio Calderon Branch	F. Calderon and T. Claudio Streets, Harrison-Claudio Carantes, Baguio City, Benguet 2600	(074) 244-1294 / 442-3132 BaguioCalderonBranch@landbank.com

Office	Address	Contact Information
Baguio Naguilian Branch	Ground Floor, Marcon's Building, 90 Brgy. Irisan, Naguilian Road, Baguio City, Benguet	(074) 619-2984 (074) 619-2983 (fax) BAGUIONAGUILIANBranch@landbank.com
Bambang Branch	G/F, Christopher G. Lubong Building, National Highway, Brgy. Banggot, Bambang, Nueva Vizcaya	(078) 362-0074 (078) 362-0128 BAMBANGBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Dupax Del Sur, Nueva Vizcaya	LGU Compound, Dopaj, Dupax Del Sur, Nueva Vizcaya 3707	(0977) 167-3566 DUPAXDELSURLEAF@landbank.com
Bangued Branch	G/F Centro Mall Building, Taft cor. Rizal Sts., Barangay Zone V, Bangued, Abra	(074) 752-7648 (074) 752-7646 (telefax) BANGUEDBranch@landbank.com
Basco Branch	Ground Floor, Manpower Development Center and National Agencies Building, Provincial Capitol Compound, Barangay Kayhuvokan, Basco, Batanes	(0939) 918-6710 BASCOBranch@landbank.com
Batac Branch	Washington St., Brgy. 4, Nalupta, Batac, Ilocos Norte 2906	(077) 792-3453 BATACTBranch@landbank.com
Bauang Branch	Bauang Multi Purpose Building, Baguio-Naguilian Road, Central East, Bauang, La Union	(072) 888-5697 BAUANGBranch@landbank.com
Binalonan Branch	Mc Kinley Street, Poblacion, Binalonan, Pangasinan	(075) 636-3940 BINALONANBranch@landbank.com
Bolinao (P) Branch	R & R Building, 196 Prudencio Calado Street, Brgy Germinal, Bolinao, Pangasinan	(0975) 540-9642 BOLINAOBranch@landbank.com
Bontoc Branch	Provincial Multi-Purpose Bldg., Poblacion, Bontoc, Mt. Province	(074) 602-0052 0939-918-4818 BONTOCBranch@landbank.com
Buguias Branch	Mike-Ulo-An's Building, Abatan, Buguias, Benguet	(0920) 950-5171 (0910) 750-3657 / (0920) 966-9050 BUGUIASBranch@landbank.com
Cabagan (Isabela) Branch	APC Building, Maharlika Highway, Anao, Cabagan, Isabela	(078) 325-1295 CABAGANIsabelaBranch@landbank.com
Cabarroguis Branch	Capitol Comm'l and Bank Bldg., San Marcos, Cabarroguis, Quirino, Province	(0917) 653-4838 CabarroguisBranch@landbank.com
Calasiao Branch	No. 3, MB., Judge Jose De Venecia Avenue, Nalsian, Calasiao, Pangasinan	(075) 615-2094 (075) 529-6339 CALASIAOBranch@landbank.com
Candon Branch	LANDBANK Building, National Highway cor. Pacquing Street, Candon, Ilocos Sur 2710	(077) 742-5648 (telefax) CANDONBranch@landbank.com

Office	Address	Contact Information
Carmen (P) Branch	G/F Alvarado Bldg., Brgy. Carmen, West Rosales, Pangasinan	(075) 632-4709 (075) 632-4628 CARMENROSALESBranch@ landbank.com
Cauayan (I) Branch	Isabela Trade Center Bldg, National Highway, San Fermin, Cauayan City, Isabela 3305	(078) 652-2010 / 652-2101 (078) 652-2011 CAUAYANIBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) San Mariano, Isabela	LGU Compound, Sta. Filomena, San Mariano, Isabela	(0916) 305-4282 SanMarianoLEAF@landbank.com
Dagupan Branch	Ground Flr. LANDBANK Bldg. A.B. Fernandez Ave. Dagupan City, Pangasinan	(075) 522-2212 / 515-2498 (075) 515-5156 (075) 529-5061; 522-0502 (fax) DAGUPANBranch@landbank.com
Iligan Branch	Ground Floor, VTU Building, Maharlika Highway, Barangay Baligatan, Iligan, Isabela	(078) 624-9985 / 624-9988 (078) 324-5768 ILIGANBranch@landbank.com
La Trinidad Branch	G/F Landbank Building, Betag, La Trinidad, Benguet	(074) 422-1821 (0939) 919-9091 LATRINIDADBranch@landbank.com
Lagawe Branch	Tumapang Bldg., J.P. Rizal Ave. Poblacion West Lagawe, Ifugao	(0917) 800-7616 LAGAWEBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Kiangon, Ifugao	Poblacion, Kiangon, Ifugao	(0919) 841-7409 kianganLEAF@landbank.com
Laoag Branch	LANDBANK Building, J.P. Rizal Street, Brgy. 20 San Miguel, Laoag City, Ilocos Norte 2900	(077) 677-5035 (077) 771-1060 (telefax) LAOAGBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Pasuquin, Ilocos Norte	Pasuquin, Farmers Trading BLDG. Poblacion, Pasuquin Ilocos Norte	(077) 677-1400 PasuquinLEAF@landbank.com
Lingayen Branch	Josefina Bldg., Avenida Rizal East, Lingayen, Pangasinan 2401	(075) 542-6931 / 662-0248 LINGAYENBranch@landbank.com
Luna Branch	Ground Floor LGU-Luna Legislative Building, Poblacion, Luna, Apayao	(074) 634-0247 LUNABranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Sta. Marcela, Apayao	Municipal Building, San Carlos, Sta. Marcela, Apayao	(0999) 994-6730 / (0917) 701-5324 leaf_stamarcela@mail.landbank.com
Mangaldan Branch	Rizal Avenue, V.G. Maningding Bldg. Poblacion, Mangaldan, Pangasinan	(075) 615-0483 MANGALDANBranch@landbank.com
Mangatarem Branch	AVE Building, National Highway Brgy. Caoile Olegario Mangatarem, Pangasinan	(075) 523-6660 (telefax) MANGATAREMBranch@landbank.com
Narvacan Branch	National Highway, Brgy. San Jose, Narvacan, Ilocos Sur 2704	(077) 604-9013 (Telefax) NARVACANBranch@landbank.com
Sta. Maria (Ilocos Sur) Agri-Hub	Public Market, Barangay Maynganay Sur, Sta. Maria, Ilocos Sur 2704	(0917) 316-0242 STAMARIAAH@landbank.com

Office	Address	Contact Information
Roxas (Isabela) Branch	LANDBANK Bldg. Osmeña St., Vira, Roxas, Isabela	(078) 325-2588 ROXASISABELABranch@landbank.com
San Carlos (Pangasinan) Branch	LANDBANK Bldg., Rizal Avenue, San Carlos City, Pangasinan 2420	(075) 532-2191 (075) 632-0194 (075) 632-5889 SANCARLOSPANGASINANBRANCH@landbank.com
San Fernando (LU) Branch	LANDBANK Bldg., Quezon Avenue, San Fernando City, La Union 2500	(072) 242-5656 / 682-8580 (072) 607-8427 / 607-4525 (072) 700-2459 SanFernandoLaUnionBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) San Gabriel, La Union	Poblacion, San Gabriel, La Union	(072) 687-1970 (0920) 342-2547 SanGabrielLEAF@landbank.com
San Fernando (LU) South Highway Branch	Nisce Business Center, Quezon Avenue, Catbangan, San Fernando City, La Union 2500	(072) 700-0811 (072) 888-5733 (072) 242-0491 SanFernandoLUSouthHighwayBranch@landbank.com
San Isidro (Isabela) Branch	LANDBANK Bldg., National Highway, Quezon, San Isidro, Isabela 3310	(078) 325-1433 SANISDROISABELABranch@landbank.com
Echague (Isabela) Agri-Hub	Echague-Poblacion Road, San Fabian, Echague, Isabela 3310	(078) 307-4344 ECHAGUEAH@landbank.com
San Mateo Isabela Branch	National Highway, Barangay 3 San Mateo, Isabela	(078) 376-0824 (078) 323-2848 SANMATEOISABELABranch@landbank.com
San Nicolas Branch	Ground Floor, Accenture Bldg., Venvi IT Park, Barangay 1, San Nicolas, Ilocos Norte	(077) 600-2108 SANNICOLASBranch@landbank.com
Sanchez Mira Branch	Obispo Bldg., National H-way, Centro II, Sanchez Mira, Cagayan	(078) 396-0252 (078) 396-0478 SANCHEZMIRABranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Pamplona, Cagayan	Municipal Gymnasium, Centro Pamplona, Cagayan	(0955) 895-1011 leaf_pamplona@mail.landbank.com
Santiago Branch	Heritage Bldg., Maharlika Rd. Malvar, Santiago City, Isabela	(078) 305-0134 (COU) (078) 305-2902 SANTIAGOBBranch@landbank.com
Solano Branch	Galima Building, National Highway, Solano, Nueva Viscaya	(078) 326-8011 SOLANOBBranch@landbank.com
Tabuk Branch	Omengan Bldg., Provincial Rd. Bulanao, Tabuk, Kalinga	(0999) 998-3911 TABUKBranch@landbank.com
Tagudin Branch	National Highway, Del Pilar Poblacion Tagudin, Ilocos Sur 2714	(077) 674-1519 TAGUDINBranch@landbank.com

Office	Address	Contact Information
Tayug Branch	LANDBANK Bldg. Bonifacio St. cor. Quezon Blvd. Tayug, Pangasinan 2445	(075) 572-4065 (075) 572-4435 TAYUGBranch@landbank.com
Tuao (Cagayan) Branch	LGU Tuao Building, Poblacion 1, Tuao, Cagayan	(078) 373-0021 TUAOCagayanBranch@landbank.com
Tuguegarao Branch	LANDBANK Bldg., Bagay Road, Brgy. San Gabriel, Tuguegarao City, Cagayan	(078) 844-1941 to 42 (078) 844-0161 / 323-0203 (078) 844-4493 (fax) TUGUEGARAOBranch@landbank.com
Tuguegarao (Capitol) Branch	Regional Govt Center, Carig Sur, Tuguegarao City, Cagayan	(078) 304-1346 TUGUEGARAOCAPITOLBranch@landbank.com
Tuguegarao-Calle Comercio Branch	Lim Building, A. Luna corner A. Bonifacio Streets, Centro 7, Tuguegarao City, Cagayan 3500	(078) 844-1059 TuguegaraoCalleComercioBranch@landbank.com
Umingan (Pangasinan) Branch	P. Gomez St., Brgy. Poblacion, Umingan, Pangasinan	(0919) 009-8901 UMINGANPangasinanBranch@landbank.com
Urdaneta Branch	G/F, Landbank Building, Mc Arthur Highway, Nancayasan, Urdaneta City, Pangasinan	(075) 632-6943 URDANETABranch@landbank.com
Urdaneta - Perez Avenue Branch	Amado R. Perez Avenue, Poblacion, Urdaneta City, Pangasinan 2428	(075) 523-5859 UrdanetaPerezAvenueBranch@landbank.com
Vigan Branch	Plaza Maestro Commercial Complex, Florentino Street, Bagangay 1, Vigan City, Ilocos Sur 2700	(077) 722-2620 / 254-0080 (077) 722-2619 (telefax) VIGANBranch@landbank.com
Vigan - Quezon Avenue Branch	M.L. Quezon Avenue, Barangay 3, Vigan City, Ilocos Sur 2700	(077) 722-2720 / 632-0886 ViganQuezonAvenueBranch@landbank.com
Central Luzon Branches Group		
Angeles Branch	LANDBANK Building, Sto. Entiero St. cor. Miranda St., Brgy. Sto. Rosario, Angeles City, Pampanga	(045) 888-1244 (045) 625-9715 (Telefax) 5152 local AngelesBranch@landbank.com
Angeles - Sto Rosario Branch	Sto. Rosario corner Plaridel Streets, Sto. Rosario, Angeles City, Pampanga 2009	(045) 888-2754 / 625-9818 (045) 888-1672 (Telefax) 5615 local AngelesStoRosarioBranch@landbank.com
Apalit Branch	BSP Bldg., McArthur Hi-way, San Vicente, Apalit, Pampanga	(045) 652-0156 (045) 652-0187 (Telefax) 5342 local ApalitBranch@landbank.com
Balagtas Branch	McArthur Highway, San Juan, Balagtas, Bulacan	(044) 693-1043 (044) 769-1200 (Telefax) 5130 local BalagtasBranch@landbank.com

Office	Address	Contact Information
Balanga Branch	Don Manuel Banzon Avenue, Doña Francisca, Subdivision, Balanga City, Bataan	(047) 237-3004 / 237-2129 / 791-1203 5044 local BalangaBranch@landbank.com
Bataan Capitol Branch Lite	The Bunker, Capitol Compound, Capitol Road, Balanga City, Bataan	(047) 237-2129 / 237-6955 5446 local BataanCapitolBranchlite@landbank.com
Balanga - Don M. Banzon Branch	Lot 5 Block 17, Don Manuel Banzon Street, Doña Francisca, Balanga, Bataan 2100	(047) 237-0690 / 237-0692 (047) 237-2765 / 237-3972 5612 local BalangaDonMBanzonBranch@landbank.com
Baler Branch	FNF Building, National Highway, Brgy. Suklayin, Baler, Aurora	(042) 724-0010 8101 and 5106 local BalerBranch@landbank.com
Baliuag Branch	LANDBANK Building, B.S. Aquino Avenue, Baliuag, Bulacan	0906-968-5870 5010 local BaliuagBranch@landbank.com
Bataan - National Highway Branch	LANDBANK Building, Roman National Highway, Alangan, Limay, Bataan	(047) 643-0127 / 244-5890 / 244-5892 5614 local BataanNationalHighwayBranch@landbank.com
Cabanatuan (NE) Branch	LANDBANK Bldg., cor. Gabaldon & Gen. Tinio Sts. Cabanatuan City, Nueva Ecija	(044) 463-1802 / 951-1540 3631, 3632, 3635, 3638, 3639 3639 (COU) local CabanatuanNEBranch@landbank.com
Cabanatuan Maharlika Highway Branch	Tan Bldg., Maharlika Highway, Infront of NFA Cabanatuan City, Nueva Ecija	(044) 958-9764 5275 local CabanatuanMaharlikaHighwayBranch@landbank.com
Camiling Branch	Arellano St., Pob. C., Camiling, Tarlac	(045) 934-0493 (045) 934-0980 5262 local CamilingBranch@landbank.com
Capas Branch	Tourism Building, LGU Capas Compound, Brgy. Santo Domingo II, Capas, Tarlac	(045) 491-7969 (045) 491-7967 5294 local 0917-140-6004 CapasBranch@landbank.com
Clark Branch	Pavilion 17, Clark Center, Jose Abad Santos Ave. Clark Freeport Economic Zone, Mabalacat City, Pampanga	(045) 599-2253 to 2254 (045) 599-7097 (Telefax) 5158 local ClarkBranch@landbank.com
Concepcion (Tarlac) Branch	LANDBANK Bldg., L. Cortez St., Brgy. San Nicolas, Concepcion, Tarlac	325-0107 / 923-0748 / 923-0906 0928-521-9655 5161 local ConcepcionTarlacBranch@landbank.com

Office	Address	Contact Information
Dau Branch	LEFA Bldg., Mc Arthur Highway, Dau, Mabalacat, Pampanga	(045) 624-0840 (045) 624-0914 (Telefax) 5197 local DauBranch@landbank.com
Dinalupihan Branch	LANDBANK Bldg., DAR Compound, San Ramon Highway, Dinalupihan, Bataan	(047) 481-1778 to 1779 (047) 636-1438 (Telafax) 5263 local DinalupihanBranch@landbank.com
Gapan Branch	Sta. Ines Bldg., Maharlika Highway, Bayanihan Gapan, Nueva Ecija	(044) 486-0935 / 0919-097-7929 5153 local GapanBranch@landbank.com
Guagua Branch	Korner Walk Commercial Center, Jose Abad, Santos Ave., Brgy. Siran, Guagua, Pampanga	(045) 497-0434 0927-462-2778 / 0998-203-3393 5386 local GuaguaBranch@landbank.com
Floridablanca Branch Lite	Sanchez Street, Barangay Valdez, Floridablanca, Pampanga 2006	0919-387-2627 5668 local FloridablancaBranchLite@landbank.com
Guimba Branch	LANDBANK Bldg., Hay Julianos cor. Dansalan Sts., Guimba, Nueva Ecija	(044) 611-1307 / 958-2535 5109 local GuimbaBranch@landbank.com
Iba Branch	LBP Building, Dela Rea Street Zone V, Iba, Zambales	(047) 811-1125 5112 local IbaBranch@landbank.com
Limay Branch	Almer's Building, Calma Street, Townsite Limay, Bataan	0998-410-3868 5424 local LimayBranch@landbank.com
Malolos Highway Branch	McArthur Highway, Dakila City of Malolos, Bulacan	(044) 791-6391 / 662-7500 local 1 5279 local MalolosHighwayBranch@landbank.com
Malolos Plaza Branch	Ground Floor, Green Lites Bldg., Paseo Del Congreso Street, Brgy. San Agustin Malolos City, Bulacan 3000	((044) 794-7280 5053 local MalolosPlazaBranch@landbank.com
Mariveles Branch	Ground Floor, AFAB Building, Mariveles, Bataan	(047) 935-4217 (047) 935-4218 5215 local MarivelesBranch@landbank.com
Masinloc (Zambales) Branch	National Highway, Barangay Inhobol, Masinloc, Zambales 2211	Mobile # 0930-558-8569 / 0967-277-8786 Local 5445 MasinlocZambalesBranch@landbank.com
Meycauayan Branch	Santos Hermanos Bldg., McArthur Highway, Banga Meycauayan, Bulacan	(044) 761-8994 Local 5162 MeycauayanBranch@landbank.com
Muñoz Branch	Research Ext. & Training Bldg. Central Luzon State University Muñoz, Nueva Ecija	(044) 940-0580 / 940-2280 (044) 456-0699 Local 5296 MuñozBranch@landbank.com

Office	Address	Contact Information
Muñoz Science City Branch	EB Building, Pelmoka Street, Poblacion East Science City of Muñoz, Nueva Ecija	(044) 456-7213 Local 5422 MuñozScienceCityBranch@landbank.com
Olongapo Branch	2542 Rizal Avenue cor. 25th St. East Bajac2, Olongapo City, Zambales	(047) 222-2983 / 602-1310 (047) 223-2606 (telefax) Local 5038 OlongapoBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) San Antonio, Zambales	Brgy. Rizal San Antonio Municipal Compound, San Antonio, Zambales	(047) 602-2182 SanAntonioZambalesLEAF@landbank.com
Palayan Branch	Singalat, Palayan City, Nueva Ecija 3132	(044) 940-9408 Local 5401 PalayanBranch@landbank.com
Paniqui Branch	LANDBANK Bldg., M. H. del Pilar Street, Poblacion Norte Paniqui, Tarlac	(045) 931-0602 (045) 931-0722 (telefax) Local 5087 PaniquiBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Moncada, Tarlac	McArthur Highway, Poblacion I Moncada, Tarlac	Mobile # 0998-295-4279 leaf_moncada@mail.landbank.com
Pulilan Branch	Doña Remedios Trinidad Highway, Cutcot, Pulilan, Bulacan	(044) 913-7592 / 913-7784 (telefax) Local 5385 PulilanBranch@landbank.com
San Fernando (Pampanga) Branch	G/F LANDBANK Building, Jose Abad Santos Ave. Dolores, City of San Fernando Pampanga	(045) 963-5104 / 961-0817 (045) 961-5415 (telefax) Local 5008 SanFernandoPampangaBranch@landbank.com
Candaba (Pampanga) Agri-Hub	LGU Government Center, Candaba-Sta. Ana Road, Pasig, Candaba, Pampanga 2013	(0927) 041-6744 (0919) 553-4671 (0915) 550-0551 CandabaAH@landbank.com
LANDBANK Easy Access Facility (LEAF) Sta. Ana, Pampanga	Stall B, IC Pelayo Bldg., Villa Luisa Sta. Lucia, Sta. Ana, Pampanga	(045) 409-0817 (telefax) (0922) 891-6753 leaf_staana@mail.landbank.com
San Fernando - Mc Arthur Highway Branch	U2 Building, Mc Arthur Highway, Dolores, City of San Fernando, Pampanga 2000	(045) 961-4581 / 961-4582 (045) 963-1942 SanFernandoMcArthurHighwayBranch@landbank.com
San Ildefonso Branch	Landbank Building, Maharlika Highway, Sapang Putol, San Ildefonso, Bulacan	(044) 762-1472 Local 5412 SanIldefonsoBranch@landbank.com
San Isidro (NE) Branch	LANDBANK Building, Poblacion, San Isidro, Nueva Ecija	(044) 940-9982 Local 5233 SanIsidroNEBranch@landbank.com

Office	Address	Contact Information
San Jose City (NE) Branch	LANDBANK Bldg., R. Eugenio Street, San Jose City, Nueva Ecija	(044) 940-2322 (044) 940-3233 (telefax) Local 5110 SanJoseCityNEBranch@landbank.com
Rizal (NE) Agri-Hub	Pinagpanaan-Pantabangan Junction, Poblacion Sur, Rizal, Nueva Ecija	(044) 456-0576 RizalAH@landbank.com
San Jose del Monte Branch	E & F Bldg., Gov. F. Halili Avenue, Tungkong Mangga, San Jose del Monte, Bulacan	(044) 815-0276 Mobile # (0921) 833-8644 0936-115-1480 0953-617-8487 SanJosedelMonteBranch@landbank.com
Sta. Maria Branch	Formix Bldg., Fortunato Halili Ave. Bagbaguin, Sta. Maria, Bulacan	(044) 815-4117 / 641-2700 (044) 288-2577 telefax Local 5188 StaMariaBranch@landbank.com
Subic Branch	Landbank Building, Manila Avenue corner Dewey Avenue, Central Business District Subic Bay Freeport Zone, Olongapo City, Zambales	(047) 252-6495 / 252-3890 (047) 252-3332 / 252-3844 (047) 252-3483 (fax) Locals 3661 to 3672 SubicBranch@landbank.com
Subic - Argonaut Highway Branch	Ground Floor, Royal Sky Plaza, Royal Gateway, Argonaut Highway, Subic Bay Freeport, Zambales 2222	(047) 252-3851 Mobile # 0967-483-7401 Local 5619 SubicArgonautHighwayBranch@landbank.com
Talavera Branch	Pecache Bldg., A. Diaz cor. Quezon Sts. Talavera, Nueva Ecija	(044) 411-1555 Mobile # 0917-124-6653 Local 5290 TalaveraBranch@landbank.com
Tarlac Branch	LANDBANK Bldg. McArthur Highway Brgy. San Sebastian, Tarlac City, Tarlac	(045) 982-1751 / 982-2759 Locals 3601 to 3609 TarlacBranch@landbank.com
Tarlac - Mc Arthur Highway Branch	Mc Arthur Highway, San Nicolas, Tarlac City, Tarlac 2300	(045) 982-0158 / 982-3028 Local 5617 TarlacMcArthurHighwayBranch@landbank.com
West San Fernando (Pampanga) Branch	Regional Government Center, Maimpis, City of San Fernando Pampanga	(045) 402-7751 (045) 455-2375 / 649-6105 (telefax) Local 5377 WestSanFernandoPampangaBranch@landbank.com
Southwest Luzon Branches Group		
Antipolo Branch	Amio Place, Circumferential Road Barangay Dalig Antipolo City	(02) 8697-0747 / 8630-3087 (02) 8697-1481 AntipoloBranch@landbank.com
Antipolo Circumferential Road Branch	Circumferential Road, San Roque, Antipolo City, Rizal 1870	(02) 8696-7804 / 8630-1091 (02) 8697-7806 (telefax) AntipoloCircumferentialRoadBranch@landbank.com

Office	Address	Contact Information
Antipolo Masinag Branch	Unit G 5-6 Silicone Valley Building, Sumulong Highway, Mayamot, Antipolo City, Rizal 1870	(02) 8681-5849 (02) 8559-5785 (telefax) AntipoloMasinagBranch@landbank.com
Bacoor Molino Branch	Ground Floor, The Arcade Stall G-1A, RFC Molino Mall, Molino 2, Bacoor City, Cavite 4102	(046) 507 0503 (0917) 542 5201 BacoorMolinoBranch@landbank.com
Balayan Branch	Balayan Government Center, Barangay Caloocan, Balayan, Batangas	(043) 741 0451 Local 5268 BalayanBranch@landbank.com
Batangas C. Tirona Branch	UCPB Building, C. Tirona and P. Zamora Streets, Poblacion, Batangas City, Batangas 4200	(043) 723 3490 / 723 0250 5646 direct local BatangasCTironaBranch@landbank.com
Batangas City Branch	Pastor-Talambiras Bldg. P. Burgos St Batangas City	(043) 722 2070; 723-3418 Local 5030 BatangasCityBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Cuenca	Municipal Compound Poblacion 2 Cuenca, Batangas	(043) 233 2260 CuencaLEAF@landbank.com
Batangas Kumintang Branch	R & L Building, National Highway Kumintang Ilaya, Batangas City	(043) 300-2934 Local 5229 BatangasKumintangBranch@landbank.com
Bauan (Batangas) Branch	Plaza Consorcia, Manghiniao Uno Bauan, Batangas	(043) 727-1426 (043) 727-1425 (fax) Local 5354 BauanBatangasBranch@landbank.com
Binangonan Branch	MLRC Bldg., #504 National Rd., Calumpang, Binangonan, Rizal	(02) 8652-1997 (02) 8652-0309 (fax) Local 5239 BinangonanBranch@landbank.com
Brooke's Point Branch	Virgilio cor. Villapa Sts., Brgy. District 2 Poblacion, Brooke's Point, Palawan	(048) 723-0854 5202 direct local BrookePointBranch@landbank.com
Cainta Branch	Ground Floor Ortigas Royale Condominium, Ortigas Avenue Extension Cainta, Rizal	(02) 8655-6458 / 8240-5759 (02) 8656-1610 5140 direct local CaintaBranch@landbank.com
Cainta Junction Branch	UCPB Building, Felix Avenue, Cainta Junction, Sto. Domingo, Cainta, Rizal 1900	(02) 8655-4050 to 52 (02) 8655-3037 (fax) CaintaJunctionBranch@landbank.com
Calapan Branch	Filipiniana Complex, Barangay Sto Niño Calapan, Oriental Mindoro	(043) 288-9870 / 288-2153 (043) 441-7392 Local 8050 CalapanBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Puerto Galera	Municipal Compound Barangay Poblacion Puerto Galera, Oriental Mindoro 5203	(043) 287-3743 Mobile # 0917-811-8774 PuertoGaleraLEAF@landbank.com

Office	Address	Contact Information
Calapan San Vicente Branch	Baniway Building, JP Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200	(043) 288-5252 / 288-5678 (043) 441-0867 (043) 288-1733 (fax) Local 5644 CalapanSanVicenteBranch@landbank.com
Cavite City Branch	LANDBANK Building, P. Burgos Ave. cor. Ronquillo St. Caridad, Cavite City, 4100	(046) 431-1397 (046) 431-2087 (telefax) Local 5031 CaviteCityBranch@landbank.com
Coron Branch	No. 222 ECA Building, National Highway Barangay I, Coron, Palawan	(048) 553-0518 5194 local CoronBranch@landbank.com
Dasmariñas Branch	Landbank Building, E. Aguinaldo Highway Brgy. San Agustin II Dasmariñas, Cavite	(046) 506-9615 (046) 541-9054 (telefax) Local 3451-3460 DasmariñasBranch@landbank.com
Dasmariñas Pala-Pala Branch	2-A Toledo Building, Sampaloc 1, Dasmariñas, Cavite 4114	(046) 416-6956 (046) 416-6953 Local 5647 DasmariñasBranch@landbank.com
GMA (Cavite) Branch	General Mariano Alvarez Municipal Compound, Congressional Road, Poblacion 1, General Mariano Alvarez, Cavite	(046) 460-4571 Local 5328 GMACaviteBranch@landbank.com
Imus Branch	MCI Business Center, Diversion Road Barangay Palico IV Imus, Cavite	(046) 471-0639 (046) 230-2384 / 471-4378 Local 5142 ImusBranch@landbank.com
Lemery Branch	Ilustre Avenue, Poblacion Lemery, Batangas	(043) 411-1428 (043) 411-1385 / 740-6014 (telefax) Local 5204 LemeryBranch@landbank.com
Lemery Ilustre Avenue Branch	UCPB Building, Ilustre Avenue corner Gen. Luna, Poblacion, Lemery, Batangas 4209	(043) 214-2588 / 411-1019 (043) 411-1362 (fax) Local 5636 LemeryIlustreAveBranch@landbank.com
Lipa Branch	LANDBANK Bldg., JP Laurel H-way, Marauoy Lipa City, Batangas	(043) 781-1961 3061 to 3070 direct locals LipaBranch@landbank.com
Lipa Big Ben Branch	Big Ben Commercial Building, Ayala Highway, Mataas na Lupa, Lipa City, Batangas 4217	(043) 756-7131 (043) 756-7130 (telefax) Local 5639 LipaBigBenBranch@landbank.com

Office	Address	Contact Information
Lipa Recto Branch	Ground Floor, Wood Heights Building, CM Recto Avenue, Poblacion, Lipa City, Batangas 4217	(043) 756-2311 (043) 702-5693 (043) 756-1312 (telefax) Local 5640 LipaRectoBranch@landbank.com
Mamburao Branch	Bernardo Bldg., #14 Rizal St., Brgy. 5 Mamburao, Occidental Mindoro	(043) 458-9651 Local 5088 MamburaoBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Sta. Cruz	Municipal Compound, National Road, Barangay Poblacion 2, Sta. Cruz, Occidental Mindoro	(0912) 052-2225 StaCruzLEAF@landbank.com
Nasugbu Branch	J. P. Laurel St. Barangay 9, Nasugbu, Batangas	(043) 774-0242 Local 5368 NasugbuBranch@landbank.com
Odiongan Branch	LBP Romblon Corporate Center, General Luna St. Barangay Dapawan, Odiongan, Romblon	(042) 567-2150 to 2151 OdionganBranch@landbank.com
Pinamalayan (Mindoro) Branch	Hidalgo Bldg., Mabini cor. Aguinaldo Sts. Pinamalayan, Oriental Mindoro	(043) 284-4458 (043) 284-3510 (telefax) 5203 direct local PinamalayanMindoroBranch@landbank.com
Bongabong Agri-Hub	M.Y. Hernandez cor. Mabini Sts., Poblacion, Bongabong, Oriental Mindoro	(043) 283-5799 BONGABONGAH@landbank.com
Puerto Princesa Branch	#270 Hagedorn Bldg., Rizal Avenue Puerto Princesa City, Palawan	(048) 433-2823 (048) 434-3490 Locals 3691, 3693 to 3695 and 3699 to 3702 PuertoPrincesaBranch@landbank.com
Puerto Princesa West Branch	G/F DCRM Building, North Nat'l Highway Brgy. San Manuel, Puerto Princesa City, Palawan	(048) 716-3865 5363 direct local PuertoPrincesaWestBranch@landbank.com
Romblon Branch	Capaclan, Romblon, Romblon	(0926) 488-0600 (EA of Branch) RomblonBranch@landbank.com
Rosario (Batangas) Branch	LANDBANK Bldg., Gualberto Avenue Brgy. D Rosario, Batangas	(043) 321-1167 (043) 321-3102 (fax) Local 5206 RosarioBatangasBranch@landbank.com
Rosario Cavite (CEZ) Branch	Cavite Export Processing Zone Compound, Rosario, Cavite	(046) 437-8669 5271 direct local RosarioCaviteCEZBranch@landbank.com
Roxas Mindoro Branch	Roxas Public Market, Administration Street Poblacion, Roxas, Oriental Mindoro	(043) 289-7154 Local 5362 RoxasMindoroBranch@landbank.com

Office	Address	Contact Information
Sablayan Branch	P. Urieta St., Brgy. Buenavista, Sablayan, Occidental Mindoro	(043) 458-0121 SablayanBranch@landbank.com
San Jose (Mindoro) Branch	Punzalan Building, Quirino Street Brgy. 6, San Jose, Occidental Mindoro	(043) 457-0243 (telefax) 5009 direct local SanJoseMindoroBranch@landbank.com
San Juan (Batangas) Branch	Prime DS Building, General Luna St. Brgy. Poblacion, San Juan, Batangas	(043) 740-7130 / 575-8490 (043) 740-7130 (fax) Local 5393 SanJuanBatangasBranch@landbank.com
Sto. Tomas (Batangas) Branch	Ground Floor, The Lifestyle Strip Bldg. Mahalika Highway, Sto. Tomas, Batangas	(043) 702-9436 (043) 430-1126 (telefax) Local 5382 StoTomasBatangasBranch@landbank.com
Tagaytay Branch	LANDBANK Bldg., Tagaytay Business Park Brgy. Maitim II-East, Tagaytay City, Cavite	(046) 413-0714 (046) 413-0715 (telefax) Local 5150 TagaytayBranch@landbank.com
Tanauan Branch	LANDBANK Building, Pres. J. P. Laurel Highway Tanauan City, Batangas	(043) 728-0084; (043) 778-4180 778-4179 Local 5295 TanauanBranch@landbank.com
Tanay Branch	Km. 54, Manila East Road, Barangay Tandang, Kutyo, Tanay, Rizal 1980	(02) 8654-0656 Local 5114 TanayBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Jalajala	Municipal Compound C. Villarin St. Brgy. Special District, Jalajala, Rizal	(02) 8425-6461 (02) 8654-0064 c/o Tanay Branch Mobile # 0917-540 7234 JalajalaLEAF@landbank.com
Taytay Branch	G/F, Verde Oro East Plaza, Manila East Road, San Juan, Taytay Rizal	(02) 8660-4398 / 8706-5045 (02) 8660-4453 (telefax) Local 5311 TaytayBranch@landbank.com
Taytay Manila East Branch	L13 Fortunil Building, National Highway corner Private Road, San Juan, Taytay, Rizal 1920	(02) 8658-6986 to 89 TaytayManilaEast@landbank.com
Trece Martires Branch	Indang-Trece Road, Bgy. Luciano Trece Martires City, Cavite	(046) 419-1471 (046) 419-1472 (fax) Local 5205 TreceMartiresBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Naic	Naic Tourism Office Building, Naic Municipal Hall Compound, Barangay Ibayo Silangan, Naic, Cavite 4109	(046) 460-5573 (fax) NaicLEAF@landbank.com
Southeast Luzon Branches Group		
Atimonan Branch	Quezon corner Rizal Streets, Brgy. Zone I, Poblacion, Atimonan, Quezon	(042) 785-5329 0919-589-7537 / 0966-977-1778 5434 local

Office	Address	Contact Information
		AtimonanBranch@landbank.com
Biñan Branch	Old National Hi-way, Brgy. Canlalay, Biñan, Laguna	(049) 511-8817 5238 local BinanBranch@landbank.com
Biñan Platero Branch	National Highway, Platero, Biñan City, Laguna 4024	(049) 411-3899 / 523-4173 / 8520-6724 BinanPlateroBranch@landbank.com
Boac Branch	Francisco-Pura Bldg., Gov. Damian Reyes St., Brgy. San Miguel, Boac, Marinduque	(042) 332-2005 / 332-2879 5115 local BoacBranch@landbank.com
Cabuyao Branch	Don Onofre Bldg., F. Bailon St., Brgy. Sala, Cabuyao, Laguna	(049) 544-4528 / 531-4746 5326 local CabuyaoBranch@landbank.com
Calamba Branch	Versaland Bldg., National Highway, Brgy. Parian, Calamba City, Laguna	(049) 502-8695 to 8696 5054 local CalambaBranch@landbank.com
Calamba City Hall Branch	New City Hall Bldg., Bacnotan Rd., Brgy. Real, Calamba City, Laguna	(049) 545-0177 5254 local CalambaCityHallbranch@landbank.com
Calamba Crossing Branch	Ground Floor, Lazaro & Borres Building, National Highway, Crossing, Barangay Uno, Calamba City, Laguna 4027	(049) 545-2902 CalambaCrossingBranch@landbank.com
Candelaria Branch	Del Valle cor. De Gala Streets, Poblacion, Candelaria, Quezon	(042) 585-3615 (042) 717-2117 5261 local CandelariaBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) San Antonio	J.C. Wagan Ave., Brgy. Poblacion, San Antonio, Quezon	0917-135 4023 SanAntonioQuezonLEAF@landbank.com
Cataingan (Masbate) Branch	Quezon St., Cataingan, Masbate	0950-218-6354 CatainganBranch@landbank.com
Catanauan Branch	M.L. Quezon St., Brgy. 4, Catanauan, Quezon	(042) 315-8816 5435 local CatanauanQuezonBranch@landbank.com
Daet Branch	LANDBANK Bldg., Vinzons Ave. (Maharlika Highway) Daet, Camarines Norte	(054) 885-2710 0927-424-8522 (Globe) 0961-551-8334 (Smart) 5041 local DaetBranch@landbank.com
Daet F. Pimentel Branch	UCPB Building, F. Pimentel Street, Barangay VIII, Daet, Camarines Norte 4600	(054) 731-1011 / 8429-0035 DaetFPimentelBranch@landbank.com
Daraga Branch	Rizal St., Market Side, Daraga, Albay	(052) 742-2723 5387 local DaragaBranch@landbank.com

Office	Address	Contact Information
Goa Branch	Ground Floor, JN Bldg., Rizal St., San Juan Bautista, Poblacion, Goa, Camarines Sur	(054) 331-5884 5208 local GoaBranch@landbank.com
Gumaca Branch	Bonifacio St., Brgy. Maunlad, Gumaca, Quezon	(042) 717-1419 / 717-1408 5244 local GumacaBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Alabat, Quezon	Municipal Site, Caparros St., Brgy. 1, Poblacion, Alabat, Quezon	0917-500-5651 AlabatLEAF@landbank.com
LANDBANK Easy Access Facility (LEAF) Pitogo, Quezon	Mabini St., Brgy. Maaliw, Pitogo, Quezon	0922-859-9379 PitogoLEAF@landbank.com
Infanta Branch	Olivia Bldg., Rizal St., Infanta, Quezon	(042) 535-2363 5199 local InfantaBranch@landbank.com
Iriga Branch	Ground Floor, Mark Nancy Building, Santiago I. Gonzales St., Brgy. San Roque, Santiago I. Gonzales St., Brgy. San Roque,	(054) 299-5848 5277 local IrigaBranch@landbank.com
Irosin Branch	Beata Dorotan Bldg., M.H. del Pilar St., San Juan, Irosin, Sorsogon	(056) 311-3953 5260 local 0917-326-4405 IrosinBranch@landbank.com
Labo Branch	Maharlika Highway, Brgy. Kalamunding, Labo, Camarines Norte	(054) 585-2172 5286 local LaboBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Sta. Elena, Camarines Norte	Municipal Compound, Purok 5, Brgy. Poblacion, Sta. Elena, Camarines Norte	0927-119-7153 (054) 585-2172 c/o Labo Branch StaElenaLEAF@landbank.com
Legazpi Branch	LANDBANK Bldg., Rizal St., Cabañgan, Legazpi City, Albay	(052) 742-1475 3031 to 3040 3036 (COU) local LegazpiBranch@landbank.com
Landbank Mobile Branch-Luzon	LANDBANK Bldg., Rizal St., Cabañgan, Legazpi City, Albay	
Legazpi Rotonda Branch	UCPB Building, Quezon Avenue, Oro Site, Legazpi City, Albay 4500	(052) 201-2680 5627 local LegazpiRotondaBranch@landbank.com
Ligao Branch	Ground Floor, LGU Commercial Building, Corner del Rosario and Washington Streets, Guilid	(052) 742-9753 5276 local LigaoBranch@landbank.com
Lopez (Quezon) Branch	Maharlika Highway, Gen. G. Vera cor Yngente Sts., Brgy. Rizal, Lopez, Quezon	(042) 788-3197 5414 local LopezQuezonBranch@landbank.com
Lucban Branch	SLSU Business Resource Center, Quezon Ave., Brgy. Kulapi, Lucban, Quezon	(042) 540-6500 to 6501 5365 local LucbanBranch@landbank.com

Office	Address	Contact Information
Lucena Branch	LANDBANK Bldg., Quezon Ave., Ext., Brgy, Gulang-Gulang, Lucena City	(042) 710-3795 / 795-0545 / 797-2714 local 101 (042) 710-2617 5021 local Lucenabranch@landbank.com
Lucena Cathedral Branch	Quezon Avenue corner San Fernando Street, Barangay 6, Lucena City, Quezon 4301	(042) 373-1431 / 421-4360 / 660-7080 (042) 373-7138 5624 local LucenaCathedralBranch@landbank.com
Lucena Guinto Branch	UCPB Building, Quezon Street corner Guinto Street, Barangay 9, Lucena City, Quezon 4301	(042) 710-2417 (042) 710-3659 LucenaGuintoBranch@landbank.com
Masbate Branch	N.E. Martinez Bldg., Quezon corner Danao Sts., Masbate City, Masbate	(056) 333-2977 (056) 333-2448 / 333-6966 5090 local MasbateBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Aroroy, Masbate	Municipal Compound, Aroroy, Masbate	(0977)-806-1407 (056) 333-2448 c/o Masbate Branch AroroyLEAF@landbank.com
Mulanay Branch	Maximo-Tan Bldg., Provincial Road corner F. Nañadiego St., Mulanay, Quezon	(042) 717-4801 5163 local MulanayBranch@landbank.com
Naga Branch	LBRDC Bldg., General Luna St., Naga City, Camarines Sur	(02) 8522-000 local 5004 (0932) 558-6780 (0956) 903-4149 NagaBranch@landbank.com
Naga Evangelista Branch	UCPB Building, Evangelista Street, Dinaga, Naga City, Camarines Sur 4400	0917-771-2298 5626 local NagaEvangelistaBranch@landbank.com
Naga Rotunda Branch	Panganiban Drive cor Magsaysay Ave., Concepcion Pequena, Naga City, Camarines Sur	0939-499-4919 0977-103-1593 3152 local NagaRotundaBranch@landbank.com
Calabanga (Camarines Sur) Agri-Hub	Del Carmen Street, Calabanga, Camarines Sur 4405	0915-835-8396 0933-862-1086 CalabangaAH@landbank.com
Nagcarlan (L) Branch	Rizal Ave., Brgy 2, Nagcarlan, Laguna	(049) 539-2370 5407 local NagcarlanBranch@landbank.com
Paseo de Sta. Rosa Branch	Ground Floor, Laguna Central, Brgy. Don Jose, Sta. Rosa, Laguna	(049) 411-0024 / 411-0027 (049) 411-0026 5396 local PaseodeStaRosaBranch@landbank.com
Pili Branch	Balper Sumayao Bldg., Old San Roque, Pili, Camarines Sur	8551-2200 local 5270 (0995) 511-0640 (0912) 803-0958 PiliBranch@landbank.com

Office	Address	Contact Information
Polangui Branch	National Road corner Clemente St., Centro Oriental, Polangui, Albay	0961-379-2097 / 0915-995-3348 5361 local PolanguiBranch@landbank.com
Real Branch	Poblacion 1, Real, Quezon 4335	(042) 536-7524 0969-562-3336 RealBranch@landbank.com
San Andres Branch	J.P. Rizal St., Provincial Road, Brgy. San Roque, San Andres, Catanduanes	(052) 741-5815 SanAndresBranch@landbank.com
San Pablo (Laguna) Branch	Colago Ave., Brgy. 1-A, San Pablo City, Laguna	(049) 521-1209 / 562-0732 5131 local SanPabloLagunaBranch@landbank.com
San Pablo Rizal Avenue Branch	UCPB Building, Rizal Avenue corner P. Alcantara Street, Barangay VII-A, San Pablo City, Laguna 4000	(049) 562-0977 / 508-0054 (049) 562-7721 5622 local SanPabloRizalAveBranch@landbank.com
San Pedro (Laguna) Branch	359 The Rocks Corporate Center, National Highway Barangay Nueva, San Pedro City, Laguna	(02) 8808-5176 (02) 8808-5153 5248 local SanPedroLagunaBranch@landbank.com
Siniloan Branch	LBP Building, E. Castro St., Siniloan, Laguna	(049) 501-0398 5318 local SiniloanBranch@landbank.com
Sipocot Branch	Ramon Marabillon Bldg., San Juan Avenue, South Centro, Sipocot, Camarines Sur	(054) 881-1626 5209 local SipocotBranch@landbank.com
Sorsogon Branch	Bonacua Bldg., Rizal cor. Burgos Sts., Sorsogon City, Sorsogon	(056) 255-1157 5078 local SorsogonBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Pilar, Sorsogon	CNLL Compound, Brgy. Banuyo, Pilar, Sorsogon	0912-711-7707 (056) 856-5215 c/o Sorsogon Branch PilarLEAF@landbank.com
Sorsogon Magsaysay Branch	PJJT Building, Magsaysay corner Garcia Streets, Salog, Sorsogon City, Sorsogon 4700	(056) 255-8375 5631 local SorsogonMagsaysayBranch@landbank.com
Sta. Cruz (L) Branch	LBP Building, National Highway, Barangay Bubukal, Sta. Cruz, Laguna	(049) 566-8690 / 543-8231 5024 local StaCruzLagunaBranch@landbank.com
Sta. Cruz Capitol (L) Branch	P. Guevarra St., Sta. Cruz, Laguna	(049) 501-8192 / 523-9350 2nd flr. (049) 501-5070 5222 local StaCruzCapitolLagunaBranch@landbank.com
Sta. Cruz Poblacion Branch	UCPB Building, P. Guevarra Street, Poblacion IV, Sta. Cruz, Laguna 4009	(049) 536-7853 StaCruzPoblacionBranch@landbank.com
Sta. Rosa Branch	National Highway, Balibago, Sta. Rosa, Laguna	(049) 534-2914 / 534-2143 5283 local

Office	Address	Contact Information
		StaRosaLagunaBranch@landbank.com
Sta. Rosa Tagaytay Road Branch	Santa Rosa Estates Commercial, Phase 2A, Block 5, Lot 3B, Sta. Rosa-Tagaytay Road, Sto. Domingo, Sta. Rosa City, Laguna 4025	(049) 508-4451 (049) 508-4452 StaRosaTagaytayRoadBranch@landbank.com
Tabaco Branch	Ground Floor, AMEG Bldg., Ziga Ave. cor. Arellano St., Tayhi, Tabaco City, Albay	(052) 742-3413 5278 local TabacoBranch@landbank.com
Bacacay Branch Lite	ABR Commercial Building, Fr. Bañez Street, Barangay 11, Bacacay, Albay 4509	(052) 830-5395 BacacayBranchlite@landbank.com
Tayabas Branch	Provincial Road, Lalo, City of Tayabas, Quezon	(042) 710-3623 5671 local TayabasBranch@landbank.com
Tigaon Branch	LGU Tigaon Compound, Caraycayon, Tigaon, Camarines Sur	(054) 205-6210 5359 local TigaonBranch@landbank.com
UP Los Baños Branch	Ground Floor, LANDBANK Bldg., Silangan Road, UP Los Baños Campus, Los Baños, Laguna	(049) 536-5058 local 101 to 111 (049) 530-1586 / 827-4954 5189 local UPLosBanosBranch@landbank.com
Virac Branch	Catanduanes State University Compound Calatagan, Virac Catanduanes	(052) 811-4052 0929-634-8336 / 0939-301-3132 5089 local ViracBranch@landbank.com
West Visayas Branches Group		
Antique Branch	San Jose Municipal Bldg., Rep. A. Salazar cor Tobias A. Fornier Sts., San Jose, Antique	(036) 540-9734 / (036) 540-1405 (fax) 5077 local AntiqueBranch@landbank.com
Bacolod City Branch	Ground Floor, LANDBANK Bldg., Cottage Road cor. Gatuslao St., Bacolod City, Negros Occidental	(034) 435-0148 / 703-1899 (034) 435-0162 (Fax) 3361 to 3370 direct locals BacolodCityBranch@landbank.com
Bago Agri-Hub	Gonzaga St. Poblacion, Bago City, Negros Occidental	(0917) 716-1570 5463 local BagoAH@landbank.com
Bacolod Cybercentre Branch	Negros First Cybercentre Lacson cor. Hernaez Sts., Brgy. 39, Bacolod City, Negros Occidental	(034) 433-9538 / 735-2818 (034) 433-9539 fax 5316 local BacolodCybercentreBranch@landbank.com
Bacolod Lacson - Galo Branch	UCPB Building, corner Lacson and Galo Streets, Barangay 22, Bacolod City, Negros Occidental 6100	(034) 445-6469 5598 local BacolodLacsonGaloBranch@landbank.com

Office	Address	Contact Information
Bacolod North Drive Branch	Northpoint Building, B.S. Aquino Drive, Barangay 5, Bacolod City, Negros Occidental 6100	(034) 434-1370 to 1372 / 703-0634 5604 local BacolodNorthDriveBranch@landbank.com
Bacolod San Juan Branch	Ground Floor, UCPB Building, corner Luzuriaga and San Juan Streets, Barangay 12, Bacolod, Negros Occidental 6100	034) 467-8247 5603 local BacolodSanJuanBranch@landbank.com
Bais Branch	Mercado de Bais, National Highway, Bais City, Negros Oriental	(035) 402-2188 5258 BaisBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Bindoy	Brgy Poblacion, Bindoy, Negros Oriental	0968-242-2574 0917-147-6676 BindoyLEAF@landbank.com
Bayawan Branch	National Highway cor. Mabini St., Poblacion, Bayawan City, Negros Oriental	(035) 410-0230 5118 BayawanBranch@landbank.com
Cadiz Branch	Abelarde St., Brgy Zone 4, Cadiz City, Negros Occidental	(034) 720-8150 / 466-0208 5092 local CadizBranch@landbank.com
Caticlan Branch	Ground Floor, CBTMPC Compound, Caticlan, Malay, Aklan	(036) 288-7840 and 7481 (Telefax) CaticlanBranch@landbank.com
Culasi Branch	Silverio Cadio St., Centro Poblacion, Culasi, Antique 5708	(036) 277-8674 (036) 277-8675 (Telefax) 5337 local CulasiBranch@landbank.com
Downtown Dumaguete Branch	UCPB Building, corner San Jose and Real Streets, Poblacion 6, Dumaguete City, Negros Oriental 6200	(035) 225-4444 / 422-7806 DowntownDumagueteBranch@landbank.com
Dumaguete Branch	NORECO II Bldg., Real cor. San Juan Sts., Dumaguete City, Negros Oriental	(035) 225-7568 3421 to 3430 local DumagueteBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Amlan	Municipal Plaza National Highway, Poblacion Amlan, Negros Oriental 620	0919-009-4475 5703 local AmlanNegrosOrientalBranchlite@landbank.com
Estancia Branch	V. Cudilla Ave., Estancia, Iloilo	(033) 320-8861 5415 local EstanciaBranch@landbank.com
Gaisano (Iloilo) Branch	Gaisano City Mall, Luna St., Lapaz, Iloilo City, Iloilo	(033) 509-2227 / 545-3101 / 320-8763 5232 local GaisanoIloiloBranch@landbank.com
Guihulngan Branch	Guihulngan City Mega Market, S. Villegas St., Poblacion, Guihulngan, Negros Oriental	0917-890-9450 5091local Guihulnganbranch@landbank.com
Guimaras (Jordan) Branch	Provincial Capitol Ground, San Miguel, Jordan, Guimaras	(033) 322-5143 5192 local GuimarasJordanBranch@landbank.com

Office	Address	Contact Information
Iloilo Branch	Ground Floor LANDBANK Bldg., Iznart cor. Solis Sts., Iloilo City, Iloilo	(033) 337-3632 / 335-1005 / 336-1563 (033) 337-6368 3183 to 3188 local IloiloBranch@landbank.com
Barotac Viejo (Iloilo) Agri-Hub	Barotac Viejo Trade Center, Zulueta Drive, Barangay Poblacion, Barotac Viejo, Iloilo 5011	(033) 337-9065 5454 local BarotacViejoAH@landbank.com
LANDBANK Easy Access Facility (LEAF) Barotac Nuevo	Cartagena Street, Ilaud Poblacion, Barotac Nuevo, Iloilo 5007	(033) 323-0386 BarotacNuevoLEAF@landbank.com
Janiuay Branch	Don T. Lutero St., Poblacion, Janiuay, Iloilo City, Iloilo	(033) 531-7148 / 330-4783 5394 local JaniuayBranch@landbank.com
Jaro Branch	Iloilo Cultural & Heritage Compound, Rizal cor. Washington Sts., Jaro, Iloilo	(033) 508-8949 / 329-2340 5329 local JaroBranch@landbank.com
Jaro Plaza Branch	Land Bank Building, corner Rizal Avenue - Libertad Street, Jaro, Iloilo City, Iloilo 5000	(033) 320-3477 / 329-0746 / 329-3414 (033) 330-4672 / 508-6614 5597 local JaroPlazaBranch@landbank.com
Kabankalan	Jomabo Bldg., Tan Lorenzo cor. Guanzon Sts., Brgy. 3, Kabankalan City, Negros Occidental	(034) 471-2315 / 471-2415 5117 local KabankalanBranch@landbank.com
Himamaylan Branch	GM Building, Rizal Street, Barangay 2, Poblacion, Himamaylan, Negros Occidental 6108	0917-167-5358 5449 local HimamaylanBranch@landbank.com
Kalibo Branch	La Esperanza Bldg., Osmeña Ave., Kalibo, Aklan	(036) 268-4289 / 262-5245 / 268-4328 (036) 262-3300 (Telefax) 5045 local KaliboBranch@landbank.com
Kalibo Plaza Branch	246 UCPB Building, Martelino Street, Kalibo, Aklan	(036) 262-3303 / 268-4319 KaliboPlazaBranch@landbank.com
La Carlota Branch	GSO Compound, Yunque Street, Barangay 1, La Carlota City, Negros Occidental	(034) 706-3663 / 469-8980 5465 local LaCarlotaBranch@landbank.com
Mandalagan - Bacolod Branch	AVP Bldg., Lacson St., Brgy. Mandalagan, Bacolod City, Negros Occidental	(034) 441-3537 (034) 441-3539 (Telefax) 5349 local MandalaganBacolodBranch@landbank.com
Miag-ao Branch	Barangay Igtuba, Miag-ao, Iloilo 5023	(033) 513-7024 / 315-8656 (033) 330-1177 (Telefax) 5305 local MiagaoBranch@landbank.com
Passi Branch	AGT Bldg., Simeon Aguilar St., Passi City, Iloilo	(033) 311-5187 / 311-5200 / 336-8058 5193 local PassiBranch@landbank.com
Plaza Libertad Branch	Ybernias Bldg., Zamora St., Iloilo City, Iloilo	(033) 338-0938 (033) 336-0294 (Telefax)

Office	Address	Contact Information
		5330 local PlazaLibertadBranch@landbank.com
Roxas (Capiz) Branch	Acevedo Bldg., P. Gomez St., Roxas City, Capiz	(036) 621-2066 / 621-3395 / 620-0423 (036) 621-0353 (Telefax) 3841 to 3847 and 3849 to 3850 local RoxasCapizBranch@landbank.com
Mambusao Branch-Lite	Villareal Highway, Poblacion Proper, Mambusao, Capiz 5807	(036) 621-3280 0915-841-4674 5670 local MambusaoBranchlite@landbank.com
LANDBANK Easy Access Facility (LEAF) Dao, Capiz	Beside Senior Citizen Bldg., Poblacion, Ilawod, Dao, Capiz	(036) 658-0854 0950-177-9501
Sagay Branch	Alfelor St., National Highway, Sagay City, Negros Occidental	(034) 468-5382 / 706-5453 5297 local SagayBranch@landbank.com
San Carlos (NO) Branch	Ground Floor, Heritage Bldg. II, FC Ledesma Ave., City Center (Center Mall) San Carlos, Negros Occidental	(034) 312-5806 (034) 729-9129 (Telefax) 5259 local SanCarlosNOBranch@landbank.com
Sara Branch	LANDBANK Bldg., Cecilio Tady St., Sara, Iloilo	(033) 392-0251 (033) 331-1013 (telefax) 5320 local SaraBranch@landbank.com
Silay Branch	Rizal St., Brgy. 2, Silay City, Negros Occidental	(034) 485-5158 (034) 432-7216 (telefax) 5402 local SilayBranch@landbank.com
Sipalay Branch	Sipalay City Hall, Barangay 2, Sipalay, Negros Occidental	(034) 213-3381 to 3383 (034) 476-3168 / 475-5652 5132 local SipalayBranch@landbank.com
Siquijor (Larena) Branch	Larena Multi-Purpose Bldg., National Highway cor. Magsaysay St., South Poblacion, Larena 6226 Siquijor	0966-734-5223 5191 local SiquijorLarenaBranch@landbank.com
Victorias Branch	Rainbow Mall Bldg., Osmeña Ave., Victorias, Negros Occidental	(034) 399-2965 to 2966 5257 local VictoriasBranch@landbank.com
East Visayas Branches Group		
Allen Branch	Rizal St., Brgy. Kinabranan I, Allen, Northern Samar	(055) 534-0372 0917-702-9936 5399 local AllenBranch@landbank.com
Balamban Branch	Brgy. Baliwagan, Balamban, Cebu	(032) 421-7072 5410 local BalambanBranch@landbank.com

Office	Address	Contact Information
Banilad Branch	Girl Scout of the Phils. Bldg., Cuenco St., Brgy. Banilad, Cebu City, Cebu	(032) 232-2788 / 233-3029 5240 local BaniladBranch@landbank.com
Bantayan (Cebu) Branch	Brgy. Suba, Bantayan, Cebu	(032) 326-2290 / 460-0078 BantayanBranch@landbank.com
Barili Branch	Poblacion, Barili, Cebu	(032) 326-6061 0945-752-4085 / 0927-744-4261 5441 local BariliBranch@landbank.com
Baybay Branch	Castillo Bldg., No. 160 A. Bonifacio St., Baybay City, Leyte	(053) 563-9218 5357 local BaybayBranch@landbank.com
Burauen Branch	Corner San Ramos and San Roque Street, Burauen, Leyte	(053) 839-8991 0908-860-2551 BurauenBranch@landbank.com
Bogo Branch	Ground Floor, Bogo City Centrum, Barangay Taytayan, Bogo City, Cebu	(032) 434-8124 / 434-7871 5093 local BogoBranch@landbank.com
Borongan Branch	Araba Bldg., San Pedro St., Borongan City, Eastern Samar	(055) 560-9173 / 560-0023 (055) 560-0024 (telefax) 5120 local BoronganBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Can-Avid, Eastern Samar	Municipal Compound, Poblacion, Can-Avid, Eastern Samar	0917-322-6820 (055) 560-9173 c/o Borongan Branch CanAvidLEAF@landbank.com
C.P. Garcia Avenue Branch	CP Garcia Avenue, Barangay Poblacion 2, Tagbilaran City, Bohol 6300	(038) 411-3262 5588 local CPGarciaAvenueBranch@landbank.com
Calbayog Branch	MRCR Bldg., Umbria St. cor. Rosales Blvd., Calbayog City, Western Samar	(055) 209-2695 / 209-2781 / 533-8938 / 209-1803 (055) 533-9765 (Telefax) 5217 local CalbayogBranch@landbank.com
LANDBANK Easy Access Facility Sta. Margarita, Western Samar	Municipal Compound, Maharlika Highway, Brgy. Cautod, Sta. Margarita, Western Samar	(055) 301-1278 (telefax) 'StaMargaritaLEAF@landbank.com
Camotes Island Branch	National Road corner Gomez Street, Eastern Poblacion, Poro, Cebu 6049	0962-219-5770 CamotesIslandBranch@landbank.com
Carbon Branch	Manalili and Progreso Streets, Ermita, Cebu City, Cebu 6000	(032) 256-1571 / 255-3382 5579 local CarbonBranch@landbank.com
Carcar Branch	Building B, New City Market, Poblacion III, Carcar, Cebu	(032) 517-7712 / 505-6263 0960-423-5156 5350 local CarcarBranch@landbank.com

Office	Address	Contact Information
LANDBANK Easy Access Facility (LEAF) Argao, Cebu	Poblacion, Argao Cebu	0969-250-5685 ArgaoLEAF@landbank.com
Carigara Branch	TGA Building, cor Ezperanza cor. Real Sts., Carigara, Leyte	0917-572-0373 / 0917-571-9338 5381 local CarigaraBranch@landbank.com
Catarman Branch	Market Site, Brgy. Narra, Catarman, Northern Samar	(055) 500-9007 / 500-9117 5119 local CatarmanBranch@landbank.com
Catbalogan Branch	Nachura Bldg., Rizal Ave., Catbalogan City, Samar	(055) 543-9180 / 533-1983 5060 local CatbaloganBranch@landbank.com
CEBU BOC Branch	CIP Complex, Pier 6, Port of Cebu, Cebu City, Cebu	(032) 236-7498 / 232-1516 5319 local CebuBOCbranch@landbank.com
Cebu-Mango Avenue Branch	Ground Floor, Espiritu Building, 33 General Maxilom Avenue Barangay Kamputhaw, Cebu City, Cebu	(032) 253-1337 / 416-5448 5317 local CebuMangoAvenueBranch@landbank.com
Cebu-Osmeña Blvd. Branch	LANDBANK Bldg., Osmeña Blvd. cor. P. del Rosario St., Cebu City, Cebu	(032) 412-9629 / 412-9631 to 9632 / 255-0471 to 0473 3341, 3346, 3347, 3349 CebuOsmeñaBlvdBranch@landbank.com
Consolacion Branch	Ground Floor Consolacion Government Center, Poblacion Oriental, Consolacion, Cebu	(032) 272-7254 / 272-5407 5408 local ConsolacionBranch@landbank.com
Dalaguete Branch	Suba, Barangay Poblacion, Dalaguete, Cebu	(032) 520-1886 0919-067-5036 DalagueteBranch@landbank.com
Danao Branch	F. Ralota St., Poblacion, Danao City, Cebu	(032) 343-0139 / 343-0011 0976-679-4330 5249 local DanaoBranch@landbank.com
Gov. M. Cuenco Avenue Branch	Gov. M. Cuenco Avenue corner Ma. Luisa Estate Park, Barangay Banilad, Cebu City, Cebu 6000	(032) 346-9234 / 346-2460 / 517-5830 5578 local GovMCuencoBranch@landbank.com
Guiuan Branch	Ground Floor, Addison Pension House, Lugay St., Brgy. 4, Guiuan, Eastern Samar	(055) 855-6580 0917-620-6266 GuiuanBranch@landbank.com
Hilongos Branch	West Poblacion, Hilongos, Leyte	(053) 567-9663 5416 local HilongosBranch@landbank.com
Jagna (Bohol) Branch	Poblacion, Jagna, Iloilo	(038) 412-7521 5430 local JagnaBranch@landbank.com
Jones Avenue Branch	Osmeña Boulevard corner Visitacion Street, Barangay Sambag 2, Cebu City, Cebu 6000	(032) 253-1251 / 253-1253 (023) 256-2901 / 272-6365 5580 local

Office	Address	Contact Information
		JonesAvenueBranch@landbank.com
Lapu-lapu Branch	GSO Bldg., ML Quezon National Highway, Pajo, Lapu-Lapu City, Cebu	(032) 260-4402 / 495-3838 / 495-3737 5135 local LapuLapuBranch@landbank.com
Liloan Branch-Lite	Liloan Public Market, Governor's Boulevard Jubay, Liloan, Cebu	(032) 401-4038 5682 local LiloanBranchLite@landbank.com
Maasin Branch	UCCP Bldg., College of Maasin Campus, Kangleon St., Tunga-Tunga, Maasin City, Southern Leyte	(053) 570-8092 / 577-2788 5094 local MaasinBranch@landbank.com
Mabolo Branch	AMV Brothers Building, corner Almendras & F. Cabahug Streets, Mabolo, Cebu City, Cebu 6000	(032) 233-1500 / 232-7389 / 412-5107 5583 local MaboloBranch@landbank.com
Mandaue Highway Branch	M.C. Briones Street, National Highway, Barangay Tipolo, Mandaue City, Cebu	(032) 239-7717 / 422-3837 / 422-6277 (032) 422-6244 / 414-4934 5133 local MandaueHighwayBranch@landbank.com
Mandaue City Hall Branch	LANDBANK Bldg., Ouano St. Centro, Mandaue City, Cebu	(032) 422-3039 / 422-8393 / 266-5244 5293 local MandaueCityHallBranch@landbank.com
MACTAN Branch	Ground Floor, MCIAA Corporate Auxiliary Building, Mactan-Cebu International Airport, Airport Road, Barangay Pusok, Lapu-lapu City, Cebu	(032) 341-0710 5243 local MactanBranch@landbank.com
Moalboal (Cebu) Branch	Ground Floor, Gaisano Town Center, Poblacion East, Moalboal, Cebu 6032	(032) 436-8448 5420 local MoalboalCebuBranch@landbank.com
Naga City (Cebu) Branch	Natalio Bacalso St., East Poblacion. Naga City, Cebu	(032) 266-3730 / 345-0879 5431 local NagaCityCebuBranch@landbank.com
Naval Branch	Naval Commercial Bldg., Padre Inocentes, Garcia cor. Abad Sts., Brgy. Sto Rosario, Naval, Biliran	(053) 500-9130 5121 local NavalBranch@landbank.com
Ormoc Branch	Aviles Business Center, Apo Street, Barangay Cogon, Ormoc City, Leyte	(053) 561-6009 / 561-8732 / 255-8453 5095 local OrmocBranch@landbank.com
Paranas Branch	Maharlika Highway, Poblacion 4, Paranas, Samar	(055) 544-4192 0918-887-8336 ParanasBranch@landbank.com
Plaza Independencia Branch	G/F GMC Building, McArthur Avenue corner Legaspi Streets, San Roque Cebu City, Cebu	(032) 505-9157 / 254-1788 (032) 328-7155 (Telefax) 5145 local PlazaIndependenciaBranch@landbank.com

Office	Address	Contact Information
San Juan (Southern Leyte) Branch	Rizal Street, Bgry. San Jose, San Juan, Southern Leyte	(053) 577-3187 0917-878-1248 5418 local SanJuanSouthernLeyteBranch@landbank.com
SM City Cebu Branch	Lower Ground Floor, SM City Cebu, North Reclamation Area, Mabolo, Cebu City, Cebu	(032) 326-5614 5581 local SMCityCebuBranch@landbank.com
Sogod Branch	New Bus Terminal Bldg., Zone III, Sogod, Southern Leyte	(053) 570-6232 5332 local SogodBranch@landbank.com
Tacloban Branch	Brgy. 59 B, Real St., Sagkahan District, Tacloban City, Leyte	(053) 832-7744 to 7745 3721 to 3727 local TaclobanBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Tanauan	Cor. Real and San Martin Streets, Brgy. Buntay, Tanauan, Leyte	0968-864-6453 TanauanLEAF@landbank.com
Tacloban Real Branch	Ground Floor Esperas Bldg., Real St., Tacloban City, Leyte	(053) 839-9463 0998-958-4171 5173 local TaclobanRealBranch@landbank.com
Tacloban - Zamora Branch	P. Zamora Street, Barangay 25, Tacloban City, Leyte 6500	(053) 832-0003 / 832-0031 5587 local TaclobanZamoraBranch@landbank.com
Tagbilaran Branch	Bohol Provincial Capitol Complex, J.S. Torralba cor. Marapao Sts., Tagbilaran City, Bohol	(038) 411-3831 / 501-7189 (038) 501-8156 / 501-9039 5061 local TagbilaranBranch@landbank.com
Tagbilaran City Hall Branch	J.A. Clarin Street, Dampas District, Tagbilaran City, Bohol, Tagbilaran City, Bohol	(038) 501-0155 / 411-3384 3781 to 3790 local TagbilaranCityHallBranch@landbank.com
Talibon Branch	Ground Floor Talibon Public Mega Market, Reclamation Area Poblacion, Talibon, Bohol	(038) 515-5137 (038) 515-5136 5223 local TalibonBranch@landbank.com
Ubay Agri-Hub	Son-oc, Poblacion, Ubay, Bohol 6315	(038) 411-7929 0928-521-9365 5461 local UbayAH@landbank.com
Toledo Branch	Gaisano Grand Mall, Sangi, Toledo City, Cebu	(032) 384-6334 5364 local ToledoBranch@landbank.com
Tubigon (Bohol) Branch	B. Cabangbang Avenue, Barangay Potohan, Tubigon, Bohol	(038) 422-1369 0919-066-5074 5440 local TubigonBoholBranch@landbank.com
West Mindanao Branches Group		

Office	Address	Contact Information
Aglayan (Bukidnon) Branch	Purok 3A, Barangay Aglayan, Malaybalay City, Bukidnon	(088) 813-1949 5437 local AglayanBranch@landbank.com
Aurora (Zamboanga del Sur) Branch	Juan Luna cor. Manuel Roxas Streets, Poblacion, Aurora, Zamboanga Del Sur	(062) 331-2568 / 945-1698 5425 local AuroraBranch@landbank.com
Balingasag Branch	National Highway, Barangay Waterfall, Balingasag, Misamis Oriental	(088) 333-0312 5452 local BalingasagBranch@landbank.com
Basilan Branch	LANDBANK Building, J.S. Alano corner I. Magno Streets, Isabela City, Basilan	0916-283-0238 5122 local BasilanBranch@landbank.com
Bongao Branch	Tolentino Go Building, Bagay Street, Bongao, Tawi-Tawi	0917-704-9042 5124 local BongaoBranch@landbank.com
Buug Branch	National Highway, Poblacion, Buug, Zamboanga Sibugay	(062) 955-4088 5285 local BuugBranch@landbank.com
Cagayan de Oro Limketkai Branch	G/F Shopwise Building, Limketkai Center, Lapasan, Cagayan de Oro City	(088) 850-5907 / 856-9526 5171 local CagayanDeOroLimketkaiBranch@landbank.com
Calamba (Mis. Occ.) Branch	Municipal Compound Matunog Street, Southwestern Poblacion, Calamba, Misamis Occidental	(088) 564-0014 5421 local CalambaMisamisOccidentalBranch@landbank.com
Plaridel (Misamis Occidental) Agri-Hub	Purok Matco, Barangay Panalsalan, Plaridel, Misamis Occidental	(088) 545-0142 0917-328-1217 5677 local PlaridelAH@landbank.com
Camiguin Branch	Placido Reyes St., Mambajao, Camiguin	(088) 525-2348 5099 local CamiguinBranch@landbank.com
Capistrano Branch	Skyhi Twin Cinema Complex, Capistrano cor. Pacana Streets, Cagayan de Oro City, Misamis Oriental	(088) 856-6935 (088) 850-3398 (Telefax) 5015 local CapistranoBranch@landbank.com
Carmen Cagayan de Oro Branch	SSS Bldg. Carmen – Patag Road, Carmen, Cagayan de Oro City, Misamis Oriental	(088) 858-5797 5314 local CarmenCDOBranch@landbank.com
CDO Centro Branch	Leonila Building, Pacana-Velez Streets, Brgy. 11, Cagayan de Oro City, Misamis Oriental 9000	(088) 856-4527 / 856-4474 5609 local CDOCENTROBRANCH@landbank.com
CDO Cogon Branch	Chee Building, Osmeña Street corner Limketkai Drive, Barangay 34, Cagayan de Oro City, Misamis Oriental 9000	(088) 857-1840 5608 local CDOCOGONBRANCH@landbank.com

Office	Address	Contact Information
Dapitan Branch	Gloria de Dapitan, Sunset Boulevard, Dawo, Dapitan City, Zamboanga Del Norte	(065) 213-6876 / 213-6877 / 908-1484 5380 local DapitanBranch@landbank.com
Dipolog Branch	Ground Floor FSA Building, ABC Compound Quezon Ave., Dipolog City, Zamboanga del Norte	(065) 212-2277 / 212-3284 3272 to 3280 local DipologBranch@landbank.com
LANDBANK EASY Access Facility (LEAF) Pres. Manuel A. Roxas	Lower Irasan, Pres. Manuel A. Roxas, Zamboanga del Norte 7102	0908-2044-090 PresManuelARoxasLEAF@landbank.com
Don Carlos Branch	LANDBANK Bldg., Sayre Highway Poblacion Sur, Don Carlos, Bukidnon	0918-807-3337 5154 local DonCarlosBranch@landbank.com
Kibawe Branch-lite	Municipal Compound, Garcia Street, Barangay West Kibawe, Kibawe, Bukidnon`	0917-304-5902 5688 local KIBAWEBRANCHLITE@landbank.com
El Salvador City Branch	El Salvador City Sports Complex, Barangay Poblacion, El Salvador City, Misamis Oriental	(088) 882-0508 5428 local ElSalvadorBranch@landbank.com
Gingoog Branch	Moreno Building, National Highway, Gingoog City, Misamis Oriental	(088) 861-0461 5212 local GingoogBranch@landbank.com
LANDBANK EASY Access Facility (LEAF) Magsaysay, Misamis Oriental	National Highway, Kibungsod, Magsaysay, Misamis Oriental	(0935) 269-7464 leaf_magsaysay@mail.landbank.com
LANDBANK EASY Access Facility (LEAF) Sugbongcogon, Misamis Oriental	Rizal Street, Poblacion, Sugbongcogon, Misamis Oriental	(0917) 638-5328 leaf_sugbongcogon@mail.landbank.com
Iligan Branch	LANDBANK Bldg., Bro. Raymond Jeffrey Road, cor. Quezon Ave. Ext., Pala-o, Iligan City, Lanao del Norte	(063) 221-5029 / 225-3187 (063) 225-3767 5032 local IliganBranch@landbank.com
Iligan Plaza Branch	Feliciano Building, Aguinaldo corner Mabini Streets, Poblacion, Iligan City, Lanao del Norte 9200	(063) 221-3317 / 221-2739 5610 local IliganPlazaBranch@landbank.com
Imelda Branch	National Highway, Poblacion, Imelda, Zamboanga Sibugay	(062) 957-6957 5453 local ImeldaBranch@landbank.com
Ipil Branch	Ground Flr. Fortune Hotel Building, Poblacion, Ipil, Zamboanga Sibugay	(062) 333-5689 5125 local IpilBranch@landbank.com
Jolo Branch	Travisi Street, Jolo, Sulu	0920-809-7600 / 0956-462-1408 5123 local JoloBranch@landbank.com
Kapatagan (Lanao Del Norte) Branch	National Highway Poblacion, Kapatagan, Lanao del Norte	(063) 221-8193 5423 local

Office	Address	Contact Information
		KapataganLanaoDelNorteBranch@landbank.com
KCC Mall de Zamboanga Branch	KCC Mall, Gov. Camins Avenue, Zamboanga City, Zamboanga del Sur	(062) 955-1558 5195 local KCCMalldeZamboangaBranch@landbank.com
Lamitan Branch	Quezon Blvd. corner Angela Street, Barangay Malinis, Lamitan City, Basilan	0927-968-9798 / 0961-688-3339 LamitanBranch@landbank.com
Liloy Branch	National Highway, Barangay Baybay, Liloy, Zamboanga del Norte	(065) 300-8149 5389 local LiloyBranch@landbank.com
Maigo (Lanao del Norte) Branch	Purok 2, Poblacion, Maigo, Lanao del Norte	(063) 227-4351 5438 local MaigoBranch@landbank.com
Malaybalay Highway Branch	LANDBANK Building, Fortich Street, Brgy. 2, Malaybalay City	(088) 813-4502 3212, 3213, 3216 and 3219 local MalaybalayHighwayBranch@landbank.com
Manolo Fortich Branch	Sayre National Highway, Barangay Tankulan, Poblacion, Manolo Fortich Bukidnon 8703	(088) 537-2101 5444 local ManoloFortichBranch@landbank.com
Maramag Branch	LANDBANK Building, South Poblacion, Maramag, Bukidnon	(088) 828-0633 5210 local MaramagBranch@landbank.com
Marawi Branch	Amai Pakpak National Road, Barangay Biaba Damag, Marawi City, Lanao del Sur	5126 local 0917-310-5400 MarawiBranch@landbank.com
Molave Branch	Golez Compound, Mabini Street, Molave, Zamboanga del Sur	(062) 225-1608 5284 local MolaveBranch@landbank.com
Oroquieta Branch	Dajao Building, Rizal Street, Poblacion I, Oroquieta City, Misamis Occidental	(088) 531-1292 5129 local OroquietaBranch@landbank.com
Oroquieta Centro Branch	Mayor A. Enerio Street, Poblacion 2, Oroquieta City, Misamis Occidental 7207	(088) 531-1123 to 1124 (088) 531-1444 5607 local OroquietaCentroBranch@landbank.com
Ozamiz Branch	Don Anselmo Bernad Avenue, Ozamiz City, Misamis Occidental	(088) 521-3720 to 21 5081 local OzamizBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Sinacaban	Poblacion, Sinacaban, Misamis Occidental 7203	0950-227-2639 SinacabanLEAF@landbank.com
Ozamiz Osrox Branch	Rizal Avenue corner Laurel Street, 50th Barangaym Ozamiz City, Misamis Occidental	(088) 521-0322 / 545-2105 5611 local OzamizOsroxBranch@landbank.com

Office	Address	Contact Information
Pagadian Branch	LANDBANK Building, Gov. Vicente M. Cerilles Street, Santiago District, Pagadian City	(062) 214-1591 / 214-2344 (062) 214-2265 / 925-1430 3871 to 3882 local PagadianBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Guipos	National Highway, Poblacion, Guipos, Zamboanga del Sur 7042	0935-728 5241 / 0907-628 6531 GuiposLEAF@landbank.com
Pagadian Balintawak Branch	L2 B16, Pres. Corazon Aquino Regional Government Center, Brgy. Balintawak, Pagadian City, Zamboanga Del sur	(062) 947-0264 PagadianBalintawakBranch@landbank.com
Puerto (CDO) Branch	Sayre National Highway, Puerto, Cagayan de Oro City, Misamis Oriental	(088) 855-8858 / 855-1947 5353 local PuertoCDOBranch@landbank.com
Claveria (Misamis Oriental) Agri-Hub	Borromeo cor. Quezon Street, Poblacion, Claveria, Misamis Oriental 9004	0917-849-7644 ClaveriaAH@landbank.com
Quezon (Bukidnon) Branch	Municipal Engineering Building, LGU Compound, Barangay Libertad, Quezon, Bukidnon	(088) 822-0203 0939-923-5806 5429 local QuezonBukidnonBranch@landbank.com
Sindangan Branch	Sindangan Public Market Phase VI, Rizal Avenue, Poblacion, Sindangan, Zamboanga del Norte	(065) 302-0813 / 224-2011 (065) 224-2334 5255 local SindanganBranch@landbank.com
Tangub (Misamis Occidental) Branch	2nd North corner Magsaysay Street, Barangay II, Tangub City Misamis Occidental	(088) 531-3113 0912-6389-568 5447 local TangubMisamisOccidentalBranch@landbank.com
Tubod Branch	LANDBANK Building, Quezon Avenue Poblacion, Tubod, Lanao del Norte	(063) 229-7399 / 341-5254 / 341-5239 (063) 341-5212 5080 local TubodBranch@landbank.com
Valencia Branch	Tamay Lang Bldg., JK Laviña Avenue cor. M. L. Quezon St., Poblacion, Valencia City, Bukidnon	(088) 828-2312 / 828-2466 5035 local ValenciaBranch@landbank.com
San Fernando (Bukidnon) Agri-Hub	Sitio Colon, Halapitan, San Fernando, Bukidnon 8711	0935-284-5870 SanFernandoAH@landbank.com
Velez Branch	Ground Flr. Boy Scout of the Phils. Green Tower, Building, Velez and Luna Streets, Cagayan de Oro City, Misamis Oriental	(088) 856-3199 3251 local VelezBranch@landbank.com
Wao Branch	LANDBANK Building, Wao, Lanao del Sur	0917-119-2166 / 0917-972-1957 WaoBranch@landbank.com
WMSU Branch	Western Mindanao State Univ. Campus, San Jose Road, Baliwasan,	(062) 992-2483 / 975-4436 5323 local WMSUBranch@landbank.com

Office	Address	Contact Information
	San Jose Road, Baliwasan, Zamboanga City, Zamboanga del Sur	
Zamboanga Main Branch	Ground Floor LANDBANK Building, F. Marcos cor. Valderosa Sts., Pettit Barracks, Zamboanga City, Zamboanga del Sur	(062) 991-2173 (062) 991-0621 3301 to 3310 local ZamboangaMainBranch@landbank.com
East Mindanao Branches Group		
Alabel Branch	LBP Building, Provincial Government Compound, Poblacion, Alabel, Sarangani Province	(083) 508-0116 (083) 508-2026 5207 local AlabelBranch@landbank.com
Bajada Branch	LBP Davao Corporate Center, #7 Palm Drive, corner Olive Road, Barangay Buhangin, Bajada, Davao City, Davao del Sur	(082) 222-8544 and 8546 (082) 221-8455 5256 local BajadaBranch@landbank.com
Landbank Mobile Branch-Mindanao	MSD Yap Building, J. P. Laurel Avenue, Bajada, Davao City, Davao del Sur	0917-637-7604 MobileBranchMindanao@landbank.com
Bansalan Branch	Viacrusis Bldg., J. P. Laurel Viacrusis Street, Poblacion Dos, Bansalan, Davao del Sur	(082) 553-9221 (082) 553-9220 5072 local BansalanBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) Matanao	Municipal Compound, Matanao, Davao del Sur	0951-642-5655 MatanaoLEAF@landbank.com
Bayugan Branch	Dy Building, National Highway, Brgy. Taglatawan, Bayugan City, Agusan del Sur	(085) 830-5993 5344 local BayuganBranch@landbank.com
Bislig Branch	LANDBANK Building, F. Clar Street, Mangagoy, Bislig, Surigao del Sur	(086) 853-3038 5216 local BisligBranch@landbank.com
Buluan Branch	National Highway, Poblacion, Buluan, Maguindanao	(064) 543-0086 / 543-0796 BuluanBranch@landbank.com
Bunawan Branch	Purok 4, Barangay San Teodoro, Bunawan, Agusan del Sur	(085) 242-4700 BunawanBranch@landbank.com
Butuan Branch	Onghoc Building, Montilla Blvd. cor. P. Burgoz St., Butuan City, Agusan del Norte	(085) 225-3923 5036 local ButuanBranch@landbank.com
Butuan - E. Luna Branch	Ground Floor, Saint Joseph Parish Hall, E. Luna Street, Sikatuna, Butuan City, Agusan del Norte 8600	(085) 225-0840 / 815-4090 5594 local ButuanELunaBranch@landbank.com
Cabadbaran Branch	Chang Building, Atega cor. Asis Streets, Cabadbaran, Agusan del Norte	(085) 343-0377 / 818-5534 5315 local CabadbaranBranch@landbank.com
Calinan Branch	Purok 13, Palarca Street, Calinan, Davao City, Davao del Sur 8000	(082) 236-7764 5681 local 0960-831-0366

Office	Address	Contact Information
		CalinanBranch@landbank.com
Calumpang (GSC) Branch	MMFJ3 Bldg., Purok San Miguel, Brgy. Calumpang, General Santos City	(083) 887-1002 (Telefax) 5388 local CalumpangGSCBranch@landbank.com
Claver Branch	National Highway, Barangay Ladgaron, Claver, Surigao Del Norte	0956-657-4924 ClaverBranch@landbank.com
Cotabato Branch	LANDBANK Building, SK Pendatun Avenue, Barangay Poblacion 5, Cotabato City, Maguindanao del Norte 9600	((064) 421-6847 / 421-1707 5037 local CotabatoBranch@landbank.com
Cotabato City Hall Branch	Sinsuat Avenue, LGU Compound, Rosary Heights 10 Cotabato City, Maguindanao del Norte 9600	(064) 552-0264 5201 local CotabatoCityHallBranch@landbank.com
Cotabato - D. Rufino Branch	UCPB Building, Magallanes corner Don Rufino Alonzo Street, Poblacion V, Cotabato City, Maguindanao 9600	(064) 421-2640 / 421-2614 (064) 421-3229 / 421-6030 5593 local CotabatoDRufino@landbank.com
Davao (Recto) Branch	Units 201-209, Ground Floor ORODERM City, C.M. Recto Avenue, Davao City, Davao del Sur	(082) 226-3890 (EA) / 226-8869 (BH) (082) 227-9901 (BOO) / 300-3331 (BSO) (082) 227-8465 (NAC) (082) 227-9902 (082) 305-0193 8275 local DavaoRectoBranch@landbank.com
Davao - JP Laurel Branch	Ground Floor, D'Leonor Hotel, J.P. Laurel Avenue, Barangay 19-B, Bajada, Davao City, Davao del Sur 8000	(082) 222-5917 / 305-2887 / 224-3020 5596 local DavaoJPLaurelBranch@landbank.com
Davao - Palma Gil Branch	Ground Floor, Cocolife Building, C.M. Recto Avenue corner Palma Gil Street, Barangay 34-D, Poblacion, Davao City, Davao del Sur 8000	(082) 222-0902 5591 local DavaoPalmaGilBranch@landbank.com
Davao - R. Magsaysay Branch	UCPB Building, R. Magsaysay Avenue corner Sales Street, Davao City, Davao del Sur 8000	(082) 227-5708 / 221-2933 to 2934 0995-502-9232 / 0999-933-3705 5589 local DavaoRMagsaysayBranch@Landbank.com
Davao - San Pedro Pelayo Branch	Ground Floor, UCPB Business Center, San Pedro Street, Barangay 3-A, Poblacion, Davao City, Davao del Sur 8000	(082) 221-3227 / 226-4196 / 297-5514 5592 local DavaoSanPedroPelayoBranch@landbank.com
Dinagat Branch	R.R. Buray Ave. cor H. Tovar St. Poblacion, San Jose, Dinagat Islands	0920-611-8128 DinagatIslandsBranch@landbank.com

Office	Address	Contact Information
Digos Branch	LANDBANK Building, Rizal Avenue corner Estrada Street, Digos, Davao del Sur	(082) 272-1995 (Autofax) (082) 553-2480 (Telefax) 5033 local 0985-394-8192 DigosBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) - Sulop, Davao del Sur	Ground Floor, Municipal Hall Bldg., Sulop, Davao del Sur	(082) 272-2340 (telefax) leaf_sulop@mail.landbank.com
Gen. Santos (Highway) Branch	Ground flr Vensu Bldg., National Highway, Gen. Santos City, South Cotabato	((083) 887-4896 / 302-6490 (083) 552-6075 3391 to 3398, 3400 local GenSantosHighwayBranch@landbank.com
Malungon (Sarangani) Agri-Hub	Malungon Business Center, Poblacion, Malungon, Sarangani	0922-809-0694 5676 MalungonAH@landbank.com
Gen.Santos (Pioneer) Branch	Ground Floor Philamlife Bldg., Pioneer Ave., Gen. Santos City, South Cotabato	(083) 877-2094 / 552-3592 / 552-8903 (083) 554-7225 (Telefax) (083) 552-2293 (Autofax) 5017 local GenSantosPioneerBranch@landbank.com
Isulan Branch	LANDBANK Building, Gen. Siongco St. corner National Highway, Isulan, Sultan Kudarat	(064) 201-7060 / 201-7059 5245 IsulanBranch@landbank.com
LANDBANK Easy Access Facility (LEAF) - Esperanza, Sultan Kudarat	Municipal Compound, Poblacion, Esperanza, Sultan Kudarat	(064) 202-6561 EsperanzaLEAF@landbank.com
Kabacan Branch	LANDBANK Bldg., Municipal Hall Compound, Kabacan, North Cotabato	(064) 572-3087 (064) 572-2468 (064) 572-2467 5273 local KabacanBranch@landbank.com
Kidapawan Branch	LANDBANK Building, Quezon Blvd. Cor. Alim St., Kidapawan City, North Cotabato	(064) 577-1685 / 577-4778 / 577-3531 (064) 577-1713 3811, 3812, 3815 local KidapawanBranch@landbank.com
Kidapawan Amas Branch	Cotabato Provincial Gymnasium, Provincial Capitol Compound, Amas, Kidapawan City, North Cotabato	(064) 572-3074 / 572-3035 (064) 572-0343 5301 local KidapawanAmasBranch@landbank.com
Kidapawan Highway Branch	UCPB Building, Quezon Boulevard, Poblacion, Kidapawan City, North Cotabato 9400	(064) 577-1787 5590 local 0917-622-3217
Koronadal Branch	Ground Floor, LANDBANK Building, Melchora Aquino st. cor Jose Abad Santos Sts., Zone III, Koronadal City, South Cotabato	(083) 520-2130 (083) 520-2218 (Telefax) 3121 to 3130 locals KoronadalRoxasBranch@landbank.com

Office	Address	Contact Information
Koronadal Highway Branch	Ground Floor, Gaisano Grand Mall of Koronadal, National Highway, Gensan Drive, Koronadal City, South Cotabato	(083) 228-6403 5411 local KoronadalHighwayBranch@landbank.com
Lebak Branch	Lebak Poblacion Multi-Purpose Coop., Rizal Avenue, Poblacion, Lebak, Sultan Kudarat	(064) 205-3292 (064) 205-3024 5211 ocal LebakBranch@landbank.com
Libungan Branch	Poblacion, Libungan, Cotabato	(064) 520-2753 5469 local LibunganBranch@landbank.com
Lupon Branch	Aguinaldo Street, Barangay Poblacion, Lupon, Davao Oriental 8207	(087) 808-5532 0932-702-2910 5680 local LuponBranch@landbank.com
M'lang (Cotabato) Branch	M.H. Del Pilar Street, Poblacion A, M'lang, Cotabato	(064) 258-0443 5464 local MlangCotabatoBranch@landbank.com
Malita Branch	Malita Public Market, Malita, Davao del Sur	(082) 286-8206 / 237-1683 5348 local MalitaBranch@landbank.com
Mati Branch	Andrada Building, Rizal Street, Mati, Davao Oriental	(087) 388-3742 (087) 388-3509 5102 local MatiBranch@landbank.com
Matina Branch	GSIS Compound, Matina, Davao City, Davao del Sur	(082) 297-3062 to 3063 (082) 298-1880 5298 local MatinaBranch@landbank.com
Midsayap Branch	Sol Haus Building, Quezon Ave., Midsayap, North Cotabato	(064) 521-4223 5100 local MidsayapBranch@landbank.com
Nabunturan Branch	Ceniza Bldg. M. Fuentes Ave., Poblacion, Nabunturan, Compostela Valley	(084) 817-0015 5339 local NabunturanBranch@landbank.com
Monkayo Branch	Purok 4 Poblacion, Monkayo, Davao de Oro 8805	(084) 829-6483 5684 local MonkayoBranch@landbank.com
Panabo Branch	LANDBANK Bldg., National Highway, Panabo City, 8105 Davao del Norte	(084) 823-0351 / 628-8703 0909-518-0780 5174 local PanaboBranch@landbank.com
Parang Branch	Cor. Manga and Durian Streets, Pob. 1, Parang, Maguindanao	(064) 425-0036 (064) 425-0035 5266 local ParangBranch@landbank.com

Office	Address	Contact Information
Polomolok Branch	LANDBANK Building, French cor. Miranda Streets, Brgy. Poblacion, Polomolok, South Cotabato 9504	(083) 225-2169 / 500-9011 5076 local PolomolokBranch@landbank.com
Rosary Heights Branch	Estosan Garden Hotel, Gov. Gutierrez Avenue, Cotabato City	(064) 552-1354 / 421-6261 to 6262 (064) 421-1380 5274 local RosaryHeightsBranch@landbank.com
Samal Island Branch	Zone 4, Brgy. Villarica, Babak Dist., Island Garden City of Samal, Davao del Norte 8118	0968-721-0837 SamalIslandBranch@landbank.com
San Francisco Branch	San Francisco Public Market Mall, Center Island Street, San Francisco, Agusan del Sur	(085) 839-0333 5097 local SanFranciscoBranch@landbank.com
San Pedro (Davao) Branch	Velez Building, San Pedro Street, Davao City, Davao del Sur	(082) 221-8040 / 228-6866 (082) 222-1109 5147 local SanPedroDavaoBranch@landbank.com
Sto. Tomas (Davao del Norte)	Purok 12 Feeder Road, Barangay Tibal-og, Sto. Tomas, Davao del Norte	(084) 829-1236 0977-826-4740 5667 local StoTomasDavaodelNortebranch@landbank.com
Surallah Branch	Elan Building II, National Highway, Surallah, South Cotabato	(083) 238-3511 / 238-3486 / 238-3408 (083) 238-3232 5219 SurallahBranch@landbank.com
Surigao Branch	Surigao City Hall Compound, Borromeo Street, Surigao City, Surigao del Norte	(086) 826-8600 5098 local SurigaoBranch@landbank.com
Surigao - San Nicolas Branch	UCPB Building, San Nicolas corner Diez Street, Taft, Surigao City, Surigao del Norte 8400	(086) 231-7151 and 7153 5595 local SurigaoSanNicolasBranch@landbank.com
Tacurong Branch	LANDBANK Building, Alunan Highway, Tacurong, Sultan Kudarat	(064) 477-0098 / 200-7961 / 200-7961 (064) 200-3257 5101 local TacurongBranch@landbank.com
Tagum Branch	CMS Building, National Highway, Tagum, Davao del Norte	(084) 655-6735 / 655-6919 / 655-6734 / 655-7063 3751 to 60 local TagumBranch@landbank.com
Kapalong (Davao del Norte) Agri-Hub	Nos. 1, 2, 3, 4 Fernandez Stalls, Arellano Street, Maniki (Poblacion), Kapalong, Davao del Norte	(084) 829-3308 KapalongAH@landbank.com
Tagum Capitol Branch	Doors 1-6 Ground Floor DNSTC Commercial Building, Purok Magsanoc, Barangay Mankilam, Tagum City, Davao del Norte	(084) 955-1166 / 655-1166 5392 local 0922-765-6260 TagumCapitolBranch@mail.landbank.com

Office	Address	Contact Information
Tandag Branch	Bautista Building, Donasco Street, Tandag, Surigao del Sur	(086) 211-3072 / 211-3486 / 211-3098 5079 local TandagBranch@landbank.com
Toril Branch	Upper Ground Floor - 15 Gaisano Mall of Toril, National Highway cor. Lim St., Toril Davao City	(082) 295-2077 to 2078 5360 local TorilBranch@landbank.com
Tupi (South Cotabato) Branch	Landbnak Building, Municipal Hall Compound, Brgy. Poblacion, Tupi, South Cotabato	(083) 553-5355 5427 local TupiSouthCotabatoBranch@landbank.com
Provincial Lending Groups		
Northern and Central Luzon Lending Group		
La Union LC	2nd Floor LANDBANK Building, Quezon Ave., San Fernando City, La Union Mother Branch: San Fernando (LU) Br.	(072) 607-2576 (Telefax) 8213 to 3012 direct locals LaUnionLC@landbank.com
Benguet LC	F. Calderon and T. Claudio Sts., Harrison-Claudio Carantes, Baguio City, Benguet Mother Branch: Baguio-Calderon Branch	(074) 637-5611 8601 direct local BenguetLC@landbank.com
Ilocos Norte LC	Valdez Center, Brgy. 1, San Francisco, San Nicolas, Ilocos Norte Mother Branch: San Nicolas Branch	(077) 774-4895 8281; 8230 direct locals IlocosNorteLC@landbank.com
Ilocos Sur LC	2nd Floor Plaza Maestro Complex, Florentino St. Vigan City, Ilocos Sur Mother Branch: Vigan Branch	(077) 604-0422 Local 3492 IlocosSurLC@landbank.com
Pangasinan LC	2nd Floor LANDBANK Building, MacArthur Highway, Nangcayasan, Urdaneta City, Pangasinan Mother Banch: Urdaneta Branch	(075) 510-0302 (Sec) 075)- 656-2019 (Telefax) 8235 direct local PangasinanLC@landbank.com
Cordillera Administrative Region LC	2nd floor Omengan Building, Bulanao, Tabuk City, Kalinga Mother Branch: Tabuk Br.	(074) 627-5893 8238 direct local CordilleraAdministrativeRegionLC@landb ank.com
Cagayan LC	LANDBANK Bldg., Bagay Road,	(078) 377-7230

Office	Address	Contact Information
	Brgy. San Gabriel, Tuguegarao City, Cagayan Mother Branch: Tuguegarao Br.	(078) 844-4640 8236 (Direct Local) CagayanLC@landSbank.com
Northern Isabela LC	2nd floor VTU BLDG., Baligatan City of Ilagan, Isabela Mother Branch: Ilagan Branch	(078) 323-5884 8296 direct local NorthernIsabelaLC@landbank.com
Southern Isabela LC	2nd floor Isabela Trade Center San Fermin, Cauayan City, Isabela Mother Branch: Cauayan Branch	(078) 652-0281 8215; 3517 direct locals SouthernIsabelaLC@landbank.com
Aurora LC	National Highway, Brgy. Suklayin, Baler, Aurora Mother Branch: Baler Branch	(042) 724-9739 8289 direct local AuroraLC@landbank.com
Quirino LC	2/F Capitol Commercial Bldg., Capitol Hills, San Marcos, Cabarroguis, Quirino Mother Branch: Cabarroguis Branch	(078) 374-0042 8280 direct local QuirinoLC@landbank.com
Nueva Vizcaya LC	2nd Flr. Galima BLDG Poblacion South, Solano, Nueva Vizcaya Mother Branch: Solano Br.	(078)-392-0581 8233, 3597 direct locals NuevaVizcayaLC@landbank.com
North Nueva Ecija LC (NNELC)	LANDBANK Bldg., cor. Gabaldon & Gen. Tinio Sts., Cabanatuan City, Nueva Ecija Mother Branch: Cabanatuan Nueva Ecija Br.	(044) 950-5375 (temporary) 8214 direct local (temporary) NorthNuevaEcijaLC@landbank.com
South Nueva Ecija LC (SNELC)	LANDBANK Bldg., cor. Gabaldon & Gen. Tinio Sts., Cabanatuan City, Nueva Ecija Mother Branch: Cabanatuan Nueva Ecija Br.	(044) 950-5375 (temporary) 8214 direct local (temporary) NorthNuevaEcijaLC@landbank.com
Tarlac LC	LANDBANK Bldg., Mac Arthur Highway, San Sebastian, Tarlac City Mother Branch: Tarlac Br.	(045) 923-1407 8208; 3612 direct locals TarlacLC@landbank.com
Pampanga LC	3F LANDBANK Bldg., Jose Abad Santos Avenue, Dolores, City of San Fernando, Pampanga	(045) 963-6678 (SEC) 963-9876 8225 direct local PampangaLC@landbank.com

Office	Address	Contact Information
	Mother Branch: San Fernando (Pampanga) Br.	
Bulacan LC	LANDBANK Bldg., Sumapang Matanda McArthur Highway, Malolos City, Bulacan Mother Branch: Malolos Highway Br.	(044) 662-4126; 8207 direct local BulacanLC@landbank.com
Zambales LC	LANDBANK Bldg., Manila Ave. cor. Dewey Ave. Central Business District Subic Bay Freeport Zone, Olongapo City Zambales Mother Branch: Subic Br.	(047) 251 3095; 251 3097 8272 direct local ZambalesLC@landbank.com
Bataan LC	Ground Flr., The Bunker Bldg., Capitol Compound, Balanga City, Bataan Mother Branch: Balanga Br.	(047) 633-2790 (SEC) 8202 direct local BataanLC@landbank.com
Southern Luzon Lending Group		
Rizal LC	2nd Floor Ortigas Royale Condominium Ortigas Avenue Extension, Cainta Rizal Mother Branch: Cainta Br.	8655-4449(SEC); 8240-5202 8216 direct local RizalLC@landbank.com
Cavite LC	2ND Floor LANDBANK Building, Brgy. San Agustin II, Emilio Aguinaldo Highway, Dasmarinas Cavite Mother Branch: Dasmariñas Br.	3462; 3461 direct local CaviteLC@landbank.com
Laguna LC	2nd floor, LANDBANK Corporate Center, National Highway, Brgy. Bubukal, Sta. Cruz, Laguna Mother Branch: Sta Cruz Branch	(049)536-6359 (Fax) (049) 530-0490 (SEC) (049) 310-9436 8201 direct local LagunaLC@landbank.com
Batangas LC	2nd Floor LANDBANK Building, Pres. Laurel Highway, Marauoy Lipa City, Batangas Mother Branch: Lipa Br.	(043) 756-0909 (SEC) ; (043) 781-2891 8204; 3073; 3077 direct locals BatangasLC@landbank.com
Quezon LC	2nd flr., LBP Building, Quezon Avenue Ext.,	(042) 797 2744 (SEC) ; (042) 797 2373 (042) 799 0990

Office	Address	Contact Information
	Barangay Gulang-Gulang, Lucena City Mother Branch: Lucena Br.	8228 direct local QuezonLC@landbank.com
Oriental Mindoro LC	FRDC Bldg., Brgy. Sto. Nino, Calapan City Oriental Mindoro Mother Branch: Calapan Br.	(043)288-6272 (043) 288-6327 8232 direct local OrientalMindoroLC@landbank.com
Occidental Mindoro LC	Punzalan Building, Quirino St., Brgy. 6, San Jose, Occidental Mindoro Mother Branch: San Jose (Mindoro) Br.	(043) 458 - 9554 8237 direct local OccidentalMindoroLC@landbank.com
Palawan LC	2nd Floor, Hagedorn Bldg., Rizal Ave Puerto Princesa City, Palawan Mother Branch: Puerto Princesa Br.	(048) 433-2573 (SEC) 3692 direct local PalawanLC@landbank.com
Camarines Norte LC	2/f Brookside Bldg., Brgy. Lag-on Daet City Camarines Norte Mother Branch: Daet Br.	(054) 603-2570 8132 direct local CamarinesNorteLC@landbank.com
Camarines Sur LC	2/f LBP Building, Panganiban Drive cor. Magsaysay Ave., Naga City, Camarines Sur Mother Branch: Naga Rotunda Br.	(054)884-6513 3170; 8220 direct locals CamarinesSurLC@landbank.com
Sorsogon LC	Bonacua Bldg., Rizal St., Burabod, Sorsogon City, Sorsogon Mother Branch: Sorsogon Branch	(056) 211-6472; 255-1968 8129 direct local SorsogonLC@landbank.com
Albay LC	2nd Flr. LANDBANK Bldg., Rizal St. Cabañan Legazpi City, Albay Mother Branch: Legazpi Br.	(052) 201-3887; 742-2143 8212 direct local AlbayLC@landbank.com
Visayas Lending Group		
Iloilo LC	3rd Flr. LANDBANK Bldg., Iznart cor. Solis Sts., Iloilo City, Iloilo Mother Branch: Iloilo Br.	(033) 336 0391 (SEC) (033) 336 9870 3193; 8209 direct locals IloiloLC@landbank.com
Antique LC	T.A. Fornier St., San Jose, Antique Mother Branch: San Jose (A) Branch	(036) 540 – 9556 8293 direct local AntiqueLC@landbank.com

Office	Address	Contact Information
Capiz LC	2nd Floor, Acebedo Bldg., P. Gomez St., Roxas City, Capiz Mother Branch: Roxas (Capiz) Br.	(036) 621 0012 (SEC) (036) 522-5225 8248; 3860 direct locals CapizLC@landbank.com
Aklan LC	La Esperanza Bldg., Osmeña St., Kalibo, Aklan Mother Branch: Kalibo Branch	(036) 268 – 7144 (036) 500-9059 8124 direct local AklanLC@landbank.com
Negros Occidental North LC (NONLC)	2nd Floor LANDBANK Building, Cottage Road cor. Gatuslao Street Bacolod City, Negros Occidental Mother Branch: Bacolod City Br.	(034) 435 0145 / 707 6896 / 7070017 8218; 3371 direct locals NegrosOccidentalNorthLC@landbank.com
Negros Occidental South LC	2nd Floor LANDBANK Building, Cottage Road cor. Gatuslao Street Bacolod City, Negros Occidental Mother Branch: Kabankalan Br.	(034) 435 0145 / 707 6896 / 435 149 7070017 8218; 3371 direct locals NegrosOccidentalSouthLC@landbank.com
Cebu North LC	6/F Consolacion Government Cente Poblacion Oriental, Consolacion, Cebu Mother Branch: Consolacion Br.	(032) 427-5515 8269 direct local CebuNorthLC@landbank.com
Cebu South LC	LANDBANK Building, Osmeña Blvd. cor. P. del Rosario St., Cebu City Mother Branch: Cebu-Osmeña Br.	(032) 253 2273 (SEC) (032) 254 0864 (032) 416-8008 3351; 3355 direct locals CebuSouthLC@landbank.com
Bohol LC	2/F LBP Tagbilaran City Hall Branch, J.A. Clarin St., Dampas Dist., Tagbilaran City, Bohol Mother Branch: Tagbilaran Branch	(038) 411 7445 (038) 235 3129 8223; 3791; 3794; 3795; 3796; 3797; 3799; 3800; 3801 direct locals BoholLC@landbank.com
Negros Oriental LC	NORECO II Building, cor. Real and San Juan Sts. Dumaguete City, Negros Oriental Mother Branch: Dumaguete Br.	(035) 422-5623, (035) 522 0087 3432 direct local NegrosOrientalLC@landbank.com
Leyte LC	2nd Floor LBP Bldg., Sagkahan St., Tacloban City, Leyte Mother Branch: Tacloban Br.	(053) 832 7754 (053) 552 2547 8231direct local LeyteLC@landbank.com
Southern Leyte LC	2nd flr, ABC Building, Apo Street, Ormoc City, Southern Leyte	(053) 561-3923 (053) 561-5736 8295 direct local

Office	Address	Contact Information
	Mother Branch: Ormoc Branch	SouthernLeytelC@landbank.com
Samar LC	MRCR Bldg., Umbria St., cor. Rosales Blvd. Calbayog City Western Samar Mother Branch: Calbayog Br.	(055) 533 8455 8288 direct local SamarLC@landbank.com
Mindanao Lending Group		
Zamboanga del Norte LC	2nd Floor FSA Building, ABC Compound Quezon Ave Dipolog City, Zamboanga del Norte Mother Branch: Dipolog Br.	(065) 212 8068 (SEC) (065) 908 1115 8203 direct local ZamboangadelNorteLC@landbank.com
Zamboanga City LC	2nd flr. Landbank bldg., F. Marcos cor. Valderosa sts., Pettit Barracks, Zamboanga City, Zamboanga del Sur Mother Branch: Zamboanga Main Branch	(062) 991-3321 (062) 990-2365 (062) 991-0494 (062) 992-6702 8221 direct local ZamboangaCityLC@landbank.com
Zamboanga del Sur LC	Lower Ground Floor, LANDBANK Bldg Gov. VM Cerilles St., Pagadian City, Zamboanga del Sur Mother Branch: Pagadian Br.	(062) 214 1590 (062) 925 2052 8244; 3890; 3891; 3892; 3893; 3894; 3895; 3896; to 3897 direct locals ZamboangadelSurLC@landbank.com
Bukidnon LC	2/F LBP Building, Fortich St., Malaybalay City, Bukidnon Mother Branch: Malaybalay Highway Br. Mother Branch: Malaybalay Branch	(088) 813 4500 (SEC) (088) 813 3225 3222; 8222; 3223; 3224; 3225; 3226; 3227; 3228; 3229 to 3230 direct locals BukidnonLC@landbank.com
Cagayan de Oro LC	2nd Flr. Boy Scout of the Phils., Green Tower Bldg., Velez & Luna Streets, Cagayan de Oro City, Misamis Oriental Mother Branch: Velez Br.	(088) 856 5417 (SEC) (088) 8564968 (fax) 3250; 3251 direct locas CagayandeOroLC@landbank.com
Lanao LC	Iligan Br., Bro. Raymond Jeffrey Road cor. Quezon Ave. Ext., Pala-o, Iligan City, Lanao del Norte Mother Branch: Iligan Branch	(063) 222 5602 8299 direct local LanaoLC@landbank.com
Caraga North LC	2nd Floor Onghoc Bldg., Montilla Blvd., Butuan City, Agusan del Norte	(085) 815 6181 (085) 817 9875 8226 direct local CARAGANorthLC@landbank.com

Office	Address	Contact Information
	Mother Branch: Butuan Br.	
Sultan Kudarat LC	3rd Floor LANDBANK Building, Aquino Street corner J. Abad Santos St., Koronadal City, Sultan Kudarat Mother Branch: Isulan Branch	(064) 562 0110 8135 direct local SultanKudaratLC@landbank.com
General Santos City LC	2nd flr., Vensu Bldg., National Highway, General Santos City, South Cotabato Mother Branch: Gen. Santos (Highway) Branch	(083) 250-1093 (083) 302-2040 8227; 3414 direct locals GeneralSantosLC@landbank.com
Surigao del Sur LC	Bautista Bldg., Donasco St., Tandag, Surigao del Sur Mother Branch: Tandag Branch	(086) 211-4197 (086) 853 3901 SurigaodelSurLC@landbank.com
Agusan del Sur LC	San Francisco Public Market Mall, Center Island St., San Francisco, Agusan del Sur Mother Branch: San Francisco Branch	(085) 839-0365 8120 direct local AgusandelSurLC@landbank.com
Davao LC	2nd Floor RDL Bldg., F. Torres St., Davao City, Davao del Sur	(082) 224 5843 (SEC) ;(082) 225-0005 8219 direct local DavaoLC@landbank.com
North Cotabato LC	2nd Floor LANDBANK Building Quezon Avenue corner Alim Street, Kidapawan City, North Cotabato Mother Branch: Kidapawan Branch	(064) 572-7216 (SEC) 8210 direct local NorthCotabatoLC@landbank.com
Davao del Sur LC	2nd flr. LBP Bldg., Rizal Ave., cor Estrada st., Zone II Digos City, Davao del Sur Mother Branch: Digos Branch	(082) 298-7696 8133 direct local DavaodelSurLC@landbank.com
Davao del Norte LC	LBP 2/F CMS Bldg., National Highway, Tagum city, Davao del Norte Mother Branch: Tagum Branch	(084) 218-0054 8271; 3769 direct locals DavaodelNorteLC@landbank.com
South Cotabato LC	3rd Floor LANDBANK Building Aquino Street corner J. Abad Santos St., Koronadal City, South Cotabato Mother Branch: Koronadal Branch	(083) 228 9103 (SEC) (083) 228 8155 (Telefax) (083) 228 2663 (Telefax) (083) 877 2725 8224; 3132 direct locals SouthCotabatoLC@landbank.com

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Office	Responses	Total Population
Administrative Accounting Department	1,075	35,521
Administrative Legal Department	789	5,468
Agrarian Accounting Department	143	943
Area Legal Unit	268	14,933
Banking Legal Services Department	450	5,494
Employee Relations Department	4	1,136
Environmental Program & Management Department	33	294
Facilities Management Department	211	7,376
Field Support Services Center I	875	5,579
Field Support Services Center II	22	14,145
Field Support Services Center III	51	12,655
Field Support Services Center IV - A	1	7,485
Field Support Services Center IV - B	7	9,826
Field Support Services Center V	163	4,161
Field Support Services Center VI	532	4,441
Field Support Services Center VII - A	45	4,456
Field Support Services Center VII - B	10	3,220
Field Support Services Center VIII	1,630	4,916
Field Support Services Center IX	25	3,754
Field Support Services Center X	100	9,796
Field Support Services Center XI	241	6,208
Field Support Services Center XII	46	3,310
Financial Accounting Department	17	157,982
Fx Sales and Hedging Solutions Department	25	4,563
International Trade Department	69	11,913
Liquidity and Reserve Management Department	10	60
Loans Operation Management Department	1,759	442,404
MDS & Collections Management Department	52	909,531
Organization Development Department	150	7,529
Personnel Administration Department	637	5,787
Property Valuation Services Department	4	42,390
Provident Fund Department	231	7,662
Treasury Operations Department	2	12

ANNEX C. CSM Results Per Region and Per Office

SMILES

CSM Results – National Capital Region

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	141,321	9,122	452	92	272	11	151,270	99.46%
Service Quality Dimensions								
Responsiveness	136,067	13,108	1,138	231	356	370	151,270	98.86%
Reliability	139,658	10,729	538	61	159	125	151,270	99.50%
Access and Facilities	137,510	11,484	679	91	193	1,313	151,270	99.36%
Communication	136,095	12,634	1,077	106	188	1,170	151,270	99.09%
Costs	104,922	10,843	1,041	134	197	34,133	151,270	98.83%
Integrity	139,802	10,066	632	94	183	493	151,270	99.40%
Assurance	141,579	9,006	407	60	155	63	151,270	99.59%
Outcome	137,530	10,452	614	69	154	2,451	151,270	99.44%
Overall	1,073,163	88,322	6,126	846	1,585	40,118	1,210,160	99.27%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	123,379	81.56%
2. I know what a CC is but I did not see this office's CC.	2,530	1.67%
3. I learned of the CC only when I saw this office's CC.	18,026	11.92%
4. I do not know what a CC is and I did not see this office's CC.	5,435	3.59%
N/A	391	0.26%
Did not specify	1,509	1.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	132,381	88.63%
2. Somewhat easy to see	9,514	6.37%
3. Difficult to see	727	0.49%
4. Not visible at all	263	0.18%
N/A	6,429	4.30%
Did not specify	56	0.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	132,122	88.45%
2. Somewhat helped	9,476	6.34%
3. Did not help	559	0.37%
N/A	7,105	4.76%
Did not specify	108	0.07%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	22,509	99.27%
2	ATM Card Requests	9,723	99.31%
3	Branch Over-the-Counter Transactions	92,704	99.33%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7,275	99.36%
5	Branch Banking Loan Servicing	1,968	99.14%
6	Other Branch Products/Services	7,930	99.74%
7	Request for Bank Documents	2,178	99.36%
8	Regular Loan Processing	2,449	98.89%
9	Credit Card Services	530	98.35%
10	Loan Recovery Services	202	97.89%
11	Non-Borrowing Transactions	41	99.69%
12	Real and Other Properties Acquired/Acquired Assets	249	98.72%
13	Opening of Trust Accounts	150	97.50%
14	Trust Account Management	879	99.88%
15	Agrarian Services	462	98.80%
16	Trading and Marketing of Agrarian Reform (AR) Bond	41	100.00%
17	Arranging the issuances of Investment Products	11	97.33%
18	Sourcing/Talent Acquisition	393	96.81%
19	Pre-Employment Assessment and Selection (Rank and File)	262	97.74%
20	Request for HR Records and Documents	136	95.90%
21	Complaints Management	1,178	92.69%
Total		151,270	99.27%

1. Acropolis Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	462	91.85%
2. I know what a CC is but I did not see this office's CC.	7	1.39%
3. I learned of the CC only when I saw this office's CC.	19	3.78%
4. I do not know what a CC is and I did not see this office's CC.	15	2.98%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	474	94.23%
2. Somewhat easy to see	7	1.39%
3. Difficult to see	4	0.80%
4. Not visible at all	-	-
N/A	18	3.58%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	464	92.25%
2. Somewhat helped	17	3.38%
3. Did not help	1	0.20%
N/A	21	4.17%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	493	10	0	0	0	0	503	100.00%
Service Quality Dimensions								
Responsiveness	477	23	3	0	0	0	503	99.40%
Reliability	485	18	0	0	0	0	503	100.00%
Access and Facilities	477	21	1	0	0	4	503	99.80%
Communication	479	21	2	0	0	1	503	99.60%
Costs	343	19	0	0	1	140	503	99.72%
Integrity	487	15	0	0	0	1	503	100.00%
Assurance	491	11	0	0	0	1	503	100.00%
Outcome	422	22	0	0	1	58	503	99.78%
Overall	3,661	150	6	0	2	205	4,024	99.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	10
2	Opening of other Deposit Account	72
3	Request for ATM PIN Change	8

External Services		Responses
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	143
6	Cash Withdrawal	13
7	Check Deposit - Peso	113
8	Check Encashment	22
9	Online Collection Payments	60
10	Request for Checkbook	1
11	Request for Fund Transfer	4
12	Updating of Bank Records - Change in Account Details/Type	7
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	24
14	Handling of Customer's Complaint	4
15	Salary Loan	3
16	Electronic Fund Transfer/Outgoing Remittance	3
17	Sale/Purchase of Foreign Currencies	1
18	Trust/Treasury Placements	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
20	Bank Statement/Snapshot	7
21	Application for LBP Credit Card Easy Pay Program	1
22	Inquiry, Counseling and Processing of Loan	1
Total		503

2. Agrarian Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	325	70.35%
2. I know what a CC is but I did not see this office's CC.	17	3.68%
3. I learned of the CC only when I saw this office's CC.	35	7.58%
4. I do not know what a CC is and I did not see this office's CC.	22	4.76%
N/A	1	0.22%
Did not specify	62	13.42%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	336	84.21%
2. Somewhat easy to see	30	7.52%
3. Difficult to see	1	0.25%
4. Not visible at all	1	0.25%
N/A	29	7.27%
Did not specify	2	0.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	320	80.20%
2. Somewhat helped	39	9.77%
3. Did not help	1	0.25%

Citizen's Charter Answers	Responses	Percentage
N/A	37	9.27%
Did not specify	2	0.50%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	410	50	1	0	1	0	462	99.57%
Service Quality Dimensions								
Responsiveness	386	58	4	2	0	12	462	98.67%
Reliability	404	54	1	1	0	2	462	99.57%
Access and Facilities	330	89	3	2	0	38	462	98.82%
Communication	357	63	8	2	1	31	462	97.45%
Costs	211	52	5	2	2	190	462	96.69%
Integrity	384	72	1	0	1	4	462	99.56%
Assurance	418	42	0	0	1	1	462	99.78%
Outcome	401	47	1	3	1	9	462	98.90%
Overall	2,891	477	23	12	6	287	3,696	98.80%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	20
2	Payment of Land Transfer Claim Proceeds	113
3	Valuation of Landholdings under RA 6657/RA 9700	11
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	20
5	Issuance of Certificate of Payment/s	4
6	Issuance of Certification on Status of AR Bond	12
7	Transfer/Conversion/Exchange/ Replacement of AR Bonds	7
8	Bond Redemption and Interest Payment	275
Total		462

3. Airport Road Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	603	81.71%
2. I know what a CC is but I did not see this office's CC.	14	1.90%
3. I learned of the CC only when I saw this office's CC.	74	10.03%
4. I do not know what a CC is and I did not see this office's CC.	47	6.37%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	643	87.13%
2. Somewhat easy to see	37	5.01%
3. Difficult to see	-	-
4. Not visible at all	1	0.14%
N/A	57	7.72%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	659	89.30%
2. Somewhat helped	20	2.71%
3. Did not help	1	0.14%
N/A	58	7.86%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	698	37	3	0	0	0	738	99.59%
Service Quality Dimensions								
Responsiveness	661	69	5	1	1	1	738	99.05%
Reliability	693	43	1	0	1	0	738	99.73%
Access and Facilities	686	50	1	0	0	1	738	99.86%
Communication	676	57	3	1	0	1	738	99.46%
Costs	540	55	5	0	0	138	738	99.17%
Integrity	685	50	1	0	1	1	738	99.73%
Assurance	693	44	1	0	0	0	738	99.86%
Outcome	682	50	3	0	0	3	738	99.59%
Overall	5,316	418	20	2	3	145	5,904	99.57%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	113
2	Opening of other Deposit Account	162
3	Release of Captured Card	1
4	Request for ATM PIN Change	11
5	Request for Card Replacement	11
6	Cash Deposit - (Peso/Foreign Currencies)	72
7	Cash Withdrawal	22
8	Check Deposit - Peso	31
9	Check Encashment	16
10	Online Collection Payments	109
11	Request for Checkbook	3
12	Request for Fund Transfer	10
13	Updating of Bank Records - Change in Account Details/Type	50
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	101

External Services		Responses
15	Handling of Customer's Complaint	2
16	Salary Loan	3
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	2
19	Purchase of Over-the-Counter Check	2
20	Sale/Purchase of Foreign Currencies	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	11
23	Application for LBP Credit Card Easy Pay Program	2
24	Change of Name and Civil Status	1
25	Total	738

4. Alabang - Filinvest Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	505	41.22%
2. I know what a CC is but I did not see this office's CC.	21	1.71%
3. I learned of the CC only when I saw this office's CC.	675	55.10%
4. I do not know what a CC is and I did not see this office's CC.	24	1.96%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,141	93.14%
2. Somewhat easy to see	43	3.51%
3. Difficult to see	1	0.08%
4. Not visible at all	2	0.16%
N/A	38	3.10%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,123	91.67%
2. Somewhat helped	39	3.18%
3. Did not help	3	0.24%
N/A	60	4.90%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,114	106	4	0	1	0	1,225	99.59%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	1,067	143	10	0	4	1	1,225	98.86%
Reliability	1,097	119	5	0	1	3	1,225	99.51%
Access and Facilities	1,102	114	3	1	1	4	1,225	99.59%
Communication	1,061	140	16	0	1	7	1,225	98.60%
Costs	861	131	12	0	4	217	1,225	98.41%
Integrity	1,113	107	4	0	1	0	1,225	99.59%
Assurance	1,123	99	2	0	1	0	1,225	99.76%
Outcome	1,074	130	2	0	1	18	1,225	99.75%
Overall	8,498	983	54	1	14	250	9,800	99.28%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	18
2	Opening of other Deposit Account	47
3	Release of Captured Card	1
4	Request for ATM PIN Change	28
5	Request for Card Replacement	11
6	Cash Deposit - (Peso/Foreign Currencies)	317
7	Cash Withdrawal	61
8	Check Deposit - Peso	113
9	Check Encashment	330
10	Online Collection Payments	222
11	Request for Checkbook	1
12	Request for Fund Transfer	6
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	14
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	20
16	Purchase of Over-the-Counter Check	14
17	Sale/Purchase of Foreign Currencies	4
18	Trust/Treasury Placements	3
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
20	Bank Statement/Snapshot	6
21	Inquiry, Counseling and Processing of Loan	3
Total		1,225

5. Alabang Business Center

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	691	84.68%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	23	2.82%
3. I learned of the CC only when I saw this office's CC.	30	3.68%
4. I do not know what a CC is and I did not see this office's CC.	72	8.82%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	691	84.68%
2. Somewhat easy to see	43	5.27%
3. Difficult to see	3	0.37%
4. Not visible at all	3	0.37%
N/A	76	9.31%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	695	85.17%
2. Somewhat helped	42	5.15%
3. Did not help	2	0.25%
N/A	77	9.44%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	714	94	4	2	1	1	816	99.14%
Service Quality Dimensions								
Responsiveness	679	109	21	2	2	3	816	96.92%
Reliability	712	95	8	1	0	0	816	98.90%
Access and Facilities	711	95	7	1	1	1	816	98.90%
Communication	701	88	11	2	1	13	816	98.26%
Costs	673	94	14	2	0	33	816	97.96%
Integrity	713	95	4	2	0	2	816	99.26%
Assurance	729	82	3	2	0	0	816	99.39%
Outcome	703	94	8	2	1	8	816	98.64%
Overall	5,621	752	76	14	5	60	6,528	98.53%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	21
2	Opening of other Deposit Account	13
3	Request for ATM PIN Change	3
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	215
6	Cash Withdrawal	70
7	Check Deposit - Peso	111
8	Check Deposit - Foreign Currency	1

External Services		Responses
9	Check Encashment	125
10	Online Collection Payments	201
11	Request for Checkbook	2
12	Request for Fund Transfer	3
13	Request for Passbook Replacement	4
14	Updating of Bank Records - Change in Account Details/Type	8
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
16	Handling of Customer's Complaint	5
17	Salary Loan	3
18	Bond Redemption and Interest Payment	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Sale/Purchase of Foreign Currencies	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
22	Bank Statement/Snapshot	8
23	Reissuance of Credit Card	1
24	Settlement of Past Due Account	1
25	Inquiry, Counseling and Processing of Loan	2
Total		816

6. Almanza Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	451	60.37%
2. I know what a CC is but I did not see this office's CC.	10	1.34%
3. I learned of the CC only when I saw this office's CC.	261	34.94%
4. I do not know what a CC is and I did not see this office's CC.	25	3.35%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	403	53.95%
2. Somewhat easy to see	306	40.96%
3. Difficult to see	9	1.20%
4. Not visible at all	-	-
N/A	29	3.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	409	54.75%
2. Somewhat helped	291	38.96%
3. Did not help	11	1.47%
N/A	36	4.82%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	658	79	10	0	0	0	747	98.66%
Service Quality Dimensions								
Responsiveness	620	112	13	0	0	2	747	98.26%
Reliability	655	82	10	0	0	0	747	98.66%
Access and Facilities	649	85	11	0	0	2	747	98.52%
Communication	581	94	12	0	0	60	747	98.25%
Costs	543	73	14	0	1	116	747	97.62%
Integrity	657	78	10	0	0	2	747	98.66%
Assurance	671	68	8	0	0	0	747	98.93%
Outcome	651	81	9	0	0	6	747	98.79%
Overall	5,027	673	87	0	1	188	5,976	98.48%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	39
2	Opening of other Deposit Account	23
3	Release of Captured Card	3
4	Request for Card Replacement	99
5	Cash Deposit - (Peso/Foreign Currencies)	123
6	Cash Withdrawal	174
7	Check Deposit - Peso	36
8	Check Deposit - Foreign Currency	1
9	Check Encashment	97
10	Online Collection Payments	71
11	Request for Checkbook	1
12	Request for Fund Transfer	4
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	14
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	27
16	Handling of Customer's Complaint	10
17	Salary Loan	1
18	Domestic Bills Purchase Initiation/Availment	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Purchase of Over-the-Counter Check	1
21	Sale/Purchase of Foreign Currencies	2
22	Servicing of Modified Disbursement System Transactions	1
23	Trust/Treasury Placements	3
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
25	Bank Statement/Snapshot	8

External Services		Responses
26	Inquiry, Counseling and Processing of Loan	2
27	Issuance of Certificate of Outstanding Balances and Interest Paid	1
	Total	747

7. Annapolis Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,318	98.51%
2. I know what a CC is but I did not see this office's CC.	1	0.07%
3. I learned of the CC only when I saw this office's CC.	8	0.60%
4. I do not know what a CC is and I did not see this office's CC.	10	0.75%
N/A	-	-
Did not specify	1	0.07%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,323	98.95%
2. Somewhat easy to see	3	0.22%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	11	0.82%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,282	95.89%
2. Somewhat helped	44	3.29%
3. Did not help	-	-
N/A	11	0.82%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,329	8	1	0	0	0	1,338	99.93%
Service Quality Dimensions								
Responsiveness	1,323	12	2	1	0	0	1,338	99.78%
Reliability	1,327	9	2	0	0	0	1,338	99.85%
Access and Facilities	1,328	7	2	1	0	0	1,338	99.78%
Communication	1,326	9	2	1	0	0	1,338	99.78%
Costs	1,131	8	4	2	0	193	1,338	99.48%
Integrity	1,327	10	1	0	0	0	1,338	99.93%
Assurance	1,332	6	0	0	0	0	1,338	100.00%
Outcome	1,319	16	2	1	0	0	1,338	99.78%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	10,413	77	15	6	0	193	10,704	99.80%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	84
2	Opening of other Deposit Account	10
3	Request for ATM PIN Change	4
4	Request for Card Replacement	7
5	Cash Deposit - (Peso/Foreign Currencies)	170
6	Cash Withdrawal	76
7	Check Deposit - Peso	231
8	Check Deposit - Foreign Currency	1
9	Check Encashment	194
10	Online Collection Payments	34
11	Request for Checkbook	25
12	Request for Fund Transfer	29
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	66
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	61
16	Salary Loan	11
17	Electronic Fund Transfer/Outgoing Remittance	15
18	Purchase of Over-the-Counter Check	52
19	Sale/Purchase of Foreign Currencies	5
20	Trust/Treasury Placements	2
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
22	Bank Statement/Snapshot	254
23	Inquiry, Counseling and Processing of Loan	1
Total		1,338

8. Anonas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	180	84.11%
2. I know what a CC is but I did not see this office's CC.	3	1.40%
3. I learned of the CC only when I saw this office's CC.	25	11.68%
4. I do not know what a CC is and I did not see this office's CC.	6	2.80%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	195	91.12%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	9	4.21%
3. Difficult to see	3	1.40%
4. Not visible at all	1	0.47%
N/A	6	2.80%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	186	86.92%
2. Somewhat helped	20	9.35%
3. Did not help	1	0.47%
N/A	7	3.27%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	204	5	3	0	2	0	214	97.66%
Service Quality Dimensions								
Responsiveness	200	9	0	0	4	1	214	98.12%
Reliability	204	8	2	0	0	0	214	99.07%
Access and Facilities	201	11	1	0	0	1	214	99.53%
Communication	202	6	4	0	1	1	214	97.65%
Costs	164	6	3	0	0	41	214	98.27%
Integrity	201	9	2	1	1	0	214	98.13%
Assurance	204	9	0	0	1	0	214	99.53%
Outcome	197	10	2	0	1	4	214	98.57%
Overall	1,573	68	14	1	8	48	1,712	98.62%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	14
2	Opening of other Deposit Account	46
3	Request for ATM PIN Change	3
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	57
6	Cash Withdrawal	18
7	Check Deposit - Peso	26
8	Check Encashment	7
9	Online Collection Payments	4
10	Request for Checkbook	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	15
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
14	Sale/Purchase of Foreign Currencies	2
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	16

External Services		Responses
	Total	214

9. Aquino Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	788	97.16%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	22	2.71%
4. I do not know what a CC is and I did not see this office's CC.	1	0.12%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	806	99.38%
2. Somewhat easy to see	4	0.49%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	0.12%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	792	97.66%
2. Somewhat helped	18	2.22%
3. Did not help	-	-
N/A	1	0.12%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	806	5	0	0	0	0	811	100.00%
Service Quality Dimensions								
Responsiveness	802	8	0	0	0	1	811	100.00%
Reliability	801	10	0	0	0	0	811	100.00%
Access and Facilities	801	9	0	0	0	1	811	100.00%
Communication	797	14	0	0	0	0	811	100.00%
Costs	759	9	0	0	0	43	811	100.00%
Integrity	801	10	0	0	0	0	811	100.00%
Assurance	806	5	0	0	0	0	811	100.00%
Outcome	803	8	0	0	0	0	811	100.00%
Overall	6,370	73	0	0	0	45	6,488	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	15
2	Opening of other Deposit Account	156
3	Release of Captured Card	8
4	Request for ATM PIN Change	6
5	Request for Card Replacement	4
6	Cash Deposit - (Peso/Foreign Currencies)	124
7	Cash Withdrawal	51
8	Check Deposit - Peso	22
9	Check Deposit - Foreign Currency	2
10	Check Encashment	67
11	Online Collection Payments	18
12	Request for Checkbook	6
13	Request for Fund Transfer	11
14	Updating of Bank Records - Change in Account Details/Type	124
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	163
16	Handling of Customer's Complaint	3
17	Salary Loan	2
18	Bond Redemption and Interest Payment	1
19	Claim of Remittance Proceeds	2
20	Electronic Fund Transfer/Outgoing Remittance	10
21	Purchase of Over-the-Counter Check	5
22	Sale/Purchase of Foreign Currencies	3
23	Servicing of Modified Disbursement System Transactions	1
24	Trust/Treasury Placements	2
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
26	Bank Statement/Snapshot	1
27	Settlement of Past Due Account	1
28	Inquiry, Counseling and Processing of Loan	1
Total		811

10. Araneta Center Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	345	69.28%
2. I know what a CC is but I did not see this office's CC.	26	5.22%
3. I learned of the CC only when I saw this office's CC.	49	9.84%
4. I do not know what a CC is and I did not see this office's CC.	57	11.45%
N/A	4	0.80%
Did not specify	17	3.41%

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	344	72.12%
2. Somewhat easy to see	60	12.58%
3. Difficult to see	7	1.47%
4. Not visible at all	4	0.84%
N/A	62	13.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	343	71.91%
2. Somewhat helped	62	13.00%
3. Did not help	5	1.05%
N/A	67	14.05%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	405	85	6	0	2	0	498	98.39%
Service Quality Dimensions								
Responsiveness	355	124	12	1	3	3	498	96.77%
Reliability	385	107	3	0	2	1	498	98.99%
Access and Facilities	382	103	8	0	3	2	498	97.78%
Communication	362	116	11	0	3	6	498	97.15%
Costs	283	101	16	0	3	95	498	95.29%
Integrity	386	102	4	0	2	4	498	98.79%
Assurance	404	87	4	0	2	1	498	98.79%
Outcome	355	117	6	0	2	18	498	98.33%
Overall	2,912	857	64	1	20	130	3,984	97.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	30
2	Opening of other Deposit Account	5
3	Request for ATM PIN Change	3
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	165
6	Cash Withdrawal	57
7	Check Deposit - Peso	53
8	Check Deposit - Foreign Currency	1
9	Check Encashment	69
10	Online Collection Payments	67
11	Request for Checkbook	3
12	Request for Fund Transfer	8
13	Updating of Bank Records - Change in Account Details/Type	14

External Services		Responses
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
15	Salary Loan	1
16	Claim of Remittance Proceeds	1
17	Purchase of Over-the-Counter Check	1
18	Sale/Purchase of Foreign Currencies	1
19	Servicing of Modified Disbursement System Transactions	1
20	Bank Statement/Snapshot	3
21	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
Total		498

11. Asset Recovery Support Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	46	73.02%
2. I know what a CC is but I did not see this office's CC.	5	7.94%
3. I learned of the CC only when I saw this office's CC.	7	11.11%
4. I do not know what a CC is and I did not see this office's CC.	4	6.35%
N/A	-	-
Did not specify	1	1.59%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	51	82.26%
2. Somewhat easy to see	3	4.84%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	8	12.90%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	49	79.03%
2. Somewhat helped	5	8.06%
3. Did not help	-	-
N/A	8	12.90%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	57	5	1	0	0	0	63	98.41%
Service Quality Dimensions								
Responsiveness	52	10	1	0	0	0	63	98.41%
Reliability	56	6	1	0	0	0	63	98.41%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	55	6	1	0	0	1	63	98.39%
Communication	56	5	2	0	0	0	63	96.83%
Costs	46	5	1	0	0	11	63	98.08%
Integrity	55	8	0	0	0	0	63	100.00%
Assurance	57	5	1	0	0	0	63	98.41%
Outcome	53	9	1	0	0	0	63	98.41%
Overall	430	54	8	0	0	12	504	98.37%

External Services		Responses
1	Conduct of Public Bidding	63
	Total	63

12. Aurora Blvd Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	645	83.12%
2. I know what a CC is but I did not see this office's CC.	12	1.55%
3. I learned of the CC only when I saw this office's CC.	53	6.83%
4. I do not know what a CC is and I did not see this office's CC.	66	8.51%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	637	82.09%
2. Somewhat easy to see	63	8.12%
3. Difficult to see	8	1.03%
4. Not visible at all	1	0.13%
N/A	67	8.63%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	650	83.76%
2. Somewhat helped	53	6.83%
3. Did not help	5	0.64%
N/A	68	8.76%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	696	74	6	0	0	0	776	99.23%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	689	72	15	0	0	0	776	98.07%
Reliability	697	77	1	1	0	0	776	99.74%
Access and Facilities	687	80	7	0	0	2	776	99.10%
Communication	655	75	16	2	0	28	776	97.59%
Costs	490	44	6	0	0	236	776	98.89%
Integrity	708	59	3	0	0	6	776	99.61%
Assurance	727	49	0	0	0	0	776	100.00%
Outcome	715	55	3	0	0	3	776	99.61%
Overall	5,368	511	51	3	0	275	6,208	99.09%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	13
2	Opening of other Deposit Account	22
3	Request for ATM PIN Change	7
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	210
6	Cash Withdrawal	91
7	Check Deposit - Peso	206
8	Check Encashment	70
9	Online Collection Payments	88
10	Request for Checkbook	2
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	26
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	25
14	Handling of Customer's Complaint	3
15	Salary Loan	2
16	Purchase of Over-the-Counter Check	2
17	Sale/Purchase of Foreign Currencies	1
18	Trust/Treasury Placements	2
19	Bank Statement/Snapshot	1
Total		776

13. Baclaran Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,124	79.05%
2. I know what a CC is but I did not see this office's CC.	48	1.79%
3. I learned of the CC only when I saw this office's CC.	418	15.56%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	86	3.20%
N/A	9	0.33%
Did not specify	2	0.07%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,405	89.87%
2. Somewhat easy to see	165	6.17%
3. Difficult to see	2	0.07%
4. Not visible at all	3	0.11%
N/A	101	3.77%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,438	91.11%
2. Somewhat helped	134	5.01%
3. Did not help	4	0.15%
N/A	100	3.74%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,502	175	8	0	2	0	2,687	99.63%
Service Quality Dimensions								
Responsiveness	2,290	373	16	2	2	4	2,687	99.25%
Reliability	2,369	301	14	0	2	1	2,687	99.40%
Access and Facilities	2,348	314	11	1	1	12	2,687	99.51%
Communication	2,314	345	15	3	0	10	2,687	99.33%
Costs	1,086	321	16	0	1	1,263	2,687	98.81%
Integrity	2,403	270	10	1	1	2	2,687	99.55%
Assurance	2,488	194	4	0	1	0	2,687	99.81%
Outcome	2,348	316	8	1	1	13	2,687	99.63%
Overall	17,646	2,434	94	8	9	1,305	21,496	99.45%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	155
2	Opening of other Deposit Account	137
3	Release of Captured Card	12
4	Request for ATM PIN Change	41
5	Request for Card Replacement	85
6	Cash Deposit - (Peso/Foreign Currencies)	781
7	Cash Withdrawal	193
8	Check Deposit - Peso	211
9	Check Deposit - Foreign Currency	5
10	Check Encashment	177

External Services		Responses
11	Online Collection Payments	390
12	Request for Checkbook	3
13	Request for Fund Transfer	11
14	Request for Passbook Replacement	3
15	Updating of Bank Records - Change in Account Details/Type	100
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	96
17	Handling of Customer's Complaint	7
18	Salary Loan	6
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	5
21	Purchase of Over-the-Counter Check	1
22	Sale/Purchase of Foreign Currencies	241
23	Trust/Treasury Placements	2
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
25	Bank Statement/Snapshot	18
26	Change of Name and Civil Status	1
27	Reissuance of Credit Card	1
28	Inquiry, Counseling and Processing of Loan	1
Total		2,687

14. Batasan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	222	81.62%
2. I know what a CC is but I did not see this office's CC.	12	4.41%
3. I learned of the CC only when I saw this office's CC.	19	6.99%
4. I do not know what a CC is and I did not see this office's CC.	19	6.99%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	206	75.74%
2. Somewhat easy to see	37	13.60%
3. Difficult to see	-	-
4. Not visible at all	1	0.37%
N/A	28	10.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	208	76.47%
2. Somewhat helped	30	11.03%
3. Did not help	2	0.74%

Citizen's Charter Answers	Responses	Percentage
N/A	32	11.76%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	254	16	0	1	1	0	272	99.26%
Service Quality Dimensions								
Responsiveness	234	25	8	2	1	2	272	95.93%
Reliability	254	16	2	0	0	0	272	99.26%
Access and Facilities	251	17	0	0	1	3	272	99.63%
Communication	241	24	6	0	0	1	272	97.79%
Costs	194	20	3	1	0	54	272	98.17%
Integrity	242	24	4	1	1	0	272	97.79%
Assurance	258	13	1	0	0	0	272	99.63%
Outcome	246	24	0	0	0	2	272	100.00%
Overall	1,920	163	24	4	3	62	2,176	98.53%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	32
2	Opening of other Deposit Account	47
3	Request for ATM PIN Change	3
4	Request for Card Replacement	13
5	Cash Deposit - (Peso/Foreign Currencies)	13
6	Cash Withdrawal	24
7	Check Deposit - Peso	26
8	Check Encashment	18
9	Online Collection Payments	2
10	Request for Fund Transfer	10
11	Updating of Bank Records - Change in Account Details/Type	29
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	42
13	Handling of Customer's Complaint	3
14	Salary Loan	2
15	Sale/Purchase of Foreign Currencies	1
16	Servicing of Modified Disbursement System Transactions	1
17	Trust/Treasury Placements	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	2
20	Change of Name and Civil Status	2
Total		272

15. Bautista - Palanan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,008	92.70%
2. I know what a CC is but I did not see this office's CC.	15	0.46%
3. I learned of the CC only when I saw this office's CC.	154	4.75%
4. I do not know what a CC is and I did not see this office's CC.	40	1.23%
N/A	2	0.06%
Did not specify	26	0.80%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,098	96.30%
2. Somewhat easy to see	71	2.21%
3. Difficult to see	3	0.09%
4. Not visible at all	-	-
N/A	45	1.40%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,139	97.58%
2. Somewhat helped	32	0.99%
3. Did not help	-	-
N/A	45	1.40%
Did not specify	1	0.03%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,189	54	1	0	1	0	3,245	99.94%
Service Quality Dimensions								
Responsiveness	3,143	84	9	1	0	8	3,245	99.69%
Reliability	3,159	81	4	0	0	1	3,245	99.88%
Access and Facilities	3,174	66	2	1	0	2	3,245	99.91%
Communication	3,136	93	4	0	0	12	3,245	99.88%
Costs	3,125	85	5	1	1	28	3,245	99.78%
Integrity	3,167	71	6	1	0	0	3,245	99.78%
Assurance	3,174	67	2	1	0	1	3,245	99.91%
Outcome	3,161	75	4	1	0	4	3,245	99.85%
Overall	25,239	622	36	6	1	56	25,960	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	106
2	Opening of other Deposit Account	90
3	Release of Captured Card	19
4	Request for ATM PIN Change	14
5	Request for Card Replacement	56
6	Cash Deposit - (Peso/Foreign Currencies)	768

External Services		Responses
7	Cash Withdrawal	214
8	Check Deposit - Peso	611
9	Check Deposit - Foreign Currency	14
10	Check Encashment	505
11	Online Collection Payments	272
12	Request for Checkbook	36
13	Request for Fund Transfer	39
14	Request for Passbook Replacement	36
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	77
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	105
18	Handling of Customer's Complaint	11
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4
20	Salary Loan	15
21	Electronic Fund Transfer/Outgoing Remittance	41
22	Purchase of Over-the-Counter Check	31
23	Release of Inward Returned Check	25
24	Sale/Purchase of Foreign Currencies	36
25	Servicing of Modified Disbursement System Transactions	13
26	Trust/Treasury Placements	8
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	61
28	Bank Statement/Snapshot	31
29	Change of Name and Civil Status	2
30	Lifting of Hold-out on Deposit	2
31	Waiver of Credit Card Annual Fee	1
Total		3,245

16. BF Parañaque Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	886	73.53%
2. I know what a CC is but I did not see this office's CC.	2	0.17%
3. I learned of the CC only when I saw this office's CC.	310	25.73%
4. I do not know what a CC is and I did not see this office's CC.	7	0.58%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,169	97.01%
2. Somewhat easy to see	25	2.07%
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	1	0.08%
N/A	10	0.83%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,166	96.76%
2. Somewhat helped	23	1.91%
3. Did not help	1	0.08%
N/A	15	1.24%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,187	15	2	0	1	0	1,205	99.75%
Service Quality Dimensions								
Responsiveness	1,175	25	2	2	1	0	1,205	99.59%
Reliability	1,186	15	2	0	0	2	1,205	99.83%
Access and Facilities	1,180	17	2	1	0	5	1,205	99.75%
Communication	1,167	26	3	1	0	8	1,205	99.67%
Costs	374	53	2	2	1	773	1,205	98.84%
Integrity	1,186	16	3	0	0	0	1,205	99.75%
Assurance	1,191	13	1	0	0	0	1,205	99.92%
Outcome	1,171	21	1	0	0	12	1,205	99.92%
Overall	8,630	186	16	6	2	800	9,640	99.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	97
3	Request for ATM PIN Change	23
4	Request for Card Replacement	7
5	Cash Deposit - (Peso/Foreign Currencies)	377
6	Cash Withdrawal	135
7	Check Deposit - Peso	88
8	Check Encashment	83
9	Online Collection Payments	126
10	Request for Checkbook	6
11	Request for Fund Transfer	12
12	Updating of Bank Records - Change in Account Details/Type	86
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	75
14	Salary Loan	9
15	Domestic Bills Purchase Initiation/Availment	12
16	Electronic Fund Transfer/Outgoing Remittance	3
17	Sale/Purchase of Foreign Currencies	3

External Services		Responses
18	Trust/Treasury Placements	2
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	24
20	Bank Statement/Snapshot	30
21	Application for LBP Credit Card Easy Pay Program	2
Total		1,205

17. Bicutan DOST Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,179	92.04%
2. I know what a CC is but I did not see this office's CC.	17	1.33%
3. I learned of the CC only when I saw this office's CC.	35	2.73%
4. I do not know what a CC is and I did not see this office's CC.	50	3.90%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,179	92.04%
2. Somewhat easy to see	39	3.04%
3. Difficult to see	8	0.62%
4. Not visible at all	2	0.16%
N/A	53	4.14%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,181	92.19%
2. Somewhat helped	32	2.50%
3. Did not help	6	0.47%
N/A	62	4.84%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,202	61	5	1	12	0	1,281	98.59%
Service Quality Dimensions								
Responsiveness	1,186	69	11	1	14	0	1,281	97.97%
Reliability	1,196	68	9	1	6	1	1,281	98.75%
Access and Facilities	1,178	77	10	0	9	7	1,281	98.51%
Communication	1,177	80	9	3	8	4	1,281	98.43%
Costs	1,061	73	8	2	5	132	1,281	98.69%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	1,190	72	8	1	8	2	1,281	98.67%
Assurance	1,203	67	5	0	6	0	1,281	99.14%
Outcome	1,185	75	5	1	5	10	1,281	99.13%
Overall	9,376	581	65	9	61	156	10,248	98.66%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	166
2	Opening of other Deposit Account	184
3	Release of Captured Card	5
4	Request for ATM PIN Change	36
5	Request for Card Replacement	64
6	Cash Deposit - (Peso/Foreign Currencies)	44
7	Cash Withdrawal	157
8	Check Deposit - Peso	19
9	Check Encashment	91
10	Online Collection Payments	16
11	Request for Checkbook	1
12	Request for Fund Transfer	25
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	318
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	64
16	Handling of Customer's Complaint	4
17	Salary Loan	36
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	5
20	Purchase of Over-the-Counter Check	1
21	Release of Inward Returned Check	1
22	Servicing of Modified Disbursement System Transactions	4
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
24	Bank Statement/Snapshot	29
25	Application for LBP Credit Card Easy Pay Program	1
26	Change of Name and Civil Status	2
27	Total	1,281

18. Binondo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	387	98.22%
2. I know what a CC is but I did not see this office's CC.	3	0.76%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	2	0.51%
4. I do not know what a CC is and I did not see this office's CC.	2	0.51%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	388	98.48%
2. Somewhat easy to see	3	0.76%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	0.76%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	387	98.22%
2. Somewhat helped	4	1.02%
3. Did not help	-	-
N/A	3	0.76%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	379	15	0	0	0	0	394	100.00%
Service Quality Dimensions								
Responsiveness	372	20	2	0	0	0	394	99.49%
Reliability	378	15	1	0	0	0	394	99.75%
Access and Facilities	375	17	1	0	0	1	394	99.75%
Communication	376	16	1	0	0	1	394	99.75%
Costs	342	4	1	0	0	47	394	99.71%
Integrity	378	16	0	0	0	0	394	100.00%
Assurance	381	13	0	0	0	0	394	100.00%
Outcome	372	21	0	0	0	1	394	100.00%
Overall	2,974	122	6	0	0	50	3,152	99.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	6
2	Opening of other Deposit Account	111
3	Request for ATM PIN Change	2
4	Cash Deposit - (Peso/Foreign Currencies)	46
5	Cash Withdrawal	41
6	Check Deposit - Peso	55
7	Check Encashment	88
8	Online Collection Payments	29
9	Request for Fund Transfer	6

External Services		Responses
10	Updating of Bank Records - Change in Account Details/Type	4
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
12	Salary Loan	2
Total		394

19. Blue Ridge Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	87	68.50%
2. I know what a CC is but I did not see this office's CC.	5	3.94%
3. I learned of the CC only when I saw this office's CC.	27	21.26%
4. I do not know what a CC is and I did not see this office's CC.	8	6.30%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	106	83.46%
2. Somewhat easy to see	10	7.87%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	11	8.66%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	110	86.61%
2. Somewhat helped	6	4.72%
3. Did not help	-	-
N/A	11	8.66%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	122	5	0	0	0	0	127	100.00%
Service Quality Dimensions								
Responsiveness	116	10	1	0	0	0	127	99.21%
Reliability	122	5	0	0	0	0	127	100.00%
Access and Facilities	118	7	0	0	0	2	127	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	115	10	0	0	0	2	127	100.00%
Costs	82	8	0	1	0	36	127	98.90%
Integrity	120	7	0	0	0	0	127	100.00%
Assurance	124	3	0	0	0	0	127	100.00%
Outcome	119	7	0	0	0	1	127	100.00%
Overall	916	57	1	1	0	41	1,016	99.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	8
2	Opening of other Deposit Account	34
3	Request for Card Replacement	3
4	Cash Deposit - (Peso/Foreign Currencies)	2
5	Cash Withdrawal	9
6	Check Deposit - Peso	7
7	Check Encashment	7
8	Online Collection Payments	13
9	Request for Checkbook	1
10	Request for Fund Transfer	2
11	Updating of Bank Records - Change in Account Details/Type	11
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	24
13	Handling of Customer's Complaint	1
14	Electronic Fund Transfer/Outgoing Remittance	1
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
16	Bank Statement/Snapshot	2
	Total	127

20. BOC MICP Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,024	98.30%
2. I know what a CC is but I did not see this office's CC.	28	1.36%
3. I learned of the CC only when I saw this office's CC.	4	0.19%
4. I do not know what a CC is and I did not see this office's CC.	3	0.15%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,025	98.35%
2. Somewhat easy to see	29	1.41%
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	5	0.24%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,976	95.97%
2. Somewhat helped	31	1.51%
3. Did not help	1	0.05%
N/A	4	0.19%
Did not specify	47	2.28%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,021	38	0	0	0	0	2,059	100.00%
Service Quality Dimensions								
Responsiveness	2,014	44	0	0	0	1	2,059	100.00%
Reliability	2,013	44	0	0	0	2	2,059	100.00%
Access and Facilities	1,971	45	1	0	0	42	2,059	99.95%
Communication	1,972	41	7	0	0	39	2,059	99.65%
Costs	1,224	36	0	0	2	797	2,059	99.84%
Integrity	1,906	147	1	0	0	5	2,059	99.95%
Assurance	1,932	125	0	0	0	2	2,059	100.00%
Outcome	1,343	52	0	0	0	664	2,059	100.00%
Overall	14,375	534	9	0	2	1,552	16,472	99.93%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	60
2	Opening of other Deposit Account	15
3	Release of Captured Card	1
4	Request for ATM PIN Change	13
5	Request for Card Replacement	34
6	Cash Deposit - (Peso/Foreign Currencies)	465
7	Cash Withdrawal	129
8	Check Deposit - Peso	61
9	Check Deposit - Foreign Currency	2
10	Check Encashment	293
11	Online Collection Payments	670
12	Request for Checkbook	7
13	Request for Fund Transfer	36
14	Updating of Bank Records - Change in Account Details/Type	66
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	165
16	Salary Loan	21
17	Electronic Fund Transfer/Outgoing Remittance	1

External Services		Responses
18	Sale/Purchase of Foreign Currencies	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	8
20	Bank Statement/Snapshot	5
21	Lifting of Hold-out on Deposit	1
22	Inquiry, Counseling and Processing of Loan	5
Total		2,059

21. Bohol Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	100	84.03%
2. I know what a CC is but I did not see this office's CC.	2	1.68%
3. I learned of the CC only when I saw this office's CC.	13	10.92%
4. I do not know what a CC is and I did not see this office's CC.	4	3.36%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	105	88.24%
2. Somewhat easy to see	6	5.04%
3. Difficult to see	1	0.84%
4. Not visible at all	-	-
N/A	7	5.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	107	89.92%
2. Somewhat helped	6	5.04%
3. Did not help	-	-
N/A	6	5.04%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	113	5	0	0	1	0	119	99.16%
Service Quality Dimensions								
Responsiveness	106	10	1	1	1	0	119	97.48%
Reliability	110	8	0	0	1	0	119	99.16%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	109	6	0	0	1	3	119	99.14%
Communication	107	10	1	0	1	0	119	98.32%
Costs	79	8	1	0	1	30	119	97.75%
Integrity	112	6	0	0	1	0	119	99.16%
Assurance	112	6	0	0	1	0	119	99.16%
Outcome	112	5	0	0	1	1	119	99.15%
Overall	847	59	3	1	8	34	952	98.69%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	29
3	Request for Card Replacement	4
4	Cash Deposit - (Peso/Foreign Currencies)	9
5	Cash Withdrawal	3
6	Check Deposit - Peso	13
7	Check Encashment	4
8	Online Collection Payments	3
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	8
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	39
12	Handling of Customer's Complaint	1
13	Salary Loan	1
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
15	Bank Statement/Snapshot	1
	Total	119

22. Boni Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,075	81.81%
2. I know what a CC is but I did not see this office's CC.	39	2.97%
3. I learned of the CC only when I saw this office's CC.	102	7.76%
4. I do not know what a CC is and I did not see this office's CC.	95	7.23%
N/A	-	-
Did not specify	3	0.23%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,078	82.23%
2. Somewhat easy to see	90	6.86%
3. Difficult to see	16	1.22%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	15	1.14%
N/A	112	8.54%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,070	81.62%
2. Somewhat helped	93	7.09%
3. Did not help	5	0.38%
N/A	143	10.91%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,166	136	9	1	2	0	1,314	99.09%
Service Quality Dimensions								
Responsiveness	1,109	180	18	4	2	1	1,314	98.17%
Reliability	1,155	153	3	0	1	2	1,314	99.70%
Access and Facilities	1,132	152	4	2	1	23	1,314	99.46%
Communication	1,105	173	18	1	0	17	1,314	98.54%
Costs	869	145	19	1	0	280	1,314	98.07%
Integrity	1,155	146	9	0	1	3	1,314	99.24%
Assurance	1,191	116	6	0	1	0	1,314	99.47%
Outcome	931	168	9	1	1	204	1,314	99.01%
Overall	8,647	1,233	86	9	7	530	10,512	98.98%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	23
2	Opening of other Deposit Account	78
3	Release of Captured Card	1
4	Request for ATM PIN Change	28
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	233
7	Cash Withdrawal	81
8	Check Deposit - Peso	297
9	Check Encashment	156
10	Online Collection Payments	285
11	Request for Checkbook	5
12	Request for Fund Transfer	12
13	Request for Stop Payment Order	1
14	Updating of Bank Records - Change in Account Details/Type	30
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	29
16	Handling of Customer's Complaint	6
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4

External Services		Responses
18	Salary Loan	3
19	Bond Redemption and Interest Payment	3
20	Domestic Bills Purchase Initiation/Availment	1
21	Electronic Fund Transfer/Outgoing Remittance	5
22	Purchase of Over-the-Counter Check	6
23	Trust/Treasury Placements	3
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
25	Bank Statement/Snapshot	8
26	Reissuance of Credit Card	1
27	Settlement of Past Due Account	1
28	Inquiry, Counseling and Processing of Loan	1
Total		1,314

23. Bonifacio Global City Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	456	75.87%
2. I know what a CC is but I did not see this office's CC.	11	1.83%
3. I learned of the CC only when I saw this office's CC.	87	14.48%
4. I do not know what a CC is and I did not see this office's CC.	46	7.65%
N/A	-	-
Did not specify	1	0.17%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	497	82.83%
2. Somewhat easy to see	51	8.50%
3. Difficult to see	3	0.50%
4. Not visible at all	-	-
N/A	49	8.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	485	80.83%
2. Somewhat helped	52	8.67%
3. Did not help	3	0.50%
N/A	60	10.00%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	544	53	1	1	2	0	601	99.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	501	86	9	2	2	1	601	97.83%
Reliability	539	58	2	0	1	1	601	99.50%
Access and Facilities	549	44	4	0	1	3	601	99.16%
Communication	496	87	10	0	0	8	601	98.31%
Costs	429	85	12	1	1	73	601	97.35%
Integrity	552	43	4	0	1	1	601	99.17%
Assurance	563	35	3	0	0	0	601	99.50%
Outcome	511	62	6	0	1	21	601	98.79%
Overall	4,140	500	50	3	7	108	4,808	98.72%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	13
2	Opening of other Deposit Account	43
3	Request for ATM PIN Change	23
4	Request for Card Replacement	13
5	Cash Deposit - (Peso/Foreign Currencies)	88
6	Cash Withdrawal	43
7	Check Deposit - Peso	127
8	Check Encashment	59
9	Online Collection Payments	90
10	Request for Checkbook	1
11	Request for Fund Transfer	19
12	Updating of Bank Records - Change in Account Details/Type	10
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
14	Salary Loan	8
15	Domestic Bills Purchase Initiation/Availment	1
16	Electronic Fund Transfer/Outgoing Remittance	15
17	Purchase of Over-the-Counter Check	1
18	Sale/Purchase of Foreign Currencies	7
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	14
20	Bank Statement/Snapshot	17
Total		601

24. BSP Servicing Unit

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	392	86.53%
2. I know what a CC is but I did not see this office's CC.	18	3.97%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	20	4.42%
4. I do not know what a CC is and I did not see this office's CC.	23	5.08%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	199	43.93%
2. Somewhat easy to see	214	47.24%
3. Difficult to see	6	1.32%
4. Not visible at all	4	0.88%
N/A	30	6.62%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	189	41.72%
2. Somewhat helped	217	47.90%
3. Did not help	2	0.44%
N/A	45	9.93%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	240	207	5	1	0	0	453	98.68%
Service Quality Dimensions								
Responsiveness	222	222	7	1	0	1	453	98.23%
Reliability	232	216	4	0	1	0	453	98.90%
Access and Facilities	230	209	5	1	0	8	453	98.65%
Communication	213	214	8	2	1	15	453	97.49%
Costs	91	37	6	3	0	316	453	93.43%
Integrity	238	208	6	0	0	1	453	98.67%
Assurance	242	208	2	1	0	0	453	99.34%
Outcome	221	209	3	1	0	19	453	99.08%
Overall	1,689	1,523	41	9	2	360	3,624	98.41%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	52
3	Release of Captured Card	2
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	166
6	Cash Withdrawal	132
7	Check Deposit - Peso	35
8	Check Encashment	6
9	Online Collection Payments	10

External Services		Responses
10	Request for Checkbook	1
11	Request for Fund Transfer	9
12	Updating of Bank Records - Change in Account Details/Type	15
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
14	Salary Loan	4
15	Electronic Fund Transfer/Outgoing Remittance	1
16	Purchase of Over-the-Counter Check	2
17	Sale/Purchase of Foreign Currencies	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
19	Application for LBP Credit Card Easy Pay Program	1
20	Change of Name and Civil Status	1
Total		453

25. Buendia Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,043	95.34%
2. I know what a CC is but I did not see this office's CC.	10	0.91%
3. I learned of the CC only when I saw this office's CC.	30	2.74%
4. I do not know what a CC is and I did not see this office's CC.	11	1.01%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	891	81.44%
2. Somewhat easy to see	184	16.82%
3. Difficult to see	7	0.64%
4. Not visible at all	-	-
N/A	12	1.10%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	946	86.47%
2. Somewhat helped	128	11.70%
3. Did not help	-	-
N/A	20	1.83%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,076	12	1	1	2	2	1,094	99.63%
Service Quality Dimensions								
Responsiveness	1,068	19	3	1	2	1	1,094	99.45%
Reliability	1,074	17	3	0	0	0	1,094	99.73%
Access and Facilities	1,064	22	2	1	1	4	1,094	99.63%
Communication	1,065	20	5	1	0	3	1,094	99.45%
Costs	904	18	4	0	0	168	1,094	99.57%
Integrity	1,075	15	1	1	2	0	1,094	99.63%
Assurance	1,073	17	1	0	2	1	1,094	99.73%
Outcome	1,066	22	2	0	0	4	1,094	99.82%
Overall	8,389	150	21	4	7	181	8,752	99.63%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	9
2	Opening of other Deposit Account	308
3	Release of Captured Card	8
4	Request for ATM PIN Change	11
5	Request for Card Replacement	29
6	Cash Deposit - (Peso/Foreign Currencies)	235
7	Cash Withdrawal	40
8	Check Deposit - Peso	56
9	Check Encashment	139
10	Online Collection Payments	23
11	Request for Checkbook	3
12	Request for Fund Transfer	8
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	31
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	76
16	Handling of Customer's Complaint	1
17	Salary Loan	22
18	Bond Redemption and Interest Payment	1
19	Claim of Remittance Proceeds	1
20	Domestic Bills Purchase Initiation/Availment	1
21	Electronic Fund Transfer/Outgoing Remittance	9
22	Purchase of Over-the-Counter Check	2
23	Sale/Purchase of Foreign Currencies	10
24	Servicing of Modified Disbursement System Transactions	31
25	Trust/Treasury Placements	3
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
27	Bank Statement/Snapshot	18
28	Application for LBP Credit Card Easy Pay Program	1
29	Settlement of Past Due Account	6

External Services		Responses
	Total	1,094

26. Caloocan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	570	78.30%
2. I know what a CC is but I did not see this office's CC.	8	1.10%
3. I learned of the CC only when I saw this office's CC.	136	18.68%
4. I do not know what a CC is and I did not see this office's CC.	14	1.92%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	694	95.33%
2. Somewhat easy to see	16	2.20%
3. Difficult to see	1	0.14%
4. Not visible at all	-	-
N/A	17	2.34%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	700	96.15%
2. Somewhat helped	11	1.51%
3. Did not help	1	0.14%
N/A	16	2.20%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	708	17	1	0	2	0	728	99.59%
Service Quality Dimensions								
Responsiveness	694	30	0	0	2	2	728	99.72%
Reliability	707	19	0	0	2	0	728	99.73%
Access and Facilities	706	18	2	0	2	0	728	99.45%
Communication	703	23	0	0	2	0	728	99.73%
Costs	682	25	0	0	1	20	728	99.86%
Integrity	706	19	2	0	1	0	728	99.59%
Assurance	708	16	1	0	2	1	728	99.59%
Outcome	699	26	0	0	1	2	728	99.86%
Overall	5,605	176	5	0	13	25	5,824	99.69%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	11
2	Opening of other Deposit Account	110
3	Release of Captured Card	3
4	Request for ATM PIN Change	240
5	Request for Card Replacement	41
6	Cash Deposit - (Peso/Foreign Currencies)	49
7	Cash Withdrawal	99
8	Check Deposit - Peso	33
9	Check Encashment	76
10	Online Collection Payments	18
11	Request for Checkbook	3
12	Request for Fund Transfer	4
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	26
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	1
19	Purchase of Over-the-Counter Check	2
Total		728

27. Caloocan Grace Park Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	160	37.21%
2. I know what a CC is but I did not see this office's CC.	9	2.09%
3. I learned of the CC only when I saw this office's CC.	141	32.79%
4. I do not know what a CC is and I did not see this office's CC.	108	25.12%
N/A	7	1.63%
Did not specify	5	1.16%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	288	68.90%
2. Somewhat easy to see	17	4.07%
3. Difficult to see	2	0.48%
4. Not visible at all	-	-
N/A	111	26.56%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	280	66.99%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	20	4.78%
3. Did not help	2	0.48%
N/A	116	27.75%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	411	16	0	0	3	0	430	99.30%
Service Quality Dimensions								
Responsiveness	401	24	3	0	2	0	430	98.84%
Reliability	409	17	2	0	2	0	430	99.07%
Access and Facilities	410	13	1	0	2	4	430	99.30%
Communication	407	21	0	0	2	0	430	99.53%
Costs	362	19	1	0	1	47	430	99.48%
Integrity	413	13	2	0	2	0	430	99.07%
Assurance	417	10	0	0	3	0	430	99.30%
Outcome	409	15	1	0	3	2	430	99.07%
Overall	3,228	132	10	0	17	53	3,440	99.20%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	122
2	Opening of other Deposit Account	22
3	Request for ATM PIN Change	13
4	Request for Card Replacement	19
5	Cash Deposit - (Peso/Foreign Currencies)	24
6	Cash Withdrawal	11
7	Check Deposit - Peso	8
8	Check Encashment	14
9	Online Collection Payments	27
10	Request for Checkbook	1
11	Request for Fund Transfer	2
12	Updating of Bank Records - Change in Account Details/Type	116
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	19
14	Salary Loan	21
15	Claim of Remittance Proceeds	1
16	Trust/Treasury Placements	1
17	Bank Statement/Snapshot	9
Total		430

28. Camp Aguinaldo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	311	76.41%
2. I know what a CC is but I did not see this office's CC.	12	2.95%
3. I learned of the CC only when I saw this office's CC.	51	12.53%
4. I do not know what a CC is and I did not see this office's CC.	25	6.14%
N/A	1	0.25%
Did not specify	7	1.72%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	329	82.46%
2. Somewhat easy to see	28	7.02%
3. Difficult to see	4	1.00%
4. Not visible at all	2	0.50%
N/A	36	9.02%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	332	83.21%
2. Somewhat helped	27	6.77%
3. Did not help	4	1.00%
N/A	36	9.02%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	323	75	4	2	3	0	407	97.79%
Service Quality Dimensions								
Responsiveness	288	104	6	2	6	1	407	96.55%
Reliability	306	92	6	3	0	0	407	97.79%
Access and Facilities	309	90	3	1	3	1	407	98.28%
Communication	302	88	9	3	1	4	407	96.77%
Costs	271	88	7	0	1	40	407	97.82%
Integrity	317	80	5	3	2	0	407	97.54%
Assurance	326	75	3	2	1	0	407	98.53%
Outcome	308	89	7	0	2	1	407	97.78%
Overall	2,427	706	46	14	16	47	3,256	97.63%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	47
3	Release of Captured Card	1

External Services		Responses
4	Request for ATM PIN Change	4
5	Request for Card Replacement	7
6	Cash Deposit - (Peso/Foreign Currencies)	99
7	Cash Withdrawal	51
8	Check Deposit - Peso	66
9	Check Deposit - Foreign Currency	2
10	Check Encashment	59
11	Online Collection Payments	22
12	Request for Checkbook	1
13	Request for Fund Transfer	3
14	Updating of Bank Records - Change in Account Details/Type	7
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
16	Handling of Customer's Complaint	1
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	3
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	3
21	Purchase of Over-the-Counter Check	3
22	Servicing of Modified Disbursement System Transactions	3
23	Trust/Treasury Placements	1
24	Application for LBP Credit Card Easy Pay Program	11
Total		407

29. Camp Crame Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	233	69.76%
2. I know what a CC is but I did not see this office's CC.	19	5.69%
3. I learned of the CC only when I saw this office's CC.	42	12.57%
4. I do not know what a CC is and I did not see this office's CC.	40	11.98%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	254	76.05%
2. Somewhat easy to see	24	7.19%
3. Difficult to see	3	0.90%
4. Not visible at all	2	0.60%
N/A	51	15.27%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	261	78.14%
2. Somewhat helped	23	6.89%
3. Did not help	2	0.60%
N/A	48	14.37%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	282	47	2	0	3	0	334	98.50%
Service Quality Dimensions								
Responsiveness	262	60	4	2	4	2	334	96.99%
Reliability	274	56	3	0	1	0	334	98.80%
Access and Facilities	261	59	2	1	2	9	334	98.46%
Communication	267	61	5	0	1	0	334	98.20%
Costs	193	41	1	1	0	98	334	99.15%
Integrity	274	56	1	1	2	0	334	98.80%
Assurance	280	51	1	1	1	0	334	99.10%
Outcome	273	57	1	2	0	1	334	99.10%
Overall	2,084	441	18	8	11	110	2,672	98.56%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	6
2	Opening of other Deposit Account	224
3	Release of Captured Card	1
4	Request for Card Replacement	12
5	Cash Deposit - (Peso/Foreign Currencies)	3
6	Cash Withdrawal	9
7	Check Deposit - Peso	5
8	Check Encashment	10
9	Online Collection Payments	8
10	Request for Fund Transfer	3
11	Request for Stop Payment Order	1
12	Updating of Bank Records - Change in Account Details/Type	18
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	20
14	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
15	Salary Loan	4
16	Electronic Fund Transfer/Outgoing Remittance	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
18	Application for LBP Credit Card Easy Pay Program	2
19	Change of Name and Civil Status	2
20	Issuance of Certificate of Full Payment	1
Total		334

30. Cash Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,395	96.15%
2. I know what a CC is but I did not see this office's CC.	24	0.96%
3. I learned of the CC only when I saw this office's CC.	43	1.73%
4. I do not know what a CC is and I did not see this office's CC.	29	1.16%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,394	96.11%
2. Somewhat easy to see	39	1.57%
3. Difficult to see	12	0.48%
4. Not visible at all	1	0.04%
N/A	45	1.81%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,389	95.91%
2. Somewhat helped	44	1.77%
3. Did not help	6	0.24%
N/A	52	2.09%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,444	35	5	2	5	0	2,491	99.52%
Service Quality Dimensions								
Responsiveness	2,425	48	5	3	9	1	2,491	99.32%
Reliability	2,436	43	7	3	2	0	2,491	99.52%
Access and Facilities	2,428	47	2	3	5	6	2,491	99.60%
Communication	2,420	51	8	2	5	5	2,491	99.40%
Costs	2,343	45	9	0	3	91	2,491	99.50%
Integrity	2,440	39	5	4	3	0	2,491	99.52%
Assurance	2,446	35	7	1	2	0	2,491	99.60%
Outcome	2,427	45	5	2	2	10	2,491	99.64%
Overall	19,365	353	48	18	31	113	19,928	99.51%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	25
2	Opening of other Deposit Account	442
3	Release of Captured Card	5
4	Request for ATM PIN Change	5
5	Request for Card Replacement	35
6	Cash Deposit - (Peso/Foreign Currencies)	198
7	Cash Withdrawal	601
8	Check Deposit - Peso	135
9	Check Deposit - Foreign Currency	1
10	Check Encashment	648
11	Online Collection Payments	156
12	Request for Fund Transfer	42
13	Request for Passbook Replacement	1
14	Request for Stop Payment Order	2
15	Updating of Bank Records - Change in Account Details/Type	38
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	38
17	Handling of Customer's Complaint	2
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	39
20	Bond Redemption and Interest Payment	2
21	Claim of Remittance Proceeds	3
22	Electronic Fund Transfer/Outgoing Remittance	7
23	Purchase of Over-the-Counter Check	10
24	Release of Inward Returned Check	2
25	Sale/Purchase of Foreign Currencies	1
26	Trust/Treasury Placements	1
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	22
28	Bank Statement/Snapshot	19
29	Change of Name and Civil Status	5
30	Lifting of Hold-out on Deposit	1
31	Settlement of Past Due Account	1
32	Inquiry, Counseling and Processing of Loan	2
Total		2,491

31. Century Park Hotel (Harrison Plaza) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,034	86.60%
2. I know what a CC is but I did not see this office's CC.	49	4.10%
3. I learned of the CC only when I saw this office's CC.	51	4.27%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	60	5.03%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,006	84.25%
2. Somewhat easy to see	102	8.54%
3. Difficult to see	10	0.84%
4. Not visible at all	2	0.17%
N/A	74	6.20%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,036	86.77%
2. Somewhat helped	79	6.62%
3. Did not help	2	0.17%
N/A	77	6.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,067	120	7	0	0	0	1,194	99.41%
Service Quality Dimensions								
Responsiveness	1,018	144	26	0	0	6	1,194	97.81%
Reliability	1,054	130	10	0	0	0	1,194	99.16%
Access and Facilities	1,060	117	13	0	0	4	1,194	98.91%
Communication	1,037	129	16	0	0	12	1,194	98.65%
Costs	950	113	17	0	0	114	1,194	98.43%
Integrity	1,080	101	9	0	0	4	1,194	99.24%
Assurance	1,097	87	10	0	0	0	1,194	99.16%
Outcome	1,069	107	11	0	0	7	1,194	99.07%
Overall	8,365	928	112	0	0	147	9,552	98.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	54
2	Opening of other Deposit Account	100
3	Release of Captured Card	4
4	Request for ATM PIN Change	20
5	Request for Card Replacement	40
6	Cash Deposit - (Peso/Foreign Currencies)	196
7	Cash Withdrawal	78
8	Check Deposit - Peso	143
9	Check Encashment	144
10	Online Collection Payments	40

External Services		Responses
11	Request for Checkbook	3
12	Request for Fund Transfer	6
13	Updating of Bank Records - Change in Account Details/Type	71
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	132
15	Handling of Customer's Complaint	8
16	Salary Loan	49
17	Electronic Fund Transfer/Outgoing Remittance	14
18	Purchase of Over-the-Counter Check	6
19	Sale/Purchase of Foreign Currencies	33
20	Servicing of Modified Disbursement System Transactions	12
21	Trust/Treasury Placements	2
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	18
23	Bank Statement/Snapshot	21
Total		1,194

32. Chino Roces Avenue - Don Bosco Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,194	90.18%
2. I know what a CC is but I did not see this office's CC.	13	0.98%
3. I learned of the CC only when I saw this office's CC.	55	4.15%
4. I do not know what a CC is and I did not see this office's CC.	49	3.70%
N/A	-	-
Did not specify	13	0.98%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,201	91.61%
2. Somewhat easy to see	53	4.04%
3. Difficult to see	1	0.08%
4. Not visible at all	1	0.08%
N/A	54	4.12%
Did not specify	1	0.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,219	92.98%
2. Somewhat helped	37	2.82%
3. Did not help	-	-
N/A	54	4.12%
Did not specify	1	0.08%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,268	55	1	0	0	0	1,324	99.92%
Service Quality Dimensions								
Responsiveness	1,233	77	4	2	1	7	1,324	99.47%
Reliability	1,251	71	1	0	0	1	1,324	99.92%
Access and Facilities	1,246	72	2	0	0	4	1,324	99.85%
Communication	1,238	66	5	0	0	15	1,324	99.62%
Costs	1,183	67	5	1	0	68	1,324	99.52%
Integrity	1,261	59	2	0	0	2	1,324	99.85%
Assurance	1,273	51	0	0	0	0	1,324	100.00%
Outcome	1,245	59	2	0	0	18	1,324	99.85%
Overall	9,930	522	21	3	1	115	10,592	99.76%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	127
2	Opening of other Deposit Account	67
3	Release of Captured Card	1
4	Request for ATM PIN Change	32
5	Request for Card Replacement	23
6	Cash Deposit - (Peso/Foreign Currencies)	165
7	Cash Withdrawal	39
8	Check Deposit - Peso	155
9	Check Encashment	54
10	Online Collection Payments	42
11	Request for Checkbook	43
12	Request for Fund Transfer	50
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	93
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	172
16	Handling of Customer's Complaint	18
17	Salary Loan	11
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	27
20	Purchase of Over-the-Counter Check	48
21	Release of Inward Returned Check	1
22	Sale/Purchase of Foreign Currencies	4
23	Trust/Treasury Placements	6
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	27
25	Bank Statement/Snapshot	110
26	Application for LBP Credit Card Easy Pay Program	3
27	Change of Name and Civil Status	1
28	Reissuance of Credit Card	1
29	Inquiry, Counseling and Processing of Loan	2

External Services		Responses
	Total	1,324

33. COA Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	409	87.58%
2. I know what a CC is but I did not see this office's CC.	14	3.00%
3. I learned of the CC only when I saw this office's CC.	25	5.35%
4. I do not know what a CC is and I did not see this office's CC.	19	4.07%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	414	88.65%
2. Somewhat easy to see	24	5.14%
3. Difficult to see	1	0.21%
4. Not visible at all	3	0.64%
N/A	25	5.35%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	414	88.65%
2. Somewhat helped	21	4.50%
3. Did not help	6	1.28%
N/A	26	5.57%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	432	25	1	1	8	0	467	97.86%
Service Quality Dimensions								
Responsiveness	414	39	2	2	10	0	467	97.00%
Reliability	431	27	4	0	5	0	467	98.07%
Access and Facilities	425	31	4	0	5	2	467	98.06%
Communication	421	31	5	1	5	4	467	97.62%
Costs	354	26	6	0	2	79	467	97.94%
Integrity	426	29	3	2	6	1	467	97.64%
Assurance	436	23	5	1	2	0	467	98.29%
Outcome	418	39	4	0	4	2	467	98.28%
Overall	3,325	245	33	6	39	88	3,736	97.86%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	71
2	Opening of other Deposit Account	158
3	Request for ATM PIN Change	4
4	Request for Card Replacement	8
5	Cash Deposit - (Peso/Foreign Currencies)	59
6	Cash Withdrawal	50
7	Check Deposit - Peso	18
8	Check Encashment	12
9	Online Collection Payments	33
10	Request for Checkbook	1
11	Request for Fund Transfer	5
12	Updating of Bank Records - Change in Account Details/Type	30
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
14	Salary Loan	2
15	Bond Redemption and Interest Payment	1
16	Servicing of Modified Disbursement System Transactions	5
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
18	Change of Name and Civil Status	1
Total		467

34. Commonwealth Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	894	69.52%
2. I know what a CC is but I did not see this office's CC.	9	0.70%
3. I learned of the CC only when I saw this office's CC.	374	29.08%
4. I do not know what a CC is and I did not see this office's CC.	9	0.70%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,185	92.15%
2. Somewhat easy to see	86	6.69%
3. Difficult to see	1	0.08%
4. Not visible at all	4	0.31%
N/A	10	0.78%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,131	87.95%
2. Somewhat helped	139	10.81%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	5	0.39%
N/A	11	0.86%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,214	62	2	0	8	0	1,286	99.22%
Service Quality Dimensions								
Responsiveness	1,137	137	2	3	7	0	1,286	99.07%
Reliability	1,257	21	2	2	4	0	1,286	99.38%
Access and Facilities	1,238	39	1	1	6	1	1,286	99.38%
Communication	1,200	66	11	3	2	4	1,286	98.75%
Costs	918	38	4	1	3	322	1,286	99.17%
Integrity	1,260	17	2	1	5	1	1,286	99.38%
Assurance	1,261	17	1	2	5	0	1,286	99.38%
Outcome	1,255	19	3	2	3	4	1,286	99.38%
Overall	9,526	354	26	15	35	332	10,288	99.24%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	536
2	Opening of other Deposit Account	206
3	Release of Captured Card	1
4	Request for ATM PIN Change	8
5	Request for Card Replacement	3
6	Cash Deposit - (Peso/Foreign Currencies)	123
7	Cash Withdrawal	32
8	Check Deposit - Peso	35
9	Check Encashment	4
10	Online Collection Payments	60
11	Request for Fund Transfer	3
12	Request for Passbook Replacement	1
13	Updating of Bank Records - Change in Account Details/Type	99
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	16
15	Salary Loan	27
16	Sale/Purchase of Foreign Currencies	2
17	Trust/Treasury Placements	2
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	114
19	Bank Statement/Snapshot	3
20	Application for LBP Credit Card Easy Pay Program	10
21	Settlement of Past Due Account	1
Total		1,286

35. Concepcion (Marikina) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	294	84.97%
2. I know what a CC is but I did not see this office's CC.	3	0.87%
3. I learned of the CC only when I saw this office's CC.	40	11.56%
4. I do not know what a CC is and I did not see this office's CC.	6	1.73%
N/A	-	-
Did not specify	3	0.87%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	323	94.17%
2. Somewhat easy to see	12	3.50%
3. Difficult to see	-	-
4. Not visible at all	1	0.29%
N/A	7	2.04%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	326	95.04%
2. Somewhat helped	9	2.62%
3. Did not help	-	-
N/A	8	2.33%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	338	8	0	0	0	0	346	100.00%
Service Quality Dimensions								
Responsiveness	326	18	1	0	0	1	346	99.71%
Reliability	332	14	0	0	0	0	346	100.00%
Access and Facilities	337	8	0	0	0	1	346	100.00%
Communication	310	34	1	0	0	1	346	99.71%
Costs	310	15	1	0	0	20	346	99.69%
Integrity	333	13	0	0	0	0	346	100.00%
Assurance	315	31	0	0	0	0	346	100.00%
Outcome	329	13	0	0	0	4	346	100.00%
Overall	2,592	146	3	0	0	27	2,768	99.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	245

External Services		Responses
2	Opening of other Deposit Account	35
3	Request for ATM PIN Change	1
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	7
6	Cash Withdrawal	7
7	Check Deposit - Peso	8
8	Check Encashment	9
9	Online Collection Payments	2
10	Request for Checkbook	3
11	Request for Passbook Replacement	1
12	Updating of Bank Records - Change in Account Details/Type	7
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
14	Salary Loan	1
15	Purchase of Over-the-Counter Check	1
16	Trust/Treasury Placements	2
17	Bank Statement/Snapshot	1
18	Application for LBP Credit Card Easy Pay Program	1
Total		346

36. Consumer Loans Management Unit

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	161	38.06%
2. I know what a CC is but I did not see this office's CC.	16	3.78%
3. I learned of the CC only when I saw this office's CC.	31	7.33%
4. I do not know what a CC is and I did not see this office's CC.	25	5.91%
N/A	3	0.71%
Did not specify	187	44.21%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	169	72.53%
2. Somewhat easy to see	25	10.73%
3. Difficult to see	3	1.29%
4. Not visible at all	4	1.72%
N/A	29	12.45%
Did not specify	3	1.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	164	70.39%
2. Somewhat helped	34	14.59%
3. Did not help	3	1.29%
N/A	30	12.88%

Citizen's Charter Answers	Responses	Percentage
Did not specify	2	0.86%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	375	46	1	1	0	0	423	99.53%
Service Quality Dimensions								
Responsiveness	349	65	6	0	1	2	423	98.34%
Reliability	374	46	0	0	1	2	423	99.76%
Access and Facilities	365	53	3	0	1	1	423	99.05%
Communication	361	57	3	0	1	1	423	99.05%
Costs	297	44	4	0	1	77	423	98.55%
Integrity	377	39	4	1	0	2	423	98.81%
Assurance	389	31	1	0	1	1	423	99.53%
Outcome	383	35	2	0	1	2	423	99.29%
Overall	2,895	370	23	1	7	88	3,384	99.06%

	External Services	Responses
1	Inquiry, Counseling and Processing of Loan	124
2	Issuance of Certificate of Outstanding Balances and Interest Paid	24
3	Issuance of Certificate of Full Payment	275
	Total	423

37. Consumer Management Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3	33.33%
2. I know what a CC is but I did not see this office's CC.	2	22.22%
3. I learned of the CC only when I saw this office's CC.	-	-
4. I do not know what a CC is and I did not see this office's CC.	3	33.33%
N/A	1	11.11%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	37.50%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	12.50%
N/A	4	50.00%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	37.50%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	5	62.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	9	0	0	0	0	0	9	100.00%
Service Quality Dimensions								
Responsiveness	8	1	0	0	0	0	9	100.00%
Reliability	9	0	0	0	0	0	9	100.00%
Access and Facilities	8	0	1	0	0	0	9	88.89%
Communication	6	1	0	0	1	1	9	87.50%
Costs	7	0	0	0	0	2	9	100.00%
Integrity	8	0	1	0	0	0	9	88.89%
Assurance	8	1	0	0	0	0	9	100.00%
Outcome	8	1	0	0	0	0	9	100.00%
Overall	62	4	2	0	1	3	72	95.65%

	External Services	Responses
1	Inquiry, Counseling and Processing of Loan	8
2	Issuance of Letter of Guarantee	1
	Total	9

38. Corporate Banking Department I

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8	16.67%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	12	25.00%
4. I do not know what a CC is and I did not see this office's CC.	28	58.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	16.67%
2. Somewhat easy to see	12	25.00%
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	28	58.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	14.58%
2. Somewhat helped	13	27.08%
3. Did not help	-	-
N/A	28	58.33%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	21	27	0	0	0	0	48	100.00%
Service Quality Dimensions								
Responsiveness	8	40	0	0	0	0	48	100.00%
Reliability	20	28	0	0	0	0	48	100.00%
Access and Facilities	20	28	0	0	0	0	48	100.00%
Communication	18	4	0	0	0	26	48	100.00%
Costs	21	2	0	0	0	25	48	100.00%
Integrity	20	28	0	0	0	0	48	100.00%
Assurance	46	2	0	0	0	0	48	100.00%
Outcome	45	3	0	0	0	0	48	100.00%
Overall	198	135	0	0	0	51	384	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	36
2	Issuance of Certificate of Outstanding Balances and Interest Paid	12
	Total	48

39. Corporate Banking Department II

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	15	25.00%
2. I know what a CC is but I did not see this office's CC.	4	6.67%
3. I learned of the CC only when I saw this office's CC.	20	33.33%
4. I do not know what a CC is and I did not see this office's CC.	7	11.67%
N/A	-	-
Did not specify	14	23.33%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	11	23.91%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	25	54.35%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	10	21.74%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	28.26%
2. Somewhat helped	24	52.17%
3. Did not help	-	-
N/A	9	19.57%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	38	21	1	0	0	0	60	98.33%
Service Quality Dimensions								
Responsiveness	24	34	2	0	0	0	60	96.67%
Reliability	44	14	2	0	0	0	60	96.67%
Access and Facilities	28	30	0	1	0	1	60	98.31%
Communication	18	35	5	1	0	1	60	89.83%
Costs	13	34	5	0	0	8	60	90.38%
Integrity	47	9	1	0	0	3	60	98.25%
Assurance	49	10	1	0	0	0	60	98.33%
Outcome	21	35	2	0	0	2	60	96.55%
Overall	244	201	18	2	0	15	480	95.70%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	57
2	Issuance of Certificate of Outstanding Balances and Interest Paid	2
3	Issuance of Certificate of Full Payment	1
Total		60

40. Corporate Banking Department III

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	68	94.44%
2. I know what a CC is but I did not see this office's CC.	1	1.39%
3. I learned of the CC only when I saw this office's CC.	1	1.39%
4. I do not know what a CC is and I did not see this office's CC.	2	2.78%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	68	94.44%
2. Somewhat easy to see	2	2.78%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	2.78%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	68	94.44%
2. Somewhat helped	2	2.78%
3. Did not help	-	-
N/A	2	2.78%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	68	4	0	0	0	0	72	100.00%
Service Quality Dimensions								
Responsiveness	59	13	0	0	0	0	72	100.00%
Reliability	61	11	0	0	0	0	72	100.00%
Access and Facilities	65	7	0	0	0	0	72	100.00%
Communication	59	13	0	0	0	0	72	100.00%
Costs	52	7	0	0	0	13	72	100.00%
Integrity	66	6	0	0	0	0	72	100.00%
Assurance	70	2	0	0	0	0	72	100.00%
Outcome	65	7	0	0	0	0	72	100.00%
Overall	497	66	0	0	0	13	576	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	46
2	Issuance of Certificate of Outstanding Balances and Interest Paid	16
3	Issuance of Certificate of Full Payment	6
4	Issuance of Letter of Guarantee	4
Total		72

41. Credit Card Administration Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	33	75.00%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	4	9.09%
3. I learned of the CC only when I saw this office's CC.	2	4.55%
4. I do not know what a CC is and I did not see this office's CC.	5	11.36%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	28	63.64%
2. Somewhat easy to see	6	13.64%
3. Difficult to see	-	-
4. Not visible at all	1	2.27%
N/A	9	20.45%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	32	72.73%
2. Somewhat helped	2	4.55%
3. Did not help	1	2.27%
N/A	9	20.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	32	11	0	0	1	0	44	97.73%
Service Quality Dimensions								
Responsiveness	29	9	3	3	0	0	44	86.36%
Reliability	32	10	2	0	0	0	44	95.45%
Access and Facilities	29	11	2	0	0	2	44	95.24%
Communication	31	12	1	0	0	0	44	97.73%
Costs	11	2	1	1	0	29	44	86.67%
Integrity	33	11	0	0	0	0	44	100.00%
Assurance	34	10	0	0	0	0	44	100.00%
Outcome	33	9	1	0	0	1	44	97.67%
Overall	232	74	10	4	0	32	352	95.63%

External Services		Responses
1	Application for LBP Credit Card Easy Pay Program	5
2	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
3	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	6
4	Redemption of Reward Points	17
5	Refund of Overpayment	1
6	Reissuance of Credit Card	4
7	Waiver of Credit Card Annual Fee	10
Total		44

42. Cubao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,859	96.37%
2. I know what a CC is but I did not see this office's CC.	5	0.26%
3. I learned of the CC only when I saw this office's CC.	57	2.95%
4. I do not know what a CC is and I did not see this office's CC.	8	0.41%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,899	98.44%
2. Somewhat easy to see	18	0.93%
3. Difficult to see	3	0.16%
4. Not visible at all	-	-
N/A	9	0.47%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,895	98.24%
2. Somewhat helped	19	0.98%
3. Did not help	2	0.10%
N/A	13	0.67%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,913	13	1	2	0	0	1,929	99.84%
Service Quality Dimensions								
Responsiveness	1,900	26	1	0	2	0	1,929	99.84%
Reliability	1,909	18	1	1	0	0	1,929	99.90%
Access and Facilities	1,909	18	0	1	0	1	1,929	99.95%
Communication	1,902	21	2	1	0	3	1,929	99.84%
Costs	523	22	1	0	2	1,381	1,929	99.45%
Integrity	1,908	19	1	0	0	1	1,929	99.95%
Assurance	1,912	16	0	1	0	0	1,929	99.95%
Outcome	1,903	23	1	0	0	2	1,929	99.95%
Overall	13,866	163	7	4	4	1,388	15,432	99.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	14
2	Opening of other Deposit Account	21
3	Request for ATM PIN Change	155
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	382
6	Cash Withdrawal	162
7	Check Deposit - Peso	163
8	Check Deposit - Foreign Currency	1
9	Check Encashment	338
10	Online Collection Payments	657
11	Request for Checkbook	2
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	5
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	20
15	Salary Loan	2
16	Servicing of Modified Disbursement System Transactions	1
17	Bank Statement/Snapshot	1
18	Inquiry, Counseling and Processing of Loan	1
Total		1,929

43. Customer Care

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	213	26.93%
2. I know what a CC is but I did not see this office's CC.	74	9.36%
3. I learned of the CC only when I saw this office's CC.	54	6.83%
4. I do not know what a CC is and I did not see this office's CC.	144	18.20%
N/A	306	38.69%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	208	42.89%
2. Somewhat easy to see	65	13.40%
3. Difficult to see	17	3.51%
4. Not visible at all	7	1.44%
N/A	188	38.76%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	218	44.95%
2. Somewhat helped	71	14.64%
3. Did not help	5	1.03%

Citizen's Charter Answers	Responses	Percentage
N/A	191	39.38%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	480	242	46	5	18	0	791	91.28%
Service Quality Dimensions								
Responsiveness	387	306	71	9	12	6	791	88.28%
Reliability	465	251	48	8	9	10	791	91.68%
Access and Facilities	427	255	52	8	13	36	791	90.33%
Communication	416	264	75	9	15	12	791	87.29%
Costs	137	145	33	6	4	466	791	86.77%
Integrity	228	188	44	3	8	320	791	88.32%
Assurance	510	215	37	2	10	17	791	93.67%
Outcome	441	242	56	9	10	33	791	90.11%
Overall	3,011	1,866	416	54	81	900	6,328	89.85%

External Services		Responses
1	Handling of Customer's Complaint	791
	Total	791

44. DepEd Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,450	74.94%
2. I know what a CC is but I did not see this office's CC.	60	3.10%
3. I learned of the CC only when I saw this office's CC.	99	5.12%
4. I do not know what a CC is and I did not see this office's CC.	128	6.61%
N/A	-	-
Did not specify	198	10.23%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,387	79.85%
2. Somewhat easy to see	182	10.48%
3. Difficult to see	19	1.09%
4. Not visible at all	9	0.52%
N/A	136	7.83%
Did not specify	4	0.23%
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	1,405	80.89%
2. Somewhat helped	153	8.81%
3. Did not help	14	0.81%
N/A	155	8.92%
Did not specify	10	0.58%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,662	249	16	2	5	1	1,935	98.81%
Service Quality Dimensions								
Responsiveness	1,535	331	33	4	9	23	1,935	97.59%
Reliability	1,652	245	22	3	5	8	1,935	98.44%
Access and Facilities	1,604	274	21	5	6	25	1,935	98.32%
Communication	1,589	272	25	4	9	36	1,935	98.00%
Costs	1,446	262	52	1	5	169	1,935	96.72%
Integrity	1,701	194	19	4	6	11	1,935	98.49%
Assurance	1,720	191	15	0	5	4	1,935	98.96%
Outcome	1,678	219	19	2	6	11	1,935	98.60%
Overall	12,925	1,988	206	23	51	287	15,480	98.16%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	126
2	Opening of other Deposit Account	67
3	Release of Captured Card	1
4	Request for ATM PIN Change	9
5	Request for Card Replacement	12
6	Cash Deposit - (Peso/Foreign Currencies)	467
7	Cash Withdrawal	181
8	Check Deposit - Peso	149
9	Check Deposit - Foreign Currency	57
10	Check Encashment	367
11	Online Collection Payments	179
12	Request for Checkbook	5
13	Request for Fund Transfer	9
14	Request for Passbook Replacement	13
15	Updating of Bank Records - Change in Account Details/Type	16
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	27
17	Salary Loan	8
18	Claim of Remittance Proceeds	1
19	Domestic Bills Purchase Initiation/Availment	2
20	Electronic Fund Transfer/Outgoing Remittance	4
21	Sale/Purchase of Foreign Currencies	1

External Services		Responses
22	Servicing of Modified Disbursement System Transactions	200
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
24	Bank Statement/Snapshot	6
25	Application for LBP Credit Card Easy Pay Program	2
26	Change of Name and Civil Status	3
27	Inquiry, Counseling and Processing of Loan	13
28	Issuance of Letter of Guarantee	1
Total		1,935

45. Del Monte-Bonifacio Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	475	75.88%
2. I know what a CC is but I did not see this office's CC.	20	3.19%
3. I learned of the CC only when I saw this office's CC.	108	17.25%
4. I do not know what a CC is and I did not see this office's CC.	23	3.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	521	83.23%
2. Somewhat easy to see	65	10.38%
3. Difficult to see	9	1.44%
4. Not visible at all	3	0.48%
N/A	28	4.47%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	533	85.14%
2. Somewhat helped	53	8.47%
3. Did not help	7	1.12%
N/A	33	5.27%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	562	59	3	1	1	0	626	99.20%
Service Quality Dimensions								
Responsiveness	529	84	9	2	2	0	626	97.92%
Reliability	554	67	4	0	1	0	626	99.20%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	541	69	3	1	0	12	626	99.35%
Communication	538	74	7	0	0	7	626	98.87%
Costs	373	66	7	1	12	167	626	95.64%
Integrity	560	61	2	1	0	2	626	99.52%
Assurance	574	50	1	1	0	0	626	99.68%
Outcome	518	54	4	0	0	50	626	99.31%
Overall	4,187	525	37	6	15	238	5,008	98.78%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	30
2	Opening of other Deposit Account	15
3	Release of Captured Card	2
4	Request for ATM PIN Change	9
5	Request for Card Replacement	20
6	Cash Deposit - (Peso/Foreign Currencies)	102
7	Cash Withdrawal	84
8	Check Deposit - Peso	112
9	Check Deposit - Foreign Currency	1
10	Check Encashment	57
11	Online Collection Payments	114
12	Request for Checkbook	2
13	Request for Fund Transfer	12
14	Request for Passbook Replacement	3
15	Updating of Bank Records - Change in Account Details/Type	18
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	21
17	Electronic Fund Transfer/Outgoing Remittance	3
18	Purchase of Over-the-Counter Check	3
19	Release of Inward Returned Check	1
20	Sale/Purchase of Foreign Currencies	4
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
23	Bank Statement/Snapshot	9
Total		626

46. Diliman Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	478	61.05%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	68	8.68%
3. I learned of the CC only when I saw this office's CC.	106	13.54%
4. I do not know what a CC is and I did not see this office's CC.	100	12.77%
N/A	1	0.13%
Did not specify	30	3.83%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	456	60.64%
2. Somewhat easy to see	151	20.08%
3. Difficult to see	15	1.99%
4. Not visible at all	6	0.80%
N/A	121	16.09%
Did not specify	3	0.40%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	471	62.63%
2. Somewhat helped	126	16.76%
3. Did not help	10	1.33%
N/A	142	18.88%
Did not specify	3	0.40%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	617	152	10	0	4	0	783	98.21%
Service Quality Dimensions								
Responsiveness	549	177	29	7	8	13	783	94.29%
Reliability	612	155	12	0	3	1	783	98.08%
Access and Facilities	602	150	14	1	3	13	783	97.66%
Communication	559	157	22	3	4	38	783	96.11%
Costs	503	154	21	6	10	89	783	94.67%
Integrity	612	146	12	3	4	6	783	97.55%
Assurance	638	128	10	1	4	2	783	98.08%
Outcome	597	147	10	3	4	22	783	97.77%
Overall	4,672	1,214	130	24	40	184	6,264	96.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	55
2	Opening of other Deposit Account	20
3	Release of Captured Card	1
4	Request for ATM PIN Change	9
5	Request for Card Replacement	3
6	Cash Deposit - (Peso/Foreign Currencies)	278
7	Cash Withdrawal	93
8	Check Deposit - Peso	73

External Services		Responses
9	Check Deposit - Foreign Currency	2
10	Check Encashment	101
11	Online Collection Payments	110
12	Request for Checkbook	2
13	Request for Fund Transfer	2
14	Updating of Bank Records - Change in Account Details/Type	12
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
16	Domestic Bills Purchase Initiation/Availment	4
17	Trust/Treasury Placements	1
18	Bank Statement/Snapshot	5
19	Inquiry, Counseling and Processing of Loan	7
Total		783

47. DOLE Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,180	61.90%
2. I know what a CC is but I did not see this office's CC.	5	0.14%
3. I learned of the CC only when I saw this office's CC.	1,317	37.39%
4. I do not know what a CC is and I did not see this office's CC.	20	0.57%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,468	98.47%
2. Somewhat easy to see	26	0.74%
3. Difficult to see	1	0.03%
4. Not visible at all	-	-
N/A	27	0.77%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,351	95.14%
2. Somewhat helped	144	4.09%
3. Did not help	1	0.03%
N/A	26	0.74%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,448	72	0	1	1	0	3,522	99.94%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	3,434	79	7	1	1	0	3,522	99.74%
Reliability	3,447	74	0	0	1	0	3,522	99.97%
Access and Facilities	3,443	74	3	1	0	1	3,522	99.89%
Communication	3,418	99	4	0	0	1	3,522	99.89%
Costs	3,278	89	5	0	0	150	3,522	99.85%
Integrity	3,456	65	1	0	0	0	3,522	99.97%
Assurance	3,459	61	2	0	0	0	3,522	99.94%
Outcome	3,446	73	2	0	0	1	3,522	99.94%
Overall	27,381	614	24	2	2	153	28,176	99.90%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	348
2	Opening of other Deposit Account	97
3	Release of Captured Card	14
4	Request for ATM PIN Change	110
5	Request for Card Replacement	105
6	Cash Deposit - (Peso/Foreign Currencies)	436
7	Cash Withdrawal	365
8	Check Deposit - Peso	352
9	Check Deposit - Foreign Currency	1
10	Check Encashment	317
11	Online Collection Payments	361
12	Request for Checkbook	1
13	Request for Fund Transfer	35
14	Request for Passbook Replacement	6
15	Updating of Bank Records - Change in Account Details/Type	165
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	303
17	Handling of Customer's Complaint	4
18	Salary Loan	107
19	Electronic Fund Transfer/Outgoing Remittance	18
20	Purchase of Over-the-Counter Check	2
21	Release of Inward Returned Check	5
22	Sale/Purchase of Foreign Currencies	22
23	Servicing of Modified Disbursement System Transactions	32
24	Trust/Treasury Placements	38
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	99
26	Bank Statement/Snapshot	6
27	Change of Name and Civil Status	24
28	Refund of Overpayment	60
29	Inquiry, Counseling and Processing of Loan	89
Total		3,522

48. Doña Soledad Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	955	81.55%
2. I know what a CC is but I did not see this office's CC.	6	0.51%
3. I learned of the CC only when I saw this office's CC.	189	16.14%
4. I do not know what a CC is and I did not see this office's CC.	21	1.79%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,136	97.01%
2. Somewhat easy to see	12	1.02%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	23	1.96%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,136	97.01%
2. Somewhat helped	12	1.02%
3. Did not help	-	-
N/A	23	1.96%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,145	26	0	0	0	0	1,171	100.00%
Service Quality Dimensions								
Responsiveness	1,129	39	1	1	0	1	1,171	99.83%
Reliability	1,145	26	0	0	0	0	1,171	100.00%
Access and Facilities	1,137	29	1	1	0	3	1,171	99.83%
Communication	1,119	49	2	0	0	1	1,171	99.83%
Costs	984	48	2	0	1	136	1,171	99.71%
Integrity	1,142	29	0	0	0	0	1,171	100.00%
Assurance	1,147	24	0	0	0	0	1,171	100.00%
Outcome	1,139	30	1	0	0	1	1,171	99.91%
Overall	8,942	274	7	2	1	142	9,368	99.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	91
2	Opening of other Deposit Account	87
3	Release of Captured Card	4

External Services		Responses
4	Request for ATM PIN Change	30
5	Request for Card Replacement	10
6	Cash Deposit - (Peso/Foreign Currencies)	224
7	Cash Withdrawal	141
8	Check Deposit - Peso	123
9	Check Deposit - Foreign Currency	1
10	Check Encashment	135
11	Online Collection Payments	133
12	Request for Checkbook	5
13	Request for Fund Transfer	35
14	Request for Passbook Replacement	30
15	Updating of Bank Records - Change in Account Details/Type	49
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	30
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	2
19	Electronic Fund Transfer/Outgoing Remittance	3
20	Trust/Treasury Placements	18
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
22	Bank Statement/Snapshot	9
23	Inquiry, Counseling and Processing of Loan	3
Total		1,171

49. DOTr Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	329	64.38%
2. I know what a CC is but I did not see this office's CC.	22	4.31%
3. I learned of the CC only when I saw this office's CC.	49	9.59%
4. I do not know what a CC is and I did not see this office's CC.	65	12.72%
N/A	46	9.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	348	74.84%
2. Somewhat easy to see	37	7.96%
3. Difficult to see	6	1.29%
4. Not visible at all	3	0.65%
N/A	71	15.27%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	341	73.33%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	43	9.25%
3. Did not help	5	1.08%
N/A	76	16.34%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	466	44	0	0	1	0	511	99.80%
Service Quality Dimensions								
Responsiveness	448	57	4	0	2	0	511	98.83%
Reliability	449	61	1	0	0	0	511	99.80%
Access and Facilities	452	53	2	0	0	4	511	99.61%
Communication	440	63	5	0	0	3	511	99.02%
Costs	350	47	4	1	1	108	511	98.51%
Integrity	449	58	4	0	0	0	511	99.22%
Assurance	460	50	1	0	0	0	511	99.80%
Outcome	418	61	2	0	0	30	511	99.58%
Overall	3,466	450	23	1	3	145	4,088	99.32%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	20
2	Opening of other Deposit Account	15
3	Request for ATM PIN Change	6
4	Request for Card Replacement	8
5	Cash Deposit - (Peso/Foreign Currencies)	153
6	Cash Withdrawal	48
7	Check Deposit - Peso	109
8	Check Encashment	24
9	Online Collection Payments	72
10	Request for Fund Transfer	7
11	Updating of Bank Records - Change in Account Details/Type	8
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
13	Handling of Customer's Complaint	1
14	Salary Loan	3
15	Electronic Fund Transfer/Outgoing Remittance	2
16	Purchase of Over-the-Counter Check	4
17	Servicing of Modified Disbursement System Transactions	4
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	8
20	Application for LBP Credit Card Easy Pay Program	2
21	Lifting of Hold-out on Deposit	1
22	Issuance of Certificate of Outstanding Balances and Interest Paid	1

External Services		Responses
	Total	511

50. East Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	744	80.17%
2. I know what a CC is but I did not see this office's CC.	46	4.96%
3. I learned of the CC only when I saw this office's CC.	81	8.73%
4. I do not know what a CC is and I did not see this office's CC.	57	6.14%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	726	78.23%
2. Somewhat easy to see	117	12.61%
3. Difficult to see	9	0.97%
4. Not visible at all	5	0.54%
N/A	71	7.65%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	706	76.08%
2. Somewhat helped	133	14.33%
3. Did not help	5	0.54%
N/A	84	9.05%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	825	91	6	1	5	0	928	98.71%
Service Quality Dimensions								
Responsiveness	762	131	18	7	8	2	928	96.44%
Reliability	815	104	5	1	3	0	928	99.03%
Access and Facilities	802	100	6	4	2	14	928	98.69%
Communication	768	124	17	2	3	14	928	97.59%
Costs	548	110	16	2	4	248	928	96.76%
Integrity	802	104	16	2	4	0	928	97.63%
Assurance	841	79	2	2	4	0	928	99.14%
Outcome	788	118	11	1	2	8	928	98.48%
Overall	6,126	870	91	21	30	286	7,424	98.01%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	58
2	Opening of other Deposit Account	190
3	Release of Captured Card	6
4	Request for ATM PIN Change	9
5	Request for Card Replacement	56
6	Cash Deposit - (Peso/Foreign Currencies)	63
7	Cash Withdrawal	95
8	Check Deposit - Peso	37
9	Check Encashment	77
10	Online Collection Payments	59
11	Request for Fund Transfer	15
12	Request for Passbook Replacement	6
13	Request for Stop Payment Order	1
14	Updating of Bank Records - Change in Account Details/Type	70
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	97
16	Handling of Customer's Complaint	7
17	Salary Loan	14
18	Claim of Remittance Proceeds	2
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Purchase of Over-the-Counter Check	5
21	Release of Inward Returned Check	1
22	Servicing of Modified Disbursement System Transactions	42
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	8
24	Bank Statement/Snapshot	4
25	Application for LBP Credit Card Easy Pay Program	2
26	Change of Name and Civil Status	1
27	Refund of Overpayment	1
28	Inquiry, Counseling and Processing of Loan	1
Total		928

51. EDSA Congressional Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,051	86.29%
2. I know what a CC is but I did not see this office's CC.	21	1.72%
3. I learned of the CC only when I saw this office's CC.	88	7.22%
4. I do not know what a CC is and I did not see this office's CC.	25	2.05%
N/A	1	0.08%
Did not specify	32	2.63%
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	1,100	92.83%
2. Somewhat easy to see	49	4.14%
3. Difficult to see	6	0.51%
4. Not visible at all	-	-
N/A	28	2.36%
Did not specify	2	0.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,116	94.18%
2. Somewhat helped	37	3.12%
3. Did not help	3	0.25%
N/A	28	2.36%
Did not specify	1	0.08%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,179	33	4	1	1	0	1,218	99.51%
Service Quality Dimensions								
Responsiveness	1,141	53	9	3	2	10	1,218	98.84%
Reliability	1,166	46	4	0	0	2	1,218	99.67%
Access and Facilities	1,165	38	7	0	1	7	1,218	99.34%
Communication	1,154	51	8	0	1	4	1,218	99.26%
Costs	871	37	7	0	0	303	1,218	99.23%
Integrity	1,175	33	8	0	1	1	1,218	99.26%
Assurance	1,189	23	3	1	1	1	1,218	99.59%
Outcome	1,173	32	6	1	1	5	1,218	99.34%
Overall	9,034	313	52	5	7	333	9,744	99.32%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	139
2	Opening of other Deposit Account	80
3	Request for ATM PIN Change	34
4	Request for Card Replacement	42
5	Cash Deposit - (Peso/Foreign Currencies)	345
6	Cash Withdrawal	56
7	Check Deposit - Peso	23
8	Check Deposit - Foreign Currency	3
9	Check Encashment	125
10	Online Collection Payments	61
11	Request for Fund Transfer	5
12	Updating of Bank Records - Change in Account Details/Type	186
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	57
14	Handling of Customer's Complaint	3

External Services		Responses
15	Salary Loan	13
16	Bond Redemption and Interest Payment	1
17	Electronic Fund Transfer/Outgoing Remittance	7
18	Sale/Purchase of Foreign Currencies	2
19	Servicing of Modified Disbursement System Transactions	5
20	Trust/Treasury Placements	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
22	Bank Statement/Snapshot	19
23	Change of Name and Civil Status	2
24	Inquiry, Counseling and Processing of Loan	4
Total		1,218

52. EDSA Extension-Roxas Blvd. Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	377	85.10%
2. I know what a CC is but I did not see this office's CC.	10	2.26%
3. I learned of the CC only when I saw this office's CC.	35	7.90%
4. I do not know what a CC is and I did not see this office's CC.	19	4.29%
N/A	-	-
Did not specify	2	0.45%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	386	87.53%
2. Somewhat easy to see	28	6.35%
3. Difficult to see	1	0.23%
4. Not visible at all	3	0.68%
N/A	23	5.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	387	87.76%
2. Somewhat helped	24	5.44%
3. Did not help	1	0.23%
N/A	28	6.35%
Did not specify	1	0.23%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	422	18	1	1	1	0	443	99.32%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	409	29	2	1	2	0	443	98.87%
Reliability	418	23	2	0	0	0	443	99.55%
Access and Facilities	421	18	1	0	2	1	443	99.32%
Communication	408	27	2	1	1	4	443	99.09%
Costs	292	28	3	2	0	118	443	98.46%
Integrity	416	23	1	0	1	2	443	99.55%
Assurance	425	16	0	1	1	0	443	99.55%
Outcome	412	23	1	0	0	7	443	99.77%
Overall	3,201	187	12	5	7	132	3,544	99.30%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	109
2	Opening of other Deposit Account	81
3	Request for ATM PIN Change	30
4	Request for Card Replacement	8
5	Cash Deposit - (Peso/Foreign Currencies)	24
6	Cash Withdrawal	16
7	Check Deposit - Peso	27
8	Check Encashment	16
9	Online Collection Payments	17
10	Request for Checkbook	2
11	Request for Fund Transfer	4
12	Updating of Bank Records - Change in Account Details/Type	41
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	31
14	Handling of Customer's Complaint	2
15	Salary Loan	1
16	Claim of Remittance Proceeds	1
17	Domestic Bills Purchase Initiation/Availment	1
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Purchase of Over-the-Counter Check	8
20	Sale/Purchase of Foreign Currencies	9
21	Trust/Treasury Placements	5
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
23	Bank Statement/Snapshot	4
24	Change of Name and Civil Status	1
Total		443

53. EDSA Greenhills Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	682	83.17%
2. I know what a CC is but I did not see this office's CC.	29	3.54%
3. I learned of the CC only when I saw this office's CC.	57	6.95%
4. I do not know what a CC is and I did not see this office's CC.	52	6.34%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	684	83.41%
2. Somewhat easy to see	54	6.59%
3. Difficult to see	9	1.10%
4. Not visible at all	5	0.61%
N/A	68	8.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	695	84.76%
2. Somewhat helped	50	6.10%
3. Did not help	1	0.12%
N/A	74	9.02%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	781	38	1	0	0	0	820	99.88%
Service Quality Dimensions								
Responsiveness	750	63	4	2	0	1	820	99.27%
Reliability	774	46	0	0	0	0	820	100.00%
Access and Facilities	758	51	2	0	0	9	820	99.75%
Communication	734	73	6	0	0	7	820	99.26%
Costs	536	56	2	3	1	222	820	99.00%
Integrity	766	50	1	0	2	1	820	99.63%
Assurance	780	39	0	0	0	1	820	100.00%
Outcome	762	47	1	0	0	10	820	99.88%
Overall	5,860	425	16	5	3	251	6,560	99.62%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	29
2	Opening of other Deposit Account	154
3	Release of Captured Card	2
4	Request for ATM PIN Change	2
5	Request for Card Replacement	44
6	Cash Deposit - (Peso/Foreign Currencies)	88

External Services		Responses
7	Cash Withdrawal	24
8	Check Deposit - Peso	189
9	Check Deposit - Foreign Currency	1
10	Check Encashment	47
11	Online Collection Payments	71
12	Request for Checkbook	1
13	Request for Fund Transfer	5
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	38
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	61
17	Handling of Customer's Complaint	5
18	Salary Loan	9
19	Domestic Bills Purchase Initiation/Availment	1
20	Electronic Fund Transfer/Outgoing Remittance	7
21	Purchase of Over-the-Counter Check	5
22	Sale/Purchase of Foreign Currencies	3
23	Servicing of Modified Disbursement System Transactions	4
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	10
25	Bank Statement/Snapshot	13
26	Change of Name and Civil Status	4
27	Lifting of Hold-out on Deposit	1
28	Inquiry, Counseling and Processing of Loan	1
Total		820

54. EDSA-NIA Road Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,091	88.63%
2. I know what a CC is but I did not see this office's CC.	31	2.52%
3. I learned of the CC only when I saw this office's CC.	59	4.79%
4. I do not know what a CC is and I did not see this office's CC.	46	3.74%
N/A	-	-
Did not specify	4	0.32%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,077	87.78%
2. Somewhat easy to see	81	6.60%
3. Difficult to see	9	0.73%
4. Not visible at all	2	0.16%
N/A	57	4.65%
Did not specify	1	0.08%

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,093	89.08%
2. Somewhat helped	60	4.89%
3. Did not help	5	0.41%
N/A	68	5.54%
Did not specify	1	0.08%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,194	33	0	1	3	0	1,231	99.68%
Service Quality Dimensions								
Responsiveness	1,139	81	5	2	2	2	1,231	99.27%
Reliability	1,186	42	1	0	1	1	1,231	99.84%
Access and Facilities	1,153	46	1	1	1	29	1,231	99.75%
Communication	1,149	68	6	0	1	7	1,231	99.43%
Costs	778	57	4	3	2	387	1,231	98.93%
Integrity	1,187	38	4	1	1	0	1,231	99.51%
Assurance	1,199	29	1	1	1	0	1,231	99.76%
Outcome	1,157	53	2	1	1	17	1,231	99.67%
Overall	8,948	414	24	9	10	443	9,848	99.54%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	27
2	Opening of other Deposit Account	231
3	Release of Captured Card	7
4	Request for ATM PIN Change	47
5	Request for Card Replacement	66
6	Cash Deposit - (Peso/Foreign Currencies)	105
7	Cash Withdrawal	87
8	Check Deposit - Peso	150
9	Check Encashment	45
10	Online Collection Payments	10
11	Request for Checkbook	4
12	Request for Fund Transfer	31
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	146
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	91
16	Handling of Customer's Complaint	8
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	17
19	Bond Redemption and Interest Payment	1
20	Electronic Fund Transfer/Outgoing Remittance	16

External Services		Responses
21	Purchase of Over-the-Counter Check	3
22	Servicing of Modified Disbursement System Transactions	106
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	14
24	Bank Statement/Snapshot	11
25	Change of Name and Civil Status	3
26	Inquiry, Counseling and Processing of Loan	1
Total		1,231

55. Elliptical Road Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	230	72.33%
2. I know what a CC is but I did not see this office's CC.	21	6.60%
3. I learned of the CC only when I saw this office's CC.	19	5.97%
4. I do not know what a CC is and I did not see this office's CC.	48	15.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	209	65.72%
2. Somewhat easy to see	52	16.35%
3. Difficult to see	4	1.26%
4. Not visible at all	2	0.63%
N/A	51	16.04%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	223	70.13%
2. Somewhat helped	36	11.32%
3. Did not help	2	0.63%
N/A	57	17.92%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	273	37	1	0	7	0	318	97.48%
Service Quality Dimensions								
Responsiveness	252	54	5	0	7	0	318	96.23%
Reliability	269	43	2	2	2	0	318	98.11%
Access and Facilities	258	48	2	1	4	5	318	97.76%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	251	53	7	1	3	3	318	96.51%
Costs	173	60	25	1	2	57	318	89.27%
Integrity	276	34	2	0	4	2	318	98.10%
Assurance	280	32	3	0	3	0	318	98.11%
Outcome	270	36	6	0	2	4	318	97.45%
Overall	2,029	360	52	5	27	71	2,544	96.60%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	58
3	Request for ATM PIN Change	2
4	Request for Card Replacement	6
5	Cash Deposit - (Peso/Foreign Currencies)	67
6	Cash Withdrawal	31
7	Check Deposit - Peso	53
8	Check Encashment	16
9	Online Collection Payments	14
10	Request for Checkbook	2
11	Request for Fund Transfer	3
12	Updating of Bank Records - Change in Account Details/Type	12
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
14	Handling of Customer's Complaint	1
15	Salary Loan	7
16	Claim of Remittance Proceeds	20
17	Electronic Fund Transfer/Outgoing Remittance	5
18	Release of Inward Returned Check	2
19	Servicing of Modified Disbursement System Transactions	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
21	Bank Statement/Snapshot	1
22	Application for LBP Credit Card Easy Pay Program	1
23	Reissuance of Credit Card	1
Total		318

56. Energy Center Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	644	88.95%
2. I know what a CC is but I did not see this office's CC.	14	1.93%
3. I learned of the CC only when I saw this office's CC.	36	4.97%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	21	2.90%
N/A	-	-
Did not specify	9	1.24%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	641	89.65%
2. Somewhat easy to see	44	6.15%
3. Difficult to see	6	0.84%
4. Not visible at all	2	0.28%
N/A	22	3.08%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	655	91.61%
2. Somewhat helped	35	4.90%
3. Did not help	3	0.42%
N/A	22	3.08%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	673	47	3	1	0	0	724	99.45%
Service Quality Dimensions								
Responsiveness	630	76	9	6	1	2	724	97.78%
Reliability	660	56	5	2	0	1	724	99.03%
Access and Facilities	654	50	7	1	0	12	724	98.88%
Communication	645	62	10	0	0	7	724	98.61%
Costs	613	45	11	1	0	54	724	98.21%
Integrity	670	46	7	0	0	1	724	99.03%
Assurance	682	40	2	0	0	0	724	99.72%
Outcome	667	48	4	1	0	4	724	99.31%
Overall	5,221	423	55	11	1	81	5,792	98.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	43
2	Opening of other Deposit Account	56
3	Release of Captured Card	1
4	Request for ATM PIN Change	5
5	Request for Card Replacement	10
6	Cash Deposit - (Peso/Foreign Currencies)	160
7	Cash Withdrawal	83
8	Check Deposit - Peso	124
9	Check Deposit - Foreign Currency	6
10	Check Encashment	60

External Services		Responses
11	Online Collection Payments	71
12	Request for Checkbook	1
13	Request for Fund Transfer	6
14	Updating of Bank Records - Change in Account Details/Type	3
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	52
16	Handling of Customer's Complaint	3
17	Salary Loan	9
18	Bond Redemption and Interest Payment	3
19	Electronic Fund Transfer/Outgoing Remittance	5
20	Sale/Purchase of Foreign Currencies	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
22	Bank Statement/Snapshot	18
23	Inquiry, Counseling and Processing of Loan	1
Total		724

57. Escolta Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,800	96.46%
2. I know what a CC is but I did not see this office's CC.	13	0.70%
3. I learned of the CC only when I saw this office's CC.	31	1.66%
4. I do not know what a CC is and I did not see this office's CC.	22	1.18%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,816	97.32%
2. Somewhat easy to see	22	1.18%
3. Difficult to see	2	0.11%
4. Not visible at all	2	0.11%
N/A	24	1.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,820	97.53%
2. Somewhat helped	19	1.02%
3. Did not help	-	-
N/A	27	1.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,845	21	0	0	0	0	1,866	100.00%
Service Quality Dimensions								
Responsiveness	1,835	29	2	0	0	0	1,866	99.89%
Reliability	1,832	34	0	0	0	0	1,866	100.00%
Access and Facilities	1,831	33	2	0	0	0	1,866	99.89%
Communication	1,823	37	2	0	0	4	1,866	99.89%
Costs	1,798	40	3	0	0	25	1,866	99.84%
Integrity	1,837	26	2	0	0	1	1,866	99.89%
Assurance	1,840	23	3	0	0	0	1,866	99.84%
Outcome	1,822	37	2	0	0	5	1,866	99.89%
Overall	14,618	259	16	0	0	35	14,928	99.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	58
3	Request for ATM PIN Change	1
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	446
6	Cash Withdrawal	275
7	Check Deposit - Peso	334
8	Check Deposit - Foreign Currency	1
9	Check Encashment	201
10	Online Collection Payments	441
11	Request for Checkbook	4
12	Request for Fund Transfer	12
13	Request for Passbook Replacement	2
14	Request for Stop Payment Order	4
15	Updating of Bank Records - Change in Account Details/Type	13
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
17	Handling of Customer's Complaint	2
18	Salary Loan	22
19	Bond Redemption and Interest Payment	5
20	Domestic Bills Purchase Initiation/Availment	9
21	Electronic Fund Transfer/Outgoing Remittance	4
22	Trust/Treasury Placements	6
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
24	Bank Statement/Snapshot	1
25	Application for LBP Credit Card Easy Pay Program	2
26	Lifting of Hold-out on Deposit	2
27	Inquiry, Counseling and Processing of Loan	7
Total		1,866

58. España Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,594	67.52%
2. I know what a CC is but I did not see this office's CC.	34	0.64%
3. I learned of the CC only when I saw this office's CC.	1,632	30.66%
4. I do not know what a CC is and I did not see this office's CC.	57	1.07%
N/A	-	-
Did not specify	6	0.11%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,923	73.78%
2. Somewhat easy to see	1,178	22.16%
3. Difficult to see	151	2.84%
4. Not visible at all	4	0.08%
N/A	61	1.15%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,127	77.62%
2. Somewhat helped	1,032	19.41%
3. Did not help	93	1.75%
N/A	65	1.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,229	82	3	1	8	0	5,323	99.77%
Service Quality Dimensions								
Responsiveness	4,822	484	6	2	8	1	5,323	99.70%
Reliability	4,884	422	2	1	6	8	5,323	99.83%
Access and Facilities	4,493	750	6	2	5	67	5,323	99.75%
Communication	4,433	878	4	1	4	3	5,323	99.83%
Costs	4,404	763	5	0	3	148	5,323	99.85%
Integrity	4,985	327	3	2	5	1	5,323	99.81%
Assurance	5,011	305	3	1	3	0	5,323	99.87%
Outcome	5,072	233	5	0	4	9	5,323	99.83%
Overall	38,104	4,162	34	9	38	237	42,584	99.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	378
2	Opening of other Deposit Account	156

External Services		Responses
3	Release of Captured Card	28
4	Request for ATM PIN Change	281
5	Request for Card Replacement	262
6	Cash Deposit - (Peso/Foreign Currencies)	850
7	Cash Withdrawal	377
8	Check Deposit - Peso	224
9	Check Deposit - Foreign Currency	10
10	Check Encashment	421
11	Online Collection Payments	381
12	Request for Checkbook	198
13	Request for Fund Transfer	251
14	Request for Passbook Replacement	102
15	Request for Stop Payment Order	23
16	Updating of Bank Records - Change in Account Details/Type	325
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	245
18	Handling of Customer's Complaint	27
19	Salary Loan	70
20	Bond Redemption and Interest Payment	22
21	Claim of Remittance Proceeds	19
22	Electronic Fund Transfer/Outgoing Remittance	46
23	Purchase of Over-the-Counter Check	122
24	Release of Inward Returned Check	2
25	Sale/Purchase of Foreign Currencies	134
26	Servicing of Modified Disbursement System Transactions	15
27	Trust/Treasury Placements	28
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
29	Bank Statement/Snapshot	197
30	Application for LBP Credit Card Easy Pay Program	7
31	Change of Name and Civil Status	2
32	Reissuance of Credit Card	3
33	Inquiry, Counseling and Processing of Loan	102
34	Issuance of Certificate of Outstanding Balances and Interest Paid	10
Total		5,323

59. FB Harrison - Libertad Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	313	74.35%
2. I know what a CC is but I did not see this office's CC.	9	2.14%
3. I learned of the CC only when I saw this office's CC.	80	19.00%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	19	4.51%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	368	87.41%
2. Somewhat easy to see	28	6.65%
3. Difficult to see	1	0.24%
4. Not visible at all	1	0.24%
N/A	23	5.46%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	357	84.80%
2. Somewhat helped	24	5.70%
3. Did not help	2	0.48%
N/A	38	9.03%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	379	42	0	0	0	0	421	100.00%
Service Quality Dimensions								
Responsiveness	357	61	1	0	0	2	421	99.76%
Reliability	379	41	0	0	0	1	421	100.00%
Access and Facilities	365	49	0	0	0	7	421	100.00%
Communication	356	58	0	1	0	6	421	99.76%
Costs	240	38	0	0	0	143	421	100.00%
Integrity	375	41	1	0	0	4	421	99.76%
Assurance	381	40	0	0	0	0	421	100.00%
Outcome	359	48	0	0	0	14	421	100.00%
Overall	2,812	376	2	1	0	177	3,368	99.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	45
2	Opening of other Deposit Account	10
3	Request for ATM PIN Change	8
4	Request for Card Replacement	6
5	Cash Deposit - (Peso/Foreign Currencies)	71
6	Cash Withdrawal	15
7	Check Deposit - Peso	60
8	Check Encashment	44
9	Online Collection Payments	57
10	Request for Checkbook	2

External Services		Responses
11	Request for Fund Transfer	6
12	Updating of Bank Records - Change in Account Details/Type	21
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	42
14	Handling of Customer's Complaint	1
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	2
17	Electronic Fund Transfer/Outgoing Remittance	4
18	Purchase of Over-the-Counter Check	7
19	Sale/Purchase of Foreign Currencies	3
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
21	Bank Statement/Snapshot	7
22	Change of Name and Civil Status	2
Total		421

60. Financial Institutions Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	154	100.00%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	-	-
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	154	100.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	154	100.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	127	27	0	0	0	0	154	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	113	41	0	0	0	0	154	100.00%
Reliability	113	41	0	0	0	0	154	100.00%
Access and Facilities	113	41	0	0	0	0	154	100.00%
Communication	113	14	27	0	0	0	154	82.47%
Costs	113	41	0	0	0	0	154	100.00%
Integrity	140	14	0	0	0	0	154	100.00%
Assurance	113	41	0	0	0	0	154	100.00%
Outcome	113	41	0	0	0	0	154	100.00%
Overall	931	274	27	0	0	0	1,232	97.81%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	75
2	Issuance of Certificate of Outstanding Balances and Interest Paid	74
3	Issuance of Certificate of Full Payment	5
Total		154

61. Fort Bonifacio Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	936	84.40%
2. I know what a CC is but I did not see this office's CC.	25	2.25%
3. I learned of the CC only when I saw this office's CC.	86	7.75%
4. I do not know what a CC is and I did not see this office's CC.	57	5.14%
N/A	-	-
Did not specify	5	0.45%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	985	89.22%
2. Somewhat easy to see	45	4.08%
3. Difficult to see	2	0.18%
4. Not visible at all	2	0.18%
N/A	68	6.16%
Did not specify	2	0.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	998	90.40%
2. Somewhat helped	33	2.99%
3. Did not help	2	0.18%
N/A	70	6.34%
Did not specify	1	0.09%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,001	99	5	2	2	0	1,109	99.19%
Service Quality Dimensions								
Responsiveness	955	130	15	7	2	0	1,109	97.84%
Reliability	988	113	5	1	1	1	1,109	99.37%
Access and Facilities	973	123	6	3	1	3	1,109	99.10%
Communication	966	133	5	2	1	2	1,109	99.28%
Costs	919	127	3	3	2	55	1,109	99.24%
Integrity	989	111	5	1	1	2	1,109	99.37%
Assurance	1,004	99	5	1	0	0	1,109	99.46%
Outcome	985	115	4	1	1	3	1,109	99.46%
Overall	7,779	951	48	19	9	66	8,872	99.14%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	91
2	Opening of other Deposit Account	527
3	Release of Captured Card	1
4	Request for ATM PIN Change	83
5	Request for Card Replacement	17
6	Cash Deposit - (Peso/Foreign Currencies)	13
7	Cash Withdrawal	19
8	Check Deposit - Peso	12
9	Check Encashment	4
10	Online Collection Payments	5
11	Request for Fund Transfer	43
12	Request for Passbook Replacement	1
13	Updating of Bank Records - Change in Account Details/Type	163
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	101
15	Handling of Customer's Complaint	1
16	Salary Loan	5
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	2
19	Servicing of Modified Disbursement System Transactions	7
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
21	Bank Statement/Snapshot	7
22	Change of Name and Civil Status	2
Total		1,109

62. FTI Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	500	72.15%
2. I know what a CC is but I did not see this office's CC.	51	7.36%
3. I learned of the CC only when I saw this office's CC.	72	10.39%
4. I do not know what a CC is and I did not see this office's CC.	70	10.10%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	529	76.33%
2. Somewhat easy to see	62	8.95%
3. Difficult to see	18	2.60%
4. Not visible at all	2	0.29%
N/A	82	11.83%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	548	79.08%
2. Somewhat helped	50	7.22%
3. Did not help	12	1.73%
N/A	83	11.98%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	511	172	9	0	1	0	693	98.56%
Service Quality Dimensions								
Responsiveness	493	182	17	0	1	0	693	97.40%
Reliability	508	174	10	0	1	0	693	98.41%
Access and Facilities	487	183	17	0	1	5	693	97.38%
Communication	486	190	15	0	1	1	693	97.69%
Costs	443	140	20	0	0	90	693	96.68%
Integrity	496	180	15	0	1	1	693	97.69%
Assurance	500	179	10	1	3	0	693	97.98%
Outcome	485	190	14	0	2	2	693	97.68%
Overall	3,898	1,418	118	1	10	99	5,544	97.63%

External Services		Responses
1	Opening of other Deposit Account	11
2	Release of Captured Card	23
3	Request for ATM PIN Change	4
4	Cash Deposit - (Peso/Foreign Currencies)	24
5	Cash Withdrawal	383
6	Check Deposit - Peso	16

External Services		Responses
7	Check Deposit - Foreign Currency	1
8	Check Encashment	215
9	Online Collection Payments	1
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	3
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Salary Loan	1
14	Electronic Fund Transfer/Outgoing Remittance	3
15	Servicing of Modified Disbursement System Transactions	3
16	Application for LBP Credit Card Easy Pay Program	1
17	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
18	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		693

63. G. Araneta Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,296	82.81%
2. I know what a CC is but I did not see this office's CC.	27	1.73%
3. I learned of the CC only when I saw this office's CC.	177	11.31%
4. I do not know what a CC is and I did not see this office's CC.	65	4.15%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,408	89.97%
2. Somewhat easy to see	56	3.58%
3. Difficult to see	9	0.58%
4. Not visible at all	4	0.26%
N/A	88	5.62%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,410	90.10%
2. Somewhat helped	69	4.41%
3. Did not help	-	-
N/A	86	5.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,465	98	2	0	0	0	1,565	99.87%
Service Quality Dimensions								
Responsiveness	1,423	131	8	1	1	1	1,565	99.36%
Reliability	1,446	118	1	0	0	0	1,565	99.94%
Access and Facilities	1,421	137	1	0	1	5	1,565	99.87%
Communication	1,401	154	5	0	0	5	1,565	99.68%
Costs	426	104	8	2	5	1,020	1,565	97.25%
Integrity	1,443	118	2	0	0	2	1,565	99.87%
Assurance	1,466	98	1	0	0	0	1,565	99.94%
Outcome	1,412	135	5	0	0	13	1,565	99.68%
Overall	10,438	995	31	3	7	1,046	12,520	99.64%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	55
2	Opening of other Deposit Account	59
3	Release of Captured Card	5
4	Request for ATM PIN Change	8
5	Request for Card Replacement	16
6	Cash Deposit - (Peso/Foreign Currencies)	274
7	Cash Withdrawal	194
8	Check Deposit - Peso	178
9	Check Deposit - Foreign Currency	1
10	Check Encashment	546
11	Online Collection Payments	111
12	Request for Checkbook	3
13	Request for Fund Transfer	5
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	44
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	26
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	6
19	Claim of Remittance Proceeds	3
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Purchase of Over-the-Counter Check	6
22	Servicing of Modified Disbursement System Transactions	5
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	10
25	Bank Statement/Snapshot	1
26	Application for LBP Credit Card Easy Pay Program	2
27	Change of Name and Civil Status	1
28	Settlement of Past Due Account	1
Total		1,565

64. Greenhills - Ortigas Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,810	98.91%
2. I know what a CC is but I did not see this office's CC.	2	0.11%
3. I learned of the CC only when I saw this office's CC.	17	0.93%
4. I do not know what a CC is and I did not see this office's CC.	1	0.05%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,829	99.95%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	0.05%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,826	99.78%
2. Somewhat helped	2	0.11%
3. Did not help	-	-
N/A	2	0.11%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,829	1	0	0	0	0	1,830	100.00%
Service Quality Dimensions								
Responsiveness	1,828	1	1	0	0	0	1,830	99.95%
Reliability	1,828	2	0	0	0	0	1,830	100.00%
Access and Facilities	1,829	0	0	1	0	0	1,830	99.95%
Communication	1,817	2	0	0	0	11	1,830	100.00%
Costs	276	2	0	0	1	1,551	1,830	99.64%
Integrity	1,827	1	0	0	0	2	1,830	100.00%
Assurance	1,828	2	0	0	0	0	1,830	100.00%
Outcome	1,823	0	0	0	0	7	1,830	100.00%
Overall	13,056	10	1	1	1	1,571	14,640	99.98%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	14
2	Opening of other Deposit Account	3
3	Request for ATM PIN Change	4
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	542
6	Cash Withdrawal	129
7	Check Deposit - Peso	521
8	Check Encashment	172
9	Online Collection Payments	396
10	Request for Checkbook	4
11	Request for Fund Transfer	3
12	Updating of Bank Records - Change in Account Details/Type	6
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
14	Handling of Customer's Complaint	1
15	Salary Loan	4
16	Domestic Bills Purchase Initiation/Availment	2
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	4
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
20	Bank Statement/Snapshot	12
Total		1,830

65. GSIS Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	275	75.76%
2. I know what a CC is but I did not see this office's CC.	12	3.31%
3. I learned of the CC only when I saw this office's CC.	49	13.50%
4. I do not know what a CC is and I did not see this office's CC.	27	7.44%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	294	80.99%
2. Somewhat easy to see	36	9.92%
3. Difficult to see	1	0.28%
4. Not visible at all	-	-
N/A	32	8.82%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	300	82.64%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	24	6.61%
3. Did not help	2	0.55%
N/A	37	10.19%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	332	30	0	1	0	0	363	99.72%
Service Quality Dimensions								
Responsiveness	309	48	3	0	2	1	363	98.62%
Reliability	325	36	1	1	0	0	363	99.45%
Access and Facilities	319	37	2	1	0	4	363	99.16%
Communication	305	51	4	1	0	2	363	98.61%
Costs	222	36	4	1	1	99	363	97.73%
Integrity	326	35	2	0	0	0	363	99.45%
Assurance	337	25	1	0	0	0	363	99.72%
Outcome	326	35	1	0	0	1	363	99.72%
Overall	2,469	303	18	4	3	107	2,904	99.11%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	8
2	Opening of other Deposit Account	73
3	Release of Captured Card	4
4	Request for ATM PIN Change	20
5	Request for Card Replacement	25
6	Cash Deposit - (Peso/Foreign Currencies)	14
7	Cash Withdrawal	12
8	Check Deposit - Peso	16
9	Check Encashment	75
10	Online Collection Payments	11
11	Request for Fund Transfer	2
12	Updating of Bank Records - Change in Account Details/Type	54
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	25
14	Handling of Customer's Complaint	1
15	Salary Loan	9
16	Claim of Remittance Proceeds	1
17	Electronic Fund Transfer/Outgoing Remittance	5
18	Release of Inward Returned Check	1
19	Sale/Purchase of Foreign Currencies	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Bank Statement/Snapshot	3
22	Change of Name and Civil Status	1

External Services		Responses
23	Inquiry, Counseling and Processing of Loan	1
Total		363

66. Guadalupe Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	474	72.81%
2. I know what a CC is but I did not see this office's CC.	13	2.00%
3. I learned of the CC only when I saw this office's CC.	121	18.59%
4. I do not know what a CC is and I did not see this office's CC.	40	6.14%
N/A	-	-
Did not specify	3	0.46%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	557	85.96%
2. Somewhat easy to see	43	6.64%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	48	7.41%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	549	84.72%
2. Somewhat helped	54	8.33%
3. Did not help	-	-
N/A	45	6.94%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	579	65	4	2	1	0	651	98.92%
Service Quality Dimensions								
Responsiveness	537	104	5	1	2	2	651	98.77%
Reliability	568	79	3	0	0	1	651	99.54%
Access and Facilities	555	85	5	1	0	5	651	99.07%
Communication	546	95	6	2	0	2	651	98.77%
Costs	454	89	6	4	0	98	651	98.19%
Integrity	565	79	2	4	0	1	651	99.08%
Assurance	572	74	4	1	0	0	651	99.23%
Outcome	546	90	2	1	0	12	651	99.53%
Overall	4,343	695	33	14	2	121	5,208	99.04%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	20
2	Opening of other Deposit Account	183
3	Release of Captured Card	1
4	Request for ATM PIN Change	5
5	Request for Card Replacement	10
6	Cash Deposit - (Peso/Foreign Currencies)	61
7	Cash Withdrawal	195
8	Check Deposit - Peso	53
9	Check Deposit - Foreign Currency	2
10	Check Encashment	26
11	Online Collection Payments	22
12	Request for Checkbook	1
13	Request for Fund Transfer	1
14	Request for Passbook Replacement	4
15	Updating of Bank Records - Change in Account Details/Type	11
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	30
17	Handling of Customer's Complaint	1
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	5
20	Bond Redemption and Interest Payment	1
21	Claim of Remittance Proceeds	3
22	Electronic Fund Transfer/Outgoing Remittance	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
24	Change of Name and Civil Status	1
25	Reissuance of Credit Card	1
26	Inquiry, Counseling and Processing of Loan	9
Total		651

67. Intramuros Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,181	89.61%
2. I know what a CC is but I did not see this office's CC.	37	1.52%
3. I learned of the CC only when I saw this office's CC.	164	6.74%
4. I do not know what a CC is and I did not see this office's CC.	52	2.14%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,246	92.28%
2. Somewhat easy to see	78	3.20%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	13	0.53%
4. Not visible at all	3	0.12%
N/A	94	3.86%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,259	92.81%
2. Somewhat helped	49	2.01%
3. Did not help	6	0.25%
N/A	120	4.93%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,350	72	5	3	4	0	2,434	99.51%
Service Quality Dimensions								
Responsiveness	2,314	93	14	7	5	1	2,434	98.93%
Reliability	2,329	77	9	0	3	16	2,434	99.50%
Access and Facilities	2,304	78	8	0	3	41	2,434	99.54%
Communication	2,279	87	13	1	2	52	2,434	99.33%
Costs	2,059	72	13	0	3	287	2,434	99.25%
Integrity	2,336	87	6	3	2	0	2,434	99.55%
Assurance	2,361	68	3	0	2	0	2,434	99.79%
Outcome	2,325	89	4	0	2	14	2,434	99.75%
Overall	18,307	651	70	11	22	411	19,472	99.46%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	117
2	Opening of other Deposit Account	466
3	Release of Captured Card	12
4	Request for ATM PIN Change	76
5	Request for Card Replacement	206
6	Cash Deposit - (Peso/Foreign Currencies)	345
7	Cash Withdrawal	76
8	Check Deposit - Peso	150
9	Check Encashment	227
10	Online Collection Payments	146
11	Request for Checkbook	4
12	Request for Fund Transfer	15
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	263
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	220
16	Handling of Customer's Complaint	4
17	Salary Loan	34

External Services		Responses
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	4
20	Purchase of Over-the-Counter Check	1
21	Sale/Purchase of Foreign Currencies	2
22	Servicing of Modified Disbursement System Transactions	4
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	21
24	Bank Statement/Snapshot	33
25	Application for LBP Credit Card Easy Pay Program	3
26	Change of Name and Civil Status	1
27	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
28	Inquiry, Counseling and Processing of Loan	1
Total		2,434

68. Investment Banking Department I

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6	66.67%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	-	-
4. I do not know what a CC is and I did not see this office's CC.	3	33.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	66.67%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	33.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	66.67%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	3	33.33%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	6	3	0	0	0	0	9	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	5	2	0	1	0	1	9	87.50%
Reliability	6	3	0	0	0	0	9	100.00%
Access and Facilities	4	3	0	0	0	2	9	100.00%
Communication	4	2	0	0	0	3	9	100.00%
Costs	4	2	1	0	0	2	9	85.71%
Integrity	6	2	0	0	0	1	9	100.00%
Assurance	5	2	0	0	0	2	9	100.00%
Outcome	6	2	0	0	0	1	9	100.00%
Overall	40	18	1	1	0	12	72	96.67%

External Services		Responses
1	Investment Banking – Arranging for the Issuance of Bonds or Long-term Negotiated Certificates of Deposits (LTNCD) or Equity Securities	8
2	Investment Banking – Financial Advisory	1
Total		9

69. Investment Banking Department II

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	-	-
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	-	-
4. I do not know what a CC is and I did not see this office's CC.	1	50.00%
N/A	-	-
Did not specify	1	50.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	-	-
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	100.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	-	-
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	100.00%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2	0	0	0	0	0	2	100.00%
Service Quality Dimensions								
Responsiveness	1	1	0	0	0	0	2	100.00%
Reliability	2	0	0	0	0	0	2	100.00%
Access and Facilities	2	0	0	0	0	0	2	100.00%
Communication	2	0	0	0	0	0	2	100.00%
Costs	2	0	0	0	0	0	2	100.00%
Integrity	2	0	0	0	0	0	2	100.00%
Assurance	2	0	0	0	0	0	2	100.00%
Outcome	1	0	0	0	0	1	2	100.00%
Overall	14	1	0	0	0	1	16	100.00%

External Services		Responses
1	Investment Banking – Arranging for the Issuance of Bonds or Long-term Negotiated Certificates of Deposits (LTNCD) or Equity Securities	2
	Total	2

70. J.P. Rizal Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	292	56.05%
2. I know what a CC is but I did not see this office's CC.	6	1.15%
3. I learned of the CC only when I saw this office's CC.	213	40.88%
4. I do not know what a CC is and I did not see this office's CC.	10	1.92%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	452	86.76%
2. Somewhat easy to see	56	10.75%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	13	2.50%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	490	94.05%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	18	3.45%
3. Did not help	1	0.19%
N/A	12	2.30%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	499	18	0	1	3	0	521	99.23%
Service Quality Dimensions								
Responsiveness	483	30	5	0	3	0	521	98.46%
Reliability	499	19	1	0	2	0	521	99.42%
Access and Facilities	486	29	1	1	3	1	521	99.04%
Communication	487	29	3	0	2	0	521	99.04%
Costs	181	20	9	0	2	309	521	94.81%
Integrity	496	20	2	0	3	0	521	99.04%
Assurance	502	16	1	0	1	1	521	99.62%
Outcome	487	26	1	0	3	4	521	99.23%
Overall	3,621	189	23	1	19	315	4,168	98.88%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	25
2	Opening of other Deposit Account	123
3	Request for ATM PIN Change	1
4	Request for Card Replacement	22
5	Cash Deposit - (Peso/Foreign Currencies)	64
6	Cash Withdrawal	34
7	Check Deposit - Peso	39
8	Check Encashment	65
9	Online Collection Payments	44
10	Request for Checkbook	1
11	Request for Fund Transfer	2
12	Request for Passbook Replacement	1
13	Updating of Bank Records - Change in Account Details/Type	23
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	41
15	Salary Loan	5
16	Claim of Remittance Proceeds	1
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	2
19	Sale/Purchase of Foreign Currencies	1
20	Servicing of Modified Disbursement System Transactions	7
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3

External Services		Responses
23	Bank Statement/Snapshot	12
24	Application for LBP Credit Card Easy Pay Program	1
25	Change of Name and Civil Status	2
26	Total	521

71. Karuhatan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	372	77.18%
2. I know what a CC is but I did not see this office's CC.	14	2.90%
3. I learned of the CC only when I saw this office's CC.	51	10.58%
4. I do not know what a CC is and I did not see this office's CC.	45	9.34%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	391	81.12%
2. Somewhat easy to see	33	6.85%
3. Difficult to see	4	0.83%
4. Not visible at all	1	0.21%
N/A	53	11.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	392	81.33%
2. Somewhat helped	31	6.43%
3. Did not help	3	0.62%
N/A	56	11.62%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	437	38	4	0	3	0	482	98.55%
Service Quality Dimensions								
Responsiveness	415	58	5	1	3	0	482	98.13%
Reliability	433	45	1	0	3	0	482	99.17%
Access and Facilities	435	37	3	0	3	4	482	98.74%
Communication	421	46	3	0	4	8	482	98.52%
Costs	378	40	2	0	3	59	482	98.82%
Integrity	432	42	4	1	2	1	482	98.54%
Assurance	438	36	5	1	2	0	482	98.34%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	424	44	4	0	3	7	482	98.53%
Overall	3,376	348	27	3	23	79	3,856	98.60%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	37
2	Opening of other Deposit Account	128
3	Release of Captured Card	3
4	Request for ATM PIN Change	20
5	Request for Card Replacement	10
6	Cash Deposit - (Peso/Foreign Currencies)	39
7	Cash Withdrawal	33
8	Check Deposit - Peso	23
9	Check Encashment	18
10	Online Collection Payments	14
11	Request for Checkbook	13
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	61
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	50
15	Handling of Customer's Complaint	5
16	Salary Loan	4
17	Claim of Remittance Proceeds	1
18	Servicing of Modified Disbursement System Transactions	2
19	Trust/Treasury Placements	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
21	Bank Statement/Snapshot	8
22	Application for LBP Credit Card Easy Pay Program	2
23	Change of Name and Civil Status	1
Total		482

72. Katipunan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,431	92.50%
2. I know what a CC is but I did not see this office's CC.	19	1.23%
3. I learned of the CC only when I saw this office's CC.	52	3.36%
4. I do not know what a CC is and I did not see this office's CC.	13	0.84%
N/A	-	-
Did not specify	32	2.07%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,434	94.65%
2. Somewhat easy to see	45	2.97%
3. Difficult to see	4	0.26%
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	20	1.32%
Did not specify	12	0.79%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,459	96.30%
2. Somewhat helped	30	1.98%
3. Did not help	4	0.26%
N/A	22	1.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,520	25	1	0	1	0	1,547	99.87%
Service Quality Dimensions								
Responsiveness	1,510	31	5	0	1	0	1,547	99.61%
Reliability	1,523	23	0	1	0	0	1,547	99.94%
Access and Facilities	1,512	27	2	1	0	5	1,547	99.81%
Communication	1,510	28	5	1	0	3	1,547	99.61%
Costs	1,278	22	2	1	1	243	1,547	99.69%
Integrity	1,520	26	0	0	1	0	1,547	99.94%
Assurance	1,524	22	0	0	1	0	1,547	99.94%
Outcome	1,516	24	2	0	0	5	1,547	99.87%
Overall	11,893	203	16	4	4	256	12,376	99.80%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	196
3	Release of Captured Card	4
4	Request for ATM PIN Change	2
5	Request for Card Replacement	2
6	Cash Deposit - (Peso/Foreign Currencies)	345
7	Cash Withdrawal	326
8	Check Deposit - Peso	212
9	Check Encashment	64
10	Online Collection Payments	127
11	Request for Checkbook	10
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	16
14	Request for Stop Payment Order	2
15	Updating of Bank Records - Change in Account Details/Type	19
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	15
17	Salary Loan	76
18	Electronic Fund Transfer/Outgoing Remittance	4

External Services		Responses
19	Purchase of Over-the-Counter Check	1
20	Release of Inward Returned Check	9
21	Sale/Purchase of Foreign Currencies	2
22	Servicing of Modified Disbursement System Transactions	29
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	18
24	Bank Statement/Snapshot	4
25	Application for LBP Credit Card Easy Pay Program	16
26	Change of Name and Civil Status	2
27	Inquiry, Counseling and Processing of Loan	44
Total		1,547

73. Lagro Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,022	54.05%
2. I know what a CC is but I did not see this office's CC.	8	0.42%
3. I learned of the CC only when I saw this office's CC.	844	44.63%
4. I do not know what a CC is and I did not see this office's CC.	16	0.85%
N/A	-	-
Did not specify	1	0.05%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,850	97.88%
2. Somewhat easy to see	20	1.06%
3. Difficult to see	-	-
4. Not visible at all	1	0.05%
N/A	19	1.01%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,847	97.72%
2. Somewhat helped	21	1.11%
3. Did not help	-	-
N/A	22	1.16%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,863	28	0	0	0	0	1,891	100.00%
Service Quality Dimensions								

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,855	34	1	1	0	0	1,891	99.89%
Reliability	1,856	34	1	0	0	0	1,891	99.95%
Access and Facilities	1,862	28	0	0	0	1	1,891	100.00%
Communication	1,849	37	4	1	0	0	1,891	99.74%
Costs	1,803	32	1	1	0	54	1,891	99.89%
Integrity	1,868	23	0	0	0	0	1,891	100.00%
Assurance	1,861	29	1	0	0	0	1,891	99.95%
Outcome	1,852	31	3	0	0	5	1,891	99.84%
Overall	14,806	248	11	3	0	60	15,128	99.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	125
2	Opening of other Deposit Account	222
3	Release of Captured Card	1
4	Request for ATM PIN Change	27
5	Request for Card Replacement	11
6	Cash Deposit - (Peso/Foreign Currencies)	231
7	Cash Withdrawal	251
8	Check Deposit - Peso	176
9	Check Encashment	356
10	Online Collection Payments	265
11	Request for Checkbook	7
12	Request for Fund Transfer	3
13	Request for Passbook Replacement	18
14	Updating of Bank Records - Change in Account Details/Type	63
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	82
16	Handling of Customer's Complaint	5
17	Salary Loan	1
18	Claim of Remittance Proceeds	2
19	Electronic Fund Transfer/Outgoing Remittance	2
20	Purchase of Over-the-Counter Check	3
21	Release of Inward Returned Check	2
22	Sale/Purchase of Foreign Currencies	18
23	Trust/Treasury Placements	5
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
25	Bank Statement/Snapshot	5
26	Application for LBP Credit Card Easy Pay Program	3
Total		1,891

74. Las Piñas - Zapote Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	931	75.75%
2. I know what a CC is but I did not see this office's CC.	25	2.03%
3. I learned of the CC only when I saw this office's CC.	237	19.28%
4. I do not know what a CC is and I did not see this office's CC.	36	2.93%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,050	85.44%
2. Somewhat easy to see	130	10.58%
3. Difficult to see	5	0.41%
4. Not visible at all	2	0.16%
N/A	42	3.42%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,027	83.56%
2. Somewhat helped	148	12.04%
3. Did not help	3	0.24%
N/A	51	4.15%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,102	121	5	0	1	0	1,229	99.51%
Service Quality Dimensions								
Responsiveness	1,065	156	4	2	1	1	1,229	99.43%
Reliability	1,101	123	3	0	1	1	1,229	99.67%
Access and Facilities	1,092	127	4	1	1	4	1,229	99.51%
Communication	1,056	151	8	1	2	11	1,229	99.10%
Costs	866	97	7	0	2	257	1,229	99.07%
Integrity	1,106	119	2	1	1	0	1,229	99.67%
Assurance	1,127	98	1	2	1	0	1,229	99.67%
Outcome	1,073	133	6	0	0	17	1,229	99.50%
Overall	8,486	1,004	35	7	9	291	9,832	99.47%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	42
2	Opening of other Deposit Account	64
3	Release of Captured Card	13
4	Request for ATM PIN Change	70
5	Request for Card Replacement	4
6	Cash Deposit - (Peso/Foreign Currencies)	280

External Services		Responses
7	Cash Withdrawal	131
8	Check Deposit - Peso	92
9	Check Deposit - Foreign Currency	1
10	Check Encashment	99
11	Online Collection Payments	312
12	Request for Checkbook	1
13	Request for Fund Transfer	15
14	Updating of Bank Records - Change in Account Details/Type	30
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	42
16	Handling of Customer's Complaint	2
17	Salary Loan	6
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	3
20	Release of Inward Returned Check	1
21	Sale/Purchase of Foreign Currencies	7
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
23	Bank Statement/Snapshot	4
24	Application for LBP Credit Card Easy Pay Program	1
25	Change of Name and Civil Status	1
26	Lifting of Hold-out on Deposit	1
27	Reissuance of Credit Card	1
28	Inquiry, Counseling and Processing of Loan	2
Total		1,229

75. Las Piñas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	162	94.19%
2. I know what a CC is but I did not see this office's CC.	3	1.74%
3. I learned of the CC only when I saw this office's CC.	2	1.16%
4. I do not know what a CC is and I did not see this office's CC.	5	2.91%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	160	93.02%
2. Somewhat easy to see	7	4.07%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	2.91%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	160	93.02%
2. Somewhat helped	7	4.07%
3. Did not help	-	-
N/A	5	2.91%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	154	18	0	0	0	0	172	100.00%
Service Quality Dimensions								
Responsiveness	139	32	1	0	0	0	172	99.42%
Reliability	144	28	0	0	0	0	172	100.00%
Access and Facilities	142	29	0	0	0	1	172	100.00%
Communication	143	29	0	0	0	0	172	100.00%
Costs	144	19	0	0	0	9	172	100.00%
Integrity	152	20	0	0	0	0	172	100.00%
Assurance	154	18	0	0	0	0	172	100.00%
Outcome	152	19	0	0	0	1	172	100.00%
Overall	1,170	194	1	0	0	11	1,376	99.93%

External Services		Responses
1	Opening of other Deposit Account	134
2	Request for Card Replacement	2
3	Cash Deposit - (Peso/Foreign Currencies)	15
4	Cash Withdrawal	7
5	Check Deposit - Peso	2
6	Check Encashment	3
7	Online Collection Payments	6
8	Updating of Bank Records - Change in Account Details/Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Total	172

76. Loan Administration Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	48	15.58%
2. I know what a CC is but I did not see this office's CC.	3	0.97%
3. I learned of the CC only when I saw this office's CC.	11	3.57%
4. I do not know what a CC is and I did not see this office's CC.	40	12.99%
N/A	-	-
Did not specify	206	66.88%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	52	50.98%
2. Somewhat easy to see	5	4.90%
3. Difficult to see	-	-
4. Not visible at all	1	0.98%
N/A	42	41.18%
Did not specify	2	1.96%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	48	47.06%
2. Somewhat helped	8	7.84%
3. Did not help	1	0.98%
N/A	43	42.16%
Did not specify	2	1.96%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	295	13	0	0	0	0	308	100.00%
Service Quality Dimensions								
Responsiveness	290	18	0	0	0	0	308	100.00%
Reliability	296	12	0	0	0	0	308	100.00%
Access and Facilities	288	18	0	0	0	2	308	100.00%
Communication	286	18	2	0	0	2	308	99.35%
Costs	262	16	2	0	0	28	308	99.29%
Integrity	293	14	0	1	0	0	308	99.68%
Assurance	299	9	0	0	0	0	308	100.00%
Outcome	296	9	1	0	0	2	308	99.67%
Overall	2,310	114	5	1	0	34	2,464	99.75%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	61
2	Issuance of Certificate of Outstanding Balances and Interest Paid	27
3	Issuance of Certificate of Full Payment	219
4	Issuance of Letter of Guarantee	1
	Total	308

77. Loan Recovery Department I

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8	53.33%
2. I know what a CC is but I did not see this office's CC.	1	6.67%
3. I learned of the CC only when I saw this office's CC.	4	26.67%
4. I do not know what a CC is and I did not see this office's CC.	2	13.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	60.00%
2. Somewhat easy to see	1	6.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	33.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	66.67%
2. Somewhat helped	1	6.67%
3. Did not help	-	-
N/A	4	26.67%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	15	0	0	0	0	0	15	100.00%
Service Quality Dimensions								
Responsiveness	14	1	0	0	0	0	15	100.00%
Reliability	13	2	0	0	0	0	15	100.00%
Access and Facilities	12	3	0	0	0	0	15	100.00%
Communication	11	3	1	0	0	0	15	93.33%
Costs	7	3	0	0	0	5	15	100.00%
Integrity	12	3	0	0	0	0	15	100.00%
Assurance	13	2	0	0	0	0	15	100.00%
Outcome	13	2	0	0	0	0	15	100.00%
Overall	95	19	1	0	0	5	120	99.13%

External Services		Responses
1	Partial Release of Collaterals	3

External Services		Responses
2	Release of Collaterals as a Result of Full Payment	10
3	Release of Collaterals via Loan Take-out (Full Payment) by other Financial Institutions	1
4	Settlement of Loan Obligations by Delinquent Borrowers	1
Total		15

78. Loan Recovery Department II

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	100	53.76%
2. I know what a CC is but I did not see this office's CC.	16	8.60%
3. I learned of the CC only when I saw this office's CC.	34	18.28%
4. I do not know what a CC is and I did not see this office's CC.	36	19.35%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	94	50.54%
2. Somewhat easy to see	47	25.27%
3. Difficult to see	5	2.69%
4. Not visible at all	-	-
N/A	40	21.51%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	62	33.33%
2. Somewhat helped	83	44.62%
3. Did not help	-	-
N/A	41	22.04%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	107	78	1	0	0	0	186	99.46%
Service Quality Dimensions								
Responsiveness	103	77	6	0	0	0	186	96.77%
Reliability	106	77	3	0	0	0	186	98.39%
Access and Facilities	99	81	5	0	1	0	186	96.77%
Communication	97	80	9	0	0	0	186	95.16%
Costs	80	59	3	0	0	44	186	97.89%
Integrity	105	81	0	0	0	0	186	100.00%
Assurance	116	67	3	0	0	0	186	98.39%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	106	76	2	0	0	2	186	98.91%
Overall	812	598	31	0	1	46	1,488	97.78%

External Services		Responses
1	Release of Collaterals as a Result of Full Payment	42
2	Settlement and Release of Underlying Collaterals of LBP-Rediscounted Loan Obligations of Borrowers of Closed Banks under PDIC Receivership/Liquidation	1
3	Settlement of Loan Obligations by Delinquent Borrowers	143
	Total	186

79. LWUA Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	151	79.89%
2. I know what a CC is but I did not see this office's CC.	11	5.82%
3. I learned of the CC only when I saw this office's CC.	16	8.47%
4. I do not know what a CC is and I did not see this office's CC.	11	5.82%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	143	75.66%
2. Somewhat easy to see	30	15.87%
3. Difficult to see	1	0.53%
4. Not visible at all	1	0.53%
N/A	14	7.41%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	142	75.13%
2. Somewhat helped	25	13.23%
3. Did not help	1	0.53%
N/A	21	11.11%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	174	15	0	0	0	0	189	100.00%
Service Quality Dimensions								
Responsiveness	157	24	4	0	2	2	189	96.79%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	170	18	0	0	0	1	189	100.00%
Access and Facilities	162	19	0	0	0	8	189	100.00%
Communication	149	24	3	0	0	13	189	98.30%
Costs	90	15	2	1	1	80	189	96.33%
Integrity	170	19	0	0	0	0	189	100.00%
Assurance	179	10	0	0	0	0	189	100.00%
Outcome	152	24	1	0	0	12	189	99.44%
Overall	1,229	153	10	1	3	116	1,512	99.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	28
3	Release of Captured Card	7
4	Request for ATM PIN Change	2
5	Request for Card Replacement	1
6	Cash Deposit - (Peso/Foreign Currencies)	25
7	Cash Withdrawal	25
8	Check Deposit - Peso	26
9	Check Encashment	27
10	Request for Fund Transfer	3
11	Updating of Bank Records - Change in Account Details/Type	15
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	15
13	Handling of Customer's Complaint	1
14	Salary Loan	5
15	Trust/Treasury Placements	1
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
17	Application for LBP Credit Card Easy Pay Program	1
18	Change of Name and Civil Status	1
Total		189

80. Makati - Tordesillas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	559	94.59%
2. I know what a CC is but I did not see this office's CC.	1	0.17%
3. I learned of the CC only when I saw this office's CC.	26	4.40%
4. I do not know what a CC is and I did not see this office's CC.	5	0.85%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	582	98.48%
2. Somewhat easy to see	2	0.34%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	7	1.18%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	582	98.48%
2. Somewhat helped	3	0.51%
3. Did not help	-	-
N/A	6	1.02%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	582	8	0	0	1	0	591	99.83%
Service Quality Dimensions								
Responsiveness	579	11	0	0	1	0	591	99.83%
Reliability	579	11	1	0	0	0	591	99.83%
Access and Facilities	579	11	0	1	0	0	591	99.83%
Communication	578	9	1	0	1	2	591	99.66%
Costs	565	16	1	1	0	8	591	99.66%
Integrity	580	9	0	0	1	1	591	99.83%
Assurance	584	6	0	0	1	0	591	99.83%
Outcome	575	14	1	0	0	1	591	99.83%
Overall	4,619	87	4	2	4	12	4,728	99.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	48
2	Opening of other Deposit Account	33
3	Release of Captured Card	14
4	Request for ATM PIN Change	22
5	Request for Card Replacement	33
6	Cash Deposit - (Peso/Foreign Currencies)	62
7	Cash Withdrawal	11
8	Check Deposit - Peso	63
9	Check Deposit - Foreign Currency	1
10	Check Encashment	18
11	Online Collection Payments	6
12	Request for Checkbook	4
13	Request for Fund Transfer	2

External Services		Responses
14	Request for Passbook Replacement	30
15	Request for Stop Payment Order	37
16	Updating of Bank Records - Change in Account Details/Type	37
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	32
18	Handling of Customer's Complaint	5
19	Salary Loan	1
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Purchase of Over-the-Counter Check	5
22	Release of Inward Returned Check	27
23	Trust/Treasury Placements	10
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	67
25	Bank Statement/Snapshot	8
26	Change of Name and Civil Status	2
27	Lifting of Hold-out on Deposit	1
28	Inquiry, Counseling and Processing of Loan	10
Total		591

81. Makati Atrium Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	366	87.14%
2. I know what a CC is but I did not see this office's CC.	8	1.90%
3. I learned of the CC only when I saw this office's CC.	28	6.67%
4. I do not know what a CC is and I did not see this office's CC.	18	4.29%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	376	89.52%
2. Somewhat easy to see	18	4.29%
3. Difficult to see	1	0.24%
4. Not visible at all	3	0.71%
N/A	22	5.24%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	379	90.24%
2. Somewhat helped	14	3.33%
3. Did not help	-	-
N/A	27	6.43%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	402	18	0	0	0	0	420	100.00%
Service Quality Dimensions								
Responsiveness	394	23	2	0	0	1	420	99.52%
Reliability	398	21	1	0	0	0	420	99.76%
Access and Facilities	394	21	1	0	0	4	420	99.76%
Communication	390	24	3	1	0	2	420	99.04%
Costs	241	18	7	0	0	154	420	97.37%
Integrity	397	22	1	0	0	0	420	99.76%
Assurance	402	17	1	0	0	0	420	99.76%
Outcome	388	28	0	0	0	4	420	100.00%
Overall	3,004	174	16	1	0	165	3,360	99.47%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	6
3	Request for ATM PIN Change	1
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	45
6	Cash Withdrawal	18
7	Check Deposit - Peso	171
8	Check Encashment	23
9	Online Collection Payments	129
10	Request for Checkbook	1
11	Request for Fund Transfer	5
12	Updating of Bank Records - Change in Account Details/Type	4
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
14	Salary Loan	1
15	Bond Redemption and Interest Payment	1
16	Electronic Fund Transfer/Outgoing Remittance	1
17	Purchase of Over-the-Counter Check	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Application for LBP Credit Card Easy Pay Program	2
Total		420

82. Makati Business Center Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	182	70.27%
2. I know what a CC is but I did not see this office's CC.	7	2.70%
3. I learned of the CC only when I saw this office's CC.	54	20.85%
4. I do not know what a CC is and I did not see this office's CC.	16	6.18%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	216	83.40%
2. Somewhat easy to see	17	6.56%
3. Difficult to see	1	0.39%
4. Not visible at all	2	0.77%
N/A	23	8.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	222	85.71%
2. Somewhat helped	8	3.09%
3. Did not help	3	1.16%
N/A	26	10.04%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	252	4	0	2	1	0	259	98.84%
Service Quality Dimensions								
Responsiveness	245	9	3	1	1	0	259	98.07%
Reliability	246	11	1	1	0	0	259	99.23%
Access and Facilities	247	10	0	1	1	0	259	99.23%
Communication	240	11	2	1	1	4	259	98.43%
Costs	213	14	1	1	0	30	259	99.13%
Integrity	248	9	0	2	0	0	259	99.23%
Assurance	251	5	2	1	0	0	259	98.84%
Outcome	247	7	0	1	1	3	259	99.22%
Overall	1,937	76	9	9	4	37	2,072	98.92%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	19
3	Request for Card Replacement	5
4	Cash Deposit - (Peso/Foreign Currencies)	52
5	Cash Withdrawal	16
6	Check Deposit - Peso	56
7	Check Encashment	24
8	Online Collection Payments	15
9	Request for Checkbook	5
10	Request for Fund Transfer	12
11	Request for Passbook Replacement	2

External Services		Responses
12	Updating of Bank Records - Change in Account Details/Type	8
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	21
14	Handling of Customer's Complaint	1
15	Salary Loan	4
16	Bond Redemption and Interest Payment	1
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	5
19	Purchase of Over-the-Counter Check	4
20	Trust/Treasury Placements	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
22	Bank Statement/Snapshot	3
Total		259

83. Makati City Hall Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,083	93.52%
2. I know what a CC is but I did not see this office's CC.	8	0.69%
3. I learned of the CC only when I saw this office's CC.	58	5.01%
4. I do not know what a CC is and I did not see this office's CC.	8	0.69%
N/A	-	-
Did not specify	1	0.09%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,076	93.00%
2. Somewhat easy to see	63	5.45%
3. Difficult to see	5	0.43%
4. Not visible at all	-	-
N/A	13	1.12%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,076	93.00%
2. Somewhat helped	66	5.70%
3. Did not help	1	0.09%
N/A	14	1.21%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	948	207	2	0	1	0	1,158	99.74%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	881	264	8	1	0	4	1,158	99.22%
Reliability	926	230	1	1	0	0	1,158	99.83%
Access and Facilities	930	226	1	0	0	1	1,158	99.91%
Communication	913	235	4	0	0	6	1,158	99.65%
Costs	583	224	3	0	0	348	1,158	99.63%
Integrity	938	215	2	0	1	2	1,158	99.74%
Assurance	954	203	1	0	0	0	1,158	99.91%
Outcome	933	223	0	0	1	1	1,158	99.91%
Overall	7,058	1,820	20	2	2	362	9,264	99.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	49
2	Opening of other Deposit Account	39
3	Release of Captured Card	8
4	Request for ATM PIN Change	24
5	Request for Card Replacement	37
6	Cash Deposit - (Peso/Foreign Currencies)	300
7	Cash Withdrawal	181
8	Check Deposit - Peso	94
9	Check Encashment	124
10	Online Collection Payments	47
11	Request for Checkbook	7
12	Request for Fund Transfer	29
13	Updating of Bank Records - Change in Account Details/Type	60
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	30
15	Handling of Customer's Complaint	21
16	Salary Loan	24
17	Domestic Bills Purchase Initiation/Availment	3
18	Electronic Fund Transfer/Outgoing Remittance	1
19	Purchase of Over-the-Counter Check	8
20	Sale/Purchase of Foreign Currencies	5
21	Trust/Treasury Placements	6
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	27
23	Bank Statement/Snapshot	6
24	Change of Name and Civil Status	2
25	Lifting of Hold-out on Deposit	8
26	Reissuance of Credit Card	3
27	Inquiry, Counseling and Processing of Loan	15
	Total	1,158

84. Makati-Salcedo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,623	91.11%
2. I know what a CC is but I did not see this office's CC.	2	0.07%
3. I learned of the CC only when I saw this office's CC.	249	8.65%
4. I do not know what a CC is and I did not see this office's CC.	5	0.17%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,835	98.47%
2. Somewhat easy to see	37	1.29%
3. Difficult to see	-	-
4. Not visible at all	1	0.03%
N/A	6	0.21%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,653	92.15%
2. Somewhat helped	41	1.42%
3. Did not help	70	2.43%
N/A	115	3.99%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,875	3	0	0	1	0	2,879	99.97%
Service Quality Dimensions								
Responsiveness	2,873	3	2	0	1	0	2,879	99.90%
Reliability	2,870	8	0	0	1	0	2,879	99.97%
Access and Facilities	2,861	11	0	0	1	6	2,879	99.97%
Communication	2,860	12	2	0	1	4	2,879	99.90%
Costs	971	35	3	1	2	1,867	2,879	99.41%
Integrity	2,874	3	1	0	1	0	2,879	99.93%
Assurance	2,873	4	1	0	1	0	2,879	99.93%
Outcome	2,870	4	0	0	1	4	2,879	99.97%
Overall	21,052	80	9	1	9	1,881	23,032	99.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	190
2	Opening of other Deposit Account	112
3	Request for ATM PIN Change	51
4	Request for Card Replacement	78
5	Cash Deposit - (Peso/Foreign Currencies)	374
6	Cash Withdrawal	219

External Services		Responses
7	Check Deposit - Peso	348
8	Check Encashment	212
9	Online Collection Payments	181
10	Request for Checkbook	60
11	Request for Fund Transfer	220
12	Request for Passbook Replacement	45
13	Request for Stop Payment Order	6
14	Updating of Bank Records - Change in Account Details/Type	131
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	200
16	Handling of Customer's Complaint	8
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
18	Salary Loan	9
19	Electronic Fund Transfer/Outgoing Remittance	56
20	Purchase of Over-the-Counter Check	18
21	Release of Inward Returned Check	15
22	Sale/Purchase of Foreign Currencies	50
23	Trust/Treasury Placements	35
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
25	Bank Statement/Snapshot	245
26	Change of Name and Civil Status	4
27	Lifting of Hold-out on Deposit	1
Total		2,879

85. Malabon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,850	98.54%
2. I know what a CC is but I did not see this office's CC.	3	0.08%
3. I learned of the CC only when I saw this office's CC.	42	1.07%
4. I do not know what a CC is and I did not see this office's CC.	12	0.31%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,884	99.41%
2. Somewhat easy to see	11	0.28%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	12	0.31%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	3,888	99.51%
2. Somewhat helped	7	0.18%
3. Did not help	-	-
N/A	12	0.31%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,891	15	0	0	1	0	3,907	99.97%
Service Quality Dimensions								
Responsiveness	3,879	24	2	1	0	1	3,907	99.92%
Reliability	3,886	19	2	0	0	0	3,907	99.95%
Access and Facilities	3,879	23	2	0	0	3	3,907	99.95%
Communication	3,871	32	0	1	0	3	3,907	99.97%
Costs	3,254	31	0	0	1	621	3,907	99.97%
Integrity	3,884	20	3	0	0	0	3,907	99.92%
Assurance	3,890	17	0	0	0	0	3,907	100.00%
Outcome	3,882	22	2	0	1	0	3,907	99.92%
Overall	30,425	188	11	2	2	628	31,256	99.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	129
2	Opening of other Deposit Account	440
3	Release of Captured Card	38
4	Request for ATM PIN Change	112
5	Request for Card Replacement	768
6	Cash Deposit - (Peso/Foreign Currencies)	574
7	Cash Withdrawal	201
8	Check Deposit - Peso	120
9	Check Encashment	1,003
10	Online Collection Payments	157
11	Request for Checkbook	5
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	76
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	126
15	Handling of Customer's Complaint	25
16	Salary Loan	55
17	Purchase of Over-the-Counter Check	1
18	Sale/Purchase of Foreign Currencies	2
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
20	Bank Statement/Snapshot	44
21	Application for LBP Credit Card Easy Pay Program	24

External Services		Responses
22	Reissuance of Credit Card	1
23	Waiver of Credit Card Annual Fee	1
Total		3,907

86. Malacañan Palace Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	714	91.54%
2. I know what a CC is but I did not see this office's CC.	12	1.54%
3. I learned of the CC only when I saw this office's CC.	29	3.72%
4. I do not know what a CC is and I did not see this office's CC.	25	3.21%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	704	90.26%
2. Somewhat easy to see	41	5.26%
3. Difficult to see	-	-
4. Not visible at all	2	0.26%
N/A	33	4.23%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	689	88.33%
2. Somewhat helped	38	4.87%
3. Did not help	-	-
N/A	53	6.79%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	741	37	0	0	2	0	780	99.74%
Service Quality Dimensions								
Responsiveness	697	75	4	0	2	2	780	99.23%
Reliability	741	36	0	0	2	1	780	99.74%
Access and Facilities	731	38	1	0	2	8	780	99.61%
Communication	715	44	2	0	2	17	780	99.48%
Costs	493	36	1	0	2	248	780	99.44%
Integrity	738	39	1	0	2	0	780	99.62%
Assurance	745	32	1	0	2	0	780	99.62%
Outcome	734	40	0	0	2	4	780	99.74%
Overall	5,594	340	10	0	16	280	6,240	99.56%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	60
2	Opening of other Deposit Account	88
3	Release of Captured Card	6
4	Request for ATM PIN Change	4
5	Request for Card Replacement	16
6	Cash Deposit - (Peso/Foreign Currencies)	200
7	Cash Withdrawal	46
8	Check Deposit - Peso	137
9	Check Encashment	42
10	Online Collection Payments	3
11	Request for Checkbook	3
12	Request for Fund Transfer	8
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	53
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	30
16	Handling of Customer's Complaint	7
17	Salary Loan	21
18	Domestic Bills Purchase Initiation/Availment	1
19	Electronic Fund Transfer/Outgoing Remittance	8
20	Sale/Purchase of Foreign Currencies	3
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	34
22	Bank Statement/Snapshot	7
23	Change of Name and Civil Status	1
24	Inquiry, Counseling and Processing of Loan	1
Total		780

87. Malacañang Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	394	84.37%
2. I know what a CC is but I did not see this office's CC.	11	2.36%
3. I learned of the CC only when I saw this office's CC.	36	7.71%
4. I do not know what a CC is and I did not see this office's CC.	26	5.57%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	402	86.08%
2. Somewhat easy to see	31	6.64%
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	1	0.21%
N/A	33	7.07%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	419	89.72%
2. Somewhat helped	17	3.64%
3. Did not help	-	-
N/A	31	6.64%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	436	31	0	0	0	0	467	100.00%
Service Quality Dimensions								
Responsiveness	419	46	1	1	0	0	467	99.57%
Reliability	432	35	0	0	0	0	467	100.00%
Access and Facilities	418	44	0	0	0	5	467	100.00%
Communication	421	43	2	0	0	1	467	99.57%
Costs	328	26	1	3	0	109	467	98.88%
Integrity	427	36	4	0	0	0	467	99.14%
Assurance	432	34	1	0	0	0	467	99.79%
Outcome	422	44	1	0	0	0	467	99.79%
Overall	3,299	308	10	4	0	115	3,736	99.61%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	77
3	Request for ATM PIN Change	4
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	20
6	Cash Withdrawal	95
7	Check Deposit - Peso	39
8	Check Encashment	13
9	Online Collection Payments	8
10	Request for Fund Transfer	2
11	Updating of Bank Records - Change in Account Details/Type	63
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	54
13	Handling of Customer's Complaint	6
14	Salary Loan	4
15	Claim of Remittance Proceeds	1
16	Domestic Bills Purchase Initiation/Availment	2
17	Electronic Fund Transfer/Outgoing Remittance	7

External Services		Responses
18	Sale/Purchase of Foreign Currencies	2
19	Servicing of Modified Disbursement System Transactions	51
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
21	Bank Statement/Snapshot	4
22	Application for LBP Credit Card Easy Pay Program	1
Total		467

88. Malanday Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	692	61.24%
2. I know what a CC is but I did not see this office's CC.	7	0.62%
3. I learned of the CC only when I saw this office's CC.	389	34.42%
4. I do not know what a CC is and I did not see this office's CC.	27	2.39%
N/A	2	0.18%
Did not specify	13	1.15%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,046	93.81%
2. Somewhat easy to see	35	3.14%
3. Difficult to see	1	0.09%
4. Not visible at all	-	-
N/A	32	2.87%
Did not specify	1	0.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,056	94.71%
2. Somewhat helped	23	2.06%
3. Did not help	2	0.18%
N/A	33	2.96%
Did not specify	1	0.09%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,095	34	0	0	0	1	1,130	100.00%
Service Quality Dimensions								
Responsiveness	1,064	55	1	0	0	10	1,130	99.91%
Reliability	1,092	36	0	0	0	2	1,130	100.00%
Access and Facilities	1,093	34	0	0	0	3	1,130	100.00%
Communication	1,081	41	2	2	0	4	1,130	99.64%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	994	39	2	0	0	95	1,130	99.81%
Integrity	1,093	34	1	1	0	1	1,130	99.82%
Assurance	1,105	25	0	0	0	0	1,130	100.00%
Outcome	1,082	41	2	0	0	5	1,130	99.82%
Overall	8,604	305	8	3	0	120	9,040	99.88%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	43
2	Opening of other Deposit Account	67
3	Request for ATM PIN Change	201
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	203
6	Cash Withdrawal	199
7	Check Deposit - Peso	30
8	Check Encashment	112
9	Online Collection Payments	233
10	Request for Checkbook	1
11	Updating of Bank Records - Change in Account Details/Type	11
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	21
13	Handling of Customer's Complaint	1
14	Salary Loan	1
15	Claim of Remittance Proceeds	1
16	Bank Statement/Snapshot	4
17	Inquiry, Counseling and Processing of Loan	1
	Total	1,130

89. Malibay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	429	36.54%
2. I know what a CC is but I did not see this office's CC.	5	0.43%
3. I learned of the CC only when I saw this office's CC.	722	61.50%
4. I do not know what a CC is and I did not see this office's CC.	18	1.53%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	335	28.53%
2. Somewhat easy to see	818	69.68%
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	21	1.79%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	336	28.62%
2. Somewhat helped	815	69.42%
3. Did not help	1	0.09%
N/A	22	1.87%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,163	11	0	0	0	0	1,174	100.00%
Service Quality Dimensions								
Responsiveness	1,160	14	0	0	0	0	1,174	100.00%
Reliability	1,161	13	0	0	0	0	1,174	100.00%
Access and Facilities	1,149	10	0	0	0	15	1,174	100.00%
Communication	1,150	19	2	0	0	3	1,174	99.83%
Costs	556	11	2	0	1	604	1,174	99.47%
Integrity	1,164	9	0	0	0	1	1,174	100.00%
Assurance	1,163	11	0	0	0	0	1,174	100.00%
Outcome	1,155	14	1	0	0	4	1,174	99.91%
Overall	8,658	101	5	0	1	627	9,392	99.93%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	11
2	Opening of other Deposit Account	51
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	332
5	Cash Withdrawal	33
6	Check Deposit - Peso	215
7	Check Deposit - Foreign Currency	17
8	Check Encashment	153
9	Online Collection Payments	298
10	Request for Fund Transfer	4
11	Request for Passbook Replacement	1
12	Updating of Bank Records - Change in Account Details/Type	12
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	20
14	Handling of Customer's Complaint	2
15	Salary Loan	7
16	Purchase of Over-the-Counter Check	1
17	Sale/Purchase of Foreign Currencies	10
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
19	Bank Statement/Snapshot	3

External Services		Responses
	Total	1,174

90. Mandaluyong - Addition Hills Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	957	88.94%
2. I know what a CC is but I did not see this office's CC.	14	1.30%
3. I learned of the CC only when I saw this office's CC.	46	4.28%
4. I do not know what a CC is and I did not see this office's CC.	56	5.20%
N/A	1	0.09%
Did not specify	2	0.19%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	963	89.75%
2. Somewhat easy to see	51	4.75%
3. Difficult to see	3	0.28%
4. Not visible at all	-	-
N/A	53	4.94%
Did not specify	3	0.28%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	971	90.49%
2. Somewhat helped	41	3.82%
3. Did not help	1	0.09%
N/A	57	5.31%
Did not specify	3	0.28%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,025	50	0	0	1	0	1,076	99.91%
Service Quality Dimensions								
Responsiveness	970	95	3	1	1	6	1,076	99.53%
Reliability	1,009	63	1	0	1	2	1,076	99.81%
Access and Facilities	1,005	62	1	1	1	6	1,076	99.72%
Communication	978	85	2	1	1	9	1,076	99.63%
Costs	948	65	6	1	2	54	1,076	99.12%
Integrity	1,012	61	0	0	2	1	1,076	99.81%
Assurance	1,036	38	0	0	2	0	1,076	99.81%
Outcome	1,011	54	4	0	1	6	1,076	99.53%
Overall	7,969	523	17	4	11	84	8,608	99.62%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	187
2	Opening of other Deposit Account	60
3	Release of Captured Card	5
4	Request for ATM PIN Change	24
5	Request for Card Replacement	5
6	Cash Deposit - (Peso/Foreign Currencies)	164
7	Cash Withdrawal	159
8	Check Deposit - Peso	43
9	Check Deposit - Foreign Currency	1
10	Check Encashment	202
11	Online Collection Payments	106
12	Request for Checkbook	2
13	Request for Fund Transfer	3
14	Updating of Bank Records - Change in Account Details/Type	45
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	39
16	Handling of Customer's Complaint	3
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	2
19	Claim of Remittance Proceeds	2
20	Sale/Purchase of Foreign Currencies	1
21	Servicing of Modified Disbursement System Transactions	1
22	Bank Statement/Snapshot	7
23	Change of Name and Civil Status	1
24	Inquiry, Counseling and Processing of Loan	12
25	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		1,076

91. Mandaluyong City Hall Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,435	98.91%
2. I know what a CC is but I did not see this office's CC.	9	0.20%
3. I learned of the CC only when I saw this office's CC.	27	0.60%
4. I do not know what a CC is and I did not see this office's CC.	13	0.29%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,440	99.02%
2. Somewhat easy to see	20	0.45%
3. Difficult to see	2	0.04%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	7	0.16%
N/A	15	0.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,440	99.02%
2. Somewhat helped	17	0.38%
3. Did not help	3	0.07%
N/A	24	0.54%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,450	21	2	0	11	0	4,484	99.71%
Service Quality Dimensions								
Responsiveness	4,428	39	5	2	10	0	4,484	99.62%
Reliability	4,449	23	5	1	6	0	4,484	99.73%
Access and Facilities	4,451	19	3	0	10	1	4,484	99.71%
Communication	4,437	33	3	3	6	2	4,484	99.73%
Costs	2,036	30	3	1	5	2,409	4,484	99.57%
Integrity	4,447	25	0	1	11	0	4,484	99.73%
Assurance	4,453	20	1	1	9	0	4,484	99.75%
Outcome	4,449	23	3	1	7	1	4,484	99.75%
Overall	33,150	212	23	10	64	2,413	35,872	99.71%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	386
2	Opening of other Deposit Account	286
3	Release of Captured Card	18
4	Request for ATM PIN Change	895
5	Request for Card Replacement	251
6	Cash Deposit - (Peso/Foreign Currencies)	385
7	Cash Withdrawal	550
8	Check Deposit - Peso	348
9	Check Deposit - Foreign Currency	11
10	Check Encashment	204
11	Online Collection Payments	69
12	Request for Checkbook	22
13	Request for Fund Transfer	159
14	Request for Passbook Replacement	81
15	Updating of Bank Records - Change in Account Details/Type	248
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	188
17	Handling of Customer's Complaint	20

External Services		Responses
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4
19	Salary Loan	138
20	Bond Redemption and Interest Payment	1
21	Claim of Remittance Proceeds	1
22	Electronic Fund Transfer/Outgoing Remittance	12
23	Purchase of Over-the-Counter Check	8
24	Release of Inward Returned Check	6
25	Sale/Purchase of Foreign Currencies	23
26	Servicing of Modified Disbursement System Transactions	30
27	Trust/Treasury Placements	21
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	37
29	Bank Statement/Snapshot	31
30	Change of Name and Civil Status	6
31	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	4
32	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
33	Refund of Overpayment	26
34	Reissuance of Credit Card	2
35	Settlement of Past Due Account	1
36	Inquiry, Counseling and Processing of Loan	9
37	Issuance of Certificate of Outstanding Balances and Interest Paid	2
Total		4,484

92. Marcos Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	371	75.87%
2. I know what a CC is but I did not see this office's CC.	4	0.82%
3. I learned of the CC only when I saw this office's CC.	61	12.47%
4. I do not know what a CC is and I did not see this office's CC.	49	10.02%
N/A	1	0.20%
Did not specify	3	0.61%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	405	83.51%
2. Somewhat easy to see	31	6.39%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	49	10.10%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	405	83.51%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	30	6.19%
3. Did not help	-	-
N/A	50	10.31%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	433	52	3	0	1	0	489	99.18%
Service Quality Dimensions								
Responsiveness	382	92	11	2	1	1	489	97.13%
Reliability	400	77	11	0	0	1	489	97.75%
Access and Facilities	377	92	17	0	1	2	489	96.30%
Communication	381	90	15	0	1	2	489	96.71%
Costs	343	102	6	1	2	35	489	98.02%
Integrity	399	76	14	0	0	0	489	97.14%
Assurance	406	75	8	0	0	0	489	98.36%
Outcome	403	72	10	0	0	4	489	97.94%
Overall	3,091	676	92	3	5	45	3,912	97.41%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	129
2	Opening of other Deposit Account	83
3	Release of Captured Card	1
4	Request for ATM PIN Change	21
5	Request for Card Replacement	2
6	Cash Deposit - (Peso/Foreign Currencies)	23
7	Cash Withdrawal	35
8	Check Deposit - Peso	20
9	Check Encashment	94
10	Online Collection Payments	15
11	Request for Fund Transfer	6
12	Updating of Bank Records - Change in Account Details/Type	28
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
14	Salary Loan	12
15	Claim of Remittance Proceeds	2
16	Servicing of Modified Disbursement System Transactions	10
17	Bank Statement/Snapshot	1
18	Change of Name and Civil Status	1
Total		489

93. Marikina Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,762	98.88%
2. I know what a CC is but I did not see this office's CC.	1	0.06%
3. I learned of the CC only when I saw this office's CC.	13	0.73%
4. I do not know what a CC is and I did not see this office's CC.	6	0.34%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,769	99.27%
2. Somewhat easy to see	5	0.28%
3. Difficult to see	2	0.11%
4. Not visible at all	-	-
N/A	6	0.34%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,769	99.27%
2. Somewhat helped	7	0.39%
3. Did not help	-	-
N/A	6	0.34%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,769	8	0	1	4	0	1,782	99.72%
Service Quality Dimensions								
Responsiveness	1,766	11	0	0	5	0	1,782	99.72%
Reliability	1,768	9	2	0	3	0	1,782	99.72%
Access and Facilities	1,770	7	2	0	2	1	1,782	99.78%
Communication	1,764	12	2	0	3	1	1,782	99.72%
Costs	1,756	10	1	0	2	13	1,782	99.83%
Integrity	1,769	8	2	0	3	0	1,782	99.72%
Assurance	1,769	9	2	0	2	0	1,782	99.78%
Outcome	1,766	9	1	0	1	5	1,782	99.89%
Overall	14,128	75	12	0	21	20	14,256	99.77%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	423
3	Release of Captured Card	10

External Services		Responses
4	Request for ATM PIN Change	39
5	Request for Card Replacement	42
6	Cash Deposit - (Peso/Foreign Currencies)	142
7	Cash Withdrawal	336
8	Check Deposit - Peso	89
9	Check Deposit - Foreign Currency	3
10	Check Encashment	377
11	Online Collection Payments	118
12	Request for Checkbook	7
13	Request for Fund Transfer	4
14	Updating of Bank Records - Change in Account Details/Type	128
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	11
16	Handling of Customer's Complaint	3
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	18
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	3
21	Purchase of Over-the-Counter Check	8
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
24	Bank Statement/Snapshot	6
25	Application for LBP Credit Card Easy Pay Program	2
26	Reissuance of Credit Card	1
27	Inquiry, Counseling and Processing of Loan	3
Total		1,782

94. Microfinance Institutions Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	116	78.91%
2. I know what a CC is but I did not see this office's CC.	19	12.93%
3. I learned of the CC only when I saw this office's CC.	4	2.72%
4. I do not know what a CC is and I did not see this office's CC.	8	5.44%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	93	63.27%
2. Somewhat easy to see	44	29.93%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	10	6.80%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	112	76.19%
2. Somewhat helped	26	17.69%
3. Did not help	-	-
N/A	9	6.12%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	130	17	0	0	0	0	147	100.00%
Service Quality Dimensions								
Responsiveness	108	39	0	0	0	0	147	100.00%
Reliability	111	36	0	0	0	0	147	100.00%
Access and Facilities	103	44	0	0	0	0	147	100.00%
Communication	102	44	1	0	0	0	147	99.32%
Costs	85	40	1	0	0	21	147	99.21%
Integrity	117	30	0	0	0	0	147	100.00%
Assurance	120	27	0	0	0	0	147	100.00%
Outcome	119	28	0	0	0	0	147	100.00%
Overall	865	288	2	0	0	21	1,176	99.83%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	76
2	Issuance of Certificate of Outstanding Balances and Interest Paid	6
3	Issuance of Certificate of Full Payment	63
4	Issuance of Letter of Guarantee	2
	Total	147

95. Mid-Market Lending Department I

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	43	55.13%
2. I know what a CC is but I did not see this office's CC.	6	7.69%
3. I learned of the CC only when I saw this office's CC.	9	11.54%
4. I do not know what a CC is and I did not see this office's CC.	19	24.36%
N/A	-	-
Did not specify	1	1.28%

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	48	62.34%
2. Somewhat easy to see	4	5.19%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	25	32.47%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	47	61.04%
2. Somewhat helped	7	9.09%
3. Did not help	-	-
N/A	23	29.87%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	67	11	0	0	0	0	78	100.00%
Service Quality Dimensions								
Responsiveness	54	23	1	0	0	0	78	98.72%
Reliability	56	22	0	0	0	0	78	100.00%
Access and Facilities	55	23	0	0	0	0	78	100.00%
Communication	51	24	2	0	0	1	78	97.40%
Costs	50	22	2	0	0	4	78	97.30%
Integrity	64	14	0	0	0	0	78	100.00%
Assurance	70	8	0	0	0	0	78	100.00%
Outcome	62	16	0	0	0	0	78	100.00%
Overall	462	152	5	0	0	5	624	99.19%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	67
2	Issuance of Certificate of Outstanding Balances and Interest Paid	9
3	Issuance of Certificate of Full Payment	1
4	Issuance of Letter of Guarantee	1
	Total	78

96. Mid-Market Lending Department II

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	62	77.50%
2. I know what a CC is but I did not see this office's CC.	1	1.25%
3. I learned of the CC only when I saw this office's CC.	4	5.00%
4. I do not know what a CC is and I did not see this office's CC.	11	13.75%
N/A	2	2.50%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	59	75.64%
2. Somewhat easy to see	8	10.26%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	11	14.10%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	61	78.21%
2. Somewhat helped	3	3.85%
3. Did not help	3	3.85%
N/A	11	14.10%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	61	19	0	0	0	0	80	100.00%
Service Quality Dimensions								
Responsiveness	57	21	0	1	1	0	80	97.50%
Reliability	57	23	0	0	0	0	80	100.00%
Access and Facilities	58	22	0	0	0	0	80	100.00%
Communication	58	17	4	0	0	1	80	94.94%
Costs	51	18	7	0	0	4	80	90.79%
Integrity	58	22	0	0	0	0	80	100.00%
Assurance	63	17	0	0	0	0	80	100.00%
Outcome	57	21	1	0	0	1	80	98.73%
Overall	459	161	12	1	1	6	640	97.79%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	73
2	Issuance of Certificate of Outstanding Balances and Interest Paid	7
Total		80

97. Mindanao Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	346	68.38%
2. I know what a CC is but I did not see this office's CC.	7	1.38%
3. I learned of the CC only when I saw this office's CC.	141	27.87%
4. I do not know what a CC is and I did not see this office's CC.	12	2.37%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	479	94.66%
2. Somewhat easy to see	11	2.17%
3. Difficult to see	1	0.20%
4. Not visible at all	2	0.40%
N/A	13	2.57%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	482	95.26%
2. Somewhat helped	9	1.78%
3. Did not help	2	0.40%
N/A	13	2.57%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	492	9	0	0	5	0	506	99.01%
Service Quality Dimensions								
Responsiveness	487	11	1	1	6	0	506	98.42%
Reliability	489	12	2	0	3	0	506	99.01%
Access and Facilities	489	10	0	0	5	2	506	99.01%
Communication	483	16	2	1	3	1	506	98.81%
Costs	415	8	5	0	3	75	506	98.14%
Integrity	489	12	0	0	5	0	506	99.01%
Assurance	493	8	0	0	5	0	506	99.01%
Outcome	483	9	3	0	3	8	506	98.80%
Overall	3,828	86	13	2	33	86	4,048	98.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	19
2	Opening of other Deposit Account	109
3	Release of Captured Card	1

External Services		Responses
4	Request for ATM PIN Change	53
5	Request for Card Replacement	17
6	Cash Deposit - (Peso/Foreign Currencies)	121
7	Cash Withdrawal	23
8	Check Deposit - Peso	20
9	Check Encashment	40
10	Online Collection Payments	11
11	Request for Checkbook	7
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	23
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	34
15	Handling of Customer's Complaint	3
16	Salary Loan	6
17	Electronic Fund Transfer/Outgoing Remittance	2
18	Purchase of Over-the-Counter Check	4
19	Trust/Treasury Placements	2
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
21	Bank Statement/Snapshot	4
Total		506

98. Mortgage Banking Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	74	44.85%
2. I know what a CC is but I did not see this office's CC.	11	6.67%
3. I learned of the CC only when I saw this office's CC.	24	14.55%
4. I do not know what a CC is and I did not see this office's CC.	20	12.12%
N/A	-	-
Did not specify	36	21.82%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	71	55.04%
2. Somewhat easy to see	32	24.81%
3. Difficult to see	1	0.78%
4. Not visible at all	2	1.55%
N/A	21	16.28%
Did not specify	2	1.55%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	78	60.47%
2. Somewhat helped	28	21.71%
3. Did not help	1	0.78%

Citizen's Charter Answers	Responses	Percentage
N/A	20	15.50%
Did not specify	2	1.55%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	154	10	1	0	0	0	165	99.39%
Service Quality Dimensions								
Responsiveness	146	14	1	2	2	0	165	96.97%
Reliability	150	13	2	0	0	0	165	98.79%
Access and Facilities	147	12	5	0	0	1	165	96.95%
Communication	127	27	9	1	0	1	165	93.90%
Costs	127	19	7	0	0	12	165	95.42%
Integrity	157	6	1	1	0	0	165	98.79%
Assurance	138	26	1	0	0	0	165	99.39%
Outcome	154	7	2	0	0	2	165	98.77%
Overall	1,146	124	28	4	2	16	1,320	97.39%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	138
2	Issuance of Certificate of Full Payment	2
3	Issuance of Letter of Guarantee	25
Total		165

99. Muntinlupa Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	222	63.98%
2. I know what a CC is but I did not see this office's CC.	25	7.20%
3. I learned of the CC only when I saw this office's CC.	42	12.10%
4. I do not know what a CC is and I did not see this office's CC.	58	16.71%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	218	62.82%
2. Somewhat easy to see	44	12.68%
3. Difficult to see	7	2.02%
4. Not visible at all	2	0.58%
N/A	76	21.90%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	230	66.28%
2. Somewhat helped	39	11.24%
3. Did not help	1	0.29%
N/A	77	22.19%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	223	120	2	0	2	0	347	98.85%
Service Quality Dimensions								
Responsiveness	186	147	9	2	3	0	347	95.97%
Reliability	214	131	0	1	0	1	347	99.71%
Access and Facilities	198	142	3	0	1	3	347	98.84%
Communication	189	147	8	0	0	3	347	97.67%
Costs	140	111	3	4	0	89	347	97.29%
Integrity	209	129	6	1	1	1	347	97.69%
Assurance	217	126	2	1	1	0	347	98.85%
Outcome	191	142	7	0	0	7	347	97.94%
Overall	1,544	1,075	38	9	6	104	2,776	98.02%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	29
2	Opening of other Deposit Account	55
3	Release of Captured Card	2
4	Request for ATM PIN Change	4
5	Request for Card Replacement	2
6	Cash Deposit - (Peso/Foreign Currencies)	20
7	Cash Withdrawal	183
8	Check Deposit - Peso	11
9	Check Encashment	17
10	Online Collection Payments	4
11	Request for Checkbook	1
12	Updating of Bank Records - Change in Account Details/Type	7
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
14	Handling of Customer's Complaint	2
15	Salary Loan	1
16	Claim of Remittance Proceeds	1
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	1
19	Bank Statement/Snapshot	1

External Services		Responses
20	Issuance of Letter of Guarantee	1
Total		347

100. N. Domingo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	313	80.46%
2. I know what a CC is but I did not see this office's CC.	15	3.86%
3. I learned of the CC only when I saw this office's CC.	46	11.83%
4. I do not know what a CC is and I did not see this office's CC.	15	3.86%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	339	87.15%
2. Somewhat easy to see	15	3.86%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	35	9.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	341	87.66%
2. Somewhat helped	12	3.08%
3. Did not help	1	0.26%
N/A	35	9.00%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	382	6	1	0	0	0	389	99.74%
Service Quality Dimensions								
Responsiveness	372	13	2	0	1	1	389	99.23%
Reliability	382	5	1	0	0	1	389	99.74%
Access and Facilities	376	10	1	1	0	1	389	99.48%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	372	12	2	0	1	2	389	99.22%
Costs	348	8	2	1	1	29	389	98.89%
Integrity	381	7	1	0	0	0	389	99.74%
Assurance	381	7	1	0	0	0	389	99.74%
Outcome	372	9	4	0	0	4	389	98.96%
Overall	2,984	71	14	2	3	38	3,112	99.38%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	11
2	Opening of other Deposit Account	65
3	Release of Captured Card	12
4	Request for ATM PIN Change	3
5	Request for Card Replacement	1
6	Cash Deposit - (Peso/Foreign Currencies)	40
7	Cash Withdrawal	39
8	Check Deposit - Peso	60
9	Check Deposit - Foreign Currency	1
10	Check Encashment	35
11	Online Collection Payments	68
12	Request for Checkbook	1
13	Request for Fund Transfer	5
14	Updating of Bank Records - Change in Account Details/Type	9
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	11
16	Handling of Customer's Complaint	3
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	1
19	Domestic Bills Purchase Initiation/Availment	2
20	Electronic Fund Transfer/Outgoing Remittance	1
21	Purchase of Over-the-Counter Check	1
22	Trust/Treasury Placements	1
23	Inquiry, Counseling and Processing of Loan	18
	Total	389

101. NAIA-BOC Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	589	69.62%
2. I know what a CC is but I did not see this office's CC.	6	0.71%
3. I learned of the CC only when I saw this office's CC.	235	27.78%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	16	1.89%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	771	91.13%
2. Somewhat easy to see	54	6.38%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	21	2.48%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	720	85.11%
2. Somewhat helped	98	11.58%
3. Did not help	4	0.47%
N/A	24	2.84%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	776	67	0	0	3	0	846	99.65%
Service Quality Dimensions								
Responsiveness	758	85	0	0	3	0	846	99.65%
Reliability	752	90	2	1	1	0	846	99.53%
Access and Facilities	738	106	0	2	0	0	846	99.76%
Communication	727	115	1	0	2	1	846	99.64%
Costs	162	50	1	0	0	633	846	99.53%
Integrity	781	61	2	1	1	0	846	99.53%
Assurance	784	59	1	2	0	0	846	99.65%
Outcome	764	78	2	0	2	0	846	99.53%
Overall	5,466	644	9	6	9	634	6,768	99.61%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	50
2	Opening of other Deposit Account	14
3	Release of Captured Card	1
4	Request for Card Replacement	9
5	Cash Deposit - (Peso/Foreign Currencies)	404
6	Cash Withdrawal	86
7	Check Deposit - Peso	67
8	Check Deposit - Foreign Currency	1
9	Check Encashment	103
10	Online Collection Payments	55

External Services		Responses
11	Request for Checkbook	1
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	38
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
15	Handling of Customer's Complaint	3
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
17	Bank Statement/Snapshot	3
Total		846

102. NaPoCor Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	672	93.33%
2. I know what a CC is but I did not see this office's CC.	6	0.83%
3. I learned of the CC only when I saw this office's CC.	20	2.78%
4. I do not know what a CC is and I did not see this office's CC.	22	3.06%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	661	91.81%
2. Somewhat easy to see	28	3.89%
3. Difficult to see	2	0.28%
4. Not visible at all	1	0.14%
N/A	28	3.89%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	642	89.17%
2. Somewhat helped	41	5.69%
3. Did not help	1	0.14%
N/A	35	4.86%
Did not specify	1	0.14%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	699	19	2	0	0	0	720	99.72%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	686	32	1	0	0	1	720	99.86%
Reliability	696	22	2	0	0	0	720	99.72%
Access and Facilities	687	19	2	0	0	12	720	99.72%
Communication	677	34	2	0	0	7	720	99.72%
Costs	306	18	4	4	0	388	720	97.59%
Integrity	693	24	2	0	0	1	720	99.72%
Assurance	698	21	0	0	0	1	720	100.00%
Outcome	512	27	1	0	0	180	720	99.81%
Overall	4,955	197	14	4	0	590	5,760	99.65%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	24
3	Cash Deposit - (Peso/Foreign Currencies)	336
4	Cash Withdrawal	37
5	Check Deposit - Peso	225
6	Check Encashment	65
7	Online Collection Payments	7
8	Request for Checkbook	1
9	Request for Fund Transfer	9
10	Updating of Bank Records - Change in Account Details/Type	2
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
12	Electronic Fund Transfer/Outgoing Remittance	1
13	Purchase of Over-the-Counter Check	1
14	Sale/Purchase of Foreign Currencies	1
15	Bank Statement/Snapshot	1
16	Issuance of Letter of Guarantee	1
Total		720

103. Navotas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,822	93.39%
2. I know what a CC is but I did not see this office's CC.	18	0.92%
3. I learned of the CC only when I saw this office's CC.	94	4.82%
4. I do not know what a CC is and I did not see this office's CC.	17	0.87%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,869	95.80%
2. Somewhat easy to see	58	2.97%
3. Difficult to see	2	0.10%
4. Not visible at all	2	0.10%
N/A	20	1.03%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,859	95.28%
2. Somewhat helped	70	3.59%
3. Did not help	1	0.05%
N/A	21	1.08%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,900	50	1	0	0	0	1,951	99.95%
Service Quality Dimensions								
Responsiveness	1,874	69	8	0	0	0	1,951	99.59%
Reliability	1,903	47	1	0	0	0	1,951	99.95%
Access and Facilities	1,862	52	2	0	0	35	1,951	99.90%
Communication	1,878	68	3	0	0	2	1,951	99.85%
Costs	1,579	47	2	1	1	321	1,951	99.75%
Integrity	1,898	52	1	0	0	0	1,951	99.95%
Assurance	1,914	36	1	0	0	0	1,951	99.95%
Outcome	1,889	55	1	0	0	6	1,951	99.95%
Overall	14,797	426	19	1	1	364	15,608	99.86%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	63
2	Opening of other Deposit Account	249
3	Release of Captured Card	1
4	Request for ATM PIN Change	134
5	Request for Card Replacement	150
6	Cash Deposit - (Peso/Foreign Currencies)	109
7	Cash Withdrawal	38
8	Check Deposit - Peso	36
9	Check Encashment	201
10	Online Collection Payments	74
11	Request for Checkbook	2
12	Request for Fund Transfer	5
13	Updating of Bank Records - Change in Account Details/Type	244

External Services		Responses
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	91
15	Handling of Customer's Complaint	7
16	Salary Loan	181
17	Purchase of Over-the-Counter Check	1
18	Sale/Purchase of Foreign Currencies	1
19	Servicing of Modified Disbursement System Transactions	247
20	Trust/Treasury Placements	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	93
22	Bank Statement/Snapshot	21
23	Settlement of Past Due Account	1
24	Inquiry, Counseling and Processing of Loan	1
Total		1,951

104. North Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	135	83.33%
2. I know what a CC is but I did not see this office's CC.	2	1.23%
3. I learned of the CC only when I saw this office's CC.	19	11.73%
4. I do not know what a CC is and I did not see this office's CC.	5	3.09%
N/A	-	-
Did not specify	1	0.62%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	139	86.34%
2. Somewhat easy to see	15	9.32%
3. Difficult to see	-	-
4. Not visible at all	1	0.62%
N/A	6	3.73%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	143	88.82%
2. Somewhat helped	10	6.21%
3. Did not help	1	0.62%
N/A	7	4.35%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	156	6	0	0	0	0	162	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	142	18	0	1	0	1	162	99.38%
Reliability	156	6	0	0	0	0	162	100.00%
Access and Facilities	148	8	0	0	0	6	162	100.00%
Communication	143	17	0	0	0	2	162	100.00%
Costs	99	13	1	0	0	49	162	99.12%
Integrity	151	10	1	0	0	0	162	99.38%
Assurance	154	8	0	0	0	0	162	100.00%
Outcome	149	8	0	0	0	5	162	100.00%
Overall	1,142	88	2	1	0	63	1,296	99.76%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	10
2	Opening of other Deposit Account	30
3	Request for ATM PIN Change	1
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	32
6	Cash Withdrawal	19
7	Check Deposit - Peso	29
8	Check Encashment	20
9	Online Collection Payments	3
10	Request for Checkbook	2
11	Request for Fund Transfer	3
12	Updating of Bank Records - Change in Account Details/Type	3
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
14	Handling of Customer's Complaint	1
15	Salary Loan	1
16	Electronic Fund Transfer/Outgoing Remittance	1
17	Servicing of Modified Disbursement System Transactions	2
18	Bank Statement/Snapshot	1
Total		162

105. North Bay Boulevard Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	624	76.85%
2. I know what a CC is but I did not see this office's CC.	4	0.49%
3. I learned of the CC only when I saw this office's CC.	172	21.18%
4. I do not know what a CC is and I did not see this office's CC.	12	1.48%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	791	97.41%
2. Somewhat easy to see	4	0.49%
3. Difficult to see	-	-
4. Not visible at all	1	0.12%
N/A	16	1.97%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	643	79.19%
2. Somewhat helped	150	18.47%
3. Did not help	1	0.12%
N/A	18	2.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	808	3	0	1	0	0	812	99.88%
Service Quality Dimensions								
Responsiveness	806	4	2	0	0	0	812	99.75%
Reliability	808	4	0	0	0	0	812	100.00%
Access and Facilities	802	8	1	0	0	1	812	99.88%
Communication	801	9	1	0	0	1	812	99.88%
Costs	595	6	3	0	1	207	812	99.34%
Integrity	807	4	1	0	0	0	812	99.88%
Assurance	809	2	0	0	1	0	812	99.88%
Outcome	806	5	0	0	0	1	812	100.00%
Overall	6,234	42	8	0	2	210	6,496	99.84%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	244
2	Opening of other Deposit Account	30
3	Release of Captured Card	3
4	Request for ATM PIN Change	12
5	Request for Card Replacement	18
6	Cash Deposit - (Peso/Foreign Currencies)	130
7	Cash Withdrawal	29
8	Check Deposit - Peso	48
9	Check Encashment	136
10	Online Collection Payments	55
11	Request for Checkbook	3

External Services		Responses
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	44
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	33
15	Handling of Customer's Complaint	2
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	4
18	Purchase of Over-the-Counter Check	1
19	Sale/Purchase of Foreign Currencies	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Bank Statement/Snapshot	14
Total		812

106. Novaliches - Sarmiento Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	54	58.70%
2. I know what a CC is but I did not see this office's CC.	7	7.61%
3. I learned of the CC only when I saw this office's CC.	19	20.65%
4. I do not know what a CC is and I did not see this office's CC.	12	13.04%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	66	71.74%
2. Somewhat easy to see	12	13.04%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	14	15.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	67	72.83%
2. Somewhat helped	11	11.96%
3. Did not help	-	-
N/A	14	15.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	66	21	0	2	3	0	92	94.57%
Service Quality Dimensions								
Responsiveness	59	22	4	2	4	1	92	89.01%
Reliability	70	18	2	0	2	0	92	95.65%
Access and Facilities	63	21	3	0	3	2	92	93.33%
Communication	64	22	3	0	2	1	92	94.51%
Costs	55	15	2	1	2	17	92	93.33%
Integrity	70	16	3	0	3	0	92	93.48%
Assurance	74	13	3	0	2	0	92	94.57%
Outcome	65	20	3	1	2	1	92	93.41%
Overall	520	147	23	4	20	22	736	93.42%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	48
3	Release of Captured Card	1
4	Request for ATM PIN Change	2
5	Request for Card Replacement	3
6	Cash Deposit - (Peso/Foreign Currencies)	6
7	Cash Withdrawal	13
8	Check Deposit - Peso	4
9	Check Encashment	1
10	Online Collection Payments	1
11	Updating of Bank Records - Change in Account Details/Type	4
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
13	Salary Loan	1
Total		92

107. Novaliches Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,447	85.96%
2. I know what a CC is but I did not see this office's CC.	75	1.87%
3. I learned of the CC only when I saw this office's CC.	265	6.61%
4. I do not know what a CC is and I did not see this office's CC.	180	4.49%
N/A	33	0.82%
Did not specify	10	0.25%
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	3,511	88.51%
2. Somewhat easy to see	241	6.08%
3. Difficult to see	8	0.20%
4. Not visible at all	2	0.05%
N/A	205	5.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,502	88.28%
2. Somewhat helped	249	6.28%
3. Did not help	4	0.10%
N/A	210	5.29%
Did not specify	2	0.05%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,657	316	16	7	14	0	4,010	99.08%
Service Quality Dimensions								
Responsiveness	3,412	499	37	13	17	32	4,010	98.32%
Reliability	3,660	323	16	2	8	1	4,010	99.35%
Access and Facilities	3,595	372	15	5	14	9	4,010	99.15%
Communication	3,560	384	31	5	10	20	4,010	98.85%
Costs	3,368	325	14	2	7	294	4,010	99.38%
Integrity	3,653	321	15	6	8	7	4,010	99.28%
Assurance	3,674	312	13	3	6	2	4,010	99.45%
Outcome	3,640	332	11	2	7	18	4,010	99.50%
Overall	28,562	2,868	152	38	77	383	32,080	99.16%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	256
2	Opening of other Deposit Account	186
3	Release of Captured Card	2
4	Request for ATM PIN Change	448
5	Request for Card Replacement	38
6	Cash Deposit - (Peso/Foreign Currencies)	201
7	Cash Withdrawal	170
8	Check Deposit - Peso	64
9	Check Deposit - Foreign Currency	2
10	Check Encashment	200
11	Online Collection Payments	49
12	Request for Checkbook	92
13	Request for Fund Transfer	214
14	Updating of Bank Records - Change in Account Details/Type	471

External Services		Responses
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	31
16	Handling of Customer's Complaint	32
17	Salary Loan	45
18	Claim of Remittance Proceeds	1
19	Purchase of Over-the-Counter Check	89
20	Release of Inward Returned Check	4
21	Sale/Purchase of Foreign Currencies	5
22	Servicing of Modified Disbursement System Transactions	459
23	Trust/Treasury Placements	3
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	495
25	Bank Statement/Snapshot	448
26	Change of Name and Civil Status	2
27	Inquiry, Counseling and Processing of Loan	3
Total		4,010

108. Ombudsman Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	638	81.17%
2. I know what a CC is but I did not see this office's CC.	23	2.93%
3. I learned of the CC only when I saw this office's CC.	61	7.76%
4. I do not know what a CC is and I did not see this office's CC.	35	4.45%
N/A	-	-
Did not specify	29	3.69%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	575	75.96%
2. Somewhat easy to see	117	15.46%
3. Difficult to see	16	2.11%
4. Not visible at all	7	0.92%
N/A	42	5.55%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	593	78.34%
2. Somewhat helped	76	10.04%
3. Did not help	12	1.59%
N/A	76	10.04%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	758	23	1	1	3	0	786	99.36%
Service Quality Dimensions								
Responsiveness	674	64	4	3	7	34	786	98.14%
Reliability	735	42	2	0	3	4	786	99.36%
Access and Facilities	723	41	1	0	3	18	786	99.48%
Communication	676	64	10	0	3	33	786	98.27%
Costs	492	51	5	2	7	229	786	97.49%
Integrity	742	37	0	1	3	3	786	99.49%
Assurance	756	20	1	1	3	5	786	99.36%
Outcome	698	42	1	0	3	42	786	99.46%
Overall	5,496	361	24	7	32	368	6,288	98.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	6
2	Opening of other Deposit Account	54
3	Request for ATM PIN Change	2
4	Request for Card Replacement	7
5	Cash Deposit - (Peso/Foreign Currencies)	244
6	Cash Withdrawal	262
7	Check Deposit - Peso	74
8	Check Encashment	43
9	Online Collection Payments	33
10	Request for Fund Transfer	9
11	Updating of Bank Records - Change in Account Details/Type	11
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	16
13	Handling of Customer's Complaint	2
14	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
15	Salary Loan	3
16	Claim of Remittance Proceeds	2
17	Electronic Fund Transfer/Outgoing Remittance	5
18	Purchase of Over-the-Counter Check	2
19	Sale/Purchase of Foreign Currencies	1
20	Servicing of Modified Disbursement System Transactions	2
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
22	Bank Statement/Snapshot	1
23	Application for LBP Credit Card Easy Pay Program	3
24	Inquiry, Counseling and Processing of Loan	1
Total		786

109. Ortigas Center - Emerald Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,595	90.67%
2. I know what a CC is but I did not see this office's CC.	63	1.59%
3. I learned of the CC only when I saw this office's CC.	207	5.22%
4. I do not know what a CC is and I did not see this office's CC.	100	2.52%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,694	93.17%
2. Somewhat easy to see	144	3.63%
3. Difficult to see	11	0.28%
4. Not visible at all	1	0.03%
N/A	115	2.90%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,698	93.27%
2. Somewhat helped	142	3.58%
3. Did not help	5	0.13%
N/A	120	3.03%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,801	160	2	0	2	0	3,965	99.90%
Service Quality Dimensions								
Responsiveness	3,726	225	9	2	3	0	3,965	99.65%
Reliability	3,784	177	2	0	2	0	3,965	99.90%
Access and Facilities	3,721	226	3	2	2	11	3,965	99.82%
Communication	3,734	202	13	1	2	13	3,965	99.60%
Costs	1,156	179	12	5	2	2,611	3,965	98.60%
Integrity	3,779	176	6	0	2	2	3,965	99.80%
Assurance	3,814	147	2	0	2	0	3,965	99.90%
Outcome	3,731	187	12	1	2	32	3,965	99.62%
Overall	27,445	1,519	59	11	17	2,669	31,720	99.70%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	279
2	Opening of other Deposit Account	271
3	Release of Captured Card	14

External Services		Responses
4	Request for ATM PIN Change	106
5	Request for Card Replacement	56
6	Cash Deposit - (Peso/Foreign Currencies)	506
7	Cash Withdrawal	301
8	Check Deposit - Peso	586
9	Check Deposit - Foreign Currency	2
10	Check Encashment	278
11	Online Collection Payments	372
12	Request for Checkbook	5
13	Request for Fund Transfer	155
14	Request for Passbook Replacement	1
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	225
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	264
18	Handling of Customer's Complaint	2
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
20	Salary Loan	4
21	Bond Redemption and Interest Payment	4
22	Domestic Bills Purchase Initiation/Availment	393
23	Electronic Fund Transfer/Outgoing Remittance	74
24	Purchase of Over-the-Counter Check	34
25	Sale/Purchase of Foreign Currencies	1
26	Trust/Treasury Placements	7
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
28	Bank Statement/Snapshot	3
29	Application for LBP Credit Card Easy Pay Program	2
30	Change of Name and Civil Status	6
31	Settlement of Past Due Account	3
32	Inquiry, Counseling and Processing of Loan	2
33	Issuance of Certificate of Full Payment	1
Total		3,965

110. Ortigas Center - Pearl Drive Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	506	68.01%
2. I know what a CC is but I did not see this office's CC.	47	6.32%
3. I learned of the CC only when I saw this office's CC.	85	11.42%
4. I do not know what a CC is and I did not see this office's CC.	82	11.02%
N/A	4	0.54%

Citizen's Charter Answers	Responses	Percentage
Did not specify	20	2.69%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	514	71.39%
2. Somewhat easy to see	95	13.19%
3. Difficult to see	18	2.50%
4. Not visible at all	8	1.11%
N/A	82	11.39%
Did not specify	3	0.42%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	548	76.11%
2. Somewhat helped	73	10.14%
3. Did not help	9	1.25%
N/A	88	12.22%
Did not specify	2	0.28%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	580	141	21	1	1	0	744	96.91%
Service Quality Dimensions								
Responsiveness	554	146	24	5	1	14	744	95.89%
Reliability	582	141	18	1	0	2	744	97.44%
Access and Facilities	564	144	19	1	0	16	744	97.25%
Communication	550	149	26	1	0	18	744	96.28%
Costs	519	138	31	1	3	52	744	94.94%
Integrity	594	125	18	2	0	5	744	97.29%
Assurance	593	132	14	1	1	3	744	97.84%
Outcome	581	126	16	1	1	19	744	97.52%
Overall	4,537	1,101	166	13	6	129	5,952	96.82%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	33
2	Opening of other Deposit Account	50
3	Request for ATM PIN Change	12
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	231
6	Cash Withdrawal	50
7	Check Deposit - Peso	50
8	Check Deposit - Foreign Currency	74
9	Check Encashment	78
10	Online Collection Payments	80
11	Request for Checkbook	3
12	Request for Fund Transfer	5

External Services		Responses
13	Updating of Bank Records - Change in Account Details/Type	27
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
15	Handling of Customer's Complaint	1
16	Salary Loan	3
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	3
19	Sale/Purchase of Foreign Currencies	2
20	Servicing of Modified Disbursement System Transactions	1
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
23	Bank Statement/Snapshot	14
24	Change of Name and Civil Status	1
25	Inquiry, Counseling and Processing of Loan	1
Total		744

111. OWWA Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,721	88.99%
2. I know what a CC is but I did not see this office's CC.	38	1.96%
3. I learned of the CC only when I saw this office's CC.	74	3.83%
4. I do not know what a CC is and I did not see this office's CC.	94	4.86%
N/A	1	0.05%
Did not specify	6	0.31%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,726	89.57%
2. Somewhat easy to see	81	4.20%
3. Difficult to see	5	0.26%
4. Not visible at all	3	0.16%
N/A	111	5.76%
Did not specify	1	0.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,737	90.14%
2. Somewhat helped	61	3.17%
3. Did not help	2	0.10%
N/A	121	6.28%
Did not specify	6	0.31%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,725	195	7	1	6	0	1,934	99.28%
Service Quality Dimensions								
Responsiveness	1,566	332	19	6	8	3	1,934	98.29%
Reliability	1,608	308	9	1	6	2	1,934	99.17%
Access and Facilities	1,595	303	24	1	6	5	1,934	98.39%
Communication	1,548	353	19	1	6	7	1,934	98.65%
Costs	1,505	311	17	4	5	92	1,934	98.59%
Integrity	1,606	313	8	1	6	0	1,934	99.22%
Assurance	1,659	265	3	1	6	0	1,934	99.48%
Outcome	1,621	285	9	1	5	13	1,934	99.22%
Overall	12,708	2,470	108	16	48	122	15,472	98.88%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	81
2	Opening of other Deposit Account	81
3	Release of Captured Card	3
4	Request for ATM PIN Change	7
5	Request for Card Replacement	15
6	Cash Deposit - (Peso/Foreign Currencies)	429
7	Cash Withdrawal	52
8	Check Deposit - Peso	139
9	Check Deposit - Foreign Currency	7
10	Check Encashment	623
11	Online Collection Payments	426
12	Request for Checkbook	1
13	Request for Fund Transfer	5
14	Request for Stop Payment Order	2
15	Updating of Bank Records - Change in Account Details/Type	38
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
17	Electronic Fund Transfer/Outgoing Remittance	2
18	Purchase of Over-the-Counter Check	2
19	Sale/Purchase of Foreign Currencies	3
20	Servicing of Modified Disbursement System Transactions	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
22	Bank Statement/Snapshot	3
Total		1,934

112. P. Ocampo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,057	91.99%
2. I know what a CC is but I did not see this office's CC.	3	0.26%
3. I learned of the CC only when I saw this office's CC.	84	7.31%
4. I do not know what a CC is and I did not see this office's CC.	5	0.44%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,116	97.13%
2. Somewhat easy to see	22	1.91%
3. Difficult to see	1	0.09%
4. Not visible at all	1	0.09%
N/A	9	0.78%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,092	95.04%
2. Somewhat helped	42	3.66%
3. Did not help	-	-
N/A	15	1.31%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,139	10	0	0	0	0	1,149	100.00%
Service Quality Dimensions								
Responsiveness	1,130	19	0	0	0	0	1,149	100.00%
Reliability	1,131	16	0	0	0	2	1,149	100.00%
Access and Facilities	1,118	21	0	0	0	10	1,149	100.00%
Communication	1,109	23	1	0	0	16	1,149	99.91%
Costs	235	20	5	1	1	887	1,149	97.33%
Integrity	1,136	10	1	0	0	2	1,149	99.91%
Assurance	1,138	10	0	0	0	1	1,149	100.00%
Outcome	1,118	15	0	0	0	16	1,149	100.00%
Overall	8,115	134	7	1	1	934	9,192	99.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	88
2	Opening of other Deposit Account	36
3	Release of Captured Card	3
4	Request for ATM PIN Change	7
5	Request for Card Replacement	27
6	Cash Deposit - (Peso/Foreign Currencies)	296

External Services		Responses
7	Cash Withdrawal	76
8	Check Deposit - Peso	184
9	Check Deposit - Foreign Currency	1
10	Check Encashment	83
11	Online Collection Payments	50
12	Request for Checkbook	6
13	Request for Fund Transfer	5
14	Updating of Bank Records - Change in Account Details/Type	102
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	101
16	Handling of Customer's Complaint	6
17	Salary Loan	6
18	Electronic Fund Transfer/Outgoing Remittance	4
19	Purchase of Over-the-Counter Check	17
20	Sale/Purchase of Foreign Currencies	4
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	17
22	Bank Statement/Snapshot	24
23	Application for LBP Credit Card Easy Pay Program	6
Total		1,149

113. Pasay Libertad Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,487	96.17%
2. I know what a CC is but I did not see this office's CC.	2	0.08%
3. I learned of the CC only when I saw this office's CC.	93	3.60%
4. I do not know what a CC is and I did not see this office's CC.	4	0.15%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,541	98.26%
2. Somewhat easy to see	37	1.43%
3. Difficult to see	2	0.08%
4. Not visible at all	1	0.04%
N/A	5	0.19%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,550	98.61%
2. Somewhat helped	29	1.12%
3. Did not help	3	0.12%

Citizen's Charter Answers	Responses	Percentage
N/A	4	0.15%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,538	44	2	1	1	0	2,586	99.85%
Service Quality Dimensions								
Responsiveness	2,512	66	3	1	2	2	2,586	99.77%
Reliability	2,525	55	4	1	0	1	2,586	99.81%
Access and Facilities	2,517	64	3	0	1	1	2,586	99.85%
Communication	2,523	58	4	0	1	0	2,586	99.81%
Costs	2,430	63	6	0	0	87	2,586	99.76%
Integrity	2,541	40	3	1	1	0	2,586	99.81%
Assurance	2,545	37	2	2	0	0	2,586	99.85%
Outcome	2,524	57	3	0	2	0	2,586	99.81%
Overall	20,117	440	28	5	7	91	20,688	99.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	115
2	Opening of other Deposit Account	21
3	Release of Captured Card	7
4	Request for ATM PIN Change	181
5	Request for Card Replacement	87
6	Cash Deposit - (Peso/Foreign Currencies)	329
7	Cash Withdrawal	58
8	Check Deposit - Peso	54
9	Check Encashment	191
10	Online Collection Payments	38
11	Request for Checkbook	159
12	Request for Fund Transfer	7
13	Request for Passbook Replacement	92
14	Updating of Bank Records - Change in Account Details/Type	215
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	147
16	Handling of Customer's Complaint	1
17	Salary Loan	272
18	Claim of Remittance Proceeds	2
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Purchase of Over-the-Counter Check	1
21	Sale/Purchase of Foreign Currencies	1
22	Servicing of Modified Disbursement System Transactions	2
23	Bank Statement/Snapshot	352
24	Application for LBP Credit Card Easy Pay Program	1

External Services		Responses
25	Inquiry, Counseling and Processing of Loan	243
26	Issuance of Certificate of Full Payment	9
Total		2,586

114. Paseo de Roxas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	91	55.49%
2. I know what a CC is but I did not see this office's CC.	12	7.32%
3. I learned of the CC only when I saw this office's CC.	20	12.20%
4. I do not know what a CC is and I did not see this office's CC.	41	25.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	90	54.88%
2. Somewhat easy to see	26	15.85%
3. Difficult to see	2	1.22%
4. Not visible at all	1	0.61%
N/A	45	27.44%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	97	59.15%
2. Somewhat helped	15	9.15%
3. Did not help	-	-
N/A	52	31.71%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	139	24	0	0	1	0	164	99.39%
Service Quality Dimensions								
Responsiveness	122	38	1	0	1	2	164	98.77%
Reliability	124	39	1	0	0	0	164	99.39%
Access and Facilities	130	29	1	0	0	4	164	99.38%
Communication	118	35	6	0	0	5	164	96.23%
Costs	102	31	5	1	1	24	164	95.00%
Integrity	127	35	0	1	1	0	164	98.78%
Assurance	130	32	2	0	0	0	164	98.78%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	119	36	2	0	0	7	164	98.73%
Overall	972	275	18	2	3	42	1,312	98.19%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	11
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	40
5	Cash Withdrawal	19
6	Check Deposit - Peso	34
7	Check Deposit - Foreign Currency	1
8	Check Encashment	12
9	Online Collection Payments	24
10	Request for Fund Transfer	2
11	Updating of Bank Records - Change in Account Details/Type	5
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Handling of Customer's Complaint	1
14	Salary Loan	1
15	Bond Redemption and Interest Payment	1
16	Domestic Bills Purchase Initiation/Availment	1
17	Purchase of Over-the-Counter Check	2
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
19	Bank Statement/Snapshot	5
Total		164

115. Pasig - Sixto Antonio Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,295	80.84%
2. I know what a CC is but I did not see this office's CC.	74	2.61%
3. I learned of the CC only when I saw this office's CC.	322	11.34%
4. I do not know what a CC is and I did not see this office's CC.	148	5.21%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,534	89.26%
2. Somewhat easy to see	130	4.58%
3. Difficult to see	12	0.42%
4. Not visible at all	2	0.07%
N/A	161	5.67%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	2,544	89.61%
2. Somewhat helped	117	4.12%
3. Did not help	11	0.39%
N/A	167	5.88%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,512	315	8	1	2	1	2,839	99.61%
Service Quality Dimensions								
Responsiveness	2,392	406	35	2	4	0	2,839	98.56%
Reliability	2,489	330	17	1	2	0	2,839	99.30%
Access and Facilities	2,430	388	14	2	2	3	2,839	99.37%
Communication	2,468	344	19	2	3	3	2,839	99.15%
Costs	2,214	272	19	4	3	327	2,839	98.96%
Integrity	2,506	310	19	1	3	0	2,839	99.19%
Assurance	2,527	293	15	2	2	0	2,839	99.33%
Outcome	2,510	293	21	2	2	11	2,839	99.12%
Overall	19,536	2,636	159	16	21	344	22,712	99.12%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	127
2	Opening of other Deposit Account	179
3	Release of Captured Card	40
4	Request for ATM PIN Change	128
5	Request for Card Replacement	57
6	Cash Deposit - (Peso/Foreign Currencies)	384
7	Cash Withdrawal	357
8	Check Deposit - Peso	364
9	Check Deposit - Foreign Currency	26
10	Check Encashment	365
11	Online Collection Payments	369
12	Request for Checkbook	25
13	Request for Fund Transfer	7
14	Request for Passbook Replacement	3
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	128
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	112
18	Handling of Customer's Complaint	3
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	10
21	Claim of Remittance Proceeds	2

External Services		Responses
22	Domestic Bills Purchase Initiation/Availment	2
23	Electronic Fund Transfer/Outgoing Remittance	7
24	Release of Inward Returned Check	55
25	Sale/Purchase of Foreign Currencies	8
26	Trust/Treasury Placements	4
27	Bank Statement/Snapshot	42
28	Application for LBP Credit Card Easy Pay Program	4
29	Reissuance of Credit Card	1
30	Settlement of Past Due Account	1
31	Inquiry, Counseling and Processing of Loan	26
32	Issuance of Certificate of Full Payment	1
Total		2,839

116. Pasig C. Raymundo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	254	67.37%
2. I know what a CC is but I did not see this office's CC.	10	2.65%
3. I learned of the CC only when I saw this office's CC.	66	17.51%
4. I do not know what a CC is and I did not see this office's CC.	47	12.47%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	271	71.88%
2. Somewhat easy to see	41	10.88%
3. Difficult to see	5	1.33%
4. Not visible at all	1	0.27%
N/A	58	15.38%
Did not specify	1	0.27%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	281	74.54%
2. Somewhat helped	34	9.02%
3. Did not help	1	0.27%
N/A	60	15.92%
Did not specify	1	0.27%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	326	43	4	1	3	0	377	97.88%
Service Quality Dimensions								

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	308	57	7	1	3	1	377	97.07%
Reliability	325	47	2	1	1	1	377	98.94%
Access and Facilities	317	52	2	1	1	4	377	98.93%
Communication	297	61	12	0	3	4	377	95.98%
Costs	269	45	8	2	0	53	377	96.91%
Integrity	332	41	2	0	1	1	377	99.20%
Assurance	338	35	1	1	2	0	377	98.94%
Outcome	315	47	4	1	1	9	377	98.37%
Overall	2,501	385	38	7	12	73	3,016	98.06%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	53
3	Request for ATM PIN Change	9
4	Request for Card Replacement	17
5	Cash Deposit - (Peso/Foreign Currencies)	95
6	Cash Withdrawal	36
7	Check Deposit - Peso	29
8	Check Deposit - Foreign Currency	1
9	Check Encashment	42
10	Online Collection Payments	41
11	Updating of Bank Records - Change in Account Details/Type	27
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	17
13	Salary Loan	3
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
15	Bank Statement/Snapshot	1
16	Inquiry, Counseling and Processing of Loan	1
Total		377

117. Pasig Capitol Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	391	91.14%
2. I know what a CC is but I did not see this office's CC.	9	2.10%
3. I learned of the CC only when I saw this office's CC.	22	5.13%
4. I do not know what a CC is and I did not see this office's CC.	7	1.63%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	392	91.38%
2. Somewhat easy to see	19	4.43%
3. Difficult to see	5	1.17%
4. Not visible at all	4	0.93%

Citizen's Charter Answers	Responses	Percentage
N/A	9	2.10%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	387	90.21%
2. Somewhat helped	24	5.59%
3. Did not help	5	1.17%
N/A	13	3.03%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	377	42	1	3	6	0	429	97.67%
Service Quality Dimensions								
Responsiveness	369	46	3	2	9	0	429	96.74%
Reliability	371	50	3	0	5	0	429	98.14%
Access and Facilities	368	49	1	1	6	4	429	98.12%
Communication	355	55	7	0	4	8	429	97.39%
Costs	184	30	1	3	4	207	429	96.40%
Integrity	371	47	4	1	5	1	429	97.66%
Assurance	378	43	2	0	6	0	429	98.14%
Outcome	356	52	3	0	3	15	429	98.55%
Overall	2,752	372	24	7	42	235	3,432	97.72%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	13
3	Request for ATM PIN Change	1
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	83
6	Cash Withdrawal	23
7	Check Deposit - Peso	99
8	Check Encashment	107
9	Online Collection Payments	62
10	Request for Checkbook	1
11	Updating of Bank Records - Change in Account Details/Type	6
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
13	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
14	Salary Loan	1
15	Claim of Remittance Proceeds	1
16	Domestic Bills Purchase Initiation/Availment	1
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Sale/Purchase of Foreign Currencies	1

External Services		Responses
19	Servicing of Modified Disbursement System Transactions	13
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Application for LBP Credit Card Easy Pay Program	1
22	Inquiry, Counseling and Processing of Loan	1
Total		429

118. Pasig City Hall Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,825	85.76%
2. I know what a CC is but I did not see this office's CC.	21	0.99%
3. I learned of the CC only when I saw this office's CC.	189	8.88%
4. I do not know what a CC is and I did not see this office's CC.	61	2.87%
N/A	1	0.05%
Did not specify	31	1.46%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,826	87.12%
2. Somewhat easy to see	192	9.16%
3. Difficult to see	4	0.19%
4. Not visible at all	2	0.10%
N/A	72	3.44%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,827	87.17%
2. Somewhat helped	193	9.21%
3. Did not help	1	0.05%
N/A	75	3.58%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,883	235	9	0	1	0	2,128	99.53%
Service Quality Dimensions								
Responsiveness	1,803	289	19	3	1	13	2,128	98.91%
Reliability	1,841	279	4	0	1	3	2,128	99.76%
Access and Facilities	1,705	279	9	0	1	134	2,128	99.50%
Communication	1,821	282	15	0	1	9	2,128	99.24%
Costs	658	221	42	2	2	1,203	2,128	95.03%
Integrity	1,839	273	9	2	1	4	2,128	99.44%
Assurance	1,869	254	4	0	1	0	2,128	99.77%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	1,665	272	11	0	5	175	2,128	99.18%
Overall	13,201	2,149	113	7	13	1,541	17,024	99.14%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	55
2	Opening of other Deposit Account	171
3	Release of Captured Card	7
4	Request for ATM PIN Change	38
5	Request for Card Replacement	33
6	Cash Deposit - (Peso/Foreign Currencies)	328
7	Cash Withdrawal	220
8	Check Deposit - Peso	119
9	Check Deposit - Foreign Currency	7
10	Check Encashment	258
11	Online Collection Payments	249
12	Request for Fund Transfer	44
13	Request for Stop Payment Order	1
14	Updating of Bank Records - Change in Account Details/Type	177
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	317
16	Handling of Customer's Complaint	2
17	Salary Loan	54
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Purchase of Over-the-Counter Check	1
20	Servicing of Modified Disbursement System Transactions	1
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	20
23	Bank Statement/Snapshot	13
24	Change of Name and Civil Status	2
25	Issuance of Certificate of Full Payment	7
Total		2,128

119. Paso de Blas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	336	87.50%
2. I know what a CC is but I did not see this office's CC.	19	4.95%
3. I learned of the CC only when I saw this office's CC.	26	6.77%
4. I do not know what a CC is and I did not see this office's CC.	3	0.78%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	379	98.70%
2. Somewhat easy to see	1	0.26%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	1.04%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	376	97.92%
2. Somewhat helped	3	0.78%
3. Did not help	-	-
N/A	5	1.30%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	349	34	1	0	0	0	384	99.74%
Service Quality Dimensions								
Responsiveness	340	39	5	0	0	0	384	98.70%
Reliability	339	42	3	0	0	0	384	99.22%
Access and Facilities	330	52	2	0	0	0	384	99.48%
Communication	319	56	8	0	0	1	384	97.91%
Costs	163	40	1	0	0	180	384	99.51%
Integrity	345	37	2	0	0	0	384	99.48%
Assurance	347	36	1	0	0	0	384	99.74%
Outcome	291	16	4	0	0	73	384	98.71%
Overall	2,474	318	26	0	0	254	3,072	99.08%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	9
2	Opening of other Deposit Account	25
3	Release of Captured Card	6
4	Request for ATM PIN Change	29
5	Request for Card Replacement	3
6	Cash Deposit - (Peso/Foreign Currencies)	37
7	Cash Withdrawal	20
8	Check Deposit - Peso	41
9	Check Encashment	102
10	Online Collection Payments	70
11	Request for Checkbook	3
12	Request for Fund Transfer	2

External Services		Responses
13	Updating of Bank Records - Change in Account Details/Type	12
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
15	Salary Loan	5
16	Sale/Purchase of Foreign Currencies	2
17	Trust/Treasury Placements	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
19	Bank Statement/Snapshot	1
20	Issuance of Letter of Guarantee	1
Total		384

120. Pasong Tamo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	592	88.76%
2. I know what a CC is but I did not see this office's CC.	7	1.05%
3. I learned of the CC only when I saw this office's CC.	46	6.90%
4. I do not know what a CC is and I did not see this office's CC.	20	3.00%
N/A	-	-
Did not specify	2	0.30%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	594	89.32%
2. Somewhat easy to see	46	6.92%
3. Difficult to see	1	0.15%
4. Not visible at all	1	0.15%
N/A	23	3.46%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	592	89.02%
2. Somewhat helped	48	7.22%
3. Did not help	1	0.15%
N/A	24	3.61%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	627	37	0	1	2	0	667	99.55%
Service Quality Dimensions								
Responsiveness	602	57	5	0	2	1	667	98.95%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	618	45	2	1	1	0	667	99.40%
Access and Facilities	618	46	0	0	1	2	667	99.85%
Communication	603	55	4	0	3	2	667	98.95%
Costs	575	46	4	0	1	41	667	99.20%
Integrity	625	40	0	1	1	0	667	99.70%
Assurance	635	29	1	1	1	0	667	99.55%
Outcome	621	44	0	0	1	1	667	99.85%
Overall	4,897	362	16	3	11	47	5,336	99.43%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	50
3	Release of Captured Card	1
4	Request for ATM PIN Change	3
5	Request for Card Replacement	4
6	Cash Deposit - (Peso/Foreign Currencies)	130
7	Cash Withdrawal	98
8	Check Deposit - Peso	92
9	Check Deposit - Foreign Currency	4
10	Check Encashment	28
11	Online Collection Payments	168
12	Request for Checkbook	5
13	Request for Fund Transfer	16
14	Request for Passbook Replacement	3
15	Updating of Bank Records - Change in Account Details/Type	11
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	18
17	Handling of Customer's Complaint	1
18	Salary Loan	4
19	Electronic Fund Transfer/Outgoing Remittance	8
20	Purchase of Over-the-Counter Check	3
21	Release of Inward Returned Check	1
22	Sale/Purchase of Foreign Currencies	2
23	Servicing of Modified Disbursement System Transactions	1
24	Trust/Treasury Placements	1
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
26	Bank Statement/Snapshot	2
27	Application for LBP Credit Card Easy Pay Program	1
	Total	667

121. Pasong Tamo Extension Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	256	79.01%
2. I know what a CC is but I did not see this office's CC.	10	3.09%
3. I learned of the CC only when I saw this office's CC.	36	11.11%
4. I do not know what a CC is and I did not see this office's CC.	22	6.79%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	269	83.02%
2. Somewhat easy to see	21	6.48%
3. Difficult to see	1	0.31%
4. Not visible at all	1	0.31%
N/A	32	9.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	272	83.95%
2. Somewhat helped	18	5.56%
3. Did not help	-	-
N/A	34	10.49%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	280	43	0	0	1	0	324	99.69%
Service Quality Dimensions								
Responsiveness	263	58	1	1	1	0	324	99.07%
Reliability	276	47	1	0	0	0	324	99.69%
Access and Facilities	229	52	40	0	0	3	324	87.54%
Communication	267	55	0	0	1	1	324	99.69%
Costs	201	55	48	0	1	19	324	83.93%
Integrity	275	48	1	0	0	0	324	99.69%
Assurance	279	44	0	0	1	0	324	99.69%
Outcome	266	53	2	0	0	3	324	99.38%
Overall	2,056	412	93	1	4	26	2,592	96.18%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	114
3	Release of Captured Card	2
4	Request for ATM PIN Change	2
5	Request for Card Replacement	5
6	Cash Deposit - (Peso/Foreign Currencies)	43
7	Cash Withdrawal	13

External Services		Responses
8	Check Deposit - Peso	22
9	Check Deposit - Foreign Currency	1
10	Check Encashment	29
11	Online Collection Payments	3
12	Request for Checkbook	3
13	Updating of Bank Records - Change in Account Details/Type	25
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	48
15	Handling of Customer's Complaint	1
16	Salary Loan	1
17	Claim of Remittance Proceeds	2
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Bank Statement/Snapshot	2
20	Change of Name and Civil Status	1
Total		324

122. Pateros Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	461	93.70%
2. I know what a CC is but I did not see this office's CC.	5	1.02%
3. I learned of the CC only when I saw this office's CC.	17	3.46%
4. I do not know what a CC is and I did not see this office's CC.	9	1.83%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	466	94.72%
2. Somewhat easy to see	14	2.85%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	12	2.44%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	463	94.11%
2. Somewhat helped	16	3.25%
3. Did not help	-	-
N/A	13	2.64%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	426	66	0	0	0	0	492	100.00%
Service Quality Dimensions								
Responsiveness	374	117	0	1	0	0	492	99.80%
Reliability	372	120	0	0	0	0	492	100.00%
Access and Facilities	387	105	0	0	0	0	492	100.00%
Communication	378	112	2	0	0	0	492	99.59%
Costs	381	93	1	0	0	17	492	99.79%
Integrity	391	101	0	0	0	0	492	100.00%
Assurance	385	106	1	0	0	0	492	99.80%
Outcome	403	88	0	0	0	1	492	100.00%
Overall	3,071	842	4	1	0	18	3,936	99.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	23
2	Opening of other Deposit Account	98
3	Release of Captured Card	3
4	Request for ATM PIN Change	34
5	Request for Card Replacement	12
6	Cash Deposit - (Peso/Foreign Currencies)	83
7	Cash Withdrawal	14
8	Check Deposit - Peso	32
9	Check Deposit - Foreign Currency	3
10	Check Encashment	94
11	Online Collection Payments	20
12	Request for Checkbook	4
13	Request for Fund Transfer	2
14	Updating of Bank Records - Change in Account Details/Type	23
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	21
16	Handling of Customer's Complaint	2
17	Salary Loan	9
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
19	Bank Statement/Snapshot	9
20	Change of Name and Civil Status	2
21	Reissuance of Credit Card	1
22	Inquiry, Counseling and Processing of Loan	1
Total		492

123. PCSO Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,893	80.38%
2. I know what a CC is but I did not see this office's CC.	56	2.38%
3. I learned of the CC only when I saw this office's CC.	310	13.16%
4. I do not know what a CC is and I did not see this office's CC.	90	3.82%
N/A	-	-
Did not specify	6	0.25%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,956	83.27%
2. Somewhat easy to see	267	11.37%
3. Difficult to see	20	0.85%
4. Not visible at all	6	0.26%
N/A	100	4.26%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,858	79.10%
2. Somewhat helped	361	15.37%
3. Did not help	11	0.47%
N/A	118	5.02%
Did not specify	1	0.04%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,997	334	21	1	2	0	2,355	98.98%
Service Quality Dimensions								
Responsiveness	1,857	404	45	7	6	36	2,355	97.50%
Reliability	1,976	355	15	2	1	6	2,355	99.23%
Access and Facilities	1,921	345	19	1	2	67	2,355	99.04%
Communication	1,907	378	23	1	2	44	2,355	98.87%
Costs	1,610	334	27	4	4	376	2,355	98.23%
Integrity	1,996	331	17	2	2	7	2,355	99.11%
Assurance	2,035	304	13	1	1	1	2,355	99.36%
Outcome	1,966	326	18	0	3	42	2,355	99.09%
Overall	15,268	2,777	177	18	21	579	18,840	98.82%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	204
2	Opening of other Deposit Account	21
3	Request for ATM PIN Change	33
4	Request for Card Replacement	17
5	Cash Deposit - (Peso/Foreign Currencies)	1,017
6	Cash Withdrawal	164

External Services		Responses
7	Check Deposit - Peso	147
8	Check Deposit - Foreign Currency	13
9	Check Encashment	352
10	Online Collection Payments	187
11	Request for Checkbook	6
12	Request for Fund Transfer	12
13	Request for Passbook Replacement	6
14	Updating of Bank Records - Change in Account Details/Type	41
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	60
16	Salary Loan	5
17	Claim of Remittance Proceeds	2
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Purchase of Over-the-Counter Check	14
20	Sale/Purchase of Foreign Currencies	2
21	Servicing of Modified Disbursement System Transactions	1
22	Trust/Treasury Placements	5
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
24	Bank Statement/Snapshot	32
25	Application for LBP Credit Card Easy Pay Program	1
26	Change of Name and Civil Status	1
27	Redemption of Reward Points	1
28	Inquiry, Counseling and Processing of Loan	1
Total		2,355

124. Personnel Administration Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	554	70.04%
2. I know what a CC is but I did not see this office's CC.	75	9.48%
3. I learned of the CC only when I saw this office's CC.	47	5.94%
4. I do not know what a CC is and I did not see this office's CC.	112	14.16%
N/A	-	-
Did not specify	3	0.38%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	505	64.09%
2. Somewhat easy to see	93	11.80%
3. Difficult to see	10	1.27%
4. Not visible at all	3	0.38%
N/A	177	22.46%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	515	65.36%
2. Somewhat helped	80	10.15%
3. Did not help	9	1.14%
N/A	183	23.22%
Did not specify	1	0.13%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	636	132	10	8	3	2	791	97.34%
Service Quality Dimensions								
Responsiveness	544	187	27	13	5	15	791	94.20%
Reliability	631	146	9	0	2	3	791	98.60%
Access and Facilities	492	154	16	1	1	127	791	97.29%
Communication	549	170	24	2	5	41	791	95.87%
Costs	187	71	3	0	4	526	791	97.36%
Integrity	607	147	23	1	2	11	791	96.67%
Assurance	658	119	7	2	1	4	791	98.73%
Outcome	573	144	14	5	2	53	791	97.15%
Overall	4,241	1,138	123	24	22	780	6,328	96.95%

External Services		Responses
1	Pre-Employment Assessment and Selection (Rank and File)	262
2	Request for Service Record and Other Document/Record of Separated Employees (with Records On-Site and Archived at Antipolo Warehouse)	47
3	Request for Replacement of Lost, Old/Outdated or Damaged Alumni IDs	89
4	Sourcing/Talent Acquisition	393
Total		791

125. Public Sector Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	43	86.00%
2. I know what a CC is but I did not see this office's CC.	4	8.00%
3. I learned of the CC only when I saw this office's CC.	2	4.00%
4. I do not know what a CC is and I did not see this office's CC.	1	2.00%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	44	88.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	2	4.00%
N/A	4	8.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	45	90.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	5	10.00%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	41	9	0	0	0	0	50	100.00%
Service Quality Dimensions								
Responsiveness	40	9	1	0	0	0	50	98.00%
Reliability	45	4	1	0	0	0	50	98.00%
Access and Facilities	41	7	0	0	0	2	50	100.00%
Communication	43	4	1	0	0	2	50	97.92%
Costs	36	8	0	0	0	6	50	100.00%
Integrity	42	8	0	0	0	0	50	100.00%
Assurance	43	7	0	0	0	0	50	100.00%
Outcome	39	10	0	0	0	1	50	100.00%
Overall	329	57	3	0	0	11	400	99.23%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	6
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	1
4	Issuance of Letter of Guarantee	1
5	Negotiation of Letters of Credit (Payment to Beneficiary)	25
6	Opening of Letters of Credit (Cash)/Stand-by Letters of Credit	13
7	Outgoing Telegraphic Transfer related to Trade Transaction	3
	Total	50

126. Quezon Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	368	88.89%
2. I know what a CC is but I did not see this office's CC.	3	0.72%
3. I learned of the CC only when I saw this office's CC.	23	5.56%
4. I do not know what a CC is and I did not see this office's CC.	20	4.83%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	366	88.41%
2. Somewhat easy to see	22	5.31%
3. Difficult to see	2	0.48%
4. Not visible at all	1	0.24%
N/A	22	5.31%
Did not specify	1	0.24%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	362	87.44%
2. Somewhat helped	24	5.80%
3. Did not help	3	0.72%
N/A	23	5.56%
Did not specify	2	0.48%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	359	45	8	1	1	0	414	97.58%
Service Quality Dimensions								
Responsiveness	338	60	10	1	3	2	414	96.60%
Reliability	355	49	9	0	1	0	414	97.58%
Access and Facilities	350	52	9	1	1	1	414	97.34%
Communication	344	49	10	2	0	9	414	97.04%
Costs	220	44	16	0	0	134	414	94.29%
Integrity	351	54	5	0	1	3	414	98.54%
Assurance	363	43	4	0	1	3	414	98.78%
Outcome	347	52	7	2	0	6	414	97.79%
Overall	2,668	403	70	6	7	158	3,312	97.37%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	10
2	Opening of other Deposit Account	157
3	Release of Captured Card	2

External Services		Responses
4	Request for ATM PIN Change	24
5	Request for Card Replacement	5
6	Cash Deposit - (Peso/Foreign Currencies)	49
7	Cash Withdrawal	39
8	Check Deposit - Peso	23
9	Check Encashment	57
10	Online Collection Payments	27
11	Updating of Bank Records - Change in Account Details/Type	3
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
13	Electronic Fund Transfer/Outgoing Remittance	1
14	Servicing of Modified Disbursement System Transactions	4
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
16	Inquiry, Counseling and Processing of Loan	1
Total		414

127. Quezon City Circle Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	542	40.69%
2. I know what a CC is but I did not see this office's CC.	6	0.45%
3. I learned of the CC only when I saw this office's CC.	777	58.33%
4. I do not know what a CC is and I did not see this office's CC.	7	0.53%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,291	96.92%
2. Somewhat easy to see	27	2.03%
3. Difficult to see	2	0.15%
4. Not visible at all	2	0.15%
N/A	10	0.75%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,294	97.15%
2. Somewhat helped	21	1.58%
3. Did not help	3	0.23%
N/A	14	1.05%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,310	17	0	1	4	0	1,332	99.62%
Service Quality Dimensions								
Responsiveness	1,298	28	2	1	3	0	1,332	99.55%
Reliability	1,299	28	2	0	3	0	1,332	99.62%
Access and Facilities	1,296	22	2	0	3	9	1,332	99.62%
Communication	1,284	34	5	1	3	5	1,332	99.32%
Costs	1,244	19	1	0	3	65	1,332	99.68%
Integrity	1,293	30	3	1	3	2	1,332	99.47%
Assurance	1,296	31	1	1	3	0	1,332	99.62%
Outcome	1,286	40	0	0	3	3	1,332	99.77%
Overall	10,296	232	16	4	24	84	10,656	99.58%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	585
2	Opening of other Deposit Account	21
3	Release of Captured Card	1
4	Request for ATM PIN Change	4
5	Request for Card Replacement	11
6	Cash Deposit - (Peso/Foreign Currencies)	63
7	Cash Withdrawal	143
8	Check Deposit - Peso	106
9	Check Deposit - Foreign Currency	1
10	Check Encashment	246
11	Online Collection Payments	9
12	Request for Fund Transfer	7
13	Updating of Bank Records - Change in Account Details/Type	47
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	22
15	Handling of Customer's Complaint	1
16	Salary Loan	15
17	Electronic Fund Transfer/Outgoing Remittance	5
18	Purchase of Over-the-Counter Check	1
19	Sale/Purchase of Foreign Currencies	1
20	Servicing of Modified Disbursement System Transactions	1
21	Trust/Treasury Placements	27
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
23	Bank Statement/Snapshot	6
24	Change of Name and Civil Status	3
	Total	1,332

128. Quezon City Hall Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	155	75.61%
2. I know what a CC is but I did not see this office's CC.	5	2.44%
3. I learned of the CC only when I saw this office's CC.	16	7.80%
4. I do not know what a CC is and I did not see this office's CC.	29	14.15%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	140	68.29%
2. Somewhat easy to see	30	14.63%
3. Difficult to see	3	1.46%
4. Not visible at all	1	0.49%
N/A	31	15.12%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	139	67.80%
2. Somewhat helped	26	12.68%
3. Did not help	3	1.46%
N/A	37	18.05%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	174	24	1	0	6	0	205	96.59%
Service Quality Dimensions								
Responsiveness	156	33	9	0	6	1	205	92.65%
Reliability	151	40	4	1	2	7	205	96.46%
Access and Facilities	150	40	5	2	2	6	205	95.48%
Communication	129	36	6	1	3	30	205	94.29%
Costs	96	10	7	0	0	92	205	93.81%
Integrity	154	39	7	2	1	2	205	95.07%
Assurance	165	33	3	2	2	0	205	96.59%
Outcome	142	35	8	0	2	18	205	94.65%
Overall	1,143	266	49	8	18	156	1,640	94.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	27
3	Release of Captured Card	1

External Services		Responses
4	Request for ATM PIN Change	1
5	Request for Card Replacement	5
6	Cash Deposit - (Peso/Foreign Currencies)	40
7	Cash Withdrawal	21
8	Check Deposit - Peso	18
9	Check Encashment	42
10	Online Collection Payments	11
11	Request for Fund Transfer	3
12	Updating of Bank Records - Change in Account Details/Type	10
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
14	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
15	Salary Loan	4
16	Servicing of Modified Disbursement System Transactions	1
17	Bank Statement/Snapshot	1
18	Reissuance of Credit Card	3
Total		205

129. Quirino Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	59	34.91%
2. I know what a CC is but I did not see this office's CC.	11	6.51%
3. I learned of the CC only when I saw this office's CC.	45	26.63%
4. I do not know what a CC is and I did not see this office's CC.	54	31.95%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	105	62.13%
2. Somewhat easy to see	10	5.92%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	54	31.95%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	103	60.95%
2. Somewhat helped	11	6.51%
3. Did not help	-	-
N/A	55	32.54%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	101	64	4	0	0	0	169	97.63%
Service Quality Dimensions								
Responsiveness	89	69	11	0	0	0	169	93.49%
Reliability	78	68	18	0	1	4	169	88.48%
Access and Facilities	93	60	14	0	1	1	169	91.07%
Communication	90	59	14	0	0	6	169	91.41%
Costs	80	53	16	0	2	18	169	88.08%
Integrity	108	46	14	1	0	0	169	91.12%
Assurance	109	51	9	0	0	0	169	94.67%
Outcome	94	65	6	0	1	3	169	95.78%
Overall	741	471	102	1	5	32	1,352	91.82%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	10
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	66
5	Cash Withdrawal	22
6	Check Deposit - Peso	34
7	Check Encashment	3
8	Online Collection Payments	27
9	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
Total		169

130. Robinson's Galleria Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	43	82.69%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	8	15.38%
4. I do not know what a CC is and I did not see this office's CC.	1	1.92%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	46	88.46%
2. Somewhat easy to see	5	9.62%
3. Difficult to see	-	-
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	1	1.92%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	48	92.31%
2. Somewhat helped	3	5.77%
3. Did not help	-	-
N/A	1	1.92%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	49	3	0	0	0	0	52	100.00%
Service Quality Dimensions								
Responsiveness	50	2	0	0	0	0	52	100.00%
Reliability	48	4	0	0	0	0	52	100.00%
Access and Facilities	50	2	0	0	0	0	52	100.00%
Communication	46	6	0	0	0	0	52	100.00%
Costs	45	2	1	0	0	4	52	97.92%
Integrity	50	2	0	0	0	0	52	100.00%
Assurance	49	3	0	0	0	0	52	100.00%
Outcome	47	4	1	0	0	0	52	98.08%
Overall	385	25	2	0	0	4	416	99.51%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	17
3	Cash Withdrawal	1
4	Check Deposit - Peso	8
5	Check Encashment	4
6	Online Collection Payments	6
7	Updating of Bank Records - Change in Account Details/Type	4
8	Salary Loan	1
9	Electronic Fund Transfer/Outgoing Remittance	4
10	Sale/Purchase of Foreign Currencies	1
11	Bank Statement/Snapshot	3
	Total	52

131. Roosevelt Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	916	68.41%
2. I know what a CC is but I did not see this office's CC.	25	1.87%
3. I learned of the CC only when I saw this office's CC.	362	27.04%
4. I do not know what a CC is and I did not see this office's CC.	36	2.69%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,105	82.52%
2. Somewhat easy to see	187	13.97%
3. Difficult to see	7	0.52%
4. Not visible at all	1	0.07%
N/A	39	2.91%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,139	85.06%
2. Somewhat helped	156	11.65%
3. Did not help	2	0.15%
N/A	42	3.14%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,161	169	5	0	4	0	1,339	99.33%
Service Quality Dimensions								
Responsiveness	1,060	263	11	2	3	0	1,339	98.81%
Reliability	1,074	256	5	0	3	1	1,339	99.40%
Access and Facilities	1,053	279	4	0	1	2	1,339	99.63%
Communication	1,027	297	12	0	2	1	1,339	98.95%
Costs	990	290	4	1	1	53	1,339	99.53%
Integrity	1,047	282	7	0	3	0	1,339	99.25%
Assurance	1,057	277	3	1	1	0	1,339	99.63%
Outcome	1,040	285	6	1	0	7	1,339	99.47%
Overall	8,348	2,229	52	5	14	64	10,712	99.33%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	263
2	Opening of other Deposit Account	48
3	Request for ATM PIN Change	4

External Services		Responses
4	Cash Deposit - (Peso/Foreign Currencies)	266
5	Cash Withdrawal	22
6	Check Deposit - Peso	58
7	Check Deposit - Foreign Currency	1
8	Check Encashment	53
9	Online Collection Payments	275
10	Request for Checkbook	6
11	Request for Fund Transfer	13
12	Updating of Bank Records - Change in Account Details/Type	75
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	211
14	Handling of Customer's Complaint	1
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	10
17	Bond Redemption and Interest Payment	1
18	Electronic Fund Transfer/Outgoing Remittance	2
19	Purchase of Over-the-Counter Check	15
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
21	Bank Statement/Snapshot	7
22	Change of Name and Civil Status	1
23	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		1,339

132. San Juan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	364	92.15%
2. I know what a CC is but I did not see this office's CC.	6	1.52%
3. I learned of the CC only when I saw this office's CC.	14	3.54%
4. I do not know what a CC is and I did not see this office's CC.	11	2.78%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	365	92.41%
2. Somewhat easy to see	9	2.28%
3. Difficult to see	3	0.76%
4. Not visible at all	-	-
N/A	18	4.56%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	365	92.41%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	11	2.78%
3. Did not help	-	-
N/A	19	4.81%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	378	15	1	0	1	0	395	99.49%
Service Quality Dimensions								
Responsiveness	367	20	6	0	1	1	395	98.22%
Reliability	374	21	0	0	0	0	395	100.00%
Access and Facilities	366	20	1	0	0	8	395	99.74%
Communication	352	29	1	1	0	12	395	99.48%
Costs	336	16	3	0	0	40	395	99.15%
Integrity	376	17	2	0	0	0	395	99.49%
Assurance	378	16	1	0	0	0	395	99.75%
Outcome	369	18	2	0	0	6	395	99.49%
Overall	2,918	157	16	1	1	67	3,160	99.42%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	63
3	Request for ATM PIN Change	6
4	Request for Card Replacement	28
5	Cash Deposit - (Peso/Foreign Currencies)	35
6	Cash Withdrawal	22
7	Check Deposit - Peso	25
8	Check Deposit - Foreign Currency	1
9	Check Encashment	26
10	Online Collection Payments	8
11	Request for Checkbook	2
12	Request for Fund Transfer	5
13	Updating of Bank Records - Change in Account Details/Type	25
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	21
15	Handling of Customer's Complaint	2
16	Salary Loan	8
17	Purchase of Over-the-Counter Check	1
18	Servicing of Modified Disbursement System Transactions	97
19	Trust/Treasury Placements	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
21	Bank Statement/Snapshot	13
22	Application for LBP Credit Card Easy Pay Program	1

External Services		Responses
	Total	395

133. Senate Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	152	76.38%
2. I know what a CC is but I did not see this office's CC.	7	3.52%
3. I learned of the CC only when I saw this office's CC.	25	12.56%
4. I do not know what a CC is and I did not see this office's CC.	15	7.54%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	155	77.89%
2. Somewhat easy to see	23	11.56%
3. Difficult to see	1	0.50%
4. Not visible at all	-	-
N/A	20	10.05%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	145	72.86%
2. Somewhat helped	29	14.57%
3. Did not help	3	1.51%
N/A	22	11.06%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	183	15	1	0	0	0	199	99.50%
Service Quality Dimensions								
Responsiveness	159	32	4	2	1	1	199	96.46%
Reliability	178	21	0	0	0	0	199	100.00%
Access and Facilities	176	21	1	0	0	1	199	99.49%
Communication	165	24	2	0	0	8	199	98.95%
Costs	119	20	2	1	0	57	199	97.89%
Integrity	172	24	1	2	0	0	199	98.49%
Assurance	185	14	0	0	0	0	199	100.00%
Outcome	173	23	0	0	0	3	199	100.00%
Overall	1,327	179	10	5	1	70	1,592	98.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	38
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	14
5	Cash Withdrawal	20
6	Check Deposit - Peso	51
7	Check Deposit - Foreign Currency	1
8	Check Encashment	39
9	Request for Checkbook	4
10	Request for Fund Transfer	2
11	Request for Passbook Replacement	1
12	Updating of Bank Records - Change in Account Details/Type	9
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
14	Salary Loan	2
15	Electronic Fund Transfer/Outgoing Remittance	1
16	Sale/Purchase of Foreign Currencies	2
17	Trust/Treasury Placements	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	2
Total		199

134. Shaw Boulevard Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	687	77.28%
2. I know what a CC is but I did not see this office's CC.	27	3.04%
3. I learned of the CC only when I saw this office's CC.	118	13.27%
4. I do not know what a CC is and I did not see this office's CC.	57	6.41%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	714	80.31%
2. Somewhat easy to see	99	11.14%
3. Difficult to see	2	0.22%
4. Not visible at all	2	0.22%
N/A	72	8.10%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	723	81.33%
2. Somewhat helped	89	10.01%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	3	0.34%
N/A	74	8.32%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	778	103	5	0	3	0	889	99.10%
Service Quality Dimensions								
Responsiveness	725	135	15	1	7	6	889	97.40%
Reliability	776	110	2	0	1	0	889	99.66%
Access and Facilities	744	118	6	0	1	20	889	99.19%
Communication	739	121	20	0	1	8	889	97.62%
Costs	538	104	8	2	2	235	889	98.17%
Integrity	779	100	7	1	1	1	889	98.99%
Assurance	801	79	6	1	1	1	889	99.10%
Outcome	760	115	4	0	0	10	889	99.54%
Overall	5,862	882	68	5	14	281	7,112	98.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	45
2	Opening of other Deposit Account	171
3	Release of Captured Card	7
4	Request for ATM PIN Change	38
5	Request for Card Replacement	64
6	Cash Deposit - (Peso/Foreign Currencies)	43
7	Cash Withdrawal	41
8	Check Deposit - Peso	53
9	Check Encashment	68
10	Online Collection Payments	13
11	Request for Checkbook	5
12	Request for Fund Transfer	15
13	Updating of Bank Records - Change in Account Details/Type	81
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	166
15	Handling of Customer's Complaint	2
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	19
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	3
20	Purchase of Over-the-Counter Check	6
21	Servicing of Modified Disbursement System Transactions	18
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
23	Bank Statement/Snapshot	6

External Services		Responses
24	Application for LBP Credit Card Easy Pay Program	3
25	Change of Name and Civil Status	8
26	Inquiry, Counseling and Processing of Loan	3
Total		889

135. SMC Complex Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,062	99.47%
2. I know what a CC is but I did not see this office's CC.	2	0.10%
3. I learned of the CC only when I saw this office's CC.	5	0.24%
4. I do not know what a CC is and I did not see this office's CC.	4	0.19%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,066	99.66%
2. Somewhat easy to see	1	0.05%
3. Difficult to see	-	-
4. Not visible at all	2	0.10%
N/A	4	0.19%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,064	99.57%
2. Somewhat helped	3	0.14%
3. Did not help	2	0.10%
N/A	4	0.19%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,071	1	0	0	1	0	2,073	99.95%
Service Quality Dimensions								
Responsiveness	2,071	1	0	0	1	0	2,073	99.95%
Reliability	2,070	3	0	0	0	0	2,073	100.00%
Access and Facilities	2,071	1	1	0	0	0	2,073	99.95%
Communication	2,070	2	1	0	0	0	2,073	99.95%
Costs	2,063	1	1	0	0	8	2,073	99.95%
Integrity	2,071	1	1	0	0	0	2,073	99.95%
Assurance	2,071	1	1	0	0	0	2,073	99.95%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	2,067	2	1	0	0	3	2,073	99.95%
Overall	16,554	12	6	0	1	11	16,584	99.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	12
2	Opening of other Deposit Account	25
3	Release of Captured Card	1
4	Request for ATM PIN Change	34
5	Request for Card Replacement	14
6	Cash Deposit - (Peso/Foreign Currencies)	443
7	Cash Withdrawal	120
8	Check Deposit - Peso	385
9	Check Deposit - Foreign Currency	1
10	Check Encashment	42
11	Online Collection Payments	129
12	Request for Checkbook	35
13	Request for Fund Transfer	303
14	Updating of Bank Records - Change in Account Details/Type	36
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	126
16	Salary Loan	5
17	Bond Redemption and Interest Payment	3
18	Domestic Bills Purchase Initiation/Availment	1
19	Electronic Fund Transfer/Outgoing Remittance	60
20	Purchase of Over-the-Counter Check	39
21	Sale/Purchase of Foreign Currencies	54
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	143
24	Bank Statement/Snapshot	51
25	Application for LBP Credit Card Easy Pay Program	9
26	Inquiry, Counseling and Processing of Loan	1
Total		2,073

136. SME Lending Department I

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	48	50.53%
2. I know what a CC is but I did not see this office's CC.	6	6.32%
3. I learned of the CC only when I saw this office's CC.	11	11.58%
4. I do not know what a CC is and I did not see this office's CC.	27	28.42%
N/A	3	3.16%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	50	54.35%
2. Somewhat easy to see	10	10.87%
3. Difficult to see	1	1.09%
4. Not visible at all	-	-
N/A	31	33.70%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	47	51.09%
2. Somewhat helped	13	14.13%
3. Did not help	-	-
N/A	32	34.78%
Did not specify		

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	81	13	1	0	0	0	95	98.95%
Service Quality Dimensions								
Responsiveness	72	17	5	0	0	1	95	94.68%
Reliability	81	14	0	0	0	0	95	100.00%
Access and Facilities	74	19	1	0	0	1	95	98.94%
Communication	65	25	4	0	0	1	95	95.74%
Costs	37	18	3	0	0	37	95	94.83%
Integrity	81	13	0	0	0	1	95	100.00%
Assurance	87	8	0	0	0	0	95	100.00%
Outcome	71	23	0	0	0	1	95	100.00%
Overall	568	137	13	0	0	42	760	98.19%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	81
2	Issuance of Certificate of Outstanding Balances and Interest Paid	2
3	Issuance of Certificate of Full Payment	7
4	Issuance of Letter of Guarantee	5
	Total	95

137. SME Lending Department II

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	33	46.48%
2. I know what a CC is but I did not see this office's CC.	5	7.04%
3. I learned of the CC only when I saw this office's CC.	15	21.13%
4. I do not know what a CC is and I did not see this office's CC.	14	19.72%
N/A	2	2.82%
Did not specify	2	2.82%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	36	53.73%
2. Somewhat easy to see	13	19.40%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	18	26.87%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	35	52.24%
2. Somewhat helped	14	20.90%
3. Did not help	-	-
N/A	18	26.87%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	56	12	3	0	0	0	71	95.77%
Service Quality Dimensions								
Responsiveness	53	13	5	0	0	0	71	92.96%
Reliability	55	14	2	0	0	0	71	97.18%
Access and Facilities	49	16	4	0	0	2	71	94.20%
Communication	43	19	4	0	2	3	71	91.18%
Costs	37	23	1	0	0	10	71	98.36%
Integrity	52	15	3	0	0	1	71	95.71%
Assurance	60	8	3	0	0	0	71	95.77%
Outcome	50	16	4	0	0	1	71	94.29%
Overall	399	124	26	0	2	17	568	94.92%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	68
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	2
	Total	71

138. South Harbor Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	385	87.90%
2. I know what a CC is but I did not see this office's CC.	16	3.65%
3. I learned of the CC only when I saw this office's CC.	22	5.02%
4. I do not know what a CC is and I did not see this office's CC.	15	3.42%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	386	88.13%
2. Somewhat easy to see	23	5.25%
3. Difficult to see	7	1.60%
4. Not visible at all	3	0.68%
N/A	19	4.34%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	395	90.18%
2. Somewhat helped	18	4.11%
3. Did not help	3	0.68%
N/A	22	5.02%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	402	29	1	1	5	0	438	98.40%
Service Quality Dimensions								
Responsiveness	391	36	3	0	7	1	438	97.71%
Reliability	402	31	2	0	3	0	438	98.86%
Access and Facilities	397	32	3	1	3	2	438	98.39%
Communication	392	38	3	1	4	0	438	98.17%
Costs	361	34	1	1	3	38	438	98.75%
Integrity	402	29	3	0	4	0	438	98.40%
Assurance	403	31	1	0	3	0	438	99.09%
Outcome	395	32	4	1	3	3	438	98.16%
Overall	3,143	263	20	4	30	44	3,504	98.44%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	12
2	Opening of other Deposit Account	18

External Services		Responses
3	Request for Card Replacement	10
4	Cash Deposit - (Peso/Foreign Currencies)	39
5	Cash Withdrawal	25
6	Check Deposit - Peso	88
7	Check Deposit - Foreign Currency	1
8	Check Encashment	8
9	Online Collection Payments	29
10	Request for Fund Transfer	27
11	Request for Passbook Replacement	1
12	Updating of Bank Records - Change in Account Details/Type	35
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	26
14	Handling of Customer's Complaint	2
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	30
17	Electronic Fund Transfer/Outgoing Remittance	12
18	Sale/Purchase of Foreign Currencies	21
19	Servicing of Modified Disbursement System Transactions	21
20	Bank Statement/Snapshot	4
21	Change of Name and Civil Status	24
22	Reissuance of Credit Card	1
23	Inquiry, Counseling and Processing of Loan	2
24	Issuance of Certificate of Full Payment	1
Total		438

139. Special Assets Department I

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	91	87.50%
2. I know what a CC is but I did not see this office's CC.	2	1.92%
3. I learned of the CC only when I saw this office's CC.	3	2.88%
4. I do not know what a CC is and I did not see this office's CC.	2	1.92%
N/A	-	-
Did not specify	6	5.77%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	91	92.86%
2. Somewhat easy to see	2	2.04%
3. Difficult to see	1	1.02%
4. Not visible at all	2	2.04%
N/A	2	2.04%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	87	88.78%
2. Somewhat helped	7	7.14%
3. Did not help	1	1.02%
N/A	3	3.06%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	99	3	2	0	0	0	104	98.08%
Service Quality Dimensions								
Responsiveness	93	8	3	0	0	0	104	97.12%
Reliability	96	6	2	0	0	0	104	98.08%
Access and Facilities	92	9	3	0	0	0	104	97.12%
Communication	93	7	2	0	0	2	104	98.04%
Costs	77	5	3	0	0	19	104	96.47%
Integrity	99	3	0	0	0	2	104	100.00%
Assurance	99	5	0	0	0	0	104	100.00%
Outcome	97	6	0	1	0	0	104	99.04%
Overall	746	49	13	1	0	23	832	98.27%

External Services		Responses
1	Issuance of Certification	1
2	Release of Sale Documents to ROPA Buyer	103
	Total	104

140. Special Assets Department II

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	63	75.90%
2. I know what a CC is but I did not see this office's CC.	2	2.41%
3. I learned of the CC only when I saw this office's CC.	-	-
4. I do not know what a CC is and I did not see this office's CC.	18	21.69%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	61	73.49%
2. Somewhat easy to see	3	3.61%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	19	22.89%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	61	73.49%
2. Somewhat helped	3	3.61%
3. Did not help	-	-
N/A	19	22.89%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	72	10	1	0	0	0	83	98.80%
Service Quality Dimensions								
Responsiveness	63	20	0	0	0	0	83	100.00%
Reliability	68	15	0	0	0	0	83	100.00%
Access and Facilities	68	15	0	0	0	0	83	100.00%
Communication	65	17	1	0	0	0	83	98.80%
Costs	67	16	0	0	0	0	83	100.00%
Integrity	71	11	1	0	0	0	83	98.80%
Assurance	74	8	1	0	0	0	83	98.80%
Outcome	73	10	0	0	0	0	83	100.00%
Overall	549	112	3	0	0	0	664	99.55%

External Services		Responses
1	Conduct of Public Bidding	1
2	Release of Repossessed Vehicles	22
3	Release of Sale Documents to ROPA Buyer	60
Total		83

141. Sucat - A. Santos Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	425	85.86%
2. I know what a CC is but I did not see this office's CC.	7	1.41%
3. I learned of the CC only when I saw this office's CC.	54	10.91%
4. I do not know what a CC is and I did not see this office's CC.	4	0.81%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	5	1.01%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	447	91.22%
2. Somewhat easy to see	33	6.73%
3. Difficult to see	3	0.61%
4. Not visible at all	-	-
N/A	7	1.43%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	461	94.08%
2. Somewhat helped	15	3.06%
3. Did not help	4	0.82%
N/A	8	1.63%
Did not specify	2	0.41%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	470	23	1	0	1	0	495	99.60%
Service Quality Dimensions								
Responsiveness	446	42	5	0	1	1	495	98.79%
Reliability	460	33	1	0	1	0	495	99.60%
Access and Facilities	381	28	2	0	1	83	495	99.27%
Communication	385	34	2	0	1	73	495	99.29%
Costs	353	29	4	0	0	109	495	98.96%
Integrity	471	21	1	0	1	1	495	99.60%
Assurance	471	21	2	0	0	1	495	99.60%
Outcome	428	35	1	1	0	30	495	99.57%
Overall	3,395	243	18	1	5	298	3,960	99.34%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	30
2	Opening of other Deposit Account	7
3	Request for ATM PIN Change	5
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	117
6	Cash Withdrawal	38
7	Check Deposit - Peso	110
8	Check Encashment	59
9	Online Collection Payments	66
10	Request for Checkbook	3
11	Request for Fund Transfer	8

External Services		Responses
12	Updating of Bank Records - Change in Account Details/Type	20
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
14	Salary Loan	1
15	Domestic Bills Purchase Initiation/Availment	10
16	Electronic Fund Transfer/Outgoing Remittance	1
17	Purchase of Over-the-Counter Check	1
18	Sale/Purchase of Foreign Currencies	1
19	Trust/Treasury Placements	1
20	Bank Statement/Snapshot	3
21	Settlement of Past Due Account	1
Total		495

142. Sucat Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	300	85.96%
2. I know what a CC is but I did not see this office's CC.	6	1.72%
3. I learned of the CC only when I saw this office's CC.	29	8.31%
4. I do not know what a CC is and I did not see this office's CC.	14	4.01%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	311	89.11%
2. Somewhat easy to see	19	5.44%
3. Difficult to see	3	0.86%
4. Not visible at all	-	-
N/A	15	4.30%
Did not specify	1	0.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	324	92.84%
2. Somewhat helped	7	2.01%
3. Did not help	-	-
N/A	17	4.87%
Did not specify	1	0.29%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	330	16	0	1	2	0	349	99.14%
Service Quality Dimensions								
Responsiveness	311	32	2	1	2	1	349	98.56%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	322	23	1	0	2	1	349	99.14%
Access and Facilities	322	22	1	0	2	2	349	99.14%
Communication	314	29	2	0	1	3	349	99.13%
Costs	271	23	3	0	1	51	349	98.66%
Integrity	321	23	1	0	2	2	349	99.14%
Assurance	331	15	1	0	1	1	349	99.43%
Outcome	319	24	2	0	1	3	349	99.13%
Overall	2,511	191	13	1	12	64	2,792	99.05%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	61
2	Opening of other Deposit Account	53
3	Request for ATM PIN Change	13
4	Request for Card Replacement	37
5	Cash Deposit - (Peso/Foreign Currencies)	23
6	Cash Withdrawal	19
7	Check Deposit - Peso	8
8	Check Encashment	23
9	Online Collection Payments	29
10	Updating of Bank Records - Change in Account Details/Type	38
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	18
12	Salary Loan	15
13	Purchase of Over-the-Counter Check	1
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
15	Bank Statement/Snapshot	7
16	Reissuance of Credit Card	1
17	Inquiry, Counseling and Processing of Loan	2
Total		349

143. Supreme Court Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,203	83.14%
2. I know what a CC is but I did not see this office's CC.	23	1.59%
3. I learned of the CC only when I saw this office's CC.	40	2.76%
4. I do not know what a CC is and I did not see this office's CC.	137	9.47%
N/A	-	-
Did not specify	44	3.04%
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	1,209	86.17%
2. Somewhat easy to see	45	3.21%
3. Difficult to see	2	0.14%
4. Not visible at all	4	0.29%
N/A	142	10.12%
Did not specify	1	0.07%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,211	86.32%
2. Somewhat helped	39	2.78%
3. Did not help	1	0.07%
N/A	151	10.76%
Did not specify	1	0.07%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,404	41	1	1	0	0	1,447	99.86%
Service Quality Dimensions								
Responsiveness	1,355	75	5	2	2	8	1,447	99.37%
Reliability	1,395	50	0	0	0	2	1,447	100.00%
Access and Facilities	1,386	55	0	1	0	5	1,447	99.93%
Communication	1,362	60	5	1	0	19	1,447	99.58%
Costs	1,302	60	4	1	0	80	1,447	99.63%
Integrity	1,396	40	6	0	1	4	1,447	99.51%
Assurance	1,406	40	1	0	0	0	1,447	99.93%
Outcome	1,388	47	1	0	0	11	1,447	99.93%
Overall	10,990	427	22	5	3	129	11,576	99.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	72
2	Opening of other Deposit Account	15
3	Request for ATM PIN Change	1
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	293
6	Cash Withdrawal	358
7	Check Deposit - Peso	183
8	Check Encashment	63
9	Online Collection Payments	16
10	Request for Fund Transfer	83
11	Updating of Bank Records - Change in Account Details/Type	15
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	174
13	Handling of Customer's Complaint	2
14	Salary Loan	4

External Services		Responses
15	Electronic Fund Transfer/Outgoing Remittance	10
16	Purchase of Over-the-Counter Check	1
17	Sale/Purchase of Foreign Currencies	1
18	Servicing of Modified Disbursement System Transactions	23
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	114
20	Bank Statement/Snapshot	8
21	Application for LBP Credit Card Easy Pay Program	1
22	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
23	Inquiry, Counseling and Processing of Loan	4
Total		1,447

144. T. M. Kalaw Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	795	97.67%
2. I know what a CC is but I did not see this office's CC.	4	0.49%
3. I learned of the CC only when I saw this office's CC.	7	0.86%
4. I do not know what a CC is and I did not see this office's CC.	8	0.98%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	799	98.16%
2. Somewhat easy to see	6	0.74%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	9	1.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	802	98.53%
2. Somewhat helped	3	0.37%
3. Did not help	-	-
N/A	9	1.11%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	809	5	0	0	0	0	814	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	803	10	1	0	0	0	814	99.88%
Reliability	806	8	0	0	0	0	814	100.00%
Access and Facilities	804	9	0	0	0	1	814	100.00%
Communication	804	9	0	0	0	1	814	100.00%
Costs	719	7	1	0	0	87	814	99.86%
Integrity	802	12	0	0	0	0	814	100.00%
Assurance	808	6	0	0	0	0	814	100.00%
Outcome	798	12	1	0	0	3	814	99.88%
Overall	6,344	73	3	0	0	92	6,512	99.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	23
3	Release of Captured Card	2
4	Request for ATM PIN Change	3
5	Request for Card Replacement	2
6	Cash Deposit - (Peso/Foreign Currencies)	357
7	Cash Withdrawal	19
8	Check Deposit - Peso	120
9	Check Encashment	228
10	Online Collection Payments	34
11	Request for Checkbook	1
12	Updating of Bank Records - Change in Account Details/Type	6
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
14	Domestic Bills Purchase Initiation/Availment	1
15	Purchase of Over-the-Counter Check	1
16	Trust/Treasury Placements	2
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
18	Bank Statement/Snapshot	4
Total		814

145. Taft Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	411	60.44%
2. I know what a CC is but I did not see this office's CC.	44	6.47%
3. I learned of the CC only when I saw this office's CC.	114	16.76%
4. I do not know what a CC is and I did not see this office's CC.	111	16.32%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	414	60.88%
2. Somewhat easy to see	108	15.88%
3. Difficult to see	16	2.35%
4. Not visible at all	4	0.59%
N/A	138	20.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	434	63.82%
2. Somewhat helped	87	12.79%
3. Did not help	10	1.47%
N/A	149	21.91%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	556	113	5	1	5	0	680	98.38%
Service Quality Dimensions								
Responsiveness	450	178	29	12	8	3	680	92.76%
Reliability	547	122	5	3	1	2	680	98.67%
Access and Facilities	527	140	7	0	1	5	680	98.81%
Communication	485	168	11	6	3	7	680	97.03%
Costs	401	124	8	3	1	143	680	97.77%
Integrity	542	120	14	2	1	1	680	97.50%
Assurance	572	100	6	1	1	0	680	98.82%
Outcome	517	143	10	0	2	8	680	98.21%
Overall	4,041	1,095	90	27	18	169	5,440	97.44%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	161
2	Opening of other Deposit Account	168
3	Release of Captured Card	1
4	Request for ATM PIN Change	13
5	Request for Card Replacement	49
6	Cash Deposit - (Peso/Foreign Currencies)	11
7	Cash Withdrawal	79
8	Check Deposit - Peso	19
9	Check Encashment	2
10	Online Collection Payments	2
11	Request for Fund Transfer	3

External Services		Responses
12	Updating of Bank Records - Change in Account Details/Type	93
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	47
14	Handling of Customer's Complaint	2
15	Salary Loan	12
16	Bond Redemption and Interest Payment	1
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Purchase of Over-the-Counter Check	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
21	Bank Statement/Snapshot	8
22	Application for LBP Credit Card Easy Pay Program	1
Total		680

146. Taft-Quirino Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	732	37.20%
2. I know what a CC is but I did not see this office's CC.	11	0.56%
3. I learned of the CC only when I saw this office's CC.	1,090	55.39%
4. I do not know what a CC is and I did not see this office's CC.	135	6.86%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,706	86.69%
2. Somewhat easy to see	120	6.10%
3. Difficult to see	4	0.20%
4. Not visible at all	1	0.05%
N/A	137	6.96%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,714	87.09%
2. Somewhat helped	112	5.69%
3. Did not help	3	0.15%
N/A	139	7.06%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,911	57	0	0	0	0	1,968	100.00%
Service Quality Dimensions								
Responsiveness	1,893	72	2	1	0	0	1,968	99.85%
Reliability	1,901	66	0	1	0	0	1,968	99.95%
Access and Facilities	1,894	68	3	1	0	2	1,968	99.80%
Communication	1,883	81	1	1	0	2	1,968	99.90%
Costs	1,192	83	2	1	0	690	1,968	99.77%
Integrity	1,917	50	1	0	0	0	1,968	99.95%
Assurance	1,919	48	1	0	0	0	1,968	99.95%
Outcome	1,893	65	1	1	0	8	1,968	99.90%
Overall	14,492	533	11	6	0	702	15,744	99.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	242
2	Opening of other Deposit Account	125
3	Request for ATM PIN Change	45
4	Request for Card Replacement	16
5	Cash Deposit - (Peso/Foreign Currencies)	315
6	Cash Withdrawal	80
7	Check Deposit - Peso	95
8	Check Encashment	103
9	Online Collection Payments	45
10	Request for Checkbook	39
11	Request for Fund Transfer	172
12	Request for Stop Payment Order	5
13	Updating of Bank Records - Change in Account Details/Type	89
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	275
15	Handling of Customer's Complaint	10
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4
17	Salary Loan	7
18	Bond Redemption and Interest Payment	3
19	Electronic Fund Transfer/Outgoing Remittance	2
20	Purchase of Over-the-Counter Check	19
21	Release of Inward Returned Check	11
22	Sale/Purchase of Foreign Currencies	118
23	Trust/Treasury Placements	3
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	100
25	Bank Statement/Snapshot	30
26	Application for LBP Credit Card Easy Pay Program	6
27	Lifting of Hold-out on Deposit	4
28	Waiver of Credit Card Annual Fee	1
29	Inquiry, Counseling and Processing of Loan	4

External Services		Responses
	Total	1,968

147. Taguig City Hall Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,198	80.75%
2. I know what a CC is but I did not see this office's CC.	87	3.20%
3. I learned of the CC only when I saw this office's CC.	151	5.55%
4. I do not know what a CC is and I did not see this office's CC.	278	10.21%
N/A	-	-
Did not specify	8	0.29%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,148	79.15%
2. Somewhat easy to see	238	8.77%
3. Difficult to see	22	0.81%
4. Not visible at all	8	0.29%
N/A	298	10.98%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,202	81.13%
2. Somewhat helped	194	7.15%
3. Did not help	12	0.44%
N/A	306	11.27%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,182	484	44	8	3	1	2,722	97.98%
Service Quality Dimensions								
Responsiveness	2,031	593	76	9	3	10	2,722	96.76%
Reliability	2,125	542	45	3	6	1	2,722	98.02%
Access and Facilities	2,121	544	42	4	4	7	2,722	98.16%
Communication	2,102	555	52	5	2	6	2,722	97.83%
Costs	2,061	515	56	5	2	83	2,722	97.61%
Integrity	2,165	497	51	7	1	1	2,722	97.83%
Assurance	2,219	460	37	3	1	2	2,722	98.49%
Outcome	2,211	462	35	5	3	6	2,722	98.42%
Overall	17,035	4,168	394	41	22	116	21,776	97.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	364
2	Opening of other Deposit Account	139
3	Release of Captured Card	17
4	Request for ATM PIN Change	135
5	Request for Card Replacement	278
6	Cash Deposit - (Peso/Foreign Currencies)	338
7	Cash Withdrawal	284
8	Check Deposit - Peso	124
9	Check Encashment	510
10	Online Collection Payments	63
11	Request for Checkbook	4
12	Request for Fund Transfer	94
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	200
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	71
16	Salary Loan	31
17	Sale/Purchase of Foreign Currencies	1
18	Trust/Treasury Placements	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
20	Bank Statement/Snapshot	58
21	Change of Name and Civil Status	2
Total		2,722

148. Tayuman Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,023	97.43%
2. I know what a CC is but I did not see this office's CC.	8	0.76%
3. I learned of the CC only when I saw this office's CC.	8	0.76%
4. I do not know what a CC is and I did not see this office's CC.	11	1.05%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,024	97.52%
2. Somewhat easy to see	11	1.05%
3. Difficult to see	2	0.19%
4. Not visible at all	2	0.19%
N/A	11	1.05%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,024	97.52%
2. Somewhat helped	8	0.76%
3. Did not help	3	0.29%
N/A	15	1.43%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,034	6	3	2	5	0	1,050	99.05%
Service Quality Dimensions								
Responsiveness	1,019	21	1	3	6	0	1,050	99.05%
Reliability	1,020	22	2	2	3	1	1,050	99.33%
Access and Facilities	1,017	21	5	2	3	2	1,050	99.05%
Communication	1,010	30	4	2	2	2	1,050	99.24%
Costs	997	28	5	1	1	18	1,050	99.32%
Integrity	1,021	20	5	2	2	0	1,050	99.14%
Assurance	1,027	16	5	1	1	0	1,050	99.33%
Outcome	1,021	19	3	2	2	3	1,050	99.33%
Overall	8,132	177	30	15	20	26	8,400	99.22%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	370
2	Opening of other Deposit Account	65
3	Release of Captured Card	5
4	Request for ATM PIN Change	72
5	Request for Card Replacement	146
6	Cash Deposit - (Peso/Foreign Currencies)	8
7	Cash Withdrawal	13
8	Check Deposit - Peso	6
9	Check Encashment	11
10	Online Collection Payments	2
11	Request for Checkbook	9
12	Request for Fund Transfer	9
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	206
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	92
16	Salary Loan	9
17	Bond Redemption and Interest Payment	1
18	Electronic Fund Transfer/Outgoing Remittance	4
19	Purchase of Over-the-Counter Check	1
20	Sale/Purchase of Foreign Currencies	3

External Services		Responses
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
23	Bank Statement/Snapshot	5
24	Change of Name and Civil Status	4
25	Reissuance of Credit Card	1
Total		1,050

149. Tinajeros Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	425	88.91%
2. I know what a CC is but I did not see this office's CC.	3	0.63%
3. I learned of the CC only when I saw this office's CC.	43	9.00%
4. I do not know what a CC is and I did not see this office's CC.	7	1.46%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	460	96.23%
2. Somewhat easy to see	5	1.05%
3. Difficult to see	2	0.42%
4. Not visible at all	-	-
N/A	10	2.09%
Did not specify	1	0.21%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	459	96.03%
2. Somewhat helped	8	1.67%
3. Did not help	-	-
N/A	11	2.30%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	462	15	1	0	0	0	478	99.79%
Service Quality Dimensions								
Responsiveness	460	15	2	1	0	0	478	99.37%
Reliability	463	14	0	1	0	0	478	99.79%
Access and Facilities	461	15	1	0	0	1	478	99.79%
Communication	460	16	2	0	0	0	478	99.58%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	359	11	2	0	0	106	478	99.46%
Integrity	465	12	1	0	0	0	478	99.79%
Assurance	464	14	0	0	0	0	478	100.00%
Outcome	460	14	1	0	0	3	478	99.79%
Overall	3,592	111	9	2	0	110	3,824	99.70%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	17
2	Opening of other Deposit Account	68
3	Request for ATM PIN Change	13
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	188
6	Cash Withdrawal	19
7	Check Deposit - Peso	14
8	Check Encashment	25
9	Online Collection Payments	25
10	Request for Fund Transfer	5
11	Updating of Bank Records - Change in Account Details/Type	21
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	15
13	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
14	Salary Loan	2
15	Electronic Fund Transfer/Outgoing Remittance	21
16	Sale/Purchase of Foreign Currencies	17
17	Trust/Treasury Placements	14
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
19	Bank Statement/Snapshot	3
20	Inquiry, Counseling and Processing of Loan	2
Total		478

150. Tomas Morato Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,123	73.83%
2. I know what a CC is but I did not see this office's CC.	21	1.38%
3. I learned of the CC only when I saw this office's CC.	363	23.87%
4. I do not know what a CC is and I did not see this office's CC.	14	0.92%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	1,307	85.93%
2. Somewhat easy to see	185	12.16%
3. Difficult to see	2	0.13%
4. Not visible at all	-	-
N/A	27	1.78%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,343	88.30%
2. Somewhat helped	149	9.80%
3. Did not help	3	0.20%
N/A	26	1.71%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,300	218	2	0	1	0	1,521	99.80%
Service Quality Dimensions								
Responsiveness	1,228	272	16	1	2	2	1,521	98.75%
Reliability	1,285	228	7	1	0	0	1,521	99.47%
Access and Facilities	1,272	237	8	1	0	3	1,521	99.41%
Communication	1,244	250	10	0	1	16	1,521	99.27%
Costs	1,195	240	11	2	0	73	1,521	99.10%
Integrity	1,292	223	5	0	0	1	1,521	99.67%
Assurance	1,320	197	2	0	1	1	1,521	99.80%
Outcome	1,277	216	11	0	1	16	1,521	99.20%
Overall	10,113	1,863	70	5	5	112	12,168	99.34%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	29
2	Opening of other Deposit Account	89
3	Release of Captured Card	6
4	Request for ATM PIN Change	20
5	Request for Card Replacement	10
6	Cash Deposit - (Peso/Foreign Currencies)	445
7	Cash Withdrawal	184
8	Check Deposit - Peso	258
9	Check Deposit - Foreign Currency	10
10	Check Encashment	181
11	Online Collection Payments	168
12	Request for Checkbook	2
13	Request for Fund Transfer	5
14	Request for Stop Payment Order	5

External Services		Responses
15	Updating of Bank Records - Change in Account Details/Type	19
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	26
17	Handling of Customer's Complaint	1
18	Salary Loan	4
19	Bond Redemption and Interest Payment	2
20	Claim of Remittance Proceeds	1
21	Electronic Fund Transfer/Outgoing Remittance	7
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
23	Bank Statement/Snapshot	23
24	Application for LBP Credit Card Easy Pay Program	9
25	Inquiry, Counseling and Processing of Loan	10
Total		1,521

151. Treasury Brokering and Marketing Unit

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	29	70.73%
2. I know what a CC is but I did not see this office's CC.	2	4.88%
3. I learned of the CC only when I saw this office's CC.	-	-
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	10	24.39%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	26	83.87%
2. Somewhat easy to see	5	16.13%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	30	96.77%
2. Somewhat helped	1	3.23%
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	41	0	0	0	0	0	41	100.00%
Service Quality Dimensions								
Responsiveness	41	0	0	0	0	0	41	100.00%
Reliability	40	1	0	0	0	0	41	100.00%
Access and Facilities	37	4	0	0	0	0	41	100.00%
Communication	38	3	0	0	0	0	41	100.00%
Costs	40	0	0	0	0	1	41	100.00%
Integrity	37	4	0	0	0	0	41	100.00%
Assurance	38	3	0	0	0	0	41	100.00%
Outcome	40	1	0	0	0	0	41	100.00%
Overall	311	16	0	0	0	1	328	100.00%

External Services		Responses
1	Trading and Marketing of Agrarian Reform (AR) Bond	41
	Total	41

152. Trust Accounts Management Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	781	88.75%
2. I know what a CC is but I did not see this office's CC.	16	1.82%
3. I learned of the CC only when I saw this office's CC.	16	1.82%
4. I do not know what a CC is and I did not see this office's CC.	12	1.36%
N/A	-	-
Did not specify	55	6.25%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	771	93.45%
2. Somewhat easy to see	15	1.82%
3. Difficult to see	10	1.21%
4. Not visible at all	14	1.70%
N/A	12	1.45%
Did not specify	3	0.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	757	91.76%
2. Somewhat helped	10	1.21%
3. Did not help	39	4.73%
N/A	16	1.94%
Did not specify	3	0.36%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	861	19	0	0	0	0	880	100.00%
Service Quality Dimensions								
Responsiveness	850	25	1	0	0	4	880	99.89%
Reliability	858	22	0	0	0	0	880	100.00%
Access and Facilities	855	20	2	0	0	3	880	99.77%
Communication	851	25	2	0	0	2	880	99.77%
Costs	793	19	2	0	0	66	880	99.75%
Integrity	863	15	0	0	0	2	880	100.00%
Assurance	865	15	0	0	0	0	880	100.00%
Outcome	856	20	1	0	0	3	880	99.89%
Overall	6,791	161	8	0	0	80	7,040	99.89%

External Services		Responses
1	Additional Contribution / Reinvestment	460
2	Account Withdrawal	420
	Total	880

153. Trust Business Development Department

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	112	75.17%
2. I know what a CC is but I did not see this office's CC.	9	6.04%
3. I learned of the CC only when I saw this office's CC.	21	14.09%
4. I do not know what a CC is and I did not see this office's CC.	2	1.34%
N/A	5	3.36%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	103	71.53%
2. Somewhat easy to see	30	20.83%
3. Difficult to see	1	0.69%
4. Not visible at all	2	1.39%
N/A	2	1.39%
Did not specify	6	4.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	104	72.22%
2. Somewhat helped	28	19.44%
3. Did not help	1	0.69%

Citizen's Charter Answers	Responses	Percentage
N/A	5	3.47%
Did not specify	6	4.17%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	127	18	3	0	0	1	149	97.97%
Service Quality Dimensions								
Responsiveness	111	31	4	0	0	3	149	97.26%
Reliability	126	19	3	0	0	1	149	97.97%
Access and Facilities	118	20	5	0	0	6	149	96.50%
Communication	114	25	5	0	0	5	149	96.53%
Costs	106	18	3	1	0	21	149	96.88%
Integrity	132	11	2	1	0	3	149	97.95%
Assurance	131	17	0	1	0	0	149	99.33%
Outcome	133	12	3	1	0	0	149	97.32%
Overall	971	153	25	4	0	39	1,192	97.48%

External Services		Responses
1	Opening of Trust Accounts	149
	Total	149

154. U.N. Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	154	48.89%
2. I know what a CC is but I did not see this office's CC.	29	9.21%
3. I learned of the CC only when I saw this office's CC.	57	18.10%
4. I do not know what a CC is and I did not see this office's CC.	75	23.81%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	176	55.87%
2. Somewhat easy to see	34	10.79%
3. Difficult to see	5	1.59%
4. Not visible at all	4	1.27%
N/A	96	30.48%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	180	57.14%
2. Somewhat helped	43	13.65%
3. Did not help	-	-
N/A	92	29.21%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	208	105	2	0	0	0	315	99.37%
Service Quality Dimensions								
Responsiveness	172	134	7	1	0	1	315	97.45%
Reliability	189	124	2	0	0	0	315	99.37%
Access and Facilities	179	127	7	0	0	2	315	97.76%
Communication	177	130	8	0	0	0	315	97.46%
Costs	100	78	6	1	0	130	315	96.22%
Integrity	184	125	5	0	0	1	315	98.41%
Assurance	191	123	1	0	0	0	315	99.68%
Outcome	170	134	6	0	0	5	315	98.06%
Overall	1,362	975	42	2	0	139	2,520	98.15%

External Services		Responses
1	Opening of other Deposit Account	90
2	Release of Captured Card	3
3	Request for ATM PIN Change	1
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	13
6	Cash Withdrawal	164
7	Check Deposit - Peso	8
8	Check Encashment	8
9	Online Collection Payments	1
10	Request for Fund Transfer	2
11	Updating of Bank Records - Change in Account Details/Type	3
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
13	Handling of Customer's Complaint	1
14	Salary Loan	1
15	Electronic Fund Transfer/Outgoing Remittance	1
16	Sale/Purchase of Foreign Currencies	2
17	Servicing of Modified Disbursement System Transactions	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
19	Bank Statement/Snapshot	1
20	Change of Name and Civil Status	1
Total		315

155. UP Diliman Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,013	84.26%
2. I know what a CC is but I did not see this office's CC.	16	0.67%
3. I learned of the CC only when I saw this office's CC.	25	1.05%
4. I do not know what a CC is and I did not see this office's CC.	38	1.59%
N/A	-	-
Did not specify	297	12.43%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,007	95.94%
2. Somewhat easy to see	33	1.58%
3. Difficult to see	8	0.38%
4. Not visible at all	1	0.05%
N/A	43	2.06%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,692	80.88%
2. Somewhat helped	343	16.40%
3. Did not help	7	0.33%
N/A	50	2.39%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,260	125	0	0	4	0	2,389	99.83%
Service Quality Dimensions								
Responsiveness	2,139	233	10	3	4	0	2,389	99.29%
Reliability	2,362	23	3	0	1	0	2,389	99.83%
Access and Facilities	2,366	19	1	1	1	1	2,389	99.87%
Communication	2,331	45	3	0	1	9	2,389	99.83%
Costs	1,888	377	16	1	2	105	2,389	99.17%
Integrity	2,365	18	4	0	0	2	2,389	99.83%
Assurance	2,376	11	2	0	0	0	2,389	99.92%
Outcome	2,358	23	1	1	1	5	2,389	99.87%
Overall	18,185	749	40	6	10	122	19,112	99.71%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	385
2	Opening of other Deposit Account	80
3	Release of Captured Card	33
4	Request for ATM PIN Change	108
5	Request for Card Replacement	91
6	Cash Deposit - (Peso/Foreign Currencies)	210
7	Cash Withdrawal	85
8	Check Deposit - Peso	119
9	Check Encashment	259
10	Online Collection Payments	57
11	Request for Fund Transfer	2
12	Request for Passbook Replacement	23
13	Updating of Bank Records - Change in Account Details/Type	82
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	257
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
16	Salary Loan	10
17	Bond Redemption and Interest Payment	3
18	Electronic Fund Transfer/Outgoing Remittance	1
19	Purchase of Over-the-Counter Check	22
20	Release of Inward Returned Check	9
21	Servicing of Modified Disbursement System Transactions	41
22	Trust/Treasury Placements	81
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	265
24	Bank Statement/Snapshot	162
25	Application for LBP Credit Card Easy Pay Program	1
26	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
Total		2,389

156. Valenzuela Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	156	85.25%
2. I know what a CC is but I did not see this office's CC.	5	2.73%
3. I learned of the CC only when I saw this office's CC.	16	8.74%
4. I do not know what a CC is and I did not see this office's CC.	6	3.28%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	163	89.07%
2. Somewhat easy to see	11	6.01%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	2	1.09%
4. Not visible at all	-	-
N/A	7	3.83%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	163	89.07%
2. Somewhat helped	10	5.46%
3. Did not help	-	-
N/A	10	5.46%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	171	9	1	2	0	0	183	98.36%
Service Quality Dimensions								
Responsiveness	161	17	3	0	2	0	183	97.27%
Reliability	167	15	1	0	0	0	183	99.45%
Access and Facilities	170	9	1	0	1	2	183	98.90%
Communication	161	21	1	0	0	0	183	99.45%
Costs	161	10	1	0	1	10	183	98.84%
Integrity	165	13	2	0	3	0	183	97.27%
Assurance	170	12	1	0	0	0	183	99.45%
Outcome	164	16	3	0	0	0	183	98.36%
Overall	1,319	113	13	0	7	12	1,464	98.62%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	22
3	Release of Captured Card	4
4	Request for ATM PIN Change	5
5	Request for Card Replacement	3
6	Cash Deposit - (Peso/Foreign Currencies)	39
7	Cash Withdrawal	14
8	Check Deposit - Peso	14
9	Check Deposit - Foreign Currency	1
10	Check Encashment	13
11	Online Collection Payments	3
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	2
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
15	Handling of Customer's Complaint	8
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1

External Services		Responses
17	Salary Loan	11
18	Claim of Remittance Proceeds	2
19	Domestic Bills Purchase Initiation/Availment	1
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Purchase of Over-the-Counter Check	1
22	Release of Inward Returned Check	5
23	Sale/Purchase of Foreign Currencies	3
24	Servicing of Modified Disbursement System Transactions	7
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
26	Bank Statement/Snapshot	3
27	Change of Name and Civil Status	1
Total		183

157. Villamor Airbase Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	419	74.82%
2. I know what a CC is but I did not see this office's CC.	22	3.93%
3. I learned of the CC only when I saw this office's CC.	61	10.89%
4. I do not know what a CC is and I did not see this office's CC.	58	10.36%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	403	71.96%
2. Somewhat easy to see	79	14.11%
3. Difficult to see	9	1.61%
4. Not visible at all	-	-
N/A	69	12.32%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	424	75.71%
2. Somewhat helped	67	11.96%
3. Did not help	-	-
N/A	69	12.32%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	459	88	10	1	1	1	560	97.85%
Service Quality Dimensions								
Responsiveness	430	102	19	1	3	5	560	95.86%
Reliability	467	83	9	1	0	0	560	98.21%
Access and Facilities	457	89	10	0	0	4	560	98.20%
Communication	446	97	13	0	0	4	560	97.66%
Costs	344	78	14	0	1	123	560	96.57%
Integrity	457	93	10	0	0	0	560	98.21%
Assurance	470	80	9	0	1	0	560	98.21%
Outcome	444	100	10	0	0	6	560	98.19%
Overall	3,515	722	94	2	5	142	4,480	97.67%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	23
2	Opening of other Deposit Account	149
3	Release of Captured Card	15
4	Request for ATM PIN Change	15
5	Request for Card Replacement	22
6	Cash Deposit - (Peso/Foreign Currencies)	116
7	Cash Withdrawal	40
8	Check Deposit - Peso	47
9	Check Encashment	28
10	Online Collection Payments	2
11	Request for Fund Transfer	12
12	Updating of Bank Records - Change in Account Details/Type	12
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	52
14	Handling of Customer's Complaint	2
15	Salary Loan	5
16	Claim of Remittance Proceeds	1
17	Electronic Fund Transfer/Outgoing Remittance	7
18	Sale/Purchase of Foreign Currencies	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
20	Bank Statement/Snapshot	1
21	Application for LBP Credit Card Easy Pay Program	3
22	Change of Name and Civil Status	1
23	Reissuance of Credit Card	1
24	Settlement of Past Due Account	1
Total		560

158. Visayas Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,058	95.92%
2. I know what a CC is but I did not see this office's CC.	4	0.36%
3. I learned of the CC only when I saw this office's CC.	36	3.26%
4. I do not know what a CC is and I did not see this office's CC.	5	0.45%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,088	98.64%
2. Somewhat easy to see	8	0.73%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	7	0.63%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,081	98.01%
2. Somewhat helped	14	1.27%
3. Did not help	-	-
N/A	8	0.73%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,090	12	0	0	1	0	1,103	99.91%
Service Quality Dimensions								
Responsiveness	1,082	18	0	1	2	0	1,103	99.73%
Reliability	1,090	12	0	0	1	0	1,103	99.91%
Access and Facilities	1,049	16	0	0	1	37	1,103	99.91%
Communication	1,082	19	1	0	1	0	1,103	99.82%
Costs	591	19	1	0	1	491	1,103	99.67%
Integrity	1,088	14	0	0	1	0	1,103	99.91%
Assurance	1,089	12	1	0	1	0	1,103	99.82%
Outcome	1,079	20	1	0	1	2	1,103	99.82%
Overall	8,150	130	4	1	9	530	8,824	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	116
3	Release of Captured Card	2
4	Request for ATM PIN Change	10
5	Request for Card Replacement	7
6	Cash Deposit - (Peso/Foreign Currencies)	508
7	Cash Withdrawal	18
8	Check Deposit - Peso	102

External Services		Responses
9	Check Deposit - Foreign Currency	2
10	Check Encashment	109
11	Online Collection Payments	171
12	Request for Checkbook	1
13	Request for Fund Transfer	1
14	Request for Passbook Replacement	3
15	Updating of Bank Records - Change in Account Details/Type	7
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	11
17	Handling of Customer's Complaint	1
18	Salary Loan	7
19	Domestic Bills Purchase Initiation/Availment	1
20	Electronic Fund Transfer/Outgoing Remittance	11
21	Purchase of Over-the-Counter Check	2
22	Sale/Purchase of Foreign Currencies	2
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
Total		1,103

159. West Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	187	69.00%
2. I know what a CC is but I did not see this office's CC.	20	7.38%
3. I learned of the CC only when I saw this office's CC.	27	9.96%
4. I do not know what a CC is and I did not see this office's CC.	36	13.28%
N/A	-	-
Did not specify	1	0.37%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	174	64.44%
2. Somewhat easy to see	43	15.93%
3. Difficult to see	7	2.59%
4. Not visible at all	4	1.48%
N/A	42	15.56%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	188	69.63%
2. Somewhat helped	33	12.22%
3. Did not help	2	0.74%
N/A	46	17.04%
Did not specify	1	0.37%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	242	25	1	1	2	0	271	98.52%
Service Quality Dimensions								
Responsiveness	215	45	6	0	5	0	271	95.94%
Reliability	234	32	2	0	2	1	271	98.52%
Access and Facilities	231	25	4	1	1	9	271	97.71%
Communication	219	42	0	0	2	8	271	99.24%
Costs	185	24	3	0	1	58	271	98.12%
Integrity	235	29	4	0	1	2	271	98.14%
Assurance	246	23	0	0	2	0	271	99.26%
Outcome	235	32	0	0	1	3	271	99.63%
Overall	1,800	252	19	1	15	81	2,168	98.32%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	17
2	Opening of other Deposit Account	80
3	Release of Captured Card	2
4	Request for ATM PIN Change	3
5	Request for Card Replacement	9
6	Cash Deposit - (Peso/Foreign Currencies)	29
7	Cash Withdrawal	15
8	Check Deposit - Peso	27
9	Check Encashment	3
10	Online Collection Payments	9
11	Request for Checkbook	1
12	Request for Fund Transfer	5
13	Updating of Bank Records - Change in Account Details/Type	17
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	31
15	Salary Loan	5
16	Claim of Remittance Proceeds	2
17	Electronic Fund Transfer/Outgoing Remittance	2
18	Servicing of Modified Disbursement System Transactions	5
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
20	Bank Statement/Snapshot	4
21	Application for LBP Credit Card Easy Pay Program	2
Total		271

160. YMCA Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	198	62.46%
2. I know what a CC is but I did not see this office's CC.	1	0.32%
3. I learned of the CC only when I saw this office's CC.	93	29.34%
4. I do not know what a CC is and I did not see this office's CC.	25	7.89%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	267	84.23%
2. Somewhat easy to see	20	6.31%
3. Difficult to see	1	0.32%
4. Not visible at all	-	-
N/A	29	9.15%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	270	85.17%
2. Somewhat helped	18	5.68%
3. Did not help	-	-
N/A	29	9.15%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	293	21	1	0	2	0	317	99.05%
Service Quality Dimensions								
Responsiveness	286	26	2	1	2	0	317	98.42%
Reliability	293	21	1	0	2	0	317	99.05%
Access and Facilities	288	20	5	0	2	2	317	97.78%
Communication	282	28	5	0	1	1	317	98.10%
Costs	251	21	4	0	2	39	317	97.84%
Integrity	295	16	4	1	1	0	317	98.11%
Assurance	297	14	4	1	1	0	317	98.11%
Outcome	288	22	3	0	1	3	317	98.73%
Overall	2,280	168	28	3	12	45	2,536	98.27%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	13
2	Opening of other Deposit Account	75
3	Release of Captured Card	3
4	Request for ATM PIN Change	2
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	21

External Services		Responses
7	Cash Withdrawal	22
8	Check Deposit - Peso	17
9	Check Deposit - Foreign Currency	1
10	Check Encashment	28
11	Online Collection Payments	2
12	Request for Checkbook	1
13	Request for Fund Transfer	2
14	Updating of Bank Records - Change in Account Details/Type	55
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	31
16	Salary Loan	27
17	Servicing of Modified Disbursement System Transactions	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	5
20	Inquiry, Counseling and Processing of Loan	2
Total		317

CSM Results – Region I

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	49,046	3,034	132	22	55	2	52,291	99.60%
Service Quality Dimensions								
Responsiveness	47,612	4,100	325	54	93	107	52,291	99.10%
Reliability	48,264	2,601	149	18	42	1,217	52,291	99.59%
Access and Facilities	48,311	3,246	193	25	41	475	52,291	99.50%
Communication	47,763	3,793	233	24	39	439	52,291	99.43%
Costs	30,959	2,651	271	39	60	18,311	52,291	98.91%
Integrity	48,965	2,980	209	27	61	49	52,291	99.43%
Assurance	49,532	2,542	143	24	38	12	52,291	99.61%
Outcome	49,125	2,692	175	22	37	240	52,291	99.55%
Overall	370,531	24,605	1,698	233	411	20,850	418,328	99.41%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	44,424	84.96%
2. I know what a CC is but I did not see this office's CC.	592	1.13%
3. I learned of the CC only when I saw this office's CC.	5,838	11.16%
4. I do not know what a CC is and I did not see this office's CC.	1,200	2.29%
N/A	27	0.05%
Did not specify	210	0.40%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	48,068	92.34%
2. Somewhat easy to see	2,064	3.97%
3. Difficult to see	108	0.21%
4. Not visible at all	50	0.10%
N/A	1,694	3.25%
Did not specify	70	0.13%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	48,092	92.39%
2. Somewhat helped	2,048	3.93%
3. Did not help	63	0.12%
N/A	1,831	3.52%
Did not specify	20	0.04%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	10,894	99.42%
2	ATM Card Requests	6,800	99.22%
3	Branch Over-the-Counter Transactions	25,141	99.36%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1,652	99.38%
5	Branch Banking Loan Servicing	1,964	99.73%
6	Other Branch Products/Services	3,143	99.72%
7	Request for Bank Documents	372	99.73%
8	Regular Loan Processing	1,521	99.79%
9	Credit Card Services	279	99.49%
10	Agrarian Services	148	99.42%
11	Complaints Management	377	99.57%
Total		52,291	99.41%

1. Agoo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,823	81.83%
2. I know what a CC is but I did not see this office's CC.	45	1.30%
3. I learned of the CC only when I saw this office's CC.	425	12.32%
4. I do not know what a CC is and I did not see this office's CC.	61	1.77%
N/A	-	-
Did not specify	96	2.78%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,097	92.34%
2. Somewhat easy to see	134	4.00%
3. Difficult to see	10	0.30%
4. Not visible at all	3	0.09%
N/A	72	2.15%
Did not specify	38	1.13%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,159	94.19%
2. Somewhat helped	108	3.22%
3. Did not help	4	0.12%
N/A	75	2.24%
Did not specify	8	0.24%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,222	211	14	1	2	0	3,450	99.51%
Service Quality Dimensions								
Responsiveness	3,075	292	32	5	12	34	3,450	98.57%
Reliability	2,995	234	15	2	3	201	3,450	99.38%
Access and Facilities	3,174	232	15	2	1	26	3,450	99.47%
Communication	3,157	243	33	0	2	15	3,450	98.98%
Costs	2,170	258	21	1	3	997	3,450	98.98%
Integrity	3,207	210	25	1	2	5	3,450	99.19%
Assurance	3,252	187	7	2	2	0	3,450	99.68%
Outcome	3,218	199	12	5	3	13	3,450	99.42%
Overall	24,248	1,855	160	18	28	1,291	27,600	99.22%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	609
2	Opening of other Deposit Account	182
3	Release of Captured Card	38

External Services		Responses
4	Request for ATM PIN Change	185
5	Request for Card Replacement	168
6	Cash Deposit - (Peso/Foreign Currencies)	378
7	Cash Withdrawal	147
8	Check Deposit - Peso	229
9	Check Deposit - Foreign Currency	2
10	Check Encashment	198
11	Online Collection Payments	62
12	Request for Checkbook	49
13	Request for Fund Transfer	23
14	Request for Passbook Replacement	13
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	215
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	200
18	Handling of Customer's Complaint	43
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	95
21	Electronic Fund Transfer/Outgoing Remittance	2
22	Purchase of Over-the-Counter Check	1
23	Sale/Purchase of Foreign Currencies	2
24	Servicing of Modified Disbursement System Transactions	143
25	Trust/Treasury Placements	1
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	13
27	Bank Statement/Snapshot	414
28	Change of Name and Civil Status	5
29	Reissuance of Credit Card	2
30	Settlement of Past Due Account	6
31	Inquiry, Counseling and Processing of Loan	23
Total		3,450

2. Alaminos Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,515	89.28%
2. I know what a CC is but I did not see this office's CC.	47	1.19%
3. I learned of the CC only when I saw this office's CC.	174	4.42%
4. I do not know what a CC is and I did not see this office's CC.	179	4.55%
N/A	1	0.03%
Did not specify	21	0.53%
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	3,293	84.11%
2. Somewhat easy to see	114	2.91%
3. Difficult to see	4	0.10%
4. Not visible at all	7	0.18%
N/A	495	12.64%
Did not specify	2	0.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,306	84.44%
2. Somewhat helped	88	2.25%
3. Did not help	2	0.05%
N/A	512	13.08%
Did not specify	7	0.18%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,781	142	11	0	3	0	3,937	99.64%
Service Quality Dimensions								
Responsiveness	3,672	230	19	3	3	10	3,937	99.36%
Reliability	3,709	173	12	0	2	41	3,937	99.64%
Access and Facilities	3,722	189	10	0	2	14	3,937	99.69%
Communication	3,527	211	14	0	1	184	3,937	99.60%
Costs	3,182	198	15	0	6	536	3,937	99.38%
Integrity	3,761	159	11	1	3	2	3,937	99.62%
Assurance	3,785	135	12	1	1	3	3,937	99.64%
Outcome	3,740	166	14	1	2	14	3,937	99.57%
Overall	29,098	1,461	107	6	20	804	31,496	99.57%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	781
2	Opening of other Deposit Account	374
3	Release of Captured Card	22
4	Request for ATM PIN Change	261
5	Request for Card Replacement	207
6	Cash Deposit - (Peso/Foreign Currencies)	295
7	Cash Withdrawal	177
8	Check Deposit - Peso	175
9	Check Deposit - Foreign Currency	1
10	Check Encashment	507
11	Online Collection Payments	121
12	Request for Checkbook	86
13	Request for Fund Transfer	53
14	Request for Passbook Replacement	92

External Services		Responses
15	Request for Stop Payment Order	4
16	Updating of Bank Records - Change in Account Details/Type	326
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	199
18	Handling of Customer's Complaint	8
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
20	Salary Loan	41
21	Bond Redemption and Interest Payment	1
22	Claim of Remittance Proceeds	3
23	Domestic Bills Purchase Initiation/Availment	10
24	Electronic Fund Transfer/Outgoing Remittance	14
25	Purchase of Over-the-Counter Check	18
26	Release of Inward Returned Check	1
27	Sale/Purchase of Foreign Currencies	1
28	Servicing of Modified Disbursement System Transactions	6
29	Trust/Treasury Placements	10
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	15
31	Bank Statement/Snapshot	67
32	Application for LBP Credit Card Easy Pay Program	5
33	Change of Name and Civil Status	24
34	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2
35	Lifting of Hold-out on Deposit	2
36	Redemption of Reward Points	2
37	Refund of Overpayment	1
38	Reissuance of Credit Card	1
39	Settlement of Past Due Account	4
40	Inquiry, Counseling and Processing of Loan	14
41	Issuance of Certificate of Full Payment	4
Total		3,937

3. Batac Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,025	94.67%
2. I know what a CC is but I did not see this office's CC.	21	0.98%
3. I learned of the CC only when I saw this office's CC.	58	2.71%
4. I do not know what a CC is and I did not see this office's CC.	19	0.89%
N/A	-	-
Did not specify	16	0.75%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,993	93.88%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	69	3.25%
3. Difficult to see	5	0.24%
4. Not visible at all	7	0.33%
N/A	24	1.13%
Did not specify	25	1.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,031	95.67%
2. Somewhat helped	61	2.87%
3. Did not help	9	0.42%
N/A	22	1.04%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,044	82	4	2	7	0	2,139	99.39%
Service Quality Dimensions								
Responsiveness	1,977	124	11	5	14	8	2,139	98.59%
Reliability	2,016	106	8	0	4	5	2,139	99.44%
Access and Facilities	1,935	124	7	0	6	67	2,139	99.37%
Communication	1,992	125	10	0	6	6	2,139	99.25%
Costs	1,685	109	8	1	3	333	2,139	99.34%
Integrity	2,016	98	15	2	7	1	2,139	98.88%
Assurance	2,033	96	5	1	4	0	2,139	99.53%
Outcome	2,026	91	10	0	6	6	2,139	99.25%
Overall	15,680	873	74	9	50	426	17,112	99.20%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	56
2	Opening of other Deposit Account	141
3	Release of Captured Card	64
4	Request for ATM PIN Change	266
5	Request for Card Replacement	4
6	Cash Deposit - (Peso/Foreign Currencies)	387
7	Cash Withdrawal	152
8	Check Deposit - Peso	335
9	Check Encashment	168
10	Online Collection Payments	153
11	Request for Checkbook	61
12	Request for Fund Transfer	94
13	Updating of Bank Records - Change in Account Details/Type	27
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	21
15	Salary Loan	115
16	Claim of Remittance Proceeds	1

External Services		Responses
17	Release of Inward Returned Check	6
18	Sale/Purchase of Foreign Currencies	6
19	Servicing of Modified Disbursement System Transactions	1
20	Trust/Treasury Placements	12
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	58
22	Bank Statement/Snapshot	10
23	Settlement of Past Due Account	1
Total		2,139

4. Bauang Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	255	86.44%
2. I know what a CC is but I did not see this office's CC.	8	2.71%
3. I learned of the CC only when I saw this office's CC.	16	5.42%
4. I do not know what a CC is and I did not see this office's CC.	14	4.75%
N/A	-	-
Did not specify	2	0.68%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	247	84.30%
2. Somewhat easy to see	27	9.22%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	19	6.48%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	252	86.01%
2. Somewhat helped	21	7.17%
3. Did not help	-	-
N/A	20	6.83%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	261	31	1	0	2	0	295	98.98%
Service Quality Dimensions								
Responsiveness	245	40	6	0	3	1	295	96.94%
Reliability	264	25	4	0	2	0	295	97.97%
Access and Facilities	258	31	1	0	2	3	295	98.97%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	257	32	4	0	1	1	295	98.30%
Costs	225	22	7	2	0	39	295	96.48%
Integrity	264	26	4	0	1	0	295	98.31%
Assurance	266	24	2	1	2	0	295	98.31%
Outcome	260	29	3	0	1	2	295	98.63%
Overall	2,039	229	31	3	12	46	2,360	98.01%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	14
2	Opening of other Deposit Account	134
3	Release of Captured Card	1
4	Request for Card Replacement	15
5	Cash Deposit - (Peso/Foreign Currencies)	42
6	Cash Withdrawal	28
7	Check Deposit - Peso	10
8	Check Encashment	14
9	Online Collection Payments	8
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	8
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
13	Salary Loan	1
14	Electronic Fund Transfer/Outgoing Remittance	1
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
16	Bank Statement/Snapshot	3
17	Application for LBP Credit Card Easy Pay Program	1
18	Change of Name and Civil Status	4
Total		295

5. Binalonan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,281	96.46%
2. I know what a CC is but I did not see this office's CC.	5	0.38%
3. I learned of the CC only when I saw this office's CC.	39	2.94%
4. I do not know what a CC is and I did not see this office's CC.	3	0.23%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,307	98.42%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	16	1.20%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	0.38%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,296	97.59%
2. Somewhat helped	27	2.03%
3. Did not help	-	-
N/A	5	0.38%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,317	11	0	0	0	0	1,328	100.00%
Service Quality Dimensions								
Responsiveness	1,308	17	0	1	0	2	1,328	99.92%
Reliability	1,311	12	0	0	0	5	1,328	100.00%
Access and Facilities	1,095	18	0	0	0	215	1,328	100.00%
Communication	1,293	18	1	0	0	16	1,328	99.92%
Costs	699	16	0	0	0	613	1,328	100.00%
Integrity	1,311	17	0	0	0	0	1,328	100.00%
Assurance	1,321	7	0	0	0	0	1,328	100.00%
Outcome	1,253	12	0	0	0	63	1,328	100.00%
Overall	9,591	117	1	1	0	914	10,624	99.98%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	69
2	Opening of other Deposit Account	25
3	Release of Captured Card	2
4	Request for ATM PIN Change	221
5	Request for Card Replacement	23
6	Cash Deposit - (Peso/Foreign Currencies)	314
7	Cash Withdrawal	57
8	Check Deposit - Peso	62
9	Check Deposit - Foreign Currency	1
10	Check Encashment	349
11	Online Collection Payments	7
12	Request for Checkbook	2
13	Request for Fund Transfer	2
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	24

External Services		Responses
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	32
17	Handling of Customer's Complaint	1
18	Salary Loan	106
19	Bank Statement/Snapshot	29
20	Change of Name and Civil Status	1
Total		1,328

6. Bolinao (P) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,255	89.52%
2. I know what a CC is but I did not see this office's CC.	48	1.91%
3. I learned of the CC only when I saw this office's CC.	160	6.35%
4. I do not know what a CC is and I did not see this office's CC.	50	1.98%
N/A	3	0.12%
Did not specify	3	0.12%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,255	89.73%
2. Somewhat easy to see	173	6.88%
3. Difficult to see	17	0.68%
4. Not visible at all	12	0.48%
N/A	55	2.19%
Did not specify	1	0.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,226	88.58%
2. Somewhat helped	216	8.60%
3. Did not help	9	0.36%
N/A	61	2.43%
Did not specify	1	0.04%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,145	349	20	3	2	0	2,519	99.01%
Service Quality Dimensions								
Responsiveness	2,038	433	34	3	2	9	2,519	98.45%
Reliability	2,155	329	25	1	3	6	2,519	98.85%
Access and Facilities	2,090	359	32	6	3	29	2,519	98.35%
Communication	2,099	360	30	5	1	24	2,519	98.56%
Costs	1,750	319	30	2	3	415	2,519	98.34%
Integrity	2,121	335	35	6	5	17	2,519	98.16%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	2,190	302	20	4	1	2	2,519	99.01%
Outcome	2,148	327	27	3	1	13	2,519	98.76%
Overall	16,591	2,764	233	30	19	515	20,152	98.56%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	116
2	Opening of other Deposit Account	119
3	Release of Captured Card	22
4	Request for ATM PIN Change	57
5	Request for Card Replacement	234
6	Cash Deposit - (Peso/Foreign Currencies)	622
7	Cash Withdrawal	505
8	Check Deposit - Peso	77
9	Check Encashment	462
10	Online Collection Payments	158
11	Request for Checkbook	5
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	35
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
15	Handling of Customer's Complaint	1
16	Salary Loan	47
17	Bond Redemption and Interest Payment	2
18	Domestic Bills Purchase Initiation/Availment	6
19	Electronic Fund Transfer/Outgoing Remittance	4
20	Servicing of Modified Disbursement System Transactions	3
21	Bank Statement/Snapshot	19
22	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
23	Inquiry, Counseling and Processing of Loan	9
Total		2,519

7. Calasiao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	94	74.02%
2. I know what a CC is but I did not see this office's CC.	9	7.09%
3. I learned of the CC only when I saw this office's CC.	13	10.24%
4. I do not know what a CC is and I did not see this office's CC.	11	8.66%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	92	72.44%
2. Somewhat easy to see	12	9.45%
3. Difficult to see	5	3.94%
4. Not visible at all	-	-
N/A	18	14.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	95	74.80%
2. Somewhat helped	11	8.66%
3. Did not help	3	2.36%
N/A	18	14.17%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	106	18	1	0	1	1	127	98.41%
Service Quality Dimensions								
Responsiveness	94	24	5	1	2	1	127	93.65%
Reliability	105	16	5	0	1	0	127	95.28%
Access and Facilities	98	21	4	0	2	2	127	95.20%
Communication	101	19	5	0	1	1	127	95.24%
Costs	81	20	3	0	0	23	127	97.12%
Integrity	99	22	1	1	2	2	127	96.80%
Assurance	107	15	1	1	2	1	127	96.83%
Outcome	100	19	3	0	1	4	127	96.75%
Overall	785	156	27	3	11	34	1,016	95.82%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	39
3	Release of Captured Card	1
4	Request for ATM PIN Change	4
5	Request for Card Replacement	2
6	Cash Deposit - (Peso/Foreign Currencies)	8
7	Cash Withdrawal	21
8	Check Deposit - Peso	7
9	Check Encashment	14
10	Online Collection Payments	2
11	Request for Checkbook	2
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	5

External Services		Responses
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
15	Salary Loan	6
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
17	Bank Statement/Snapshot	3
Total		127

8. Candon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	611	89.85%
2. I know what a CC is but I did not see this office's CC.	16	2.35%
3. I learned of the CC only when I saw this office's CC.	25	3.68%
4. I do not know what a CC is and I did not see this office's CC.	28	4.12%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	608	89.41%
2. Somewhat easy to see	37	5.44%
3. Difficult to see	2	0.29%
4. Not visible at all	-	-
N/A	33	4.85%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	608	89.41%
2. Somewhat helped	38	5.59%
3. Did not help	3	0.44%
N/A	31	4.56%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	607	66	5	1	1	0	680	98.97%
Service Quality Dimensions								
Responsiveness	579	85	12	1	2	1	680	97.79%
Reliability	609	66	3	1	1	0	680	99.26%
Access and Facilities	606	66	7	0	1	0	680	98.82%
Communication	601	66	6	1	1	5	680	98.81%
Costs	328	62	7	5	2	276	680	96.53%
Integrity	601	73	3	0	3	0	680	99.12%
Assurance	605	70	3	1	1	0	680	99.26%
Outcome	590	78	4	0	1	7	680	99.26%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	4,519	566	45	9	12	289	5,440	98.72%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	13
2	Opening of other Deposit Account	183
3	Release of Captured Card	2
4	Request for ATM PIN Change	56
5	Request for Card Replacement	22
6	Cash Deposit - (Peso/Foreign Currencies)	69
7	Cash Withdrawal	77
8	Check Deposit - Peso	23
9	Check Deposit - Foreign Currency	1
10	Check Encashment	42
11	Online Collection Payments	10
12	Request for Checkbook	20
13	Request for Fund Transfer	14
14	Updating of Bank Records - Change in Account Details/Type	43
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	20
16	Handling of Customer's Complaint	9
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	26
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	8
21	Servicing of Modified Disbursement System Transactions	4
22	Trust/Treasury Placements	10
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
24	Bank Statement/Snapshot	11
25	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
26	Redemption of Reward Points	1
27	Inquiry, Counseling and Processing of Loan	6
Total		680

9. Carmen Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,147	96.76%
2. I know what a CC is but I did not see this office's CC.	16	0.72%
3. I learned of the CC only when I saw this office's CC.	25	1.13%
4. I do not know what a CC is and I did not see this office's CC.	27	1.22%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	4	0.18%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,125	95.94%
2. Somewhat easy to see	47	2.12%
3. Difficult to see	8	0.36%
4. Not visible at all	3	0.14%
N/A	32	1.44%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,129	96.12%
2. Somewhat helped	48	2.17%
3. Did not help	2	0.09%
N/A	35	1.58%
Did not specify	1	0.05%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,143	67	5	1	3	0	2,219	99.59%
Service Quality Dimensions								
Responsiveness	2,110	91	13	2	2	1	2,219	99.23%
Reliability	2,133	77	8	0	1	0	2,219	99.59%
Access and Facilities	2,137	70	9	1	1	1	2,219	99.50%
Communication	2,116	88	12	0	2	1	2,219	99.37%
Costs	2,079	82	7	2	2	47	2,219	99.49%
Integrity	2,137	75	5	1	1	0	2,219	99.68%
Assurance	2,154	62	1	0	1	1	2,219	99.91%
Outcome	2,137	73	5	0	2	2	2,219	99.68%
Overall	17,003	618	60	6	12	53	17,752	99.56%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	26
2	Opening of other Deposit Account	621
3	Release of Captured Card	9
4	Request for ATM PIN Change	24
5	Request for Card Replacement	36
6	Cash Deposit - (Peso/Foreign Currencies)	157
7	Cash Withdrawal	300
8	Check Deposit - Peso	108
9	Check Deposit - Foreign Currency	11
10	Check Encashment	408
11	Online Collection Payments	23

External Services		Responses
12	Request for Checkbook	7
13	Request for Fund Transfer	18
14	Request for Passbook Replacement	8
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	84
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	57
18	Handling of Customer's Complaint	38
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4
20	Salary Loan	42
21	Bond Redemption and Interest Payment	3
22	Claim of Remittance Proceeds	6
23	Domestic Bills Purchase Initiation/Availment	1
24	Electronic Fund Transfer/Outgoing Remittance	13
25	Purchase of Over-the-Counter Check	13
26	Release of Inward Returned Check	2
27	Sale/Purchase of Foreign Currencies	1
28	Servicing of Modified Disbursement System Transactions	3
29	Trust/Treasury Placements	18
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
31	Bank Statement/Snapshot	92
32	Change of Name and Civil Status	5
33	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	5
34	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
35	Lifting of Hold-out on Deposit	1
36	Refund of Overpayment	2
37	Reissuance of Credit Card	13
38	Settlement of Past Due Account	5
39	Waiver of Credit Card Annual Fee	1
40	Inquiry, Counseling and Processing of Loan	20
41	Issuance of Certificate of Outstanding Balances and Interest Paid	12
42	Issuance of Certificate of Full Payment	13
43	Issuance of Letter of Guarantee	2
Total		2,219

10. Dagupan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	562	61.83%
2. I know what a CC is but I did not see this office's CC.	14	1.54%
3. I learned of the CC only when I saw this office's CC.	299	32.89%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	34	3.74%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	817	89.88%
2. Somewhat easy to see	45	4.95%
3. Difficult to see	4	0.44%
4. Not visible at all	3	0.33%
N/A	40	4.40%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	794	87.35%
2. Somewhat helped	71	7.81%
3. Did not help	5	0.55%
N/A	39	4.29%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	857	47	1	0	4	0	909	99.45%
Service Quality Dimensions								
Responsiveness	780	112	8	0	7	2	909	98.35%
Reliability	838	63	3	1	3	1	909	99.23%
Access and Facilities	799	93	6	1	2	8	909	99.00%
Communication	801	88	6	2	3	9	909	98.78%
Costs	657	77	7	1	0	167	909	98.92%
Integrity	831	67	6	1	2	2	909	99.01%
Assurance	831	71	7	0	0	0	909	99.23%
Outcome	818	72	2	1	2	14	909	99.44%
Overall	6,355	643	45	7	19	203	7,272	99.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	53
2	Opening of other Deposit Account	43
3	Release of Captured Card	1
4	Request for ATM PIN Change	3
5	Request for Card Replacement	9
6	Cash Deposit - (Peso/Foreign Currencies)	75
7	Cash Withdrawal	388
8	Check Deposit - Peso	39
9	Check Encashment	175
10	Online Collection Payments	20

External Services		Responses
11	Request for Checkbook	4
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	28
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	18
15	Salary Loan	10
16	Claim of Remittance Proceeds	1
17	Electronic Fund Transfer/Outgoing Remittance	4
18	Sale/Purchase of Foreign Currencies	6
19	Servicing of Modified Disbursement System Transactions	15
20	Trust/Treasury Placements	1
21	Bank Statement/Snapshot	13
Total		909

11. Field Support Services Center I – Pangasinan

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	94	63.51%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	1	0.68%
4. I do not know what a CC is and I did not see this office's CC.	30	20.27%
N/A	22	14.86%
Did not specify	1	0.68%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	91	72.80%
2. Somewhat easy to see	2	1.60%
3. Difficult to see	-	-
4. Not visible at all	1	0.80%
N/A	31	24.80%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	91	72.80%
2. Somewhat helped	3	2.40%
3. Did not help	-	-
N/A	31	24.80%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	136	11	1	0	0	0	148	99.32%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	129	17	2	0	0	0	148	98.65%
Reliability	130	16	1	0	0	1	148	99.32%
Access and Facilities	120	20	0	0	0	8	148	100.00%
Communication	125	20	1	0	0	2	148	99.32%
Costs	10	4	0	0	1	133	148	93.33%
Integrity	137	10	1	0	0	0	148	99.32%
Assurance	141	7	0	0	0	0	148	100.00%
Outcome	128	19	0	0	0	1	148	100.00%
Overall	920	113	5	0	1	145	1,184	99.42%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	1
2	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	146
3	Issuance of Certification on Status of AR Bond	1
	Total	148

12. Ilocos Norte LC (ILNLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	179	92.27%
2. I know what a CC is but I did not see this office's CC.	4	2.06%
3. I learned of the CC only when I saw this office's CC.	8	4.12%
4. I do not know what a CC is and I did not see this office's CC.	3	1.55%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	169	87.11%
2. Somewhat easy to see	22	11.34%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	1.55%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	170	87.63%
2. Somewhat helped	20	10.31%
3. Did not help	-	-
N/A	4	2.06%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	173	21	0	0	0	0	194	100.00%
Service Quality Dimensions								
Responsiveness	162	31	1	0	0	0	194	99.48%
Reliability	165	28	1	0	0	0	194	99.48%
Access and Facilities	167	22	3	0	0	2	194	98.44%
Communication	160	32	1	0	0	1	194	99.48%
Costs	94	20	1	0	0	79	194	99.13%
Integrity	172	21	1	0	0	0	194	99.48%
Assurance	176	18	0	0	0	0	194	100.00%
Outcome	164	25	2	0	1	2	194	98.44%
Overall	1,260	197	10	0	1	84	1,552	99.25%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	175
2	Issuance of Certificate of Outstanding Balances and Interest Paid	18
3	Issuance of Certificate of Full Payment	1
	Total	194

13. Ilocos Sur LC (ILSLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	87	94.57%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	4	4.35%
4. I do not know what a CC is and I did not see this office's CC.	1	1.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	84	91.30%
2. Somewhat easy to see	7	7.61%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	1.09%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	84	91.30%
2. Somewhat helped	7	7.61%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	1	1.09%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	83	9	0	0	0	0	92	100.00%
Service Quality Dimensions								
Responsiveness	82	9	0	0	0	1	92	100.00%
Reliability	82	9	1	0	0	0	92	98.91%
Access and Facilities	82	7	1	0	0	2	92	98.89%
Communication	83	9	0	0	0	0	92	100.00%
Costs	59	3	1	0	0	29	92	98.41%
Integrity	85	7	0	0	0	0	92	100.00%
Assurance	85	7	0	0	0	0	92	100.00%
Outcome	81	11	0	0	0	0	92	100.00%
Overall	639	62	3	0	0	32	736	99.57%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	70
2	Issuance of Certificate of Outstanding Balances and Interest Paid	9
3	Issuance of Certificate of Full Payment	13
4	Total	92

14. La Union Lending Center (LUNLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	316	92.94%
2. I know what a CC is but I did not see this office's CC.	3	0.88%
3. I learned of the CC only when I saw this office's CC.	19	5.59%
4. I do not know what a CC is and I did not see this office's CC.	2	0.59%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	321	94.41%
2. Somewhat easy to see	15	4.41%
3. Difficult to see	1	0.29%
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	3	0.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	326	95.88%
2. Somewhat helped	11	3.24%
3. Did not help	-	-
N/A	3	0.88%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	317	23	0	0	0	0	340	100.00%
Service Quality Dimensions								
Responsiveness	300	39	0	0	0	1	340	100.00%
Reliability	302	36	2	0	0	0	340	99.41%
Access and Facilities	288	51	0	0	0	1	340	100.00%
Communication	292	48	0	0	0	0	340	100.00%
Costs	271	36	0	0	0	33	340	100.00%
Integrity	293	47	0	0	0	0	340	100.00%
Assurance	299	40	0	0	0	1	340	100.00%
Outcome	295	43	1	0	0	1	340	99.71%
Overall	2,340	340	3	0	0	37	2,720	99.89%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	266
2	Issuance of Certificate of Outstanding Balances and Interest Paid	52
3	Issuance of Certificate of Full Payment	22
	Total	340

15. Laoag Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7,048	98.61%
2. I know what a CC is but I did not see this office's CC.	24	0.34%
3. I learned of the CC only when I saw this office's CC.	66	0.92%
4. I do not know what a CC is and I did not see this office's CC.	9	0.13%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7,089	99.19%
2. Somewhat easy to see	41	0.57%
3. Difficult to see	2	0.03%
4. Not visible at all	2	0.03%
N/A	12	0.17%
Did not specify	1	0.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7,094	99.26%
2. Somewhat helped	30	0.42%
3. Did not help	3	0.04%
N/A	20	0.28%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	7,114	25	0	1	7	0	7,147	99.89%
Service Quality Dimensions								
Responsiveness	7,085	40	9	2	8	3	7,147	99.73%
Reliability	6,978	40	2	0	5	122	7,147	99.90%
Access and Facilities	7,097	32	5	1	5	7	7,147	99.85%
Communication	7,081	56	2	0	5	3	7,147	99.90%
Costs	3,886	38	2	1	5	3,215	7,147	99.80%
Integrity	7,092	44	2	1	7	1	7,147	99.86%
Assurance	7,111	28	2	1	4	1	7,147	99.90%
Outcome	7,096	42	4	0	5	0	7,147	99.87%
Overall	53,426	320	28	6	44	3,352	57,176	99.86%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	918
2	Opening of other Deposit Account	163
3	Release of Captured Card	48
4	Request for ATM PIN Change	473
5	Request for Card Replacement	126
6	Cash Deposit - (Peso/Foreign Currencies)	700
7	Cash Withdrawal	494
8	Check Deposit - Peso	513
9	Check Deposit - Foreign Currency	20
10	Check Encashment	611
11	Online Collection Payments	424
12	Request for Checkbook	298
13	Request for Fund Transfer	258

External Services		Responses
14	Request for Passbook Replacement	48
15	Request for Stop Payment Order	7
16	Updating of Bank Records - Change in Account Details/Type	284
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	171
18	Handling of Customer's Complaint	108
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	5
20	Salary Loan	335
21	Claim of Remittance Proceeds	4
22	Electronic Fund Transfer/Outgoing Remittance	12
23	Release of Inward Returned Check	10
24	Sale/Purchase of Foreign Currencies	13
25	Servicing of Modified Disbursement System Transactions	294
26	Trust/Treasury Placements	7
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	33
28	Bank Statement/Snapshot	535
29	Application for LBP Credit Card Easy Pay Program	2
30	Change of Name and Civil Status	1
31	Lifting of Hold-out on Deposit	5
32	Settlement of Past Due Account	10
33	Inquiry, Counseling and Processing of Loan	217
Total		7,147

16. Lingayen Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,500	87.47%
2. I know what a CC is but I did not see this office's CC.	24	0.84%
3. I learned of the CC only when I saw this office's CC.	118	4.13%
4. I do not know what a CC is and I did not see this office's CC.	216	7.56%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,555	89.40%
2. Somewhat easy to see	74	2.59%
3. Difficult to see	2	0.07%
4. Not visible at all	-	-
N/A	227	7.94%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,526	88.38%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	106	3.71%
3. Did not help	1	0.03%
N/A	224	7.84%
Did not specify	1	0.03%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,635	217	3	0	2	1	2,858	99.82%
Service Quality Dimensions								
Responsiveness	2,546	292	12	4	2	2	2,858	99.37%
Reliability	2,611	243	3	0	1	0	2,858	99.86%
Access and Facilities	2,588	255	6	1	0	8	2,858	99.75%
Communication	2,528	286	11	1	1	31	2,858	99.54%
Costs	1,609	245	78	2	4	920	2,858	95.67%
Integrity	2,601	240	8	0	2	7	2,858	99.65%
Assurance	2,665	187	4	0	1	1	2,858	99.82%
Outcome	2,585	257	5	1	1	9	2,858	99.75%
Overall	19,733	2,005	127	9	12	978	22,864	99.32%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	300
2	Opening of other Deposit Account	88
3	Release of Captured Card	9
4	Request for ATM PIN Change	146
5	Request for Card Replacement	197
6	Cash Deposit - (Peso/Foreign Currencies)	65
7	Cash Withdrawal	1,477
8	Check Deposit - Peso	43
9	Check Deposit - Foreign Currency	3
10	Check Encashment	215
11	Online Collection Payments	28
12	Request for Checkbook	5
13	Request for Fund Transfer	6
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	54
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	28
17	Handling of Customer's Complaint	12
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	36
20	Claim of Remittance Proceeds	2
21	Electronic Fund Transfer/Outgoing Remittance	6
22	Purchase of Over-the-Counter Check	6

External Services		Responses
23	Release of Inward Returned Check	2
24	Sale/Purchase of Foreign Currencies	10
25	Servicing of Modified Disbursement System Transactions	16
26	Trust/Treasury Placements	5
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	10
28	Bank Statement/Snapshot	66
29	Change of Name and Civil Status	16
30	Lifting of Hold-out on Deposit	1
31	Inquiry, Counseling and Processing of Loan	3
32	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		2,858

17. Mangaldan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,648	96.93%
2. I know what a CC is but I did not see this office's CC.	5	0.18%
3. I learned of the CC only when I saw this office's CC.	18	0.66%
4. I do not know what a CC is and I did not see this office's CC.	61	2.23%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,638	96.56%
2. Somewhat easy to see	31	1.13%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	63	2.31%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,638	96.56%
2. Somewhat helped	30	1.10%
3. Did not help	-	-
N/A	64	2.34%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,688	43	1	0	0	0	2,732	99.96%
Service Quality Dimensions								
Responsiveness	2,681	49	1	0	0	1	2,732	99.96%
Reliability	2,690	42	0	0	0	0	2,732	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	2,683	46	0	0	0	3	2,732	100.00%
Communication	2,680	46	0	0	0	6	2,732	100.00%
Costs	1,056	36	1	0	0	1,639	2,732	99.91%
Integrity	2,694	34	3	0	0	1	2,732	99.89%
Assurance	2,699	32	1	0	0	0	2,732	99.96%
Outcome	2,685	44	1	0	0	2	2,732	99.96%
Overall	19,868	329	7	0	0	1,652	21,856	99.97%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	136
2	Opening of other Deposit Account	56
3	Release of Captured Card	2
4	Request for ATM PIN Change	246
5	Request for Card Replacement	46
6	Cash Deposit - (Peso/Foreign Currencies)	54
7	Cash Withdrawal	1,481
8	Check Deposit - Peso	37
9	Check Encashment	227
10	Online Collection Payments	32
11	Request for Checkbook	5
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	28
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	86
15	Handling of Customer's Complaint	6
16	Salary Loan	172
17	Bond Redemption and Interest Payment	1
18	Trust/Treasury Placements	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
20	Bank Statement/Snapshot	4
21	Application for LBP Credit Card Easy Pay Program	92
22	Refund of Overpayment	10
23	Settlement of Past Due Account	8
	Total	2,732

18. Mangatarem Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	678	35.65%
2. I know what a CC is but I did not see this office's CC.	12	0.63%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	1,209	63.56%
4. I do not know what a CC is and I did not see this office's CC.	3	0.16%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,851	97.32%
2. Somewhat easy to see	25	1.31%
3. Difficult to see	3	0.16%
4. Not visible at all	1	0.05%
N/A	22	1.16%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,796	94.43%
2. Somewhat helped	20	1.05%
3. Did not help	1	0.05%
N/A	85	4.47%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,860	38	3	1	0	0	1,902	99.79%
Service Quality Dimensions								
Responsiveness	1,837	62	3	0	0	0	1,902	99.84%
Reliability	1,860	39	2	1	0	0	1,902	99.84%
Access and Facilities	1,843	49	5	1	0	4	1,902	99.68%
Communication	1,837	59	4	0	0	2	1,902	99.79%
Costs	448	72	3	0	0	1,379	1,902	99.43%
Integrity	1,862	34	6	0	0	0	1,902	99.68%
Assurance	1,865	32	5	0	0	0	1,902	99.74%
Outcome	1,845	53	2	0	0	2	1,902	99.89%
Overall	13,397	400	30	2	0	1,387	15,216	99.77%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	110
2	Opening of other Deposit Account	116
3	Release of Captured Card	3
4	Request for ATM PIN Change	658
5	Request for Card Replacement	44
6	Cash Deposit - (Peso/Foreign Currencies)	235
7	Cash Withdrawal	162
8	Check Deposit - Peso	36
9	Check Deposit - Foreign Currency	1

External Services		Responses
10	Check Encashment	348
11	Online Collection Payments	50
12	Request for Checkbook	9
13	Request for Fund Transfer	3
14	Request for Passbook Replacement	2
15	Updating of Bank Records - Change in Account Details/Type	41
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	24
17	Handling of Customer's Complaint	1
18	Salary Loan	30
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Sale/Purchase of Foreign Currencies	2
22	Servicing of Modified Disbursement System Transactions	2
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
24	Bank Statement/Snapshot	12
25	Application for LBP Credit Card Easy Pay Program	5
26	Change of Name and Civil Status	2
Total		1,902

19. Narvacan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	179	20.65%
2. I know what a CC is but I did not see this office's CC.	7	0.81%
3. I learned of the CC only when I saw this office's CC.	669	77.16%
4. I do not know what a CC is and I did not see this office's CC.	12	1.38%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	837	96.54%
2. Somewhat easy to see	15	1.73%
3. Difficult to see	1	0.12%
4. Not visible at all	-	-
N/A	14	1.61%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	826	95.27%
2. Somewhat helped	26	3.00%
3. Did not help	1	0.12%
N/A	14	1.61%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	845	20	2	0	0	0	867	99.77%
Service Quality Dimensions								
Responsiveness	828	34	2	2	0	1	867	99.54%
Reliability	845	20	2	0	0	0	867	99.77%
Access and Facilities	840	23	1	1	0	2	867	99.77%
Communication	837	28	1	0	0	1	867	99.88%
Costs	378	26	3	0	0	460	867	99.26%
Integrity	840	26	1	0	0	0	867	99.88%
Assurance	849	16	1	1	0	0	867	99.77%
Outcome	839	25	2	0	0	1	867	99.77%
Overall	6,256	198	13	4	0	465	6,936	99.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	121
2	Opening of other Deposit Account	36
3	Release of Captured Card	8
4	Request for ATM PIN Change	39
5	Request for Card Replacement	37
6	Cash Deposit - (Peso/Foreign Currencies)	118
7	Cash Withdrawal	90
8	Check Deposit - Peso	57
9	Check Deposit - Foreign Currency	1
10	Check Encashment	194
11	Online Collection Payments	13
12	Request for Checkbook	2
13	Request for Fund Transfer	4
14	Updating of Bank Records - Change in Account Details/Type	14
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	46
16	Handling of Customer's Complaint	15
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	3
18	Salary Loan	36
19	Claim of Remittance Proceeds	2
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Release of Inward Returned Check	5
22	Trust/Treasury Placements	2
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
24	Bank Statement/Snapshot	11
25	Application for LBP Credit Card Easy Pay Program	1
26	Change of Name and Civil Status	2
27	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
28	Lifting of Hold-out on Deposit	2

External Services		Responses
	Total	867

20. Pangasinan LC (PANLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	95	81.20%
2. I know what a CC is but I did not see this office's CC.	5	4.27%
3. I learned of the CC only when I saw this office's CC.	4	3.42%
4. I do not know what a CC is and I did not see this office's CC.	13	11.11%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	96	82.05%
2. Somewhat easy to see	6	5.13%
3. Difficult to see	2	1.71%
4. Not visible at all	-	-
N/A	13	11.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	102	87.18%
2. Somewhat helped	2	1.71%
3. Did not help	-	-
N/A	13	11.11%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	99	18	0	0	0	0	117	100.00%
Service Quality Dimensions								
Responsiveness	97	20	0	0	0	0	117	100.00%
Reliability	101	16	0	0	0	0	117	100.00%
Access and Facilities	100	17	0	0	0	0	117	100.00%
Communication	97	17	3	0	0	0	117	97.44%
Costs	94	8	2	0	0	13	117	98.08%
Integrity	100	16	1	0	0	0	117	99.15%
Assurance	101	16	0	0	0	0	117	100.00%
Outcome	99	18	0	0	0	0	117	100.00%
Overall	789	128	6	0	0	13	936	99.35%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	116
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		117

21. San Carlos (Pangasinan) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,412	89.48%
2. I know what a CC is but I did not see this office's CC.	81	5.13%
3. I learned of the CC only when I saw this office's CC.	40	2.53%
4. I do not know what a CC is and I did not see this office's CC.	35	2.22%
N/A	-	-
Did not specify	10	0.63%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,354	86.35%
2. Somewhat easy to see	165	10.52%
3. Difficult to see	7	0.45%
4. Not visible at all	1	0.06%
N/A	41	2.61%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,400	89.29%
2. Somewhat helped	123	7.84%
3. Did not help	2	0.13%
N/A	43	2.74%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,432	126	12	3	5	0	1,578	98.73%
Service Quality Dimensions								
Responsiveness	1,326	204	39	2	6	1	1,578	97.02%
Reliability	1,356	194	13	1	5	9	1,578	98.79%
Access and Facilities	1,335	210	20	2	5	6	1,578	98.28%
Communication	1,347	209	13	4	3	2	1,578	98.73%
Costs	1,118	193	18	1	3	245	1,578	98.35%
Integrity	1,361	186	18	3	10	0	1,578	98.04%
Assurance	1,395	159	16	1	7	0	1,578	98.48%
Outcome	1,358	190	24	1	3	2	1,578	98.22%
Overall	10,596	1,545	161	15	42	265	12,624	98.24%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	72
2	Opening of other Deposit Account	241
3	Release of Captured Card	2
4	Request for ATM PIN Change	11
5	Request for Card Replacement	29
6	Cash Deposit - (Peso/Foreign Currencies)	151
7	Cash Withdrawal	119
8	Check Deposit - Peso	60
9	Check Deposit - Foreign Currency	2
10	Check Encashment	318
11	Online Collection Payments	12
12	Request for Checkbook	7
13	Request for Fund Transfer	41
14	Request for Passbook Replacement	2
15	Updating of Bank Records - Change in Account Details/Type	61
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	72
17	Handling of Customer's Complaint	5
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	100
20	Electronic Fund Transfer/Outgoing Remittance	5
21	Sale/Purchase of Foreign Currencies	6
22	Servicing of Modified Disbursement System Transactions	188
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
24	Bank Statement/Snapshot	67
25	Change of Name and Civil Status	1
26	Redemption of Reward Points	1
27	Inquiry, Counseling and Processing of Loan	1
Total		1,578

22. San Fernando (LU) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,078	92.69%
2. I know what a CC is but I did not see this office's CC.	29	1.29%
3. I learned of the CC only when I saw this office's CC.	72	3.21%
4. I do not know what a CC is and I did not see this office's CC.	49	2.19%
N/A	-	-
Did not specify	14	0.62%
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	2,048	91.92%
2. Somewhat easy to see	106	4.76%
3. Difficult to see	5	0.22%
4. Not visible at all	4	0.18%
N/A	64	2.87%
Did not specify	1	0.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,039	91.52%
2. Somewhat helped	80	3.59%
3. Did not help	9	0.40%
N/A	99	4.44%
Did not specify	1	0.04%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,112	104	15	6	5	0	2,242	98.84%
Service Quality Dimensions								
Responsiveness	2,010	187	19	9	16	1	2,242	98.04%
Reliability	1,774	143	9	6	4	306	2,242	99.02%
Access and Facilities	2,038	156	9	6	5	28	2,242	99.10%
Communication	1,995	188	11	6	5	37	2,242	99.00%
Costs	1,435	121	9	10	2	665	2,242	98.67%
Integrity	2,082	136	13	4	7	0	2,242	98.93%
Assurance	2,113	110	10	3	6	0	2,242	99.15%
Outcome	2,039	145	12	3	5	38	2,242	99.09%
Overall	15,486	1,186	92	47	50	1,075	17,936	98.88%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	533
2	Opening of other Deposit Account	130
3	Release of Captured Card	9
4	Request for ATM PIN Change	172
5	Request for Card Replacement	51
6	Cash Deposit - (Peso/Foreign Currencies)	63
7	Cash Withdrawal	67
8	Check Deposit - Peso	34
9	Check Deposit - Foreign Currency	12
10	Check Encashment	62
11	Online Collection Payments	21
12	Request for Checkbook	23
13	Request for Fund Transfer	39
14	Request for Passbook Replacement	1

External Services		Responses
15	Updating of Bank Records - Change in Account Details/Type	189
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	144
17	Handling of Customer's Complaint	56
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	15
19	Salary Loan	183
20	Claim of Remittance Proceeds	3
21	Electronic Fund Transfer/Outgoing Remittance	13
22	Sale/Purchase of Foreign Currencies	1
23	Servicing of Modified Disbursement System Transactions	52
24	Trust/Treasury Placements	4
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	17
26	Bank Statement/Snapshot	58
27	Application for LBP Credit Card Easy Pay Program	1
28	Change of Name and Civil Status	1
29	Settlement of Past Due Account	5
30	Inquiry, Counseling and Processing of Loan	249
31	Issuance of Certificate of Outstanding Balances and Interest Paid	7
32	Issuance of Certificate of Full Payment	27
Total		2,242

23. San Fernando (LU) South Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	194	89.40%
2. I know what a CC is but I did not see this office's CC.	1	0.46%
3. I learned of the CC only when I saw this office's CC.	5	2.30%
4. I do not know what a CC is and I did not see this office's CC.	4	1.84%
N/A	-	-
Did not specify	13	5.99%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	197	96.57%
2. Somewhat easy to see	3	1.47%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	1.96%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	196	96.08%
2. Somewhat helped	2	0.98%
3. Did not help	1	0.49%

Citizen's Charter Answers	Responses	Percentage
N/A	5	2.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	192	23	0	1	1	0	217	99.08%
Service Quality Dimensions								
Responsiveness	183	32	0	0	2	0	217	99.08%
Reliability	170	43	0	2	0	2	217	99.07%
Access and Facilities	162	52	1	0	0	2	217	99.53%
Communication	146	67	0	1	0	3	217	99.53%
Costs	139	65	0	1	1	11	217	99.03%
Integrity	155	60	1	0	1	0	217	99.08%
Assurance	153	62	0	1	1	0	217	99.08%
Outcome	156	61	0	0	0	0	217	100.00%
Overall	1,264	442	2	5	5	18	1,736	99.30%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	36
2	Opening of other Deposit Account	25
3	Request for ATM PIN Change	5
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	9
6	Cash Withdrawal	3
7	Check Deposit - Peso	4
8	Check Encashment	1
9	Online Collection Payments	1
10	Request for Checkbook	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	22
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	52
14	Trust/Treasury Placements	2
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	53
Total		217

24. San Nicolas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	2,547	72.88%
2. I know what a CC is but I did not see this office's CC.	14	0.40%
3. I learned of the CC only when I saw this office's CC.	901	25.78%
4. I do not know what a CC is and I did not see this office's CC.	33	0.94%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,979	85.24%
2. Somewhat easy to see	478	13.68%
3. Difficult to see	3	0.09%
4. Not visible at all	-	-
N/A	35	1.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,907	83.18%
2. Somewhat helped	552	15.79%
3. Did not help	1	0.03%
N/A	35	1.00%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,614	873	5	0	3	0	3,495	99.77%
Service Quality Dimensions								
Responsiveness	2,570	904	14	2	4	1	3,495	99.43%
Reliability	2,854	124	2	0	4	511	3,495	99.80%
Access and Facilities	2,950	533	10	0	2	0	3,495	99.66%
Communication	2,646	825	16	1	2	5	3,495	99.46%
Costs	2,169	135	10	1	3	1,177	3,495	99.40%
Integrity	2,951	535	4	0	4	1	3,495	99.77%
Assurance	3,040	445	8	0	2	0	3,495	99.71%
Outcome	3,363	118	8	0	1	5	3,495	99.74%
Overall	22,543	3,619	72	4	22	1,700	27,960	99.63%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	347
2	Opening of other Deposit Account	331
3	Release of Captured Card	19
4	Request for ATM PIN Change	184
5	Request for Card Replacement	188
6	Cash Deposit - (Peso/Foreign Currencies)	375
7	Cash Withdrawal	356

External Services		Responses
8	Check Deposit - Peso	375
9	Check Deposit - Foreign Currency	10
10	Check Encashment	371
11	Online Collection Payments	368
12	Request for Checkbook	12
13	Request for Fund Transfer	15
14	Request for Passbook Replacement	20
15	Updating of Bank Records - Change in Account Details/Type	19
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	28
17	Handling of Customer's Complaint	2
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	9
20	Claim of Remittance Proceeds	2
21	Domestic Bills Purchase Initiation/Availment	6
22	Electronic Fund Transfer/Outgoing Remittance	10
23	Purchase of Over-the-Counter Check	19
24	Release of Inward Returned Check	8
25	Sale/Purchase of Foreign Currencies	24
26	Servicing of Modified Disbursement System Transactions	154
27	Trust/Treasury Placements	20
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	110
29	Bank Statement/Snapshot	91
30	Change of Name and Civil Status	7
31	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
32	Lifting of Hold-out on Deposit	2
33	Inquiry, Counseling and Processing of Loan	5
34	Issuance of Certificate of Outstanding Balances and Interest Paid	5
Total		3,495

25. Sual Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,027	85.67%
2. I know what a CC is but I did not see this office's CC.	58	2.45%
3. I learned of the CC only when I saw this office's CC.	195	8.24%
4. I do not know what a CC is and I did not see this office's CC.	86	3.63%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,131	90.07%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	113	4.78%
3. Difficult to see	6	0.25%
4. Not visible at all	2	0.08%
N/A	114	4.82%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,151	90.91%
2. Somewhat helped	100	4.23%
3. Did not help	2	0.08%
N/A	113	4.78%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,140	217	7	1	1	0	2,366	99.62%
Service Quality Dimensions								
Responsiveness	2,033	310	19	3	1	0	2,366	99.03%
Reliability	2,115	244	6	1	0	0	2,366	99.70%
Access and Facilities	2,075	271	14	1	0	5	2,366	99.36%
Communication	2,054	296	13	0	1	2	2,366	99.41%
Costs	1,863	266	13	6	2	216	2,366	99.02%
Integrity	2,110	245	8	0	2	1	2,366	99.58%
Assurance	2,151	205	7	2	1	0	2,366	99.58%
Outcome	2,066	282	7	2	0	9	2,366	99.62%
Overall	16,467	2,119	87	15	7	233	18,928	99.42%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	166
2	Opening of other Deposit Account	1,083
3	Release of Captured Card	13
4	Request for ATM PIN Change	33
5	Request for Card Replacement	43
6	Cash Deposit - (Peso/Foreign Currencies)	48
7	Cash Withdrawal	185
8	Check Deposit - Peso	57
9	Check Encashment	190
10	Online Collection Payments	3
11	Request for Checkbook	8
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	85
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	76
16	Handling of Customer's Complaint	1

External Services		Responses
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4
18	Salary Loan	332
19	Bond Redemption and Interest Payment	1
20	Claim of Remittance Proceeds	1
21	Electronic Fund Transfer/Outgoing Remittance	2
22	Purchase of Over-the-Counter Check	3
23	Servicing of Modified Disbursement System Transactions	1
24	Trust/Treasury Placements	1
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
26	Bank Statement/Snapshot	19
27	Refund of Overpayment	1
28	Inquiry, Counseling and Processing of Loan	3
29	Issuance of Certificate of Full Payment	1
Total		2,366

26. Tagudin Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	121	75.63%
2. I know what a CC is but I did not see this office's CC.	2	1.25%
3. I learned of the CC only when I saw this office's CC.	32	20.00%
4. I do not know what a CC is and I did not see this office's CC.	5	3.13%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	131	81.88%
2. Somewhat easy to see	21	13.13%
3. Difficult to see	1	0.63%
4. Not visible at all	-	-
N/A	7	4.38%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	140	87.50%
2. Somewhat helped	13	8.13%
3. Did not help	1	0.63%
N/A	6	3.75%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	152	6	1	0	1	0	160	98.75%
Service Quality Dimensions								
Responsiveness	138	18	2	1	1	0	160	97.50%
Reliability	146	13	1	0	0	0	160	99.38%
Access and Facilities	140	17	1	0	1	1	160	98.74%
Communication	142	15	3	0	0	0	160	98.13%
Costs	104	19	2	0	0	35	160	98.40%
Integrity	147	10	3	0	0	0	160	98.13%
Assurance	150	10	0	0	0	0	160	100.00%
Outcome	139	18	2	0	0	1	160	98.74%
Overall	1,106	120	14	1	2	37	1,280	98.63%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	15
2	Opening of other Deposit Account	60
3	Request for ATM PIN Change	2
4	Request for Card Replacement	7
5	Cash Deposit - (Peso/Foreign Currencies)	15
6	Cash Withdrawal	9
7	Check Deposit - Peso	5
8	Check Encashment	6
9	Online Collection Payments	1
10	Request for Checkbook	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	15
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	17
14	Salary Loan	2
15	Release of Inward Returned Check	1
16	Bank Statement/Snapshot	3
	Total	160

27. Tayug Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,481	73.69%
2. I know what a CC is but I did not see this office's CC.	46	1.37%
3. I learned of the CC only when I saw this office's CC.	656	19.48%
4. I do not know what a CC is and I did not see this office's CC.	154	4.57%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	30	0.89%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,075	92.15%
2. Somewhat easy to see	77	2.31%
3. Difficult to see	7	0.21%
4. Not visible at all	1	0.03%
N/A	175	5.24%
Did not specify	2	0.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,118	93.44%
2. Somewhat helped	50	1.50%
3. Did not help	2	0.06%
N/A	166	4.97%
Did not specify	1	0.03%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,217	130	18	1	1	0	3,367	99.41%
Service Quality Dimensions								
Responsiveness	3,131	179	33	1	2	21	3,367	98.92%
Reliability	3,219	121	17	2	1	7	3,367	99.40%
Access and Facilities	3,194	137	20	2	3	11	3,367	99.26%
Communication	3,108	155	28	1	4	71	3,367	99.00%
Costs	590	67	11	2	10	2,687	3,367	96.62%
Integrity	3,203	126	24	4	2	8	3,367	99.11%
Assurance	3,224	113	24	2	2	2	3,367	99.17%
Outcome	3,220	120	19	2	2	4	3,367	99.32%
Overall	22,889	1,018	176	16	26	2,811	26,936	99.10%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	498
2	Opening of other Deposit Account	294
3	Release of Captured Card	4
4	Request for ATM PIN Change	1,551
5	Request for Card Replacement	17
6	Cash Deposit - (Peso/Foreign Currencies)	159
7	Cash Withdrawal	90
8	Check Deposit - Peso	33
9	Check Deposit - Foreign Currency	2
10	Check Encashment	195
11	Online Collection Payments	12

External Services		Responses
12	Request for Checkbook	1
13	Request for Fund Transfer	1
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	123
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	113
17	Handling of Customer's Complaint	44
18	Salary Loan	40
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Purchase of Over-the-Counter Check	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	8
23	Bank Statement/Snapshot	26
24	Inquiry, Counseling and Processing of Loan	150
25	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		3,367

28. Umingan (Pangasinan) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,456	96.49%
2. I know what a CC is but I did not see this office's CC.	12	0.80%
3. I learned of the CC only when I saw this office's CC.	38	2.52%
4. I do not know what a CC is and I did not see this office's CC.	3	0.20%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,484	98.34%
2. Somewhat easy to see	21	1.39%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	0.27%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,491	98.81%
2. Somewhat helped	14	0.93%
3. Did not help	-	-
N/A	4	0.27%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,489	20	0	0	0	0	1,509	100.00%
Service Quality Dimensions								
Responsiveness	1,479	29	0	1	0	0	1,509	99.93%
Reliability	1,491	18	0	0	0	0	1,509	100.00%
Access and Facilities	1,482	27	0	0	0	0	1,509	100.00%
Communication	1,482	26	0	1	0	0	1,509	99.93%
Costs	1,080	20	0	0	2	407	1,509	99.82%
Integrity	1,489	20	0	0	0	0	1,509	100.00%
Assurance	1,490	18	1	0	0	0	1,509	99.93%
Outcome	1,475	30	1	0	0	3	1,509	99.93%
Overall	11,468	188	2	2	2	410	12,072	99.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	407
2	Opening of other Deposit Account	174
3	Release of Captured Card	3
4	Request for ATM PIN Change	175
5	Request for Card Replacement	32
6	Cash Deposit - (Peso/Foreign Currencies)	96
7	Cash Withdrawal	102
8	Check Deposit - Peso	36
9	Check Encashment	194
10	Online Collection Payments	9
11	Request for Checkbook	2
12	Updating of Bank Records - Change in Account Details/Type	83
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	26
14	Handling of Customer's Complaint	3
15	Salary Loan	87
16	Electronic Fund Transfer/Outgoing Remittance	3
17	Purchase of Over-the-Counter Check	2
18	Sale/Purchase of Foreign Currencies	10
19	Servicing of Modified Disbursement System Transactions	2
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	13
21	Bank Statement/Snapshot	47
22	Change of Name and Civil Status	2
23	Inquiry, Counseling and Processing of Loan	1
	Total	1,509

29. Urdaneta Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	715	71.43%
2. I know what a CC is but I did not see this office's CC.	7	0.70%
3. I learned of the CC only when I saw this office's CC.	267	26.67%
4. I do not know what a CC is and I did not see this office's CC.	11	1.10%
N/A	1	0.10%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	945	94.50%
2. Somewhat easy to see	38	3.80%
3. Difficult to see	2	0.20%
4. Not visible at all	-	-
N/A	15	1.50%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	895	89.50%
2. Somewhat helped	85	8.50%
3. Did not help	1	0.10%
N/A	19	1.90%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	921	21	1	0	0	0	1,001	99.90%
Service Quality Dimensions								
Responsiveness	921	74	5	1	0	0	1,001	99.40%
Reliability	976	24	1	0	0	0	1,001	99.90%
Access and Facilities	966	30	0	0	0	5	1,001	100.00%
Communication	961	35	2	0	0	3	1,001	99.80%
Costs	375	25	2	0	1	598	1,001	99.26%
Integrity	975	23	3	0	0	0	1,001	99.70%
Assurance	984	15	1	1	0	0	1,001	99.80%
Outcome	963	31	1	1	0	5	1,001	99.80%
Overall	7,121	257	15	3	1	611	8,008	99.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	212
2	Opening of other Deposit Account	66
3	Release of Captured Card	5
4	Request for ATM PIN Change	52
5	Request for Card Replacement	45
6	Cash Deposit - (Peso/Foreign Currencies)	31

External Services		Responses
7	Cash Withdrawal	21
8	Check Deposit - Peso	23
9	Check Deposit - Foreign Currency	4
10	Check Encashment	75
11	Online Collection Payments	12
12	Request for Checkbook	13
13	Request for Fund Transfer	5
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	151
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	50
17	Handling of Customer's Complaint	9
18	Salary Loan	53
19	Bond Redemption and Interest Payment	1
20	Electronic Fund Transfer/Outgoing Remittance	4
21	Purchase of Over-the-Counter Check	1
22	Release of Inward Returned Check	1
23	Sale/Purchase of Foreign Currencies	22
24	Servicing of Modified Disbursement System Transactions	1
25	Trust/Treasury Placements	6
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
27	Bank Statement/Snapshot	126
28	Reissuance of Credit Card	1
29	Inquiry, Counseling and Processing of Loan	3
30	Issuance of Certificate of Full Payment	1
Total		1,001

30. Urdaneta-Perez Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,108	89.43%
2. I know what a CC is but I did not see this office's CC.	11	0.89%
3. I learned of the CC only when I saw this office's CC.	98	7.91%
4. I do not know what a CC is and I did not see this office's CC.	22	1.78%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,170	94.43%
2. Somewhat easy to see	42	3.39%
3. Difficult to see	2	0.16%
4. Not visible at all	2	0.16%

Citizen's Charter Answers	Responses	Percentage
N/A	23	1.86%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,179	95.16%
2. Somewhat helped	29	2.34%
3. Did not help	1	0.08%
N/A	30	2.42%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,209	28	0	0	2	0	1,239	99.84%
Service Quality Dimensions								
Responsiveness	1,188	47	2	1	1	0	1,239	99.68%
Reliability	1,193	44	2	0	0	0	1,239	99.84%
Access and Facilities	1,194	41	1	0	0	3	1,239	99.92%
Communication	1,172	64	1	1	0	1	1,239	99.84%
Costs	847	49	3	0	1	339	1,239	99.56%
Integrity	1,203	34	1	1	0	0	1,239	99.84%
Assurance	1,212	25	2	0	0	0	1,239	99.84%
Outcome	1,173	55	0	1	0	10	1,239	99.92%
Overall	9,182	359	12	4	2	353	9,912	99.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	122
2	Opening of other Deposit Account	162
3	Request for ATM PIN Change	52
4	Request for Card Replacement	18
5	Cash Deposit - (Peso/Foreign Currencies)	357
6	Cash Withdrawal	44
7	Check Deposit - Peso	42
8	Check Deposit - Foreign Currency	1
9	Check Encashment	188
10	Online Collection Payments	82
11	Request for Checkbook	11
12	Request for Fund Transfer	6
13	Updating of Bank Records - Change in Account Details/Type	69
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	37
15	Handling of Customer's Complaint	1
16	Salary Loan	9
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	5

External Services		Responses
19	Purchase of Over-the-Counter Check	1
20	Sale/Purchase of Foreign Currencies	4
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	8
23	Bank Statement/Snapshot	17
24	Change of Name and Civil Status	1
Total		1,239

31. Vigan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	293	73.07%
2. I know what a CC is but I did not see this office's CC.	13	3.24%
3. I learned of the CC only when I saw this office's CC.	78	19.45%
4. I do not know what a CC is and I did not see this office's CC.	17	4.24%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	297	74.06%
2. Somewhat easy to see	72	17.96%
3. Difficult to see	8	2.00%
4. Not visible at all	1	0.25%
N/A	23	5.74%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	334	83.29%
2. Somewhat helped	40	9.98%
3. Did not help	-	-
N/A	27	6.73%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	370	29	1	0	1	0	401	99.50%
Service Quality Dimensions								
Responsiveness	314	63	19	4	1	0	401	94.01%
Reliability	365	34	1	0	1	0	401	99.50%
Access and Facilities	353	37	5	0	0	6	401	98.73%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	349	46	1	0	0	5	401	99.75%
Costs	220	28	6	1	1	145	401	96.88%
Integrity	358	37	4	1	0	1	401	98.75%
Assurance	374	25	2	0	0	0	401	99.50%
Outcome	362	32	3	0	0	4	401	99.24%
Overall	2,695	302	41	6	3	161	3,208	98.36%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	46
3	Request for ATM PIN Change	5
4	Request for Card Replacement	12
5	Cash Deposit - (Peso/Foreign Currencies)	36
6	Cash Withdrawal	44
7	Check Deposit - Peso	35
8	Check Deposit - Foreign Currency	1
9	Check Encashment	75
10	Online Collection Payments	12
11	Request for Checkbook	8
12	Request for Fund Transfer	3
13	Request for Stop Payment Order	1
14	Updating of Bank Records - Change in Account Details/Type	41
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	40
16	Handling of Customer's Complaint	11
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	3
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Purchase of Over-the-Counter Check	1
21	Servicing of Modified Disbursement System Transactions	11
22	Bank Statement/Snapshot	12
Total		401

32. Vigan-Quezon Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	600	83.80%
2. I know what a CC is but I did not see this office's CC.	5	0.70%
3. I learned of the CC only when I saw this office's CC.	106	14.80%
4. I do not know what a CC is and I did not see this office's CC.	5	0.70%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	692	96.65%
2. Somewhat easy to see	16	2.23%
3. Difficult to see	1	0.14%
4. Not visible at all	-	-
N/A	7	0.98%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	693	96.79%
2. Somewhat helped	16	2.23%
3. Did not help	-	-
N/A	7	0.98%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	707	8	0	0	1	0	716	99.86%
Service Quality Dimensions								
Responsiveness	694	12	3	0	2	5	716	99.30%
Reliability	706	9	0	0	1	0	716	99.86%
Access and Facilities	700	10	0	0	0	6	716	100.00%
Communication	697	16	1	0	0	2	716	99.86%
Costs	258	12	1	0	5	440	716	97.83%
Integrity	707	7	2	0	0	0	716	99.72%
Assurance	711	3	1	1	0	0	716	99.72%
Outcome	704	7	1	1	0	3	716	99.72%
Overall	5,177	76	9	2	8	456	5,728	99.64%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	186
2	Opening of other Deposit Account	39
3	Request for ATM PIN Change	13
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	155
6	Cash Withdrawal	30
7	Check Deposit - Peso	31
8	Check Encashment	55
9	Online Collection Payments	24
10	Request for Checkbook	10
11	Request for Fund Transfer	2

External Services		Responses
12	Request for Passbook Replacement	1
13	Request for Stop Payment Order	2
14	Updating of Bank Records - Change in Account Details/Type	77
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	67
16	Handling of Customer's Complaint	3
17	Salary Loan	8
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	7
Total		716

CSM Results – Region II

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	42,482	3,565	126	11	48	0	46,232	99.60%
Service Quality Dimensions								
Responsiveness	40,795	4,834	419	66	59	59	46,232	98.82%
Reliability	41,955	4,106	119	9	19	24	46,232	99.68%
Access and Facilities	41,317	4,374	259	12	26	244	46,232	99.35%
Communication	40,882	4,658	282	15	27	368	46,232	99.29%
Costs	28,491	3,882	269	54	50	13,486	46,232	98.86%
Integrity	41,732	4,154	258	24	42	22	46,232	99.30%
Assurance	42,548	3,525	108	11	34	6	46,232	99.67%
Outcome	41,352	4,390	208	11	21	250	46,232	99.48%
Overall	319,072	33,923	1,922	202	278	14,459	369,856	99.32%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	39,660	85.77%
2. I know what a CC is but I did not see this office's CC.	961	2.08%
3. I learned of the CC only when I saw this office's CC.	4,374	9.47%
4. I do not know what a CC is and I did not see this office's CC.	1,096	2.38%
N/A	3	0.01%
Did not specify	138	0.30%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	42,425	92.03%
2. Somewhat easy to see	2,115	4.59%
3. Difficult to see	140	0.30%
4. Not visible at all	39	0.08%
N/A	1,362	2.97%
Did not specify	10	0.02%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	41,655	90.36%
2. Somewhat helped	2,108	4.57%
3. Did not help	61	0.13%
N/A	2,247	4.89%
Did not specify	20	0.04%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	9,948	99.23%
2	ATM Card Requests	3,246	99.23%
3	Branch Over-the-Counter Transactions	22,758	99.32%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1,888	99.32%
5	Branch Banking Loan Servicing	2,570	99.78%
6	Other Branch Products/Services	2,149	99.47%
7	Request for Bank Documents	279	99.72%
8	Regular Loan Processing	2,630	99.67%
9	Credit Card Services	285	99.57%
10	Agrarian Services	240	93.40%
11	Complaints Management	239	99.48%
Total		46,232	99.32%

1. Alicia Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,322	74.90%
2. I know what a CC is but I did not see this office's CC.	29	1.64%
3. I learned of the CC only when I saw this office's CC.	340	19.26%
4. I do not know what a CC is and I did not see this office's CC.	74	4.19%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,574	89.18%
2. Somewhat easy to see	90	5.10%
3. Difficult to see	4	0.23%
4. Not visible at all	2	0.11%
N/A	95	5.38%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,544	87.48%
2. Somewhat helped	129	7.31%
3. Did not help	2	0.11%
N/A	90	5.10%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,600	154	6	2	3	0	1,765	99.38%
Service Quality Dimensions								
Responsiveness	1,521	214	21	4	3	2	1,765	98.41%
Reliability	1,582	175	7	0	0	1	1,765	99.60%
Access and Facilities	1,565	172	12	2	1	13	1,765	99.14%
Communication	1,535	199	15	1	1	14	1,765	99.03%
Costs	654	167	18	8	4	914	1,765	96.47%
Integrity	1,556	183	22	1	2	1	1,765	98.58%
Assurance	1,629	126	9	0	1	0	1,765	99.43%
Outcome	1,541	195	19	0	1	9	1,765	98.86%
Overall	11,583	1,431	123	16	13	954	14,120	98.85%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	82
2	Opening of other Deposit Account	120
3	Release of Captured Card	1

External Services		Responses
4	Request for ATM PIN Change	18
5	Request for Card Replacement	39
6	Cash Deposit - (Peso/Foreign Currencies)	412
7	Cash Withdrawal	276
8	Check Deposit - Peso	169
9	Check Encashment	354
10	Online Collection Payments	75
11	Request for Checkbook	6
12	Updating of Bank Records - Change in Account Details/Type	61
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	20
14	Handling of Customer's Complaint	7
15	Salary Loan	51
16	Claim of Remittance Proceeds	3
17	Domestic Bills Purchase Initiation/Availment	1
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Sale/Purchase of Foreign Currencies	1
20	Servicing of Modified Disbursement System Transactions	12
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
22	Bank Statement/Snapshot	41
23	Application for LBP Credit Card Easy Pay Program	1
24	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
25	Issuance of Certificate of Outstanding Balances and Interest Paid	1
26	Issuance of Letter of Guarantee	1
Total		1,765

2. Aparri Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,649	70.85%
2. I know what a CC is but I did not see this office's CC.	6	0.16%
3. I learned of the CC only when I saw this office's CC.	1,074	28.72%
4. I do not know what a CC is and I did not see this office's CC.	10	0.27%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,716	99.38%
2. Somewhat easy to see	8	0.21%
3. Difficult to see	3	0.08%
4. Not visible at all	-	-
N/A	12	0.32%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,644	97.46%
2. Somewhat helped	81	2.17%
3. Did not help	1	0.03%
N/A	13	0.35%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,698	39	0	1	1	0	3,739	99.95%
Service Quality Dimensions								
Responsiveness	3,626	111	0	1	0	1	3,739	99.97%
Reliability	3,626	112	0	1	0	0	3,739	99.97%
Access and Facilities	3,591	147	0	0	0	1	3,739	100.00%
Communication	3,610	125	2	0	0	2	3,739	99.95%
Costs	2,705	129	2	0	3	900	3,739	99.82%
Integrity	3,623	113	1	0	0	2	3,739	99.97%
Assurance	3,644	95	0	0	0	0	3,739	100.00%
Outcome	3,646	93	0	0	0	0	3,739	100.00%
Overall	28,071	925	5	2	3	906	29,912	99.97%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	787
2	Opening of other Deposit Account	348
3	Release of Captured Card	25
4	Request for ATM PIN Change	170
5	Request for Card Replacement	19
6	Cash Deposit - (Peso/Foreign Currencies)	425
7	Cash Withdrawal	153
8	Check Deposit - Peso	236
9	Check Encashment	387
10	Online Collection Payments	122
11	Request for Checkbook	18
12	Request for Fund Transfer	36
13	Request for Passbook Replacement	6
14	Updating of Bank Records - Change in Account Details/Type	171
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	150
16	Handling of Customer's Complaint	34
17	Salary Loan	197
18	Claim of Remittance Proceeds	29
19	Electronic Fund Transfer/Outgoing Remittance	2

External Services		Responses
20	Servicing of Modified Disbursement System Transactions	3
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	17
22	Bank Statement/Snapshot	275
23	Change of Name and Civil Status	17
24	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	2
25	Lifting of Hold-out on Deposit	1
26	Inquiry, Counseling and Processing of Loan	107
27	Issuance of Certificate of Outstanding Balances and Interest Paid	1
28	Issuance of Certificate of Full Payment	1
Total		3,739

3. Bambang Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,562	94.26%
2. I know what a CC is but I did not see this office's CC.	23	0.85%
3. I learned of the CC only when I saw this office's CC.	100	3.68%
4. I do not know what a CC is and I did not see this office's CC.	33	1.21%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,594	95.44%
2. Somewhat easy to see	72	2.65%
3. Difficult to see	4	0.15%
4. Not visible at all	3	0.11%
N/A	45	1.66%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,611	96.06%
2. Somewhat helped	59	2.17%
3. Did not help	1	0.04%
N/A	47	1.73%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,339	376	1	1	1	0	2,718	99.89%
Service Quality Dimensions								

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	2,250	441	20	2	4	1	2,718	99.04%
Reliability	2,311	403	3	0	1	0	2,718	99.85%
Access and Facilities	2,286	409	12	0	0	11	2,718	99.56%
Communication	2,274	424	11	1	0	8	2,718	99.56%
Costs	1,241	294	6	2	6	1,169	2,718	99.10%
Integrity	2,303	403	12	0	0	0	2,718	99.56%
Assurance	2,361	356	1	0	0	0	2,718	99.96%
Outcome	2,280	422	6	1	0	9	2,718	99.74%
Overall	17,306	3,152	71	6	11	1,198	21,744	99.57%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	50
2	Opening of other Deposit Account	256
3	Release of Captured Card	24
4	Request for ATM PIN Change	45
5	Request for Card Replacement	17
6	Cash Deposit - (Peso/Foreign Currencies)	141
7	Cash Withdrawal	119
8	Check Deposit - Peso	139
9	Check Deposit - Foreign Currency	8
10	Check Encashment	260
11	Online Collection Payments	109
12	Request for Checkbook	157
13	Request for Fund Transfer	81
14	Request for Passbook Replacement	6
15	Updating of Bank Records - Change in Account Details/Type	105
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	285
17	Handling of Customer's Complaint	85
18	Salary Loan	354
19	Bond Redemption and Interest Payment	2
20	Claim of Remittance Proceeds	7
21	Electronic Fund Transfer/Outgoing Remittance	27
22	Purchase of Over-the-Counter Check	1
23	Release of Inward Returned Check	14
24	Sale/Purchase of Foreign Currencies	44
25	Servicing of Modified Disbursement System Transactions	204
26	Trust/Treasury Placements	9
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	138
28	Bank Statement/Snapshot	13
29	Application for LBP Credit Card Easy Pay Program	13
30	Change of Name and Civil Status	4
31	Redemption of Reward Points	1
Total		2,718

4. Basco Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,121	82.85%
2. I know what a CC is but I did not see this office's CC.	54	3.99%
3. I learned of the CC only when I saw this office's CC.	108	7.98%
4. I do not know what a CC is and I did not see this office's CC.	70	5.17%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,079	79.75%
2. Somewhat easy to see	151	11.16%
3. Difficult to see	17	1.26%
4. Not visible at all	5	0.37%
N/A	101	7.46%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,094	80.86%
2. Somewhat helped	143	10.57%
3. Did not help	1	0.07%
N/A	115	8.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,178	171	3	0	1	0	1,353	99.70%
Service Quality Dimensions								
Responsiveness	1,055	275	14	1	2	6	1,353	98.74%
Reliability	1,141	206	2	0	0	4	1,353	99.85%
Access and Facilities	1,106	211	5	0	1	30	1,353	99.55%
Communication	1,044	277	13	0	2	17	1,353	98.88%
Costs	604	170	8	2	1	568	1,353	98.60%
Integrity	1,157	191	2	1	1	1	1,353	99.70%
Assurance	1,216	131	3	1	1	1	1,353	99.63%
Outcome	1,078	240	7	0	1	27	1,353	99.40%
Overall	8,401	1,701	54	5	9	654	10,824	99.33%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	94
2	Opening of other Deposit Account	59
3	Release of Captured Card	2

External Services		Responses
4	Request for ATM PIN Change	15
5	Request for Card Replacement	21
6	Cash Deposit - (Peso/Foreign Currencies)	330
7	Cash Withdrawal	79
8	Check Deposit - Peso	170
9	Check Encashment	74
10	Online Collection Payments	100
11	Request for Checkbook	4
12	Request for Fund Transfer	8
13	Updating of Bank Records - Change in Account Details/Type	106
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	105
15	Handling of Customer's Complaint	8
16	Salary Loan	116
17	Electronic Fund Transfer/Outgoing Remittance	12
18	Release of Inward Returned Check	3
19	Servicing of Modified Disbursement System Transactions	16
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
21	Bank Statement/Snapshot	10
22	Application for LBP Credit Card Easy Pay Program	2
23	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
24	Refund of Overpayment	7
25	Reissuance of Credit Card	1
26	Inquiry, Counseling and Processing of Loan	4
Total		1,353

5. Cabagan (Isabela) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	589	82.03%
2. I know what a CC is but I did not see this office's CC.	4	0.56%
3. I learned of the CC only when I saw this office's CC.	117	16.30%
4. I do not know what a CC is and I did not see this office's CC.	8	1.11%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	688	95.82%
2. Somewhat easy to see	18	2.51%
3. Difficult to see	1	0.14%
4. Not visible at all	1	0.14%
N/A	10	1.39%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	621	86.49%
2. Somewhat helped	82	11.42%
3. Did not help	-	-
N/A	15	2.09%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	692	22	2	1	1	0	718	99.44%
Service Quality Dimensions								
Responsiveness	671	40	4	1	2	0	718	99.03%
Reliability	691	25	2	0	0	0	718	99.72%
Access and Facilities	681	28	1	0	1	7	718	99.72%
Communication	685	30	2	1	0	0	718	99.58%
Costs	594	31	2	0	0	91	718	99.68%
Integrity	691	24	3	0	0	0	718	99.58%
Assurance	700	18	0	0	0	0	718	100.00%
Outcome	664	41	3	0	0	10	718	99.58%
Overall	5,377	237	17	2	3	108	5,744	99.61%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	150
2	Opening of other Deposit Account	11
3	Request for ATM PIN Change	17
4	Request for Card Replacement	16
5	Cash Deposit - (Peso/Foreign Currencies)	126
6	Cash Withdrawal	37
7	Check Deposit - Peso	23
8	Check Encashment	249
9	Online Collection Payments	4
10	Request for Checkbook	3
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	49
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
14	Salary Loan	2
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
16	Bank Statement/Snapshot	11
17	Application for LBP Credit Card Easy Pay Program	10
	Total	718

6. Cabarroguis Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	961	96.49%
2. I know what a CC is but I did not see this office's CC.	10	1.00%
3. I learned of the CC only when I saw this office's CC.	16	1.61%
4. I do not know what a CC is and I did not see this office's CC.	9	0.90%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	928	93.17%
2. Somewhat easy to see	54	5.42%
3. Difficult to see	2	0.20%
4. Not visible at all	-	-
N/A	12	1.20%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	959	96.29%
2. Somewhat helped	23	2.31%
3. Did not help	1	0.10%
N/A	13	1.31%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	941	53	0	1	1	0	996	99.80%
Service Quality Dimensions								
Responsiveness	816	173	4	0	1	2	996	99.50%
Reliability	845	150	1	0	0	0	996	99.90%
Access and Facilities	779	212	2	0	0	3	996	99.80%
Communication	790	202	4	0	0	0	996	99.60%
Costs	665	172	1	1	0	157	996	99.76%
Integrity	742	251	2	0	1	0	996	99.70%
Assurance	786	208	1	0	1	0	996	99.80%
Outcome	819	170	1	0	0	6	996	99.90%
Overall	6,242	1,538	16	1	3	168	7,968	99.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	90
3	Release of Captured Card	2

External Services		Responses
4	Request for ATM PIN Change	15
5	Request for Card Replacement	13
6	Cash Deposit - (Peso/Foreign Currencies)	132
7	Cash Withdrawal	27
8	Check Deposit - Peso	135
9	Check Deposit - Foreign Currency	1
10	Check Encashment	148
11	Online Collection Payments	11
12	Request for Checkbook	2
13	Request for Fund Transfer	4
14	Updating of Bank Records - Change in Account Details/Type	12
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
16	Handling of Customer's Complaint	7
17	Salary Loan	353
18	Servicing of Modified Disbursement System Transactions	4
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	26
20	Bank Statement/Snapshot	3
21	Change of Name and Civil Status	1
22	Inquiry, Counseling and Processing of Loan	2
Total		996

7. Cagayan LC (CAGLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	668	97.23%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	16	2.33%
4. I do not know what a CC is and I did not see this office's CC.	3	0.44%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	678	98.69%
2. Somewhat easy to see	6	0.87%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	0.44%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	681	99.13%
2. Somewhat helped	3	0.44%
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	3	0.44%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	454	233	0	0	0	0	687	100.00%
Service Quality Dimensions								
Responsiveness	463	223	1	0	0	0	687	99.85%
Reliability	447	236	4	0	0	0	687	99.42%
Access and Facilities	454	232	1	0	0	0	687	99.85%
Communication	450	235	1	0	0	1	687	99.85%
Costs	451	230	0	0	0	6	687	100.00%
Integrity	447	238	2	0	0	0	687	99.71%
Assurance	451	236	0	0	0	0	687	100.00%
Outcome	451	235	1	0	0	0	687	99.85%
Overall	3,614	1,865	10	0	0	7	5,496	99.82%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	682
2	Issuance of Certificate of Full Payment	5
	Total	687

8. Cauayan (I) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,124	86.04%
2. I know what a CC is but I did not see this office's CC.	103	2.15%
3. I learned of the CC only when I saw this office's CC.	298	6.22%
4. I do not know what a CC is and I did not see this office's CC.	192	4.01%
N/A	-	-
Did not specify	76	1.59%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,154	88.06%
2. Somewhat easy to see	318	6.74%
3. Difficult to see	24	0.51%
4. Not visible at all	2	0.04%
N/A	214	4.54%
Did not specify	5	0.11%

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,124	87.43%
2. Somewhat helped	327	6.93%
3. Did not help	23	0.49%
N/A	231	4.90%
Did not specify	12	0.25%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,201	541	46	1	4	0	4,793	98.94%
Service Quality Dimensions								
Responsiveness	3,954	727	72	12	4	24	4,793	98.15%
Reliability	4,151	594	39	1	2	6	4,793	99.12%
Access and Facilities	4,043	653	49	2	3	43	4,793	98.86%
Communication	4,005	678	67	2	3	38	4,793	98.49%
Costs	2,691	551	64	11	10	1,466	4,793	97.45%
Integrity	4,131	581	63	6	7	5	4,793	98.41%
Assurance	4,259	495	29	4	5	1	4,793	99.21%
Outcome	4,130	574	42	0	5	42	4,793	99.01%
Overall	31,364	4,853	425	38	39	1,625	38,344	98.63%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	492
2	Opening of other Deposit Account	327
3	Release of Captured Card	24
4	Request for ATM PIN Change	338
5	Request for Card Replacement	193
6	Cash Deposit - (Peso/Foreign Currencies)	649
7	Cash Withdrawal	225
8	Check Deposit - Peso	219
9	Check Deposit - Foreign Currency	5
10	Check Encashment	654
11	Online Collection Payments	130
12	Request for Checkbook	39
13	Request for Fund Transfer	17
14	Request for Passbook Replacement	4
15	Request for Stop Payment Order	5
16	Updating of Bank Records - Change in Account Details/Type	215
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	223
18	Handling of Customer's Complaint	15
19	Salary Loan	261
20	Bond Redemption and Interest Payment	1

External Services		Responses
21	Claim of Remittance Proceeds	4
22	Domestic Bills Purchase Initiation/Availment	20
23	Electronic Fund Transfer/Outgoing Remittance	10
24	Purchase of Over-the-Counter Check	1
25	Servicing of Modified Disbursement System Transactions	25
26	Trust/Treasury Placements	10
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	18
28	Bank Statement/Snapshot	306
29	Change of Name and Civil Status	8
30	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	5
31	Lifting of Hold-out on Deposit	11
32	Reissuance of Credit Card	1
33	Settlement of Past Due Account	9
34	Inquiry, Counseling and Processing of Loan	235
35	Issuance of Certificate of Outstanding Balances and Interest Paid	1
36	Issuance of Certificate of Full Payment	93
Total		4,793

9. Field Support Services Center II – Cagayan

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	199	82.92%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	15	6.25%
4. I do not know what a CC is and I did not see this office's CC.	21	8.75%
N/A	-	-
Did not specify	5	2.08%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	167	71.06%
2. Somewhat easy to see	43	18.30%
3. Difficult to see	2	0.85%
4. Not visible at all	-	-
N/A	23	9.79%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	187	79.57%
2. Somewhat helped	23	9.79%
3. Did not help	-	-
N/A	24	10.21%
Did not specify	1	0.43%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	204	35	1	0	0	0	240	99.58%
Service Quality Dimensions								
Responsiveness	199	16	22	0	0	3	240	90.72%
Reliability	199	38	0	0	0	3	240	100.00%
Access and Facilities	150	16	23	0	0	51	240	87.83%
Communication	190	44	4	0	0	2	240	98.32%
Costs	38	7	21	0	0	174	240	68.18%
Integrity	208	9	21	0	0	2	240	91.18%
Assurance	210	29	1	0	0	0	240	99.58%
Outcome	200	19	19	0	0	2	240	92.02%
Overall	1,394	178	111	0	0	237	1,920	93.40%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	47
2	Payment of Land Transfer Claim Proceeds	58
3	Valuation of Landholdings under RA 6657/RA 9700	75
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	14
5	Issuance of Certificate of Payment/s	7
6	Refund of Excess Payment	4
7	Transfer/Conversion/Exchange/ Replacement of AR Bonds	2
8	Amendment of Claims Based on Final Survey Plan/Claims Adjustment Folder (FSD/CAF)	33
	Total	240

10. Ilagan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,267	77.49%
2. I know what a CC is but I did not see this office's CC.	83	5.08%
3. I learned of the CC only when I saw this office's CC.	165	10.09%
4. I do not know what a CC is and I did not see this office's CC.	120	7.34%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,299	79.45%
2. Somewhat easy to see	178	10.89%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	11	0.67%
4. Not visible at all	2	0.12%
N/A	145	8.87%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,330	81.35%
2. Somewhat helped	126	7.71%
3. Did not help	4	0.24%
N/A	175	10.70%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,433	194	7	0	1	0	1,635	99.51%
Service Quality Dimensions								
Responsiveness	1,323	266	38	7	1	0	1,635	97.19%
Reliability	1,438	192	4	1	0	0	1,635	99.69%
Access and Facilities	1,387	224	12	1	0	11	1,635	99.20%
Communication	1,361	221	20	0	1	32	1,635	98.69%
Costs	776	218	13	6	1	621	1,635	98.03%
Integrity	1,409	206	16	2	0	2	1,635	98.90%
Assurance	1,487	142	5	1	0	0	1,635	99.63%
Outcome	1,369	250	10	1	0	5	1,635	99.33%
Overall	10,550	1,719	118	19	3	671	13,080	98.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	559
2	Opening of other Deposit Account	150
3	Release of Captured Card	1
4	Request for ATM PIN Change	5
5	Request for Card Replacement	27
6	Cash Deposit - (Peso/Foreign Currencies)	192
7	Cash Withdrawal	214
8	Check Deposit - Peso	99
9	Check Deposit - Foreign Currency	1
10	Check Encashment	230
11	Online Collection Payments	59
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	40
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	36
15	Salary Loan	8
16	Electronic Fund Transfer/Outgoing Remittance	3

External Services		Responses
17	Bank Statement/Snapshot	7
18	Inquiry, Counseling and Processing of Loan	1
	Total	1,635

11. Northern Isabela LC (NISALC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	189	35.86%
2. I know what a CC is but I did not see this office's CC.	319	60.53%
3. I learned of the CC only when I saw this office's CC.	8	1.52%
4. I do not know what a CC is and I did not see this office's CC.	11	2.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	172	32.64%
2. Somewhat easy to see	336	63.76%
3. Difficult to see	6	1.14%
4. Not visible at all	1	0.19%
N/A	12	2.28%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	259	49.15%
2. Somewhat helped	256	48.58%
3. Did not help	-	-
N/A	12	2.28%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	449	78	0	0	0	0	527	100.00%
Service Quality Dimensions								
Responsiveness	436	88	3	0	0	0	527	99.43%
Reliability	443	84	0	0	0	0	527	100.00%
Access and Facilities	436	89	1	0	0	1	527	99.81%
Communication	427	99	1	0	0	0	527	99.81%
Costs	420	92	3	0	0	12	527	99.42%
Integrity	420	105	1	0	1	0	527	99.62%
Assurance	429	97	1	0	0	0	527	99.81%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	426	97	3	1	0	0	527	99.24%
Overall	3,437	751	13	1	1	13	4,216	99.64%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	513
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	13
Total		527

12. Nueva Vizcaya LC (NUVLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	50	90.91%
2. I know what a CC is but I did not see this office's CC.	1	1.82%
3. I learned of the CC only when I saw this office's CC.	3	5.45%
4. I do not know what a CC is and I did not see this office's CC.	1	1.82%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	46	83.64%
2. Somewhat easy to see	4	7.27%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	9.09%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	46	83.64%
2. Somewhat helped	6	10.91%
3. Did not help	-	-
N/A	3	5.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	38	15	1	0	1	0	55	96.36%
Service Quality Dimensions								
Responsiveness	39	12	3	0	1	0	55	92.73%
Reliability	36	18	0	0	1	0	55	98.18%
Access and Facilities	35	18	0	0	1	1	55	98.15%
Communication	34	17	3	0	1	0	55	92.73%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	16	15	0	2	1	21	55	91.18%
Integrity	35	18	1	0	1	0	55	96.36%
Assurance	40	14	0	0	1	0	55	98.18%
Outcome	32	19	1	2	1	0	55	92.73%
Overall	267	131	8	4	8	22	440	95.22%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	50
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	4
Total		55

13. Quirino LC (QUILC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	330	93.22%
2. I know what a CC is but I did not see this office's CC.	7	1.98%
3. I learned of the CC only when I saw this office's CC.	14	3.95%
4. I do not know what a CC is and I did not see this office's CC.	3	0.85%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	328	92.66%
2. Somewhat easy to see	22	6.21%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	1.13%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	211	59.60%
2. Somewhat helped	138	38.98%
3. Did not help	-	-
N/A	5	1.41%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	325	29	0	0	0	0	354	100.00%
Service Quality Dimensions								
Responsiveness	313	38	0	1	0	2	354	99.72%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	315	39	0	0	0	0	354	100.00%
Access and Facilities	307	39	1	0	0	7	354	99.71%
Communication	302	45	1	1	0	5	354	99.43%
Costs	59	15	0	0	0	280	354	100.00%
Integrity	329	24	0	0	0	1	354	100.00%
Assurance	335	19	0	0	0	0	354	100.00%
Outcome	317	36	0	0	0	1	354	100.00%
Overall	2,277	255	2	2	0	296	2,832	99.84%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	351
2	Issuance of Certificate of Outstanding Balances and Interest Paid	2
3	Issuance of Certificate of Full Payment	1
	Total	354

14. Roxas (Isabela) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	984	97.62%
2. I know what a CC is but I did not see this office's CC.	1	0.10%
3. I learned of the CC only when I saw this office's CC.	21	2.08%
4. I do not know what a CC is and I did not see this office's CC.	2	0.20%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	991	98.31%
2. Somewhat easy to see	11	1.09%
3. Difficult to see	-	-
4. Not visible at all	2	0.20%
N/A	4	0.40%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	993	98.51%
2. Somewhat helped	9	0.89%
3. Did not help	1	0.10%
N/A	5	0.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	961	45	0	0	2	0	1,008	99.80%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	951	55	0	0	2	0	1,008	99.80%
Reliability	960	46	0	1	1	0	1,008	99.80%
Access and Facilities	951	55	0	0	2	0	1,008	99.80%
Communication	947	57	0	0	2	2	1,008	99.80%
Costs	649	57	0	0	2	300	1,008	99.72%
Integrity	955	50	0	0	2	1	1,008	99.80%
Assurance	958	48	0	0	2	0	1,008	99.80%
Outcome	950	54	2	0	1	1	1,008	99.70%
Overall	7,321	422	2	1	14	304	8,064	99.78%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	71
2	Opening of other Deposit Account	18
3	Request for ATM PIN Change	214
4	Request for Card Replacement	68
5	Cash Deposit - (Peso/Foreign Currencies)	27
6	Cash Withdrawal	39
7	Check Deposit - Peso	20
8	Check Encashment	45
9	Online Collection Payments	6
10	Request for Checkbook	6
11	Request for Passbook Replacement	1
12	Updating of Bank Records - Change in Account Details/Type	29
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
14	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	6
15	Salary Loan	344
16	Electronic Fund Transfer/Outgoing Remittance	1
17	Purchase of Over-the-Counter Check	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	29
20	Lifting of Hold-out on Deposit	2
21	Refund of Overpayment	1
22	Reissuance of Credit Card	2
23	Settlement of Past Due Account	5
24	Inquiry, Counseling and Processing of Loan	22
25	Issuance of Certificate of Outstanding Balances and Interest Paid	36
26	Issuance of Certificate of Full Payment	2
	Total	1,008

15. San Isidro (Isabela) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,971	79.24%
2. I know what a CC is but I did not see this office's CC.	43	0.69%
3. I learned of the CC only when I saw this office's CC.	1,198	19.10%
4. I do not know what a CC is and I did not see this office's CC.	61	0.97%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6,071	96.78%
2. Somewhat easy to see	112	1.79%
3. Difficult to see	10	0.16%
4. Not visible at all	2	0.03%
N/A	78	1.24%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,317	84.76%
2. Somewhat helped	74	1.18%
3. Did not help	2	0.03%
N/A	880	14.03%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,910	361	1	0	1	0	6,273	99.97%
Service Quality Dimensions								
Responsiveness	5,806	440	20	4	2	1	6,273	99.59%
Reliability	5,865	404	3	0	1	0	6,273	99.94%
Access and Facilities	5,850	408	6	1	1	7	6,273	99.87%
Communication	5,806	450	11	1	1	4	6,273	99.79%
Costs	4,609	407	15	3	4	1,235	6,273	99.56%
Integrity	5,837	425	9	0	2	0	6,273	99.82%
Assurance	5,892	378	1	0	1	1	6,273	99.97%
Outcome	5,802	449	12	0	1	9	6,273	99.79%
Overall	45,467	3,361	77	9	13	1,257	50,184	99.80%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	478
2	Opening of other Deposit Account	387
3	Release of Captured Card	75
4	Request for ATM PIN Change	352

External Services		Responses
5	Request for Card Replacement	134
6	Cash Deposit - (Peso/Foreign Currencies)	1,013
7	Cash Withdrawal	687
8	Check Deposit - Peso	737
9	Check Deposit - Foreign Currency	15
10	Check Encashment	968
11	Online Collection Payments	127
12	Request for Checkbook	126
13	Request for Fund Transfer	22
14	Request for Passbook Replacement	11
15	Request for Stop Payment Order	15
16	Updating of Bank Records - Change in Account Details/Type	234
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	280
18	Handling of Customer's Complaint	5
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	37
20	Salary Loan	237
21	Claim of Remittance Proceeds	9
22	Domestic Bills Purchase Initiation/Availment	1
23	Electronic Fund Transfer/Outgoing Remittance	27
24	Purchase of Over-the-Counter Check	8
25	Release of Inward Returned Check	1
26	Sale/Purchase of Foreign Currencies	6
27	Servicing of Modified Disbursement System Transactions	13
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	23
29	Bank Statement/Snapshot	237
30	Application for LBP Credit Card Easy Pay Program	2
31	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	5
32	Inquiry, Counseling and Processing of Loan	1
Total		6,273

16. San Mateo Isabela Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,231	85.55%
2. I know what a CC is but I did not see this office's CC.	28	1.95%
3. I learned of the CC only when I saw this office's CC.	133	9.24%
4. I do not know what a CC is and I did not see this office's CC.	47	3.27%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	1,319	91.66%
2. Somewhat easy to see	57	3.96%
3. Difficult to see	1	0.07%
4. Not visible at all	2	0.14%
N/A	60	4.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,333	92.63%
2. Somewhat helped	42	2.92%
3. Did not help	2	0.14%
N/A	62	4.31%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,352	80	1	0	6	0	1,439	99.51%
Service Quality Dimensions								
Responsiveness	1,310	112	10	0	6	1	1,439	98.89%
Reliability	1,346	87	3	0	3	0	1,439	99.58%
Access and Facilities	1,336	88	3	0	4	8	1,439	99.51%
Communication	1,327	98	7	1	3	3	1,439	99.23%
Costs	846	104	6	2	4	477	1,439	98.75%
Integrity	1,342	89	3	0	4	1	1,439	99.51%
Assurance	1,351	78	4	0	4	2	1,439	99.44%
Outcome	1,317	102	4	0	2	14	1,439	99.58%
Overall	10,175	758	40	3	30	506	11,512	99.34%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	83
2	Opening of other Deposit Account	233
3	Release of Captured Card	5
4	Request for ATM PIN Change	55
5	Request for Card Replacement	266
6	Cash Deposit - (Peso/Foreign Currencies)	127
7	Cash Withdrawal	105
8	Check Deposit - Peso	40
9	Check Encashment	79
10	Online Collection Payments	19
11	Request for Checkbook	18
12	Request for Fund Transfer	7

External Services		Responses
13	Request for Passbook Replacement	75
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	125
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	38
17	Handling of Customer's Complaint	14
18	Salary Loan	43
19	Claim of Remittance Proceeds	2
20	Electronic Fund Transfer/Outgoing Remittance	13
21	Purchase of Over-the-Counter Check	1
22	Sale/Purchase of Foreign Currencies	11
23	Servicing of Modified Disbursement System Transactions	3
24	Trust/Treasury Placements	1
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	24
26	Bank Statement/Snapshot	36
27	Change of Name and Civil Status	14
28	Refund of Overpayment	1
Total		1,439

17. Sanchez Mira Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,043	98.79%
2. I know what a CC is but I did not see this office's CC.	6	0.29%
3. I learned of the CC only when I saw this office's CC.	16	0.77%
4. I do not know what a CC is and I did not see this office's CC.	3	0.15%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,042	98.74%
2. Somewhat easy to see	22	1.06%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	0.19%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,036	98.45%
2. Somewhat helped	24	1.16%
3. Did not help	3	0.15%
N/A	5	0.24%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,017	50	1	0	0	0	2,068	99.95%
Service Quality Dimensions								
Responsiveness	1,989	73	3	0	1	2	2,068	99.81%
Reliability	2,010	57	1	0	0	0	2,068	99.95%
Access and Facilities	1,999	62	3	0	0	4	2,068	99.85%
Communication	1,995	67	2	0	0	4	2,068	99.90%
Costs	1,358	68	4	0	1	637	2,068	99.65%
Integrity	2,007	58	2	1	0	0	2,068	99.85%
Assurance	2,012	55	1	0	0	0	2,068	99.95%
Outcome	1,996	69	2	0	0	1	2,068	99.90%
Overall	15,366	509	18	1	2	648	16,544	99.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	28
2	Opening of other Deposit Account	121
3	Release of Captured Card	2
4	Request for ATM PIN Change	38
5	Request for Card Replacement	17
6	Cash Deposit - (Peso/Foreign Currencies)	1,100
7	Cash Withdrawal	41
8	Check Deposit - Peso	358
9	Check Encashment	171
10	Online Collection Payments	13
11	Request for Checkbook	1
12	Request for Fund Transfer	8
13	Updating of Bank Records - Change in Account Details/Type	54
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	64
15	Handling of Customer's Complaint	5
16	Salary Loan	36
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	2
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
20	Bank Statement/Snapshot	4
21	Application for LBP Credit Card Easy Pay Program	1
22	Inquiry, Counseling and Processing of Loan	2
Total		2,068

18. Santiago Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7,602	92.30%
2. I know what a CC is but I did not see this office's CC.	100	1.21%
3. I learned of the CC only when I saw this office's CC.	366	4.44%
4. I do not know what a CC is and I did not see this office's CC.	168	2.04%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7,759	94.21%
2. Somewhat easy to see	250	3.04%
3. Difficult to see	22	0.27%
4. Not visible at all	3	0.04%
N/A	202	2.45%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7,770	94.34%
2. Somewhat helped	255	3.10%
3. Did not help	5	0.06%
N/A	206	2.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	7,614	581	33	1	7	0	8,236	99.50%
Service Quality Dimensions								
Responsiveness	7,352	756	101	17	7	3	8,236	98.48%
Reliability	7,547	649	31	2	1	6	8,236	99.59%
Access and Facilities	7,471	670	76	3	1	15	8,236	99.03%
Communication	7,268	666	80	5	1	216	8,236	98.93%
Costs	5,413	528	64	9	3	2,219	8,236	98.74%
Integrity	7,585	577	63	6	3	2	8,236	99.13%
Assurance	7,718	487	27	1	2	1	8,236	99.64%
Outcome	7,443	660	48	4	1	80	8,236	99.35%
Overall	57,797	4,993	490	47	19	2,542	65,888	99.12%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	365
2	Opening of other Deposit Account	2,848
3	Release of Captured Card	36
4	Request for ATM PIN Change	67
5	Request for Card Replacement	146
6	Cash Deposit - (Peso/Foreign Currencies)	561

External Services		Responses
7	Cash Withdrawal	849
8	Check Deposit - Peso	397
9	Check Deposit - Foreign Currency	2
10	Check Encashment	712
11	Online Collection Payments	373
12	Request for Checkbook	27
13	Request for Fund Transfer	166
14	Request for Passbook Replacement	57
15	Updating of Bank Records - Change in Account Details/Type	351
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	243
17	Handling of Customer's Complaint	10
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	29
19	Salary Loan	142
20	Bond Redemption and Interest Payment	1
21	Claim of Remittance Proceeds	3
22	Domestic Bills Purchase Initiation/Availment	42
23	Electronic Fund Transfer/Outgoing Remittance	4
24	Release of Inward Returned Check	44
25	Servicing of Modified Disbursement System Transactions	193
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
27	Bank Statement/Snapshot	217
28	Application for LBP Credit Card Easy Pay Program	1
29	Refund of Overpayment	128
30	Reissuance of Credit Card	1
31	Settlement of Past Due Account	1
32	Waiver of Credit Card Annual Fee	1
33	Inquiry, Counseling and Processing of Loan	212
34	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		8,236

19. Solano Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	558	78.70%
2. I know what a CC is but I did not see this office's CC.	22	3.10%
3. I learned of the CC only when I saw this office's CC.	71	10.01%
4. I do not know what a CC is and I did not see this office's CC.	46	6.49%
N/A	3	0.42%
Did not specify	9	1.27%
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	550	78.91%
2. Somewhat easy to see	80	11.48%
3. Difficult to see	6	0.86%
4. Not visible at all	6	0.86%
N/A	54	7.75%
Did not specify	1	0.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	573	82.21%
2. Somewhat helped	60	8.61%
3. Did not help	4	0.57%
N/A	58	8.32%
Did not specify	2	0.29%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	620	76	6	2	5	0	709	98.17%
Service Quality Dimensions								
Responsiveness	571	104	19	3	7	5	709	95.88%
Reliability	617	82	6	2	1	1	709	98.73%
Access and Facilities	597	90	13	0	3	6	709	97.72%
Communication	582	113	7	1	2	4	709	98.58%
Costs	511	94	4	0	2	98	709	99.02%
Integrity	610	87	7	0	5	0	709	98.31%
Assurance	622	77	6	0	4	0	709	98.59%
Outcome	603	83	8	1	2	12	709	98.42%
Overall	4,713	730	70	7	26	126	5,672	98.14%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	73
2	Opening of other Deposit Account	110
3	Release of Captured Card	1
4	Request for ATM PIN Change	309
5	Request for Card Replacement	32
6	Cash Deposit - (Peso/Foreign Currencies)	14
7	Cash Withdrawal	27
8	Check Deposit - Peso	4
9	Check Deposit - Foreign Currency	1
10	Check Encashment	13
11	Online Collection Payments	5
12	Request for Checkbook	2
13	Request for Fund Transfer	5
14	Updating of Bank Records - Change in Account Details/Type	24

External Services		Responses
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	30
16	Salary Loan	43
17	Electronic Fund Transfer/Outgoing Remittance	3
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	5
20	Application for LBP Credit Card Easy Pay Program	1
21	Inquiry, Counseling and Processing of Loan	6
Total		709

20. Southern Isabela LC (SISALC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	241	96.79%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	6	2.41%
4. I do not know what a CC is and I did not see this office's CC.	2	0.80%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	246	98.80%
2. Somewhat easy to see	1	0.40%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	0.80%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	244	97.99%
2. Somewhat helped	3	1.20%
3. Did not help	-	-
N/A	2	0.80%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	244	5	0	0	0	0	249	100.00%
Service Quality Dimensions								
Responsiveness	238	9	2	0	0	0	249	99.20%
Reliability	241	8	0	0	0	0	249	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	229	10	3	0	0	7	249	98.76%
Communication	236	12	0	0	0	1	249	100.00%
Costs	83	9	0	0	0	157	249	100.00%
Integrity	244	4	1	0	0	0	249	99.60%
Assurance	246	3	0	0	0	0	249	100.00%
Outcome	244	4	1	0	0	0	249	99.60%
Overall	1,761	59	7	0	0	165	1,992	99.62%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	240
2	Issuance of Certificate of Outstanding Balances and Interest Paid	3
3	Issuance of Certificate of Full Payment	6
	Total	249

21. Tuao (Cagayan) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,302	91.37%
2. I know what a CC is but I did not see this office's CC.	27	1.89%
3. I learned of the CC only when I saw this office's CC.	59	4.14%
4. I do not know what a CC is and I did not see this office's CC.	37	2.60%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,302	91.37%
2. Somewhat easy to see	64	4.49%
3. Difficult to see	5	0.35%
4. Not visible at all	2	0.14%
N/A	52	3.65%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,319	92.56%
2. Somewhat helped	51	3.58%
3. Did not help	1	0.07%

Citizen's Charter Answers	Responses	Percentage
N/A	54	3.79%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,294	118	8	0	5	0	1,425	99.09%
Service Quality Dimensions								
Responsiveness	1,215	178	25	3	4	0	1,425	97.75%
Reliability	1,254	163	6	0	2	0	1,425	99.44%
Access and Facilities	1,207	202	11	0	2	3	1,425	99.09%
Communication	1,221	190	11	0	2	1	1,425	99.09%
Costs	984	189	13	1	0	238	1,425	98.82%
Integrity	1,228	182	11	1	3	0	1,425	98.95%
Assurance	1,245	165	12	1	2	0	1,425	98.95%
Outcome	1,212	197	8	0	1	7	1,425	99.37%
Overall	9,566	1,466	97	6	16	249	11,400	98.93%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	50
2	Opening of other Deposit Account	309
3	Release of Captured Card	27
4	Request for ATM PIN Change	12
5	Request for Card Replacement	20
6	Cash Deposit - (Peso/Foreign Currencies)	244
7	Cash Withdrawal	97
8	Check Deposit - Peso	102
9	Check Encashment	255
10	Online Collection Payments	49
11	Request for Checkbook	4
12	Request for Fund Transfer	9
13	Request for Passbook Replacement	13
14	Request for Stop Payment Order	2
15	Updating of Bank Records - Change in Account Details/Type	28
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	41
17	Handling of Customer's Complaint	3
18	Salary Loan	99
19	Claim of Remittance Proceeds	4
20	Electronic Fund Transfer/Outgoing Remittance	8
21	Release of Inward Returned Check	2
22	Sale/Purchase of Foreign Currencies	1
23	Servicing of Modified Disbursement System Transactions	3
24	Trust/Treasury Placements	3

External Services		Responses
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
26	Bank Statement/Snapshot	20
27	Application for LBP Credit Card Easy Pay Program	6
28	Change of Name and Civil Status	1
29	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	2
30	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2
31	Reissuance of Credit Card	3
32	Settlement of Past Due Account	1
33	Inquiry, Counseling and Processing of Loan	1
34	Issuance of Certificate of Full Payment	2
Total		1,425

22. Tuguegarao (Capitol) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,751	96.76%
2. I know what a CC is but I did not see this office's CC.	30	1.06%
3. I learned of the CC only when I saw this office's CC.	48	1.69%
4. I do not know what a CC is and I did not see this office's CC.	13	0.46%
N/A	-	-
Did not specify	1	0.04%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,760	97.11%
2. Somewhat easy to see	57	2.01%
3. Difficult to see	9	0.32%
4. Not visible at all	1	0.04%
N/A	15	0.53%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,766	97.33%
2. Somewhat helped	59	2.08%
3. Did not help	1	0.04%
N/A	16	0.56%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,759	81	2	0	1	0	2,843	99.89%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	2,714	110	13	2	2	2	2,843	99.40%
Reliability	2,759	80	1	0	1	2	2,843	99.93%
Access and Facilities	2,753	79	6	0	1	4	2,843	99.75%
Communication	2,746	91	2	1	1	2	2,843	99.86%
Costs	1,760	82	5	1	2	993	2,843	99.57%
Integrity	2,761	75	2	0	1	4	2,843	99.89%
Assurance	2,777	64	0	0	2	0	2,843	99.93%
Outcome	2,752	87	1	0	0	3	2,843	99.96%
Overall	21,022	668	30	4	10	1,010	22,744	99.80%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	550
2	Opening of other Deposit Account	135
3	Release of Captured Card	15
4	Request for ATM PIN Change	31
5	Request for Card Replacement	36
6	Cash Deposit - (Peso/Foreign Currencies)	375
7	Cash Withdrawal	154
8	Check Deposit - Peso	182
9	Check Encashment	775
10	Online Collection Payments	154
11	Request for Checkbook	6
12	Request for Fund Transfer	2
13	Request for Passbook Replacement	3
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	36
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	211
17	Handling of Customer's Complaint	2
18	Salary Loan	120
19	Electronic Fund Transfer/Outgoing Remittance	2
20	Sale/Purchase of Foreign Currencies	1
21	Servicing of Modified Disbursement System Transactions	4
22	Trust/Treasury Placements	3
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
24	Bank Statement/Snapshot	17
25	Application for LBP Credit Card Easy Pay Program	1
26	Change of Name and Civil Status	2
27	Settlement of Past Due Account	1
28	Inquiry, Counseling and Processing of Loan	9
29	Issuance of Certificate of Outstanding Balances and Interest Paid	10
30	Issuance of Certificate of Full Payment	3
Total		2,843

23. Tuguegarao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,127	81.37%
2. I know what a CC is but I did not see this office's CC.	33	2.38%
3. I learned of the CC only when I saw this office's CC.	85	6.14%
4. I do not know what a CC is and I did not see this office's CC.	93	6.71%
N/A	-	-
Did not specify	47	3.39%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,113	83.18%
2. Somewhat easy to see	91	6.80%
3. Difficult to see	8	0.60%
4. Not visible at all	4	0.30%
N/A	118	8.82%
Did not specify	4	0.30%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,125	84.08%
2. Somewhat helped	71	5.31%
3. Did not help	8	0.60%
N/A	129	9.64%
Did not specify	5	0.37%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,253	124	3	1	4	0	1,385	99.42%
Service Quality Dimensions								
Responsiveness	1,139	219	14	4	6	3	1,385	98.26%
Reliability	1,239	138	4	1	2	1	1,385	99.49%
Access and Facilities	1,217	144	12	3	2	7	1,385	98.77%
Communication	1,180	179	15	0	3	8	1,385	98.69%
Costs	589	116	12	3	3	662	1,385	97.51%
Integrity	1,235	136	7	3	4	0	1,385	98.99%
Assurance	1,283	92	4	3	3	0	1,385	99.28%
Outcome	1,216	154	4	1	2	8	1,385	99.49%
Overall	9,098	1,178	72	18	25	689	11,080	98.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	82

External Services		Responses
2	Opening of other Deposit Account	153
3	Request for ATM PIN Change	3
4	Request for Card Replacement	24
5	Cash Deposit - (Peso/Foreign Currencies)	101
6	Cash Withdrawal	544
7	Check Deposit - Peso	64
8	Check Encashment	148
9	Online Collection Payments	29
10	Request for Checkbook	5
11	Request for Fund Transfer	2
12	Updating of Bank Records - Change in Account Details/Type	35
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	44
14	Handling of Customer's Complaint	41
15	Salary Loan	83
16	Claim of Remittance Proceeds	2
17	Electronic Fund Transfer/Outgoing Remittance	3
18	Purchase of Over-the-Counter Check	2
19	Servicing of Modified Disbursement System Transactions	1
20	Trust/Treasury Placements	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
22	Bank Statement/Snapshot	11
23	Reissuance of Credit Card	1
24	Inquiry, Counseling and Processing of Loan	2
Total		1,385

24. Tuguegarao-Calle Comercio Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	819	80.53%
2. I know what a CC is but I did not see this office's CC.	32	3.15%
3. I learned of the CC only when I saw this office's CC.	97	9.54%
4. I do not know what a CC is and I did not see this office's CC.	69	6.78%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	849	83.48%
2. Somewhat easy to see	70	6.88%
3. Difficult to see	5	0.49%
4. Not visible at all	1	0.10%
N/A	92	9.05%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	868	85.35%
2. Somewhat helped	64	6.29%
3. Did not help	1	0.10%
N/A	84	8.26%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	906	104	4	0	3	0	1,017	99.31%
Service Quality Dimensions								
Responsiveness	844	154	10	4	4	1	1,017	98.23%
Reliability	892	120	2	0	3	0	1,017	99.51%
Access and Facilities	887	116	7	0	3	4	1,017	99.01%
Communication	867	139	3	0	4	4	1,017	99.31%
Costs	775	137	8	3	3	91	1,017	98.49%
Integrity	877	125	7	3	5	0	1,017	98.53%
Assurance	897	112	3	0	5	0	1,017	99.21%
Outcome	864	140	6	0	3	4	1,017	99.11%
Overall	6,903	1,043	46	10	30	104	8,136	98.93%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	13
2	Opening of other Deposit Account	265
3	Release of Captured Card	17
4	Request for ATM PIN Change	19
5	Request for Card Replacement	178
6	Cash Deposit - (Peso/Foreign Currencies)	43
7	Cash Withdrawal	215
8	Check Deposit - Peso	73
9	Check Encashment	45
10	Online Collection Payments	12
11	Request for Fund Transfer	10
12	Updating of Bank Records - Change in Account Details/Type	14
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	91
14	Handling of Customer's Complaint	3
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
16	Salary Loan	7
17	Electronic Fund Transfer/Outgoing Remittance	2
18	Purchase of Over-the-Counter Check	1
19	Sale/Purchase of Foreign Currencies	1
20	Bank Statement/Snapshot	1

External Services		Responses
21	Application for LBP Credit Card Easy Pay Program	1
22	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
23	Reissuance of Credit Card	1
24	Inquiry, Counseling and Processing of Loan	1
25	Issuance of Certificate of Full Payment	1
Total		1,017

CSM Results – Region III

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	179,589	9,695	854	106	137	14	190,395	99.42%
Service Quality Dimensions								
Responsiveness	174,586	13,583	1,609	261	193	163	190,395	98.92%
Reliability	178,148	11,205	824	73	79	66	190,395	99.49%
Access and Facilities	172,779	14,260	1,240	122	91	1,903	190,395	99.23%
Communication	172,882	12,852	1,461	140	92	2,968	190,395	99.10%
Costs	125,013	10,582	1,329	142	184	53,145	190,395	98.79%
Integrity	177,655	11,031	1,206	172	143	188	190,395	99.20%
Assurance	179,317	9,907	887	118	100	66	190,395	99.42%
Outcome	173,942	11,580	1,093	91	80	3,609	190,395	99.32%
Overall	1,354,322	95,000	9,649	1,119	962	62,108	1,523,160	99.20%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	150,344	78.96%
2. I know what a CC is but I did not see this office's CC.	2,173	1.14%
3. I learned of the CC only when I saw this office's CC.	16,324	8.57%
4. I do not know what a CC is and I did not see this office's CC.	20,888	10.97%
N/A	4	0.002%
Did not specify	662	0.35%
CC2. If aware of CC, would you say that the CC of this office was...?		

1. Easy to see	159,865	84.26%
2. Somewhat easy to see	7,693	4.05%
3. Difficult to see	348	0.18%
4. Not visible at all	108	0.06%
N/A	21,693	11.43%
Did not specify	22	0.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	156,813	82.65%
2. Somewhat helped	8,979	4.73%
3. Did not help	296	0.16%
N/A	23,609	12.44%
Did not specify	32	0.02%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	31,257	99.33%
2	ATM Card Requests	18,966	99.63%
3	Branch Over-the-Counter Transactions	116,494	99.01%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5,971	99.43%
5	Branch Banking Loan Servicing	5,906	99.75%
6	Other Branch Products/Services	5,052	99.72%
7	Request for Bank Documents	648	99.35%
8	Regular Loan Processing	2,360	99.70%
9	Credit Card Services	2,090	99.85%
10	Agrarian Services	152	99.72%
11	Complaints Management	1,499	99.05%
Total		190,395	99.20%

1. Angeles - Sto. Rosario Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,314	95.98%
2. I know what a CC is but I did not see this office's CC.	1	0.07%
3. I learned of the CC only when I saw this office's CC.	49	3.58%
4. I do not know what a CC is and I did not see this office's CC.	5	0.37%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,362	99.49%
2. Somewhat easy to see	2	0.15%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	0.37%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,344	98.17%
2. Somewhat helped	1	0.07%
3. Did not help	-	-
N/A	24	1.75%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,368	1	0	0	0	0	1,369	100.00%
Service Quality Dimensions								
Responsiveness	1,366	3	0	0	0	0	1,369	100.00%
Reliability	1,368	1	0	0	0	0	1,369	100.00%
Access and Facilities	1,353	2	0	0	0	14	1,369	100.00%
Communication	1,358	2	0	0	0	9	1,369	100.00%
Costs	1,323	3	0	0	0	43	1,369	100.00%
Integrity	1,365	2	0	0	0	2	1,369	100.00%
Assurance	1,367	1	0	0	0	1	1,369	100.00%
Outcome	1,352	2	0	0	0	15	1,369	100.00%
Overall	10,852	16	0	0	0	84	10,952	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	12
3	Request for ATM PIN Change	3
4	Cash Deposit - (Peso/Foreign Currencies)	483
5	Cash Withdrawal	57
6	Check Deposit - Peso	89
7	Check Encashment	614
8	Online Collection Payments	88
9	Request for Checkbook	1
10	Request for Fund Transfer	4
11	Updating of Bank Records - Change in Account Details/Type	3
12	Handling of Customer's Complaint	2
13	Salary Loan	4
14	Electronic Fund Transfer/Outgoing Remittance	2
15	Application for LBP Credit Card Easy Pay Program	1
16	Settlement of Past Due Account	1
17	Inquiry, Counseling and Processing of Loan	1
18	Issuance of Certificate of Full Payment	1
Total		1,369

2. Angeles Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	951	54.41%
2. I know what a CC is but I did not see this office's CC.	8	0.46%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	747	42.73%
4. I do not know what a CC is and I did not see this office's CC.	42	2.40%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,674	95.77%
2. Somewhat easy to see	26	1.49%
3. Difficult to see	2	0.11%
4. Not visible at all	2	0.11%
N/A	44	2.52%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,613	92.28%
2. Somewhat helped	78	4.46%
3. Did not help	8	0.46%
N/A	49	2.80%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,690	53	1	2	2	0	1,748	99.71%
Service Quality Dimensions								
Responsiveness	1,676	62	4	2	4	0	1,748	99.43%
Reliability	1,682	62	3	0	1	0	1,748	99.77%
Access and Facilities	1,680	61	3	1	2	1	1,748	99.66%
Communication	1,665	70	4	1	2	6	1,748	99.60%
Costs	971	64	11	2	2	698	1,748	98.57%
Integrity	1,677	63	5	1	1	1	1,748	99.60%
Assurance	1,692	51	2	0	3	0	1,748	99.71%
Outcome	1,672	71	2	0	1	2	1,748	99.83%
Overall	12,715	504	34	7	16	708	13,984	99.57%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	76
2	Opening of other Deposit Account	138
3	Release of Captured Card	8
4	Request for ATM PIN Change	40
5	Request for Card Replacement	33
6	Cash Deposit - (Peso/Foreign Currencies)	190
7	Cash Withdrawal	85
8	Check Deposit - Peso	117
9	Check Deposit - Foreign Currency	1

External Services		Responses
10	Check Encashment	486
11	Online Collection Payments	237
12	Request for Checkbook	23
13	Request for Fund Transfer	2
14	Request for Passbook Replacement	6
15	Updating of Bank Records - Change in Account Details/Type	149
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	59
17	Handling of Customer's Complaint	2
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	29
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Purchase of Over-the-Counter Check	15
22	Servicing of Modified Disbursement System Transactions	3
23	Trust/Treasury Placements	3
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
25	Bank Statement/Snapshot	26
26	Change of Name and Civil Status	1
27	Reissuance of Credit Card	1
28	Inquiry, Counseling and Processing of Loan	7
Total		1,748

3. Apalit Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,403	99.08%
2. I know what a CC is but I did not see this office's CC.	1	0.07%
3. I learned of the CC only when I saw this office's CC.	5	0.35%
4. I do not know what a CC is and I did not see this office's CC.	7	0.49%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,400	98.87%
2. Somewhat easy to see	7	0.49%
3. Difficult to see	-	-
4. Not visible at all	1	0.07%
N/A	8	0.56%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,404	99.15%
2. Somewhat helped	4	0.28%
3. Did not help	1	0.07%
N/A	7	0.49%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,403	9	3	0	1	0	1,416	99.72%
Service Quality Dimensions								
Responsiveness	1,401	8	5	0	2	0	1,416	99.51%
Reliability	1,403	8	3	1	1	0	1,416	99.65%
Access and Facilities	1,396	15	3	0	1	1	1,416	99.72%
Communication	1,404	7	4	0	1	0	1,416	99.65%
Costs	27	7	4	0	6	1,372	1,416	77.27%
Integrity	1,400	8	5	1	1	1	1,416	99.51%
Assurance	1,403	8	4	0	1	0	1,416	99.65%
Outcome	1,400	10	4	0	1	1	1,416	99.65%
Overall	9,834	71	32	2	14	1,375	11,328	99.52%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	17
3	Release of Captured Card	39
4	Request for ATM PIN Change	1
5	Request for Card Replacement	1,018
6	Cash Deposit - (Peso/Foreign Currencies)	6
7	Cash Withdrawal	11
8	Check Deposit - Peso	2
9	Check Encashment	296
10	Online Collection Payments	1
11	Request for Checkbook	3
12	Updating of Bank Records - Change in Account Details/Type	2
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
14	Salary Loan	2
15	Release of Inward Returned Check	13
16	Servicing of Modified Disbursement System Transactions	1
17	Bank Statement/Snapshot	1
Total		1,416

4. Aurora LC (AURLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	104	89.66%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	2	1.72%
3. I learned of the CC only when I saw this office's CC.	4	3.45%
4. I do not know what a CC is and I did not see this office's CC.	5	4.31%
N/A	-	-
Did not specify	1	0.86%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	106	92.17%
2. Somewhat easy to see	3	2.61%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	6	5.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	100	86.96%
2. Somewhat helped	9	7.83%
3. Did not help	-	-
N/A	6	5.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	110	6	0	0	0	0	116	100.00%
Service Quality Dimensions								
Responsiveness	103	12	0	1	0	0	116	99.14%
Reliability	110	6	0	0	0	0	116	100.00%
Access and Facilities	83	10	1	1	0	21	116	97.89%
Communication	97	15	0	0	0	4	116	100.00%
Costs	71	7	2	0	0	36	116	97.50%
Integrity	105	10	0	0	0	1	116	100.00%
Assurance	107	7	1	1	0	0	116	98.28%
Outcome	102	8	2	2	0	2	116	96.49%
Overall	778	75	6	5	0	64	928	98.73%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	72
2	Issuance of Certificate of Outstanding Balances and Interest Paid	25
3	Issuance of Certificate of Full Payment	18
4	Issuance of Letter of Guarantee	1
Total		116

5. Balagtas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	669	65.14%
2. I know what a CC is but I did not see this office's CC.	32	3.12%
3. I learned of the CC only when I saw this office's CC.	294	28.63%
4. I do not know what a CC is and I did not see this office's CC.	29	2.82%
N/A	-	-
Did not specify	3	0.29%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	762	74.41%
2. Somewhat easy to see	162	15.82%
3. Difficult to see	7	0.68%
4. Not visible at all	1	0.10%
N/A	92	8.98%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	781	76.27%
2. Somewhat helped	149	14.55%
3. Did not help	2	0.20%
N/A	92	8.98%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	861	154	9	0	3	0	1,027	98.83%
Service Quality Dimensions								
Responsiveness	782	218	13	5	3	6	1,027	97.94%
Reliability	860	154	9	0	1	3	1,027	99.02%
Access and Facilities	843	170	10	0	2	2	1,027	98.83%
Communication	830	173	18	1	0	5	1,027	98.14%
Costs	491	157	15	2	1	361	1,027	97.30%
Integrity	866	148	10	2	1	0	1,027	98.73%
Assurance	886	136	4	0	0	1	1,027	99.61%
Outcome	842	165	6	1	0	13	1,027	99.31%
Overall	6,400	1,321	85	11	8	391	8,216	98.67%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	43
2	Opening of other Deposit Account	210
3	Release of Captured Card	1

External Services		Responses
4	Request for ATM PIN Change	17
5	Request for Card Replacement	22
6	Cash Deposit - (Peso/Foreign Currencies)	82
7	Cash Withdrawal	237
8	Check Deposit - Peso	47
9	Check Deposit - Foreign Currency	3
10	Check Encashment	213
11	Online Collection Payments	57
12	Request for Checkbook	4
13	Request for Fund Transfer	4
14	Updating of Bank Records - Change in Account Details/Type	18
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
16	Handling of Customer's Complaint	9
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	30
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	1
21	Servicing of Modified Disbursement System Transactions	4
22	Trust/Treasury Placements	1
23	Bank Statement/Snapshot	5
24	Change of Name and Civil Status	1
25	Reissuance of Credit Card	1
26	Inquiry, Counseling and Processing of Loan	1
Total		1,027

6. Balanga - Don M. Banzon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8,273	95.15%
2. I know what a CC is but I did not see this office's CC.	19	0.22%
3. I learned of the CC only when I saw this office's CC.	340	3.91%
4. I do not know what a CC is and I did not see this office's CC.	63	0.72%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8,566	98.52%
2. Somewhat easy to see	50	0.58%
3. Difficult to see	4	0.05%
4. Not visible at all	3	0.03%
N/A	72	0.83%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8,575	98.62%
2. Somewhat helped	45	0.52%
3. Did not help	-	-
N/A	75	0.86%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	8,587	102	5	0	1	0	8,695	99.93%
Service Quality Dimensions								
Responsiveness	8,549	130	14	1	1	0	8,695	99.82%
Reliability	8,577	114	4	0	0	0	8,695	99.95%
Access and Facilities	8,566	121	4	0	0	4	8,695	99.95%
Communication	8,554	124	10	0	0	7	8,695	99.88%
Costs	8,025	112	7	0	0	551	8,695	99.91%
Integrity	8,582	102	10	1	0	0	8,695	99.87%
Assurance	8,603	90	2	0	0	0	8,695	99.98%
Outcome	8,553	119	7	1	0	15	8,695	99.91%
Overall	68,009	912	58	3	1	577	69,560	99.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	860
2	Opening of other Deposit Account	203
3	Release of Captured Card	7
4	Request for ATM PIN Change	37
5	Request for Card Replacement	29
6	Cash Deposit - (Peso/Foreign Currencies)	2,620
7	Cash Withdrawal	1,168
8	Check Deposit - Peso	1,230
9	Check Encashment	1,689
10	Online Collection Payments	274
11	Request for Checkbook	22
12	Request for Fund Transfer	40
13	Request for Passbook Replacement	1
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	307
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	35
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	29
19	Electronic Fund Transfer/Outgoing Remittance	4

External Services		Responses
20	Purchase of Over-the-Counter Check	1
21	Sale/Purchase of Foreign Currencies	1
22	Servicing of Modified Disbursement System Transactions	7
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
25	Bank Statement/Snapshot	120
26	Inquiry, Counseling and Processing of Loan	2
Total		8,695

7. Balanga Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8,975	94.88%
2. I know what a CC is but I did not see this office's CC.	69	0.73%
3. I learned of the CC only when I saw this office's CC.	281	2.97%
4. I do not know what a CC is and I did not see this office's CC.	134	1.42%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9,061	95.79%
2. Somewhat easy to see	248	2.62%
3. Difficult to see	7	0.07%
4. Not visible at all	1	0.01%
N/A	142	1.50%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9,110	96.31%
2. Somewhat helped	198	2.09%
3. Did not help	9	0.10%
N/A	142	1.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	9,070	371	3	3	12	0	9,459	99.81%
Service Quality Dimensions								
Responsiveness	8,997	410	32	1	16	3	9,459	99.48%
Reliability	9,073	365	14	1	6	0	9,459	99.78%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	9,049	382	14	3	3	8	9,459	99.79%
Communication	9,049	383	16	1	4	6	9,459	99.78%
Costs	6,246	377	13	1	2	2,820	9,459	99.76%
Integrity	9,062	372	9	1	12	3	9,459	99.77%
Assurance	9,082	354	13	2	7	1	9,459	99.77%
Outcome	9,051	375	16	0	3	14	9,459	99.80%
Overall	69,609	3,018	127	10	53	2,855	75,672	99.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	114
2	Opening of other Deposit Account	3,350
3	Release of Captured Card	61
4	Request for ATM PIN Change	389
5	Request for Card Replacement	77
6	Cash Deposit - (Peso/Foreign Currencies)	804
7	Cash Withdrawal	998
8	Check Deposit - Peso	251
9	Check Deposit - Foreign Currency	6
10	Check Encashment	1,821
11	Online Collection Payments	219
12	Request for Checkbook	11
13	Request for Fund Transfer	21
14	Request for Passbook Replacement	6
15	Request for Stop Payment Order	7
16	Updating of Bank Records - Change in Account Details/Type	328
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	550
18	Handling of Customer's Complaint	132
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	21
20	Salary Loan	168
21	Bond Redemption and Interest Payment	6
22	Claim of Remittance Proceeds	6
23	Domestic Bills Purchase Initiation/Availment	1
24	Electronic Fund Transfer/Outgoing Remittance	30
25	Purchase of Over-the-Counter Check	5
26	Release of Inward Returned Check	9
27	Sale/Purchase of Foreign Currencies	4
28	Servicing of Modified Disbursement System Transactions	1
29	Trust/Treasury Placements	3
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	21
31	Bank Statement/Snapshot	21
32	Application for LBP Credit Card Easy Pay Program	1
33	Change of Name and Civil Status	5
34	Inquiry, Counseling and Processing of Loan	3
35	Issuance of Certificate of Outstanding Balances and Interest Paid	3

External Services		Responses
36	Issuance of Certificate of Full Payment	3
37	Issuance of Letter of Guarantee	3
Total		9,459

8. Baler Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,969	96.61%
2. I know what a CC is but I did not see this office's CC.	12	0.59%
3. I learned of the CC only when I saw this office's CC.	15	0.74%
4. I do not know what a CC is and I did not see this office's CC.	42	2.06%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,971	96.71%
2. Somewhat easy to see	20	0.98%
3. Difficult to see	2	0.10%
4. Not visible at all	2	0.10%
N/A	43	2.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,978	97.06%
2. Somewhat helped	13	0.64%
3. Did not help	3	0.15%
N/A	44	2.16%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,993	35	1	3	6	0	2,038	99.51%
Service Quality Dimensions								
Responsiveness	1,943	76	7	1	9	2	2,038	99.17%
Reliability	1,925	101	6	1	5	0	2,038	99.41%
Access and Facilities	1,923	94	7	2	5	7	2,038	99.31%
Communication	1,921	99	7	1	5	5	2,038	99.36%
Costs	1,841	125	4	0	6	62	2,038	99.49%
Integrity	1,903	111	13	4	6	1	2,038	98.87%
Assurance	1,949	77	4	2	6	0	2,038	99.41%
Outcome	1,950	76	3	1	5	3	2,038	99.56%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	15,355	759	51	12	47	80	16,304	99.32%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	100
2	Opening of other Deposit Account	507
3	Release of Captured Card	4
4	Request for ATM PIN Change	312
5	Request for Card Replacement	21
6	Cash Deposit - (Peso/Foreign Currencies)	181
7	Cash Withdrawal	193
8	Check Deposit - Peso	145
9	Check Encashment	374
10	Online Collection Payments	10
11	Request for Checkbook	1
12	Request for Fund Transfer	4
13	Updating of Bank Records - Change in Account Details/Type	34
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	62
15	Handling of Customer's Complaint	3
16	Salary Loan	33
17	Claim of Remittance Proceeds	1
18	Domestic Bills Purchase Initiation/Availment	1
19	Electronic Fund Transfer/Outgoing Remittance	3
20	Servicing of Modified Disbursement System Transactions	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
22	Bank Statement/Snapshot	23
23	Inquiry, Counseling and Processing of Loan	1
24	Issuance of Certificate of Outstanding Balances and Interest Paid	1
25	Issuance of Certificate of Full Payment	14
Total		2,038

9. Baliuag Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,161	82.77%
2. I know what a CC is but I did not see this office's CC.	48	1.84%
3. I learned of the CC only when I saw this office's CC.	338	12.95%
4. I do not know what a CC is and I did not see this office's CC.	52	1.99%
N/A	-	-
Did not specify	12	0.46%

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,263	87.07%
2. Somewhat easy to see	263	10.12%
3. Difficult to see	14	0.54%
4. Not visible at all	3	0.12%
N/A	56	2.15%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,308	88.80%
2. Somewhat helped	225	8.66%
3. Did not help	5	0.19%
N/A	60	2.31%
Did not specify	1	0.04%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,416	178	13	1	3	0	2,611	99.35%
Service Quality Dimensions								
Responsiveness	2,191	386	24	5	4	1	2,611	98.74%
Reliability	2,207	393	9	2	0	0	2,611	99.58%
Access and Facilities	2,242	348	16	4	0	1	2,611	99.23%
Communication	2,255	334	19	1	1	1	2,611	99.20%
Costs	2,078	297	16	4	3	213	2,611	99.04%
Integrity	2,294	300	10	1	4	2	2,611	99.43%
Assurance	2,304	292	10	3	1	1	2,611	99.46%
Outcome	2,299	293	12	1	1	5	2,611	99.46%
Overall	17,870	2,643	116	21	14	224	20,888	99.27%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	495
2	Opening of other Deposit Account	507
3	Release of Captured Card	87
4	Request for ATM PIN Change	198
5	Request for Card Replacement	107
6	Cash Deposit - (Peso/Foreign Currencies)	184
7	Cash Withdrawal	225
8	Check Deposit - Peso	119
9	Check Encashment	214
10	Online Collection Payments	169
11	Request for Checkbook	10
12	Request for Fund Transfer	11
13	Request for Passbook Replacement	1

External Services		Responses
14	Updating of Bank Records - Change in Account Details/Type	19
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	110
16	Handling of Customer's Complaint	9
17	Salary Loan	115
18	Claim of Remittance Proceeds	6
19	Electronic Fund Transfer/Outgoing Remittance	3
20	Purchase of Over-the-Counter Check	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	16
23	Settlement of Past Due Account	1
24	Inquiry, Counseling and Processing of Loan	3
Total		2,611

10. Bataan - National Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,593	98.84%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	42	1.16%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,631	99.89%
2. Somewhat easy to see	4	0.11%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,632	99.92%
2. Somewhat helped	3	0.08%
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,635	0	0	0	0	0	3,635	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	3,635	0	0	0	0	0	3,635	100.00%
Reliability	3,635	0	0	0	0	0	3,635	100.00%
Access and Facilities	3,634	1	0	0	0	0	3,635	100.00%
Communication	3,632	2	0	0	0	1	3,635	100.00%
Costs	1,510	5	0	0	0	2,120	3,635	100.00%
Integrity	3,633	0	0	0	0	2	3,635	100.00%
Assurance	3,635	0	0	0	0	0	3,635	100.00%
Outcome	3,634	0	0	0	0	1	3,635	100.00%
Overall	26,948	8	0	0	0	2,124	29,080	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	11
2	Opening of other Deposit Account	911
3	Release of Captured Card	7
4	Request for ATM PIN Change	17
5	Request for Card Replacement	25
6	Cash Deposit - (Peso/Foreign Currencies)	989
7	Cash Withdrawal	439
8	Check Deposit - Peso	127
9	Check Encashment	779
10	Online Collection Payments	60
11	Request for Checkbook	6
12	Updating of Bank Records - Change in Account Details/Type	129
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	19
14	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
15	Salary Loan	33
16	Bond Redemption and Interest Payment	1
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	2
19	Sale/Purchase of Foreign Currencies	4
20	Trust/Treasury Placements	64
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
22	Bank Statement/Snapshot	2
23	Inquiry, Counseling and Processing of Loan	5
	Total	3,635

11. Bataan LC (BANLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	42	40.78%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	61	59.22%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	102	99.03%
2. Somewhat easy to see	1	0.97%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	101	98.06%
2. Somewhat helped	1	0.97%
3. Did not help	-	-
N/A	1	0.97%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	85	18	0	0	0	0	103	100.00%
Service Quality Dimensions								
Responsiveness	83	19	0	0	0	1	103	100.00%
Reliability	83	20	0	0	0	0	103	100.00%
Access and Facilities	83	20	0	0	0	0	103	100.00%
Communication	83	20	0	0	0	0	103	100.00%
Costs	77	21	0	0	0	5	103	100.00%
Integrity	84	19	0	0	0	0	103	100.00%
Assurance	85	18	0	0	0	0	103	100.00%
Outcome	82	21	0	0	0	0	103	100.00%
Overall	660	158	0	0	0	6	824	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	103
	Total	103

12. Bulacan LC (BULLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	131	75.29%
2. I know what a CC is but I did not see this office's CC.	1	0.57%
3. I learned of the CC only when I saw this office's CC.	40	22.99%
4. I do not know what a CC is and I did not see this office's CC.	2	1.15%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	163	93.68%
2. Somewhat easy to see	7	4.02%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	2.30%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	161	92.53%
2. Somewhat helped	9	5.17%
3. Did not help	-	-
N/A	4	2.30%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	158	14	0	0	2	0	174	98.85%
Service Quality Dimensions								
Responsiveness	155	16	0	0	2	1	174	98.84%
Reliability	157	15	0	0	2	0	174	98.85%
Access and Facilities	150	19	0	0	2	3	174	98.83%
Communication	145	22	2	0	2	3	174	97.66%
Costs	81	18	1	0	0	74	174	99.00%
Integrity	155	17	0	0	2	0	174	98.85%
Assurance	158	14	0	0	2	0	174	98.85%
Outcome	155	17	0	0	2	0	174	98.85%
Overall	1,156	138	3	0	14	81	1,392	98.70%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	156
2	Issuance of Certificate of Outstanding Balances and Interest Paid	2
3	Issuance of Certificate of Full Payment	15

External Services		Responses
4	Issuance of Letter of Guarantee	1
Total		174

13. Cabanatuan (NE) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	33	1.03%
2. I know what a CC is but I did not see this office's CC.	2	0.06%
3. I learned of the CC only when I saw this office's CC.	7	0.22%
4. I do not know what a CC is and I did not see this office's CC.	3,157	98.69%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17	0.53%
2. Somewhat easy to see	24	0.75%
3. Difficult to see	-	-
4. Not visible at all	1	0.03%
N/A	3,157	98.69%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	0.56%
2. Somewhat helped	22	0.69%
3. Did not help	1	0.03%
N/A	3,158	98.72%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,189	5	0	2	3	0	3,199	99.84%
Service Quality Dimensions								
Responsiveness	3,186	7	1	2	3	0	3,199	99.81%
Reliability	3,189	6	2	0	2	0	3,199	99.87%
Access and Facilities	3,185	11	0	0	2	1	3,199	99.94%
Communication	3,186	8	3	0	2	0	3,199	99.84%
Costs	3,081	7	1	0	2	108	3,199	99.90%
Integrity	3,187	7	1	0	4	0	3,199	99.84%
Assurance	3,190	5	2	0	2	0	3,199	99.87%
Outcome	3,184	6	1	1	2	5	3,199	99.87%
Overall	25,388	57	11	3	19	114	25,592	99.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	842
2	Opening of other Deposit Account	27
3	Release of Captured Card	1
4	Request for ATM PIN Change	38
5	Request for Card Replacement	179
6	Cash Deposit - (Peso/Foreign Currencies)	139
7	Cash Withdrawal	207
8	Check Deposit - Peso	77
9	Check Encashment	772
10	Online Collection Payments	128
11	Request for Checkbook	2
12	Request for Fund Transfer	5
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	298
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	331
16	Handling of Customer's Complaint	1
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	55
19	Claim of Remittance Proceeds	2
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Sale/Purchase of Foreign Currencies	1
22	Servicing of Modified Disbursement System Transactions	1
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	13
25	Bank Statement/Snapshot	55
26	Application for LBP Credit Card Easy Pay Program	1
27	Change of Name and Civil Status	17
28	Issuance of Certificate of Full Payment	1
Total		3,199

14. Cabanatuan Maharlika Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,505	97.39%
2. I know what a CC is but I did not see this office's CC.	12	0.33%
3. I learned of the CC only when I saw this office's CC.	38	1.06%
4. I do not know what a CC is and I did not see this office's CC.	44	1.22%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,526	97.97%
2. Somewhat easy to see	23	0.64%
3. Difficult to see	3	0.08%
4. Not visible at all	-	-
N/A	47	1.31%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,518	97.75%
2. Somewhat helped	32	0.89%
3. Did not help	1	0.03%
N/A	48	1.33%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,541	52	4	0	2	0	3,599	99.83%
Service Quality Dimensions								
Responsiveness	3,512	74	8	4	1	0	3,599	99.64%
Reliability	3,529	68	1	0	1	0	3,599	99.94%
Access and Facilities	3,521	72	3	2	1	0	3,599	99.83%
Communication	3,516	72	5	3	2	1	3,599	99.72%
Costs	1,301	62	7	2	1	2,226	3,599	99.27%
Integrity	3,524	67	5	1	1	1	3,599	99.81%
Assurance	3,540	52	3	2	2	0	3,599	99.81%
Outcome	3,525	65	6	0	1	2	3,599	99.81%
Overall	25,968	532	38	14	10	2,230	28,792	99.77%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	173
2	Opening of other Deposit Account	224
3	Release of Captured Card	1
4	Request for ATM PIN Change	12
5	Request for Card Replacement	1,847
6	Cash Deposit - (Peso/Foreign Currencies)	212
7	Cash Withdrawal	278
8	Check Deposit - Peso	75
9	Check Encashment	454
10	Online Collection Payments	36
11	Request for Checkbook	7
12	Request for Fund Transfer	5
13	Request for Passbook Replacement	3

External Services		Responses
14	Updating of Bank Records - Change in Account Details/Type	35
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	99
16	Salary Loan	104
17	Electronic Fund Transfer/Outgoing Remittance	3
18	Purchase of Over-the-Counter Check	4
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
20	Bank Statement/Snapshot	18
21	Application for LBP Credit Card Easy Pay Program	1
22	Change of Name and Civil Status	1
23	Reissuance of Credit Card	1
Total		3,599

15. Camiling Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	464	78.38%
2. I know what a CC is but I did not see this office's CC.	13	2.20%
3. I learned of the CC only when I saw this office's CC.	97	16.39%
4. I do not know what a CC is and I did not see this office's CC.	16	2.70%
N/A	-	-
Did not specify	2	0.34%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	479	81.19%
2. Somewhat easy to see	93	15.76%
3. Difficult to see	1	0.17%
4. Not visible at all	-	-
N/A	17	2.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	499	84.58%
2. Somewhat helped	72	12.20%
3. Did not help	1	0.17%
N/A	18	3.05%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	491	96	2	0	3	0	592	99.16%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	442	127	15	0	3	5	592	96.93%
Reliability	490	95	6	0	1	0	592	98.82%
Access and Facilities	470	104	11	0	1	6	592	97.95%
Communication	468	103	19	0	1	1	592	96.62%
Costs	419	104	11	0	1	57	592	97.76%
Integrity	492	92	6	0	1	1	592	98.82%
Assurance	503	84	3	0	1	1	592	99.32%
Outcome	487	96	5	0	1	3	592	98.98%
Overall	3,771	805	76	0	10	74	4,736	98.16%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	39
2	Opening of other Deposit Account	85
3	Release of Captured Card	3
4	Request for ATM PIN Change	9
5	Request for Card Replacement	7
6	Cash Deposit - (Peso/Foreign Currencies)	137
7	Cash Withdrawal	35
8	Check Deposit - Peso	33
9	Check Encashment	167
10	Online Collection Payments	9
11	Request for Checkbook	5
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	11
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
16	Handling of Customer's Complaint	2
17	Salary Loan	7
18	Bond Redemption and Interest Payment	2
19	Release of Inward Returned Check	1
20	Sale/Purchase of Foreign Currencies	1
21	Servicing of Modified Disbursement System Transactions	8
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
23	Bank Statement/Snapshot	17
24	Inquiry, Counseling and Processing of Loan	1
Total		592

16. Capas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	782	72.54%
2. I know what a CC is but I did not see this office's CC.	44	4.08%
3. I learned of the CC only when I saw this office's CC.	82	7.61%
4. I do not know what a CC is and I did not see this office's CC.	105	9.74%
N/A	-	-
Did not specify	65	6.03%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	785	77.49%
2. Somewhat easy to see	74	7.31%
3. Difficult to see	12	1.18%
4. Not visible at all	6	0.59%
N/A	133	13.13%
Did not specify	3	0.30%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	781	77.10%
2. Somewhat helped	80	7.90%
3. Did not help	4	0.39%
N/A	143	14.12%
Did not specify	5	0.49%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	877	190	5	2	3	1	1,078	99.07%
Service Quality Dimensions								
Responsiveness	808	227	22	5	3	13	1,078	97.18%
Reliability	851	217	6	0	3	1	1,078	99.16%
Access and Facilities	838	225	7	0	2	6	1,078	99.16%
Communication	833	222	17	0	2	4	1,078	98.23%
Costs	801	189	12	1	3	72	1,078	98.41%
Integrity	856	202	11	2	5	2	1,078	98.33%
Assurance	879	185	9	0	2	3	1,078	98.98%
Outcome	863	202	10	0	2	1	1,078	98.89%
Overall	6,729	1,669	94	8	22	102	8,624	98.54%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	119
2	Opening of other Deposit Account	152
3	Release of Captured Card	5
4	Request for ATM PIN Change	20
5	Request for Card Replacement	18
6	Cash Deposit - (Peso/Foreign Currencies)	182

External Services		Responses
7	Cash Withdrawal	104
8	Check Deposit - Peso	31
9	Check Deposit - Foreign Currency	1
10	Check Encashment	235
11	Online Collection Payments	92
12	Request for Checkbook	6
13	Request for Fund Transfer	9
14	Request for Passbook Replacement	1
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	13
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	32
18	Salary Loan	32
19	Bond Redemption and Interest Payment	1
20	Domestic Bills Purchase Initiation/Availment	1
21	Electronic Fund Transfer/Outgoing Remittance	3
22	Servicing of Modified Disbursement System Transactions	1
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
25	Bank Statement/Snapshot	10
26	Reissuance of Credit Card	1
27	Inquiry, Counseling and Processing of Loan	6
Total		1,078

17. Clark Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	236	66.67%
2. I know what a CC is but I did not see this office's CC.	19	5.37%
3. I learned of the CC only when I saw this office's CC.	57	16.10%
4. I do not know what a CC is and I did not see this office's CC.	42	11.86%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	237	66.95%
2. Somewhat easy to see	58	16.38%
3. Difficult to see	6	1.69%
4. Not visible at all	4	1.13%
N/A	49	13.84%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	257	72.60%
2. Somewhat helped	35	9.89%
3. Did not help	7	1.98%
N/A	55	15.54%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	281	59	7	4	3	0	354	96.05%
Service Quality Dimensions								
Responsiveness	248	76	18	5	7	0	354	91.53%
Reliability	280	63	8	1	2	0	354	96.89%
Access and Facilities	273	64	9	2	4	2	354	95.74%
Communication	260	70	16	1	3	4	354	94.29%
Costs	202	58	7	0	4	83	354	95.94%
Integrity	276	63	9	2	4	0	354	95.76%
Assurance	286	60	3	2	2	1	354	98.02%
Outcome	266	66	7	1	2	12	354	97.08%
Overall	2,091	520	77	14	28	102	2,832	95.64%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	131
3	Release of Captured Card	2
4	Request for ATM PIN Change	7
5	Request for Card Replacement	7
6	Cash Deposit - (Peso/Foreign Currencies)	36
7	Cash Withdrawal	39
8	Check Deposit - Peso	30
9	Check Encashment	25
10	Online Collection Payments	15
11	Request for Fund Transfer	9
12	Updating of Bank Records - Change in Account Details/Type	11
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	17
14	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
15	Salary Loan	5
16	Claim of Remittance Proceeds	1
17	Electronic Fund Transfer/Outgoing Remittance	2
18	Purchase of Over-the-Counter Check	1
19	Servicing of Modified Disbursement System Transactions	1
20	Bank Statement/Snapshot	2
21	Application for LBP Credit Card Easy Pay Program	3

External Services		Responses
22	Refund of Overpayment	1
Total		354

18. Concepcion (Tarlac) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,405	69.08%
2. I know what a CC is but I did not see this office's CC.	14	0.69%
3. I learned of the CC only when I saw this office's CC.	573	28.17%
4. I do not know what a CC is and I did not see this office's CC.	42	2.06%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,794	88.20%
2. Somewhat easy to see	190	9.34%
3. Difficult to see	1	0.05%
4. Not visible at all	-	-
N/A	49	2.41%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,773	87.17%
2. Somewhat helped	209	10.28%
3. Did not help	-	-
N/A	52	2.56%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,912	118	0	2	2	0	2,034	99.80%
Service Quality Dimensions								
Responsiveness	1,876	145	5	6	2	0	2,034	99.36%
Reliability	1,880	149	5	0	0	0	2,034	99.75%
Access and Facilities	1,877	151	4	1	0	1	2,034	99.75%
Communication	1,801	218	11	0	1	3	2,034	99.41%
Costs	1,338	165	24	0	1	506	2,034	98.36%
Integrity	1,892	135	4	0	2	1	2,034	99.70%
Assurance	1,925	104	2	1	2	0	2,034	99.75%
Outcome	1,836	188	5	1	0	4	2,034	99.70%
Overall	14,425	1,255	60	9	8	515	16,272	99.51%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	352
2	Opening of other Deposit Account	123
3	Release of Captured Card	2
4	Request for ATM PIN Change	17
5	Request for Card Replacement	34
6	Cash Deposit - (Peso/Foreign Currencies)	226
7	Cash Withdrawal	85
8	Check Deposit - Peso	94
9	Check Deposit - Foreign Currency	5
10	Check Encashment	476
11	Online Collection Payments	112
12	Request for Checkbook	7
13	Request for Fund Transfer	3
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	381
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	57
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	26
19	Claim of Remittance Proceeds	1
20	Domestic Bills Purchase Initiation/Availment	1
21	Purchase of Over-the-Counter Check	4
22	Sale/Purchase of Foreign Currencies	3
23	Servicing of Modified Disbursement System Transactions	1
24	Trust/Treasury Placements	1
25	Bank Statement/Snapshot	12
26	Change of Name and Civil Status	8
27	Settlement of Past Due Account	1
Total		2,034

19. Dau Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,311	57.05%
2. I know what a CC is but I did not see this office's CC.	429	18.67%
3. I learned of the CC only when I saw this office's CC.	510	22.19%
4. I do not know what a CC is and I did not see this office's CC.	48	2.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,110	91.82%
2. Somewhat easy to see	129	5.61%
3. Difficult to see	4	0.17%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	55	2.39%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,954	85.03%
2. Somewhat helped	288	12.53%
3. Did not help	-	-
N/A	56	2.44%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,248	45	3	0	1	1	2,298	99.83%
Service Quality Dimensions								
Responsiveness	2,228	59	7	2	2	0	2,298	99.52%
Reliability	2,238	57	2	0	1	0	2,298	99.87%
Access and Facilities	2,236	57	3	1	1	0	2,298	99.78%
Communication	2,232	52	12	0	1	1	2,298	99.43%
Costs	1,740	54	6	0	1	497	2,298	99.61%
Integrity	2,239	53	4	0	1	1	2,298	99.78%
Assurance	2,250	45	2	0	1	0	2,298	99.87%
Outcome	2,226	64	2	0	1	5	2,298	99.87%
Overall	17,389	441	38	3	9	504	18,384	99.72%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	122
2	Opening of other Deposit Account	422
3	Release of Captured Card	7
4	Request for ATM PIN Change	66
5	Request for Card Replacement	33
6	Cash Deposit - (Peso/Foreign Currencies)	140
7	Cash Withdrawal	583
8	Check Deposit - Peso	72
9	Check Deposit - Foreign Currency	1
10	Check Encashment	541
11	Online Collection Payments	121
12	Request for Checkbook	3
13	Request for Fund Transfer	2
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	126
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	16
17	Handling of Customer's Complaint	10

External Services		Responses
18	Salary Loan	16
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	3
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
23	Bank Statement/Snapshot	5
24	Change of Name and Civil Status	3
Total		2,298

20. Dinalupihan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,547	98.41%
2. I know what a CC is but I did not see this office's CC.	3	0.19%
3. I learned of the CC only when I saw this office's CC.	19	1.21%
4. I do not know what a CC is and I did not see this office's CC.	2	0.13%
N/A	-	-
Did not specify	1	0.06%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,561	99.36%
2. Somewhat easy to see	7	0.45%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	0.13%
Did not specify	1	0.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,560	99.30%
2. Somewhat helped	7	0.45%
3. Did not help	-	-
N/A	2	0.13%
Did not specify	2	0.13%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,560	11	0	1	0	0	1,572	99.94%
Service Quality Dimensions								
Responsiveness	1,555	13	0	1	1	2	1,572	99.87%
Reliability	1,558	14	0	0	0	0	1,572	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	1,554	18	0	0	0	0	1,572	100.00%
Communication	1,553	14	1	0	0	4	1,572	99.94%
Costs	830	13	0	0	1	728	1,572	99.88%
Integrity	1,556	16	0	0	0	0	1,572	100.00%
Assurance	1,565	6	1	0	0	0	1,572	99.94%
Outcome	1,561	10	0	0	0	1	1,572	100.00%
Overall	11,732	104	2	1	2	735	12,576	99.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	49
2	Opening of other Deposit Account	134
3	Release of Captured Card	4
4	Request for ATM PIN Change	144
5	Request for Card Replacement	30
6	Cash Deposit - (Peso/Foreign Currencies)	192
7	Cash Withdrawal	63
8	Check Deposit - Peso	203
9	Check Deposit - Foreign Currency	14
10	Check Encashment	488
11	Online Collection Payments	16
12	Request for Checkbook	3
13	Request for Fund Transfer	5
14	Updating of Bank Records - Change in Account Details/Type	39
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	23
16	Handling of Customer's Complaint	3
17	Salary Loan	57
18	Bond Redemption and Interest Payment	3
19	Electronic Fund Transfer/Outgoing Remittance	4
20	Purchase of Over-the-Counter Check	2
21	Release of Inward Returned Check	2
22	Sale/Purchase of Foreign Currencies	3
23	Servicing of Modified Disbursement System Transactions	2
24	Trust/Treasury Placements	5
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
26	Bank Statement/Snapshot	72
27	Change of Name and Civil Status	2
28	Refund of Overpayment	1
29	Settlement of Past Due Account	2
30	Inquiry, Counseling and Processing of Loan	5
Total		1,572

21. Field Support Services Center III – Pampanga

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	54	35.53%
2. I know what a CC is but I did not see this office's CC.	5	3.29%
3. I learned of the CC only when I saw this office's CC.	28	18.42%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	65	42.76%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	74	85.06%
2. Somewhat easy to see	9	10.34%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	4.60%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	69	79.31%
2. Somewhat helped	7	8.05%
3. Did not help	-	-
N/A	7	8.05%
Did not specify	4	4.60%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	147	4	0	0	0	1	152	100.00%
Service Quality Dimensions								
Responsiveness	137	10	1	0	0	4	152	99.32%
Reliability	146	6	0	0	0	0	152	100.00%
Access and Facilities	133	9	1	0	0	9	152	99.30%
Communication	133	7	1	0	0	11	152	99.29%
Costs	34	3	0	0	0	115	152	100.00%
Integrity	146	5	0	0	0	1	152	100.00%
Assurance	151	1	0	0	0	0	152	100.00%
Outcome	143	5	0	0	0	4	152	100.00%
Overall	1,023	46	3	0	0	144	1,216	99.72%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	1
2	Payment of Land Transfer Claim Proceeds	24
3	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	103

External Services		Responses
4	Issuance of Certificate of Payment/s	8
5	Issuance of Certification on Status of AR Bond	3
6	Refund of Excess Payment	13
Total		152

22. Gapan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,492	89.55%
2. I know what a CC is but I did not see this office's CC.	11	0.22%
3. I learned of the CC only when I saw this office's CC.	503	10.03%
4. I do not know what a CC is and I did not see this office's CC.	10	0.20%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,961	98.90%
2. Somewhat easy to see	43	0.86%
3. Difficult to see	1	0.02%
4. Not visible at all	-	-
N/A	11	0.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,919	98.07%
2. Somewhat helped	81	1.61%
3. Did not help	4	0.08%
N/A	12	0.24%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,994	21	1	0	0	0	5,016	99.98%
Service Quality Dimensions								
Responsiveness	4,993	21	2	0	0	0	5,016	99.96%
Reliability	4,991	23	1	0	1	0	5,016	99.96%
Access and Facilities	4,991	21	2	1	0	1	5,016	99.94%
Communication	4,989	25	2	0	0	0	5,016	99.96%
Costs	3,959	21	0	0	2	1,034	5,016	99.95%
Integrity	4,993	22	0	0	1	0	5,016	99.98%
Assurance	4,991	25	0	0	0	0	5,016	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	4,992	22	2	0	0	0	5,016	99.96%
Overall	38,899	180	9	1	4	1,035	40,128	99.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	78
2	Opening of other Deposit Account	487
3	Release of Captured Card	4
4	Request for ATM PIN Change	13
5	Request for Card Replacement	2,867
6	Cash Deposit - (Peso/Foreign Currencies)	17
7	Cash Withdrawal	80
8	Check Deposit - Peso	223
9	Check Encashment	373
10	Online Collection Payments	93
11	Request for Checkbook	4
12	Request for Fund Transfer	2
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	599
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	52
16	Salary Loan	107
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	1
19	Trust/Treasury Placements	7
20	Bank Statement/Snapshot	5
21	Application for LBP Credit Card Easy Pay Program	2
Total		5,016

23. Guagua Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	524	80.25%
2. I know what a CC is but I did not see this office's CC.	15	2.30%
3. I learned of the CC only when I saw this office's CC.	108	16.54%
4. I do not know what a CC is and I did not see this office's CC.	5	0.77%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	1	0.15%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	618	94.79%
2. Somewhat easy to see	19	2.91%
3. Difficult to see	2	0.31%
4. Not visible at all	2	0.31%
N/A	10	1.53%
Did not specify	1	0.15%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	625	95.86%
2. Somewhat helped	9	1.38%
3. Did not help	4	0.61%
N/A	12	1.84%
Did not specify	2	0.31%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	637	9	1	2	4	0	653	98.93%
Service Quality Dimensions								
Responsiveness	630	15	2	0	6	0	653	98.77%
Reliability	638	9	3	0	3	0	653	99.08%
Access and Facilities	630	11	3	1	3	5	653	98.92%
Communication	632	12	3	1	3	2	653	98.92%
Costs	558	16	4	0	4	71	653	98.63%
Integrity	632	12	1	0	6	2	653	98.92%
Assurance	633	13	2	0	4	1	653	99.08%
Outcome	630	16	3	0	3	1	653	99.08%
Overall	4,983	104	21	2	32	82	5,224	98.93%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	158
2	Opening of other Deposit Account	106
3	Request for ATM PIN Change	1
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	33
6	Cash Withdrawal	48
7	Check Deposit - Peso	22
8	Check Deposit - Foreign Currency	2
9	Check Encashment	144
10	Online Collection Payments	19
11	Request for Checkbook	2
12	Request for Fund Transfer	3

External Services		Responses
13	Updating of Bank Records - Change in Account Details/Type	38
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	34
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	17
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	12
18	Bank Statement/Snapshot	8
19	Inquiry, Counseling and Processing of Loan	1
Total		653

24. Guimba Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,291	95.63%
2. I know what a CC is but I did not see this office's CC.	8	0.59%
3. I learned of the CC only when I saw this office's CC.	42	3.11%
4. I do not know what a CC is and I did not see this office's CC.	9	0.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,318	97.63%
2. Somewhat easy to see	20	1.48%
3. Difficult to see	-	-
4. Not visible at all	1	0.07%
N/A	11	0.81%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,303	96.52%
2. Somewhat helped	31	2.30%
3. Did not help	-	-
N/A	16	1.19%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,286	61	3	0	0	0	1,350	99.78%
Service Quality Dimensions								
Responsiveness	1,228	115	6	1	0	0	1,350	99.48%
Reliability	1,247	103	0	0	0	0	1,350	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	1,234	113	1	0	0	2	1,350	99.93%
Communication	1,241	105	4	0	0	0	1,350	99.70%
Costs	1,215	89	4	0	0	42	1,350	99.69%
Integrity	1,232	111	6	1	0	0	1,350	99.48%
Assurance	1,262	84	3	1	0	0	1,350	99.70%
Outcome	1,233	105	1	2	0	9	1,350	99.78%
Overall	9,892	825	25	5	0	53	10,800	99.72%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	95
2	Opening of other Deposit Account	30
3	Release of Captured Card	8
4	Request for ATM PIN Change	222
5	Request for Card Replacement	204
6	Cash Deposit - (Peso/Foreign Currencies)	172
7	Cash Withdrawal	96
8	Check Deposit - Peso	90
9	Check Encashment	235
10	Online Collection Payments	80
11	Request for Checkbook	4
12	Request for Stop Payment Order	1
13	Updating of Bank Records - Change in Account Details/Type	17
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	35
15	Handling of Customer's Complaint	8
16	Salary Loan	15
17	Bond Redemption and Interest Payment	1
18	Claim of Remittance Proceeds	2
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Servicing of Modified Disbursement System Transactions	15
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
22	Bank Statement/Snapshot	8
23	Application for LBP Credit Card Easy Pay Program	1
24	Change of Name and Civil Status	2
25	Inquiry, Counseling and Processing of Loan	1
Total		1,350

25. Iba Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,074	81.11%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	11	0.43%
3. I learned of the CC only when I saw this office's CC.	355	13.88%
4. I do not know what a CC is and I did not see this office's CC.	117	4.58%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,341	91.55%
2. Somewhat easy to see	70	2.74%
3. Difficult to see	5	0.20%
4. Not visible at all	1	0.04%
N/A	140	5.48%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,226	87.06%
2. Somewhat helped	102	3.99%
3. Did not help	5	0.20%
N/A	224	8.76%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,410	141	0	3	3	0	2,557	99.77%
Service Quality Dimensions								
Responsiveness	2,272	270	7	2	6	0	2,557	99.41%
Reliability	2,348	195	2	2	0	10	2,557	99.84%
Access and Facilities	2,325	197	5	0	4	26	2,557	99.64%
Communication	2,265	186	9	2	2	93	2,557	99.47%
Costs	632	80	4	2	0	1,839	2,557	99.16%
Integrity	2,371	177	1	2	4	2	2,557	99.73%
Assurance	2,385	167	3	1	1	0	2,557	99.80%
Outcome	2,231	173	0	1	3	149	2,557	99.83%
Overall	16,829	1,445	31	12	20	2,119	20,456	99.66%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	61
2	Opening of other Deposit Account	27
3	Release of Captured Card	1
4	Request for ATM PIN Change	13
5	Request for Card Replacement	12
6	Cash Deposit - (Peso/Foreign Currencies)	343
7	Cash Withdrawal	44
8	Check Deposit - Peso	227

External Services		Responses
9	Check Encashment	1,571
10	Online Collection Payments	57
11	Request for Checkbook	8
12	Request for Fund Transfer	4
13	Updating of Bank Records - Change in Account Details/Type	25
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	37
15	Handling of Customer's Complaint	7
16	Salary Loan	90
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	1
19	Sale/Purchase of Foreign Currencies	9
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
21	Bank Statement/Snapshot	12
22	Change of Name and Civil Status	5
Total		2,557

26. Limay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,873	78.59%
2. I know what a CC is but I did not see this office's CC.	7	0.14%
3. I learned of the CC only when I saw this office's CC.	795	16.13%
4. I do not know what a CC is and I did not see this office's CC.	252	5.11%
N/A	-	-
Did not specify	1	0.02%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,549	92.33%
2. Somewhat easy to see	119	2.42%
3. Difficult to see	2	0.04%
4. Not visible at all	3	0.06%
N/A	254	5.16%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,566	92.67%
2. Somewhat helped	102	2.07%
3. Did not help	1	0.02%
N/A	258	5.24%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,882	45	1	0	0	0	4,928	99.98%
Service Quality Dimensions								
Responsiveness	4,802	117	2	2	0	5	4,928	99.92%
Reliability	4,852	73	2	0	0	1	4,928	99.96%
Access and Facilities	4,833	88	3	0	1	3	4,928	99.92%
Communication	4,829	93	3	0	0	3	4,928	99.94%
Costs	2,784	68	22	17	4	2,033	4,928	98.51%
Integrity	4,803	60	3	0	0	62	4,928	99.94%
Assurance	4,870	55	2	0	0	1	4,928	99.96%
Outcome	4,850	69	2	0	1	6	4,928	99.94%
Overall	36,623	623	39	19	6	2,114	39,424	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	167
2	Opening of other Deposit Account	932
3	Release of Captured Card	24
4	Request for ATM PIN Change	174
5	Request for Card Replacement	33
6	Cash Deposit - (Peso/Foreign Currencies)	759
7	Cash Withdrawal	675
8	Check Deposit - Peso	156
9	Check Deposit - Foreign Currency	1
10	Check Encashment	401
11	Online Collection Payments	104
12	Request for Checkbook	4
13	Request for Fund Transfer	7
14	Request for Passbook Replacement	4
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	472
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	126
18	Handling of Customer's Complaint	36
19	Salary Loan	179
20	Electronic Fund Transfer/Outgoing Remittance	1
21	Purchase of Over-the-Counter Check	67
22	Release of Inward Returned Check	10
23	Servicing of Modified Disbursement System Transactions	1
24	Trust/Treasury Placements	15
25	Bank Statement/Snapshot	72
26	Application for LBP Credit Card Easy Pay Program	1
27	Change of Name and Civil Status	2
28	Refund of Overpayment	123
29	Reissuance of Credit Card	1

External Services		Responses
30	Inquiry, Counseling and Processing of Loan	380
	Total	4,928

27. Malolos Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,429	82.13%
2. I know what a CC is but I did not see this office's CC.	36	2.07%
3. I learned of the CC only when I saw this office's CC.	84	4.83%
4. I do not know what a CC is and I did not see this office's CC.	95	5.46%
N/A	-	-
Did not specify	96	5.52%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,418	86.25%
2. Somewhat easy to see	106	6.45%
3. Difficult to see	7	0.43%
4. Not visible at all	4	0.24%
N/A	105	6.39%
Did not specify	4	0.24%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,369	83.27%
2. Somewhat helped	95	5.78%
3. Did not help	34	2.07%
N/A	140	8.52%
Did not specify	6	0.36%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,465	244	25	4	2	0	1,740	98.22%
Service Quality Dimensions								
Responsiveness	1,355	318	41	11	4	11	1,740	96.76%
Reliability	1,413	287	21	5	0	14	1,740	98.49%
Access and Facilities	1,393	295	27	4	0	21	1,740	98.20%
Communication	1,354	308	33	6	0	39	1,740	97.71%
Costs	1,167	287	27	6	3	250	1,740	97.58%
Integrity	1,413	278	28	5	0	16	1,740	98.09%
Assurance	1,459	258	16	5	0	2	1,740	98.79%
Outcome	1,402	286	18	6	0	28	1,740	98.60%
Overall	10,956	2,317	211	48	7	381	13,920	98.04%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	30
2	Opening of other Deposit Account	57
3	Request for ATM PIN Change	14
4	Request for Card Replacement	9
5	Cash Deposit - (Peso/Foreign Currencies)	461
6	Cash Withdrawal	194
7	Check Deposit - Peso	190
8	Check Deposit - Foreign Currency	1
9	Check Encashment	518
10	Online Collection Payments	171
11	Request for Checkbook	2
12	Request for Fund Transfer	17
13	Updating of Bank Records - Change in Account Details/Type	12
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
15	Handling of Customer's Complaint	2
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	23
18	Bond Redemption and Interest Payment	1
19	Claim of Remittance Proceeds	1
20	Domestic Bills Purchase Initiation/Availment	1
21	Electronic Fund Transfer/Outgoing Remittance	4
22	Purchase of Over-the-Counter Check	1
23	Servicing of Modified Disbursement System Transactions	2
24	Trust/Treasury Placements	1
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
26	Bank Statement/Snapshot	8
27	Application for LBP Credit Card Easy Pay Program	1
28	Reissuance of Credit Card	1
29	Settlement of Past Due Account	2
Total		1,740

28. Malolos Plaza Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,263	99.02%
2. I know what a CC is but I did not see this office's CC.	9	0.21%
3. I learned of the CC only when I saw this office's CC.	17	0.39%
4. I do not know what a CC is and I did not see this office's CC.	10	0.23%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	6	0.14%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,258	99.05%
2. Somewhat easy to see	22	0.51%
3. Difficult to see	5	0.12%
4. Not visible at all	1	0.02%
N/A	12	0.28%
Did not specify	1	0.02%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,253	98.93%
2. Somewhat helped	22	0.51%
3. Did not help	3	0.07%
N/A	19	0.44%
Did not specify	2	0.05%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,273	25	4	0	3	0	4,305	99.84%
Service Quality Dimensions								
Responsiveness	4,246	47	7	1	3	1	4,305	99.74%
Reliability	4,261	38	4	0	2	0	4,305	99.86%
Access and Facilities	4,260	37	3	1	3	1	4,305	99.84%
Communication	4,258	40	5	0	2	0	4,305	99.84%
Costs	4,228	36	5	0	2	34	4,305	99.84%
Integrity	4,260	37	3	1	4	0	4,305	99.81%
Assurance	4,266	33	3	1	2	0	4,305	99.86%
Outcome	4,254	45	3	0	2	1	4,305	99.88%
Overall	34,033	313	33	4	20	37	34,440	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	47
2	Opening of other Deposit Account	209
3	Release of Captured Card	22
4	Request for ATM PIN Change	43
5	Request for Card Replacement	11
6	Cash Deposit - (Peso/Foreign Currencies)	522
7	Cash Withdrawal	734
8	Check Deposit - Peso	362
9	Check Deposit - Foreign Currency	8
10	Check Encashment	2,016
11	Online Collection Payments	78
12	Request for Checkbook	9

External Services		Responses
13	Request for Fund Transfer	25
14	Request for Passbook Replacement	4
15	Updating of Bank Records - Change in Account Details/Type	11
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	47
17	Handling of Customer's Complaint	3
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	77
20	Claim of Remittance Proceeds	2
21	Electronic Fund Transfer/Outgoing Remittance	5
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	37
23	Bank Statement/Snapshot	26
24	Change of Name and Civil Status	1
25	Inquiry, Counseling and Processing of Loan	5
Total		4,305

29. Mariveles Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,525	97.10%
2. I know what a CC is but I did not see this office's CC.	7	0.15%
3. I learned of the CC only when I saw this office's CC.	122	2.62%
4. I do not know what a CC is and I did not see this office's CC.	6	0.13%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,632	99.40%
2. Somewhat easy to see	20	0.43%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	8	0.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,640	99.57%
2. Somewhat helped	10	0.21%
3. Did not help	1	0.02%
N/A	9	0.19%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,649	9	0	0	2	0	4,660	99.96%
Service Quality Dimensions								
Responsiveness	4,643	11	4	0	2	0	4,660	99.87%
Reliability	4,653	6	1	0	0	0	4,660	99.98%
Access and Facilities	4,646	12	0	0	1	1	4,660	99.98%
Communication	4,646	9	2	0	0	3	4,660	99.96%
Costs	4,158	11	0	0	32	459	4,660	99.24%
Integrity	4,641	16	2	0	0	1	4,660	99.96%
Assurance	4,651	5	1	0	2	1	4,660	99.94%
Outcome	4,651	7	1	0	0	1	4,660	99.98%
Overall	36,689	77	11	0	37	466	37,280	99.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	938
2	Opening of other Deposit Account	424
3	Request for ATM PIN Change	50
4	Request for Card Replacement	8
5	Cash Deposit - (Peso/Foreign Currencies)	285
6	Cash Withdrawal	1,326
7	Check Deposit - Peso	50
8	Check Deposit - Foreign Currency	1
9	Check Encashment	517
10	Online Collection Payments	9
11	Request for Fund Transfer	13
12	Updating of Bank Records - Change in Account Details/Type	688
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	132
14	Handling of Customer's Complaint	1
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	8
16	Salary Loan	147
17	Bond Redemption and Interest Payment	3
18	Claim of Remittance Proceeds	1
19	Domestic Bills Purchase Initiation/Availment	1
20	Electronic Fund Transfer/Outgoing Remittance	51
21	Purchase of Over-the-Counter Check	2
22	Servicing of Modified Disbursement System Transactions	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
24	Bank Statement/Snapshot	2
25	Change of Name and Civil Status	1
Total		4,660

30. Masinloc (Zambales) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,503	88.73%
2. I know what a CC is but I did not see this office's CC.	6	0.12%
3. I learned of the CC only when I saw this office's CC.	563	11.09%
4. I do not know what a CC is and I did not see this office's CC.	3	0.06%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,038	99.27%
2. Somewhat easy to see	33	0.65%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	0.08%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,044	99.39%
2. Somewhat helped	25	0.49%
3. Did not help	-	-
N/A	6	0.12%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,021	53	0	0	1	0	5,075	99.98%
Service Quality Dimensions								
Responsiveness	4,875	197	0	1	1	1	5,075	99.96%
Reliability	4,869	206	0	0	0	0	5,075	100.00%
Access and Facilities	4,882	190	2	0	0	1	5,075	99.96%
Communication	4,882	190	1	0	0	2	5,075	99.98%
Costs	4,455	170	1	1	2	446	5,075	99.91%
Integrity	4,946	128	1	0	0	0	5,075	99.98%
Assurance	4,944	130	1	0	0	0	5,075	99.98%
Outcome	4,907	167	1	0	0	0	5,075	99.98%
Overall	38,760	1,378	7	2	3	450	40,600	99.97%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	688
3	Release of Captured Card	36

External Services		Responses
4	Request for ATM PIN Change	632
5	Request for Card Replacement	10
6	Cash Deposit - (Peso/Foreign Currencies)	710
7	Cash Withdrawal	974
8	Check Deposit - Peso	284
9	Check Deposit - Foreign Currency	8
10	Check Encashment	790
11	Online Collection Payments	3
12	Request for Checkbook	3
13	Request for Fund Transfer	20
14	Request for Passbook Replacement	3
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	49
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	612
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	95
20	Claim of Remittance Proceeds	7
21	Electronic Fund Transfer/Outgoing Remittance	6
22	Purchase of Over-the-Counter Check	1
23	Release of Inward Returned Check	1
24	Servicing of Modified Disbursement System Transactions	1
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	18
26	Bank Statement/Snapshot	108
27	Change of Name and Civil Status	2
28	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
29	Reissuance of Credit Card	1
30	Settlement of Past Due Account	3
Total		5,075

31. Meycauayan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8,825	42.99%
2. I know what a CC is but I did not see this office's CC.	290	1.41%
3. I learned of the CC only when I saw this office's CC.	347	1.69%
4. I do not know what a CC is and I did not see this office's CC.	11,062	53.89%
N/A	2	0.01%
Did not specify	2	0.01%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8,794	42.85%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	521	2.54%
3. Difficult to see	35	0.17%
4. Not visible at all	12	0.06%
N/A	11,161	54.38%
Did not specify	1	0.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8,697	42.37%
2. Somewhat helped	548	2.67%
3. Did not help	29	0.14%
N/A	11,249	54.81%
Did not specify	1	0.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	19,379	1,017	113	8	10	1	20,528	99.36%
Service Quality Dimensions								
Responsiveness	18,962	1,320	176	19	11	40	20,528	98.99%
Reliability	19,316	1,077	108	5	8	14	20,528	99.41%
Access and Facilities	19,283	1,077	117	14	6	31	20,528	99.33%
Communication	19,208	1,105	133	12	9	61	20,528	99.25%
Costs	10,176	797	132	10	26	9,387	20,528	98.49%
Integrity	19,300	1,052	131	10	11	24	20,528	99.26%
Assurance	19,360	1,025	112	10	9	12	20,528	99.36%
Outcome	19,252	1,065	107	12	8	84	20,528	99.38%
Overall	144,857	8,518	1,016	92	88	9,653	164,224	99.23%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	614
2	Opening of other Deposit Account	980
3	Release of Captured Card	78
4	Request for ATM PIN Change	278
5	Request for Card Replacement	117
6	Cash Deposit - (Peso/Foreign Currencies)	2,115
7	Cash Withdrawal	4,919
8	Check Deposit - Peso	796
9	Check Deposit - Foreign Currency	4
10	Check Encashment	7,670
11	Online Collection Payments	871
12	Request for Checkbook	17
13	Request for Fund Transfer	21
14	Request for Passbook Replacement	5
15	Updating of Bank Records - Change in Account Details/Type	229

External Services		Responses
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	193
17	Handling of Customer's Complaint	88
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	9
19	Salary Loan	235
20	Bond Redemption and Interest Payment	62
21	Claim of Remittance Proceeds	26
22	Electronic Fund Transfer/Outgoing Remittance	20
23	Release of Inward Returned Check	2
24	Trust/Treasury Placements	1
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	8
26	Bank Statement/Snapshot	46
27	Application for LBP Credit Card Easy Pay Program	1,060
28	Change of Name and Civil Status	6
29	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
30	Reissuance of Credit Card	9
31	Waiver of Credit Card Annual Fee	1
32	Inquiry, Counseling and Processing of Loan	47
Total		20,528

32. Muñoz Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7,337	97.29%
2. I know what a CC is but I did not see this office's CC.	41	0.54%
3. I learned of the CC only when I saw this office's CC.	134	1.78%
4. I do not know what a CC is and I did not see this office's CC.	28	0.37%
N/A	-	-
Did not specify	1	0.01%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7,320	97.08%
2. Somewhat easy to see	175	2.32%
3. Difficult to see	7	0.09%
4. Not visible at all	1	0.01%
N/A	36	0.48%
Did not specify	1	0.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7,288	96.66%
2. Somewhat helped	202	2.68%
3. Did not help	6	0.08%
N/A	43	0.57%

Citizen's Charter Answers	Responses	Percentage
Did not specify	1	0.01%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	7,368	155	15	1	1	1	7,541	99.77%
Service Quality Dimensions								
Responsiveness	7,282	199	33	4	3	20	7,541	99.47%
Reliability	7,368	160	10	0	1	2	7,541	99.85%
Access and Facilities	7,356	155	14	1	1	14	7,541	99.79%
Communication	7,346	169	17	3	0	6	7,541	99.73%
Costs	5,599	141	24	1	6	1,770	7,541	99.46%
Integrity	7,380	140	15	2	1	3	7,541	99.76%
Assurance	7,409	117	12	1	1	1	7,541	99.81%
Outcome	7,361	148	14	0	1	17	7,541	99.80%
Overall	57,101	1,229	139	12	14	1,833	60,328	99.72%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	613
2	Opening of other Deposit Account	546
3	Release of Captured Card	91
4	Request for ATM PIN Change	256
5	Request for Card Replacement	132
6	Cash Deposit - (Peso/Foreign Currencies)	908
7	Cash Withdrawal	1,159
8	Check Deposit - Peso	590
9	Check Deposit - Foreign Currency	2
10	Check Encashment	787
11	Online Collection Payments	351
12	Request for Checkbook	52
13	Request for Fund Transfer	15
14	Request for Passbook Replacement	43
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	302
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	333
18	Handling of Customer's Complaint	226
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	3
20	Salary Loan	254
21	Bond Redemption and Interest Payment	1
22	Claim of Remittance Proceeds	6
23	Domestic Bills Purchase Initiation/Availment	2
24	Electronic Fund Transfer/Outgoing Remittance	52
25	Purchase of Over-the-Counter Check	27

External Services		Responses
26	Release of Inward Returned Check	108
27	Sale/Purchase of Foreign Currencies	52
28	Servicing of Modified Disbursement System Transactions	16
29	Trust/Treasury Placements	42
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	151
31	Bank Statement/Snapshot	132
32	Application for LBP Credit Card Easy Pay Program	7
33	Change of Name and Civil Status	12
34	Lifting of Hold-out on Deposit	1
35	Settlement of Past Due Account	44
36	Inquiry, Counseling and Processing of Loan	142
37	Issuance of Certificate of Outstanding Balances and Interest Paid	19
38	Issuance of Certificate of Full Payment	36
39	Issuance of Letter of Guarantee	27
Total		7,541

33. Muñoz Science City Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,239	96.46%
2. I know what a CC is but I did not see this office's CC.	16	0.48%
3. I learned of the CC only when I saw this office's CC.	63	1.88%
4. I do not know what a CC is and I did not see this office's CC.	40	1.19%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,284	97.80%
2. Somewhat easy to see	23	0.68%
3. Difficult to see	3	0.09%
4. Not visible at all	-	-
N/A	48	1.43%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,282	97.74%
2. Somewhat helped	23	0.68%
3. Did not help	-	-
N/A	53	1.58%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,269	88	1	0	0	0	3,358	99.97%
Service Quality Dimensions								
Responsiveness	3,231	120	4	0	0	3	3,358	99.88%
Reliability	3,268	89	1	0	0	0	3,358	99.97%
Access and Facilities	3,245	102	2	0	0	9	3,358	99.94%
Communication	3,248	102	2	1	0	5	3,358	99.91%
Costs	1,998	63	20	1	0	1,276	3,358	98.99%
Integrity	3,263	91	2	0	0	2	3,358	99.94%
Assurance	3,276	80	1	0	0	1	3,358	99.97%
Outcome	3,249	93	4	1	0	11	3,358	99.85%
Overall	24,778	740	36	3	0	1,307	26,864	99.85%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	312
2	Opening of other Deposit Account	166
3	Release of Captured Card	117
4	Request for ATM PIN Change	76
5	Request for Card Replacement	75
6	Cash Deposit - (Peso/Foreign Currencies)	296
7	Cash Withdrawal	166
8	Check Deposit - Peso	330
9	Check Deposit - Foreign Currency	2
10	Check Encashment	669
11	Online Collection Payments	215
12	Request for Checkbook	38
13	Request for Fund Transfer	1
14	Request for Passbook Replacement	17
15	Updating of Bank Records - Change in Account Details/Type	110
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	293
17	Handling of Customer's Complaint	18
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	170
20	Electronic Fund Transfer/Outgoing Remittance	105
21	Purchase of Over-the-Counter Check	64
22	Release of Inward Returned Check	14
23	Sale/Purchase of Foreign Currencies	8
24	Servicing of Modified Disbursement System Transactions	1
25	Trust/Treasury Placements	5
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
27	Bank Statement/Snapshot	56
28	Application for LBP Credit Card Easy Pay Program	6
29	Change of Name and Civil Status	4

External Services		Responses
30	Reissuance of Credit Card	1
31	Settlement of Past Due Account	1
32	Inquiry, Counseling and Processing of Loan	12
33	Issuance of Certificate of Full Payment	5
Total		3,358

34. North Nueva Ecija LC (NNUELC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	15	42.86%
2. I know what a CC is but I did not see this office's CC.	2	5.71%
3. I learned of the CC only when I saw this office's CC.	14	40.00%
4. I do not know what a CC is and I did not see this office's CC.	4	11.43%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	29	82.86%
2. Somewhat easy to see	1	2.86%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	14.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	28	80.00%
2. Somewhat helped	2	5.71%
3. Did not help	-	-
N/A	5	14.29%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	30	5	0	0	0	0	35	100.00%
Service Quality Dimensions								
Responsiveness	26	9	0	0	0	0	35	100.00%
Reliability	30	5	0	0	0	0	35	100.00%
Access and Facilities	30	5	0	0	0	0	35	100.00%
Communication	30	5	0	0	0	0	35	100.00%
Costs	14	5	0	0	0	16	35	100.00%
Integrity	30	5	0	0	0	0	35	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	31	4	0	0	0	0	35	100.00%
Outcome	29	6	0	0	0	0	35	100.00%
Overall	220	44	0	0	0	16	280	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	33
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Letter of Guarantee	1
Total		35

35. Olongapo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	17,387	97.50%
2. I know what a CC is but I did not see this office's CC.	10	0.06%
3. I learned of the CC only when I saw this office's CC.	377	2.11%
4. I do not know what a CC is and I did not see this office's CC.	58	0.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17,731	99.43%
2. Somewhat easy to see	35	0.20%
3. Difficult to see	2	0.01%
4. Not visible at all	1	0.01%
N/A	63	0.35%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17,553	98.44%
2. Somewhat helped	199	1.12%
3. Did not help	4	0.02%
N/A	76	0.43%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	17,682	143	2	0	5	0	17,832	99.96%
Service Quality Dimensions								

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	17,470	351	2	3	6	0	17,832	99.94%
Reliability	17,545	281	1	2	3	0	17,832	99.97%
Access and Facilities	17,184	323	3	0	5	317	17,832	99.95%
Communication	17,487	323	3	2	2	15	17,832	99.96%
Costs	13,589	127	2	0	5	4,109	17,832	99.95%
Integrity	17,657	168	1	1	4	1	17,832	99.97%
Assurance	17,666	161	1	2	2	0	17,832	99.97%
Outcome	17,508	309	2	2	1	10	17,832	99.97%
Overall	136,106	2,043	15	12	28	4,452	142,656	99.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1,142
2	Opening of other Deposit Account	724
3	Release of Captured Card	74
4	Request for ATM PIN Change	1,790
5	Request for Card Replacement	338
6	Cash Deposit - (Peso/Foreign Currencies)	1,658
7	Cash Withdrawal	917
8	Check Deposit - Peso	627
9	Check Deposit - Foreign Currency	85
10	Check Encashment	2,323
11	Online Collection Payments	401
12	Request for Checkbook	162
13	Request for Fund Transfer	359
14	Request for Passbook Replacement	72
15	Request for Stop Payment Order	20
16	Updating of Bank Records - Change in Account Details/Type	845
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	970
18	Handling of Customer's Complaint	456
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	40
20	Salary Loan	2,237
21	Bond Redemption and Interest Payment	34
22	Claim of Remittance Proceeds	27
23	Domestic Bills Purchase Initiation/Availment	33
24	Electronic Fund Transfer/Outgoing Remittance	114
25	Purchase of Over-the-Counter Check	29
26	Release of Inward Returned Check	31
27	Sale/Purchase of Foreign Currencies	37
28	Servicing of Modified Disbursement System Transactions	225
29	Trust/Treasury Placements	48
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	137
31	Bank Statement/Snapshot	1,071
32	Application for LBP Credit Card Easy Pay Program	19
33	Change of Name and Civil Status	65

External Services		Responses
34	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	102
35	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	11
36	Lifting of Hold-out on Deposit	22
37	Redemption of Reward Points	29
38	Refund of Overpayment	101
39	Reissuance of Credit Card	62
40	Settlement of Past Due Account	11
41	Waiver of Credit Card Annual Fee	48
42	Inquiry, Counseling and Processing of Loan	246
43	Issuance of Certificate of Outstanding Balances and Interest Paid	17
44	Issuance of Certificate of Full Payment	22
45	Issuance of Letter of Guarantee	51
Total		17,832

36. Palayan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,037	67.94%
2. I know what a CC is but I did not see this office's CC.	21	0.35%
3. I learned of the CC only when I saw this office's CC.	1,812	30.49%
4. I do not know what a CC is and I did not see this office's CC.	72	1.21%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,249	54.68%
2. Somewhat easy to see	2,519	42.39%
3. Difficult to see	3	0.05%
4. Not visible at all	-	-
N/A	171	2.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,920	32.31%
2. Somewhat helped	2,354	39.62%
3. Did not help	29	0.49%
N/A	1,639	27.58%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,871	69	0	1	1	0	5,942	99.97%
Service Quality Dimensions								
Responsiveness	4,890	1,047	4	1	0	0	5,942	99.92%
Reliability	5,637	300	3	1	0	1	5,942	99.93%
Access and Facilities	2,193	2,834	122	1	0	792	5,942	97.61%
Communication	2,025	1,232	143	1	0	2,541	5,942	95.77%
Costs	1,793	473	9	1	7	3,659	5,942	99.26%
Integrity	5,278	642	3	0	1	18	5,942	99.93%
Assurance	5,451	477	2	0	1	11	5,942	99.95%
Outcome	2,158	905	15	0	1	2,863	5,942	99.48%
Overall	29,425	7,910	301	5	10	9,885	47,536	99.16%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	334
2	Opening of other Deposit Account	351
3	Release of Captured Card	29
4	Request for ATM PIN Change	99
5	Request for Card Replacement	392
6	Cash Deposit - (Peso/Foreign Currencies)	432
7	Cash Withdrawal	930
8	Check Deposit - Peso	613
9	Check Deposit - Foreign Currency	5
10	Check Encashment	666
11	Online Collection Payments	310
12	Request for Checkbook	152
13	Request for Fund Transfer	139
14	Request for Passbook Replacement	43
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	295
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	396
18	Handling of Customer's Complaint	1
19	Salary Loan	174
20	Bond Redemption and Interest Payment	1
21	Claim of Remittance Proceeds	8
22	Domestic Bills Purchase Initiation/Availment	2
23	Electronic Fund Transfer/Outgoing Remittance	22
24	Release of Inward Returned Check	28
25	Sale/Purchase of Foreign Currencies	9
26	Servicing of Modified Disbursement System Transactions	110
27	Trust/Treasury Placements	3
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	68
29	Bank Statement/Snapshot	186

External Services		Responses
30	Application for LBP Credit Card Easy Pay Program	8
31	Change of Name and Civil Status	50
32	Lifting of Hold-out on Deposit	1
33	Inquiry, Counseling and Processing of Loan	77
34	Issuance of Certificate of Outstanding Balances and Interest Paid	5
35	Issuance of Certificate of Full Payment	2
Total		5,942

37. Pampanga LC (PAMLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	272	80.00%
2. I know what a CC is but I did not see this office's CC.	4	1.18%
3. I learned of the CC only when I saw this office's CC.	53	15.59%
4. I do not know what a CC is and I did not see this office's CC.	11	3.24%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	290	85.29%
2. Somewhat easy to see	36	10.59%
3. Difficult to see	1	0.29%
4. Not visible at all	-	-
N/A	13	3.82%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	310	91.18%
2. Somewhat helped	16	4.71%
3. Did not help	-	-
N/A	14	4.12%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	324	16	0	0	0	0	340	100.00%
Service Quality Dimensions								
Responsiveness	309	30	0	0	0	1	340	100.00%
Reliability	314	24	0	0	0	2	340	100.00%
Access and Facilities	303	21	1	0	0	15	340	99.69%
Communication	303	33	1	0	0	3	340	99.70%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	236	19	1	0	0	84	340	99.61%
Integrity	322	16	2	0	0	0	340	99.41%
Assurance	324	16	0	0	0	0	340	100.00%
Outcome	306	25	0	0	0	9	340	100.00%
Overall	2,417	184	5	0	0	114	2,720	99.81%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	313
2	Issuance of Certificate of Outstanding Balances and Interest Paid	7
3	Issuance of Certificate of Full Payment	17
4	Issuance of Letter of Guarantee	3
	Total	340

38. Paniqui Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,549	89.18%
2. I know what a CC is but I did not see this office's CC.	23	1.32%
3. I learned of the CC only when I saw this office's CC.	34	1.96%
4. I do not know what a CC is and I did not see this office's CC.	51	2.94%
N/A	1	0.06%
Did not specify	79	4.55%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,553	93.72%
2. Somewhat easy to see	35	2.11%
3. Difficult to see	8	0.48%
4. Not visible at all	1	0.06%
N/A	59	3.56%
Did not specify	1	0.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	488	29.45%
2. Somewhat helped	1,104	66.63%
3. Did not help	2	0.12%
N/A	62	3.74%
Did not specify	1	0.06%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,521	212	2	1	1	0	1,737	99.77%
Service Quality Dimensions								
Responsiveness	1,262	464	2	5	1	3	1,737	99.54%
Reliability	1,285	449	0	1	0	2	1,737	99.94%
Access and Facilities	1,109	621	2	0	1	4	1,737	99.83%
Communication	1,212	520	2	1	1	1	1,737	99.77%
Costs	1,016	596	1	0	0	124	1,737	99.94%
Integrity	1,429	305	0	0	2	1	1,737	99.88%
Assurance	1,360	374	0	2	0	1	1,737	99.88%
Outcome	1,538	196	1	1	0	1	1,737	99.88%
Overall	10,211	3,525	8	10	5	137	13,896	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	606
2	Opening of other Deposit Account	88
3	Release of Captured Card	2
4	Request for ATM PIN Change	11
5	Request for Card Replacement	11
6	Cash Deposit - (Peso/Foreign Currencies)	365
7	Cash Withdrawal	314
8	Check Deposit - Peso	12
9	Check Encashment	19
10	Online Collection Payments	63
11	Request for Fund Transfer	2
12	Request for Stop Payment Order	1
13	Updating of Bank Records - Change in Account Details/Type	28
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	64
15	Handling of Customer's Complaint	12
16	Salary Loan	129
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Servicing of Modified Disbursement System Transactions	1
19	Bank Statement/Snapshot	7
20	Inquiry, Counseling and Processing of Loan	1
Total		1,737

39. Pulilan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	3,003	92.66%
2. I know what a CC is but I did not see this office's CC.	26	0.80%
3. I learned of the CC only when I saw this office's CC.	61	1.88%
4. I do not know what a CC is and I did not see this office's CC.	151	4.66%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,874	88.68%
2. Somewhat easy to see	138	4.26%
3. Difficult to see	2	0.06%
4. Not visible at all	2	0.06%
N/A	225	6.94%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,872	88.61%
2. Somewhat helped	134	4.13%
3. Did not help	3	0.09%
N/A	232	7.16%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,880	351	8	0	2	0	3,241	99.69%
Service Quality Dimensions								
Responsiveness	2,811	409	17	1	3	0	3,241	99.35%
Reliability	2,850	383	6	1	1	0	3,241	99.75%
Access and Facilities	2,827	403	4	4	1	2	3,241	99.72%
Communication	2,826	401	11	1	1	1	3,241	99.60%
Costs	2,796	386	12	0	1	46	3,241	99.59%
Integrity	2,835	391	7	1	2	5	3,241	99.69%
Assurance	2,863	367	7	0	1	3	3,241	99.75%
Outcome	2,851	374	8	1	1	6	3,241	99.69%
Overall	22,659	3,114	72	9	11	63	25,928	99.64%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	503
2	Opening of other Deposit Account	232
3	Release of Captured Card	8
4	Request for ATM PIN Change	25
5	Request for Card Replacement	10
6	Cash Deposit - (Peso/Foreign Currencies)	194
7	Cash Withdrawal	252

External Services		Responses
8	Check Deposit - Peso	144
9	Check Encashment	1,070
10	Online Collection Payments	715
11	Request for Checkbook	1
12	Request for Fund Transfer	6
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	14
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
16	Handling of Customer's Complaint	2
17	Salary Loan	27
18	Bond Redemption and Interest Payment	1
19	Claim of Remittance Proceeds	10
20	Electronic Fund Transfer/Outgoing Remittance	6
21	Servicing of Modified Disbursement System Transactions	1
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
24	Bank Statement/Snapshot	1
25	Application for LBP Credit Card Easy Pay Program	1
26	Reissuance of Credit Card	2
27	Inquiry, Counseling and Processing of Loan	2
Total		3,241

40. San Fernando - Mc Arthur Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	431	87.25%
2. I know what a CC is but I did not see this office's CC.	10	2.02%
3. I learned of the CC only when I saw this office's CC.	44	8.91%
4. I do not know what a CC is and I did not see this office's CC.	9	1.82%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	466	94.33%
2. Somewhat easy to see	15	3.04%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	13	2.63%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	455	92.11%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	25	5.06%
3. Did not help	-	-
N/A	14	2.83%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	484	9	0	1	0	0	494	99.80%
Service Quality Dimensions								
Responsiveness	476	15	3	0	0	0	494	99.39%
Reliability	482	11	1	0	0	0	494	99.80%
Access and Facilities	482	10	2	0	0	0	494	99.60%
Communication	470	16	2	0	1	5	494	99.39%
Costs	276	10	2	0	0	206	494	99.31%
Integrity	485	8	1	0	0	0	494	99.80%
Assurance	486	8	0	0	0	0	494	100.00%
Outcome	477	14	1	0	0	2	494	99.80%
Overall	3,634	92	12	0	1	213	3,952	99.65%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	94
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	90
5	Cash Withdrawal	51
6	Check Deposit - Peso	30
7	Check Encashment	184
8	Online Collection Payments	17
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	5
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
12	Handling of Customer's Complaint	2
13	Salary Loan	1
14	Electronic Fund Transfer/Outgoing Remittance	1
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
16	Bank Statement/Snapshot	3
17	Inquiry, Counseling and Processing of Loan	4
Total		494

41. San Fernando (Pampanga) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,629	90.43%
2. I know what a CC is but I did not see this office's CC.	54	1.35%
3. I learned of the CC only when I saw this office's CC.	220	5.48%
4. I do not know what a CC is and I did not see this office's CC.	101	2.52%
N/A	-	-
Did not specify	9	0.22%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,756	93.81%
2. Somewhat easy to see	105	2.62%
3. Difficult to see	9	0.22%
4. Not visible at all	11	0.27%
N/A	123	3.07%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,767	94.08%
2. Somewhat helped	100	2.50%
3. Did not help	6	0.15%
N/A	131	3.27%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,882	113	7	2	9	0	4,013	99.55%
Service Quality Dimensions								
Responsiveness	3,787	188	21	4	13	0	4,013	99.05%
Reliability	3,855	145	9	2	2	0	4,013	99.68%
Access and Facilities	3,539	158	10	4	3	299	4,013	99.54%
Communication	3,803	180	13	4	2	11	4,013	99.53%
Costs	2,043	132	15	2	2	1,819	4,013	99.13%
Integrity	3,823	148	18	19	4	1	4,013	98.98%
Assurance	3,887	109	8	3	3	3	4,013	99.65%
Outcome	3,828	156	12	1	1	15	4,013	99.65%
Overall	28,565	1,216	106	39	30	2,148	32,104	99.42%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	383
2	Opening of other Deposit Account	251
3	Release of Captured Card	4
4	Request for ATM PIN Change	29

External Services		Responses
5	Request for Card Replacement	48
6	Cash Deposit - (Peso/Foreign Currencies)	326
7	Cash Withdrawal	406
8	Check Deposit - Peso	218
9	Check Deposit - Foreign Currency	1
10	Check Encashment	1,746
11	Online Collection Payments	159
12	Request for Checkbook	8
13	Request for Fund Transfer	66
14	Request for Passbook Replacement	3
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	89
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	125
18	Handling of Customer's Complaint	7
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	30
21	Electronic Fund Transfer/Outgoing Remittance	11
22	Release of Inward Returned Check	1
23	Servicing of Modified Disbursement System Transactions	41
24	Trust/Treasury Placements	2
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
26	Bank Statement/Snapshot	42
27	Application for LBP Credit Card Easy Pay Program	1
28	Change of Name and Civil Status	2
29	Inquiry, Counseling and Processing of Loan	6
Total		4,013

42. San Ildefonso Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	944	16.74%
2. I know what a CC is but I did not see this office's CC.	36	0.64%
3. I learned of the CC only when I saw this office's CC.	3,827	67.87%
4. I do not know what a CC is and I did not see this office's CC.	809	14.35%
N/A	1	0.02%
Did not specify	22	0.39%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,583	81.61%
2. Somewhat easy to see	130	2.31%
3. Difficult to see	53	0.94%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	5	0.09%
N/A	844	15.03%
Did not specify	1	0.02%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,421	78.72%
2. Somewhat helped	266	4.74%
3. Did not help	56	1.00%
N/A	872	15.53%
Did not specify	1	0.02%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,333	282	9	5	8	2	5,639	99.61%
Service Quality Dimensions								
Responsiveness	5,267	315	42	6	5	4	5,639	99.06%
Reliability	5,338	279	11	3	5	3	5,639	99.66%
Access and Facilities	5,305	285	16	5	4	24	5,639	99.55%
Communication	5,278	315	32	4	6	4	5,639	99.25%
Costs	4,897	415	20	4	8	295	5,639	99.40%
Integrity	5,373	242	12	2	7	3	5,639	99.63%
Assurance	5,392	224	11	2	6	4	5,639	99.66%
Outcome	5,300	308	10	2	6	13	5,639	99.68%
Overall	42,150	2,383	154	28	47	350	45,112	99.49%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	499
2	Opening of other Deposit Account	563
3	Release of Captured Card	18
4	Request for ATM PIN Change	109
5	Request for Card Replacement	47
6	Cash Deposit - (Peso/Foreign Currencies)	1,134
7	Cash Withdrawal	517
8	Check Deposit - Peso	356
9	Check Deposit - Foreign Currency	1
10	Check Encashment	1,969
11	Online Collection Payments	188
12	Request for Checkbook	6
13	Request for Fund Transfer	2
14	Request for Passbook Replacement	1
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	57
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	37

External Services		Responses
18	Handling of Customer's Complaint	23
19	Salary Loan	39
20	Bond Redemption and Interest Payment	2
21	Domestic Bills Purchase Initiation/Availment	3
22	Electronic Fund Transfer/Outgoing Remittance	1
23	Purchase of Over-the-Counter Check	3
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	17
25	Bank Statement/Snapshot	6
26	Application for LBP Credit Card Easy Pay Program	21
27	Change of Name and Civil Status	1
28	Lifting of Hold-out on Deposit	2
29	Reissuance of Credit Card	1
30	Settlement of Past Due Account	1
31	Inquiry, Counseling and Processing of Loan	13
Total		5,639

43. San Isidro (NE) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,660	98.05%
2. I know what a CC is but I did not see this office's CC.	13	0.48%
3. I learned of the CC only when I saw this office's CC.	25	0.92%
4. I do not know what a CC is and I did not see this office's CC.	15	0.55%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,672	98.49%
2. Somewhat easy to see	20	0.74%
3. Difficult to see	1	0.04%
4. Not visible at all	1	0.04%
N/A	19	0.70%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,680	98.78%
2. Somewhat helped	10	0.37%
3. Did not help	1	0.04%
N/A	22	0.81%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,630	81	1	0	1	0	2,713	99.93%
Service Quality Dimensions								
Responsiveness	2,596	113	2	0	1	1	2,713	99.89%
Reliability	2,628	84	0	0	1	0	2,713	99.96%
Access and Facilities	2,595	114	1	0	1	2	2,713	99.93%
Communication	2,611	98	1	0	1	2	2,713	99.93%
Costs	2,577	97	1	0	1	37	2,713	99.93%
Integrity	2,442	265	5	0	1	0	2,713	99.78%
Assurance	2,664	47	1	0	1	0	2,713	99.93%
Outcome	2,662	47	1	0	1	2	2,713	99.93%
Overall	20,775	865	12	0	8	44	21,704	99.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	52
2	Opening of other Deposit Account	482
3	Release of Captured Card	14
4	Request for ATM PIN Change	24
5	Request for Card Replacement	30
6	Cash Deposit - (Peso/Foreign Currencies)	600
7	Cash Withdrawal	324
8	Check Deposit - Peso	202
9	Check Encashment	445
10	Online Collection Payments	245
11	Request for Checkbook	16
12	Request for Fund Transfer	4
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	137
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	63
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	58
18	Claim of Remittance Proceeds	2
19	Sale/Purchase of Foreign Currencies	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
21	Bank Statement/Snapshot	10
Total		2,713

44. San Jose City (NE) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	10,197	97.46%
2. I know what a CC is but I did not see this office's CC.	39	0.37%
3. I learned of the CC only when I saw this office's CC.	155	1.48%
4. I do not know what a CC is and I did not see this office's CC.	72	0.69%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	10,284	98.29%
2. Somewhat easy to see	73	0.70%
3. Difficult to see	12	0.11%
4. Not visible at all	1	0.01%
N/A	93	0.89%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10,279	98.24%
2. Somewhat helped	90	0.86%
3. Did not help	3	0.03%
N/A	91	0.87%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	10,248	198	11	2	4	0	10,463	99.84%
Service Quality Dimensions								
Responsiveness	10,160	262	30	8	3	0	10,463	99.61%
Reliability	10,249	201	11	1	1	0	10,463	99.88%
Access and Facilities	10,221	226	10	0	2	4	10,463	99.89%
Communication	10,202	228	20	1	2	10	10,463	99.78%
Costs	7,789	192	24	1	5	2,452	10,463	99.63%
Integrity	10,232	216	10	2	3	0	10,463	99.86%
Assurance	10,280	173	6	0	2	2	10,463	99.92%
Outcome	10,206	225	16	1	1	14	10,463	99.83%
Overall	79,339	1,723	127	14	19	2,482	83,704	99.80%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	737
2	Opening of other Deposit Account	739
3	Release of Captured Card	9
4	Request for ATM PIN Change	223
5	Request for Card Replacement	1,505
6	Cash Deposit - (Peso/Foreign Currencies)	905

External Services		Responses
7	Cash Withdrawal	1,221
8	Check Deposit - Peso	569
9	Check Deposit - Foreign Currency	13
10	Check Encashment	3,330
11	Online Collection Payments	386
12	Request for Checkbook	15
13	Request for Fund Transfer	10
14	Request for Passbook Replacement	2
15	Request for Stop Payment Order	3
16	Updating of Bank Records - Change in Account Details/Type	233
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	237
18	Handling of Customer's Complaint	5
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	5
20	Salary Loan	209
21	Claim of Remittance Proceeds	4
22	Domestic Bills Purchase Initiation/Availment	1
23	Electronic Fund Transfer/Outgoing Remittance	12
24	Purchase of Over-the-Counter Check	1
25	Release of Inward Returned Check	1
26	Servicing of Modified Disbursement System Transactions	35
27	Trust/Treasury Placements	5
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	13
29	Bank Statement/Snapshot	28
30	Application for LBP Credit Card Easy Pay Program	1
31	Change of Name and Civil Status	3
32	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	2
33	Lifting of Hold-out on Deposit	1
Total		10,463

45. San Jose del Monte Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,832	60.32%
2. I know what a CC is but I did not see this office's CC.	477	4.93%
3. I learned of the CC only when I saw this office's CC.	523	5.41%
4. I do not know what a CC is and I did not see this office's CC.	2,837	29.34%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,700	58.95%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	904	9.35%
3. Difficult to see	65	0.67%
4. Not visible at all	17	0.18%
N/A	2,983	30.85%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,910	61.12%
2. Somewhat helped	736	7.61%
3. Did not help	28	0.29%
N/A	2,995	30.98%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	6,330	2,732	542	42	17	6	9,669	93.78%
Service Quality Dimensions								
Responsiveness	5,773	2,895	848	113	31	9	9,669	89.73%
Reliability	6,461	2,649	507	36	15	1	9,669	94.23%
Access and Facilities	6,221	2,616	731	60	16	25	9,669	91.63%
Communication	6,064	2,718	748	81	21	37	9,669	91.18%
Costs	4,629	2,264	755	75	27	1,919	9,669	88.94%
Integrity	6,216	2,527	780	100	32	14	9,669	90.55%
Assurance	6,643	2,346	577	71	20	12	9,669	93.08%
Outcome	6,106	2,697	719	48	18	81	9,669	91.81%
Overall	48,113	20,712	5,665	584	180	2,098	77,352	91.46%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	180
2	Opening of other Deposit Account	1,232
3	Release of Captured Card	348
4	Request for ATM PIN Change	46
5	Request for Card Replacement	43
6	Cash Deposit - (Peso/Foreign Currencies)	666
7	Cash Withdrawal	1,313
8	Check Deposit - Peso	667
9	Check Deposit - Foreign Currency	6
10	Check Encashment	3,842
11	Online Collection Payments	578
12	Request for Checkbook	8
13	Request for Fund Transfer	125
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	119

External Services		Responses
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	87
17	Handling of Customer's Complaint	185
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	101
20	Claim of Remittance Proceeds	8
21	Domestic Bills Purchase Initiation/Availment	3
22	Electronic Fund Transfer/Outgoing Remittance	4
23	Purchase of Over-the-Counter Check	2
24	Release of Inward Returned Check	23
25	Sale/Purchase of Foreign Currencies	24
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	27
27	Bank Statement/Snapshot	26
28	Application for LBP Credit Card Easy Pay Program	2
29	Change of Name and Civil Status	1
30	Inquiry, Counseling and Processing of Loan	1
Total		9,669

46. South Nueva Ecija LC (NUELC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5	55.56%
2. I know what a CC is but I did not see this office's CC.	1	11.11%
3. I learned of the CC only when I saw this office's CC.	1	11.11%
4. I do not know what a CC is and I did not see this office's CC.	2	22.22%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was....?		
1. Easy to see	5	55.56%
2. Somewhat easy to see	1	11.11%
3. Difficult to see	1	11.11%
4. Not visible at all	-	-
N/A	2	22.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	66.67%
2. Somewhat helped	-	-
3. Did not help	1	11.11%
N/A	2	22.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	8	1	0	0	0	0	9	100.00%
Service Quality Dimensions								
Responsiveness	7	1	1	0	0	0	9	88.89%
Reliability	8	1	0	0	0	0	9	100.00%
Access and Facilities	8	1	0	0	0	0	9	100.00%
Communication	7	2	0	0	0	0	9	100.00%
Costs	6	1	0	0	0	2	9	100.00%
Integrity	7	2	0	0	0	0	9	100.00%
Assurance	9	0	0	0	0	0	9	100.00%
Outcome	8	1	0	0	0	0	9	100.00%
Overall	60	9	1	0	0	2	72	98.57%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	8
2	Issuance of Letter of Guarantee	1
Total		9

47. Sta. Maria Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,576	62.20%
2. I know what a CC is but I did not see this office's CC.	58	1.01%
3. I learned of the CC only when I saw this office's CC.	1,182	20.56%
4. I do not know what a CC is and I did not see this office's CC.	933	16.23%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,117	71.61%
2. Somewhat easy to see	652	11.34%
3. Difficult to see	31	0.54%
4. Not visible at all	5	0.09%
N/A	944	16.42%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,137	71.96%
2. Somewhat helped	639	11.11%
3. Did not help	19	0.33%
N/A	954	16.59%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,536	1,178	24	7	3	1	5,749	99.41%
Service Quality Dimensions								
Responsiveness	4,169	1,470	89	14	7	0	5,749	98.09%
Reliability	4,539	1,183	20	3	1	3	5,749	99.58%
Access and Facilities	4,378	1,321	33	2	2	13	5,749	99.35%
Communication	4,442	1,244	50	2	2	9	5,749	99.06%
Costs	3,590	1,221	45	1	2	890	5,749	99.01%
Integrity	4,540	1,158	39	3	4	5	5,749	99.20%
Assurance	4,598	1,120	20	5	5	1	5,749	99.48%
Outcome	4,450	1,236	26	1	1	35	5,749	99.51%
Overall	34,706	9,953	322	31	24	956	45,992	99.16%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	266
2	Opening of other Deposit Account	1,176
3	Release of Captured Card	49
4	Request for ATM PIN Change	40
5	Request for Card Replacement	56
6	Cash Deposit - (Peso/Foreign Currencies)	363
7	Cash Withdrawal	1,103
8	Check Deposit - Peso	367
9	Check Deposit - Foreign Currency	39
10	Check Encashment	1,174
11	Online Collection Payments	216
12	Request for Checkbook	15
13	Request for Fund Transfer	90
14	Request for Passbook Replacement	13
15	Request for Stop Payment Order	16
16	Updating of Bank Records - Change in Account Details/Type	47
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	39
18	Handling of Customer's Complaint	37
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	30
20	Salary Loan	181
21	Bond Redemption and Interest Payment	25
22	Claim of Remittance Proceeds	40
23	Domestic Bills Purchase Initiation/Availment	22
24	Electronic Fund Transfer/Outgoing Remittance	64
25	Purchase of Over-the-Counter Check	20
26	Release of Inward Returned Check	19
27	Sale/Purchase of Foreign Currencies	17
28	Servicing of Modified Disbursement System Transactions	14

External Services		Responses
29	Trust/Treasury Placements	16
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	20
31	Bank Statement/Snapshot	27
32	Application for LBP Credit Card Easy Pay Program	1
33	Change of Name and Civil Status	12
34	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	13
35	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	6
36	Lifting of Hold-out on Deposit	8
37	Redemption of Reward Points	8
38	Refund of Overpayment	10
39	Reissuance of Credit Card	9
40	Settlement of Past Due Account	13
41	Waiver of Credit Card Annual Fee	11
42	Inquiry, Counseling and Processing of Loan	14
43	Issuance of Certificate of Outstanding Balances and Interest Paid	11
44	Issuance of Certificate of Full Payment	15
45	Issuance of Letter of Guarantee	17
Total		5,749

48. Subic - Argonaut Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	256	44.99%
2. I know what a CC is but I did not see this office's CC.	6	1.05%
3. I learned of the CC only when I saw this office's CC.	304	53.43%
4. I do not know what a CC is and I did not see this office's CC.	3	0.53%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	559	98.24%
2. Somewhat easy to see	5	0.88%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	0.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	479	84.18%
2. Somewhat helped	46	8.08%
3. Did not help	-	-
N/A	44	7.73%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	533	36	0	0	0	0	569	100.00%
Service Quality Dimensions								
Responsiveness	527	42	0	0	0	0	569	100.00%
Reliability	527	41	1	0	0	0	569	99.82%
Access and Facilities	524	42	1	0	0	2	569	99.82%
Communication	513	49	3	0	0	4	569	99.47%
Costs	268	28	0	0	0	273	569	100.00%
Integrity	528	39	0	0	0	2	569	100.00%
Assurance	536	33	0	0	0	0	569	100.00%
Outcome	451	20	2	0	0	96	569	99.58%
Overall	3,874	294	7	0	0	377	4,552	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	86
2	Opening of other Deposit Account	26
3	Request for ATM PIN Change	10
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	137
6	Cash Withdrawal	64
7	Check Deposit - Peso	50
8	Check Deposit - Foreign Currency	1
9	Check Encashment	20
10	Online Collection Payments	43
11	Request for Fund Transfer	14
12	Updating of Bank Records - Change in Account Details/Type	22
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	54
14	Handling of Customer's Complaint	2
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	1
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Sale/Purchase of Foreign Currencies	18
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
21	Bank Statement/Snapshot	7
22	Inquiry, Counseling and Processing of Loan	2
Total		569

49. Subic Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,654	83.90%
2. I know what a CC is but I did not see this office's CC.	46	1.06%
3. I learned of the CC only when I saw this office's CC.	615	14.12%
4. I do not know what a CC is and I did not see this office's CC.	40	0.92%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,128	94.79%
2. Somewhat easy to see	150	3.44%
3. Difficult to see	7	0.16%
4. Not visible at all	2	0.05%
N/A	68	1.56%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,017	92.24%
2. Somewhat helped	263	6.04%
3. Did not help	2	0.05%
N/A	73	1.68%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,856	494	2	3	0	0	4,355	99.89%
Service Quality Dimensions								
Responsiveness	3,759	571	13	3	2	7	4,355	99.59%
Reliability	3,815	533	4	2	0	1	4,355	99.86%
Access and Facilities	3,643	540	5	2	1	164	4,355	99.81%
Communication	3,766	564	14	2	0	9	4,355	99.63%
Costs	2,426	533	21	2	1	1,372	4,355	99.20%
Integrity	3,803	545	4	1	1	1	4,355	99.86%
Assurance	3,845	505	3	0	2	0	4,355	99.89%
Outcome	3,790	537	5	1	0	22	4,355	99.86%
Overall	28,847	4,328	69	13	7	1,576	34,840	99.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	567
2	Opening of other Deposit Account	213

External Services		Responses
3	Release of Captured Card	241
4	Request for ATM PIN Change	204
5	Request for Card Replacement	127
6	Cash Deposit - (Peso/Foreign Currencies)	331
7	Cash Withdrawal	115
8	Check Deposit - Peso	156
9	Check Deposit - Foreign Currency	53
10	Check Encashment	391
11	Online Collection Payments	95
12	Request for Checkbook	94
13	Request for Fund Transfer	81
14	Request for Passbook Replacement	92
15	Updating of Bank Records - Change in Account Details/Type	292
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	379
17	Handling of Customer's Complaint	188
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	24
19	Salary Loan	191
20	Electronic Fund Transfer/Outgoing Remittance	130
21	Purchase of Over-the-Counter Check	114
22	Sale/Purchase of Foreign Currencies	17
23	Servicing of Modified Disbursement System Transactions	1
24	Trust/Treasury Placements	3
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	21
26	Bank Statement/Snapshot	56
27	Application for LBP Credit Card Easy Pay Program	21
28	Change of Name and Civil Status	2
29	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
30	Refund of Overpayment	34
31	Reissuance of Credit Card	1
32	Settlement of Past Due Account	4
33	Inquiry, Counseling and Processing of Loan	52
34	Issuance of Certificate of Outstanding Balances and Interest Paid	40
35	Issuance of Certificate of Full Payment	24
Total		4,355

50. Talavera Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,669	92.98%
2. I know what a CC is but I did not see this office's CC.	42	1.06%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	127	3.22%
4. I do not know what a CC is and I did not see this office's CC.	108	2.74%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,719	94.25%
2. Somewhat easy to see	95	2.41%
3. Difficult to see	2	0.05%
4. Not visible at all	6	0.15%
N/A	124	3.14%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,731	94.55%
2. Somewhat helped	86	2.18%
3. Did not help	2	0.05%
N/A	127	3.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,801	141	2	0	2	0	3,946	99.90%
Service Quality Dimensions								
Responsiveness	3,670	246	16	7	3	4	3,946	99.34%
Reliability	3,773	167	1	0	2	3	3,946	99.92%
Access and Facilities	3,741	183	2	1	3	16	3,946	99.85%
Communication	3,709	223	5	0	2	7	3,946	99.82%
Costs	1,033	155	12	0	5	2,741	3,946	98.59%
Integrity	3,778	151	9	1	2	5	3,946	99.70%
Assurance	3,817	122	5	0	2	0	3,946	99.82%
Outcome	3,739	184	6	0	4	13	3,946	99.75%
Overall	27,260	1,431	56	9	23	2,789	31,568	99.69%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	53
2	Opening of other Deposit Account	490
3	Release of Captured Card	1
4	Request for ATM PIN Change	59
5	Request for Card Replacement	1,924
6	Cash Deposit - (Peso/Foreign Currencies)	76
7	Cash Withdrawal	474
8	Check Deposit - Peso	19
9	Check Encashment	176
10	Online Collection Payments	38

External Services		Responses
11	Request for Checkbook	11
12	Request for Fund Transfer	4
13	Request for Passbook Replacement	16
14	Updating of Bank Records - Change in Account Details/Type	246
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	71
16	Handling of Customer's Complaint	15
17	Salary Loan	182
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Sale/Purchase of Foreign Currencies	3
21	Servicing of Modified Disbursement System Transactions	1
22	Trust/Treasury Placements	3
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	8
24	Bank Statement/Snapshot	23
25	Change of Name and Civil Status	1
26	Lifting of Hold-out on Deposit	1
27	Inquiry, Counseling and Processing of Loan	46
28	Issuance of Certificate of Full Payment	3
Total		3,946

51. Tarlac - Mc Arthur Highway Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,149	97.77%
2. I know what a CC is but I did not see this office's CC.	3	0.14%
3. I learned of the CC only when I saw this office's CC.	42	1.91%
4. I do not know what a CC is and I did not see this office's CC.	4	0.18%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,187	99.50%
2. Somewhat easy to see	4	0.18%
3. Difficult to see	1	0.05%
4. Not visible at all	1	0.05%
N/A	5	0.23%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,189	99.59%
2. Somewhat helped	2	0.09%
3. Did not help	1	0.05%
N/A	6	0.27%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,194	3	1	0	0	0	2,198	99.95%
Service Quality Dimensions								
Responsiveness	2,192	5	0	1	0	0	2,198	99.95%
Reliability	2,194	4	0	0	0	0	2,198	100.00%
Access and Facilities	2,192	5	0	0	0	1	2,198	100.00%
Communication	2,188	8	1	0	0	1	2,198	99.95%
Costs	638	4	2	1	1	1,552	2,198	99.38%
Integrity	2,195	3	0	0	0	0	2,198	100.00%
Assurance	2,196	2	0	0	0	0	2,198	100.00%
Outcome	2,194	4	0	0	0	0	2,198	100.00%
Overall	15,989	35	3	2	1	1,554	17,584	99.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	48
2	Opening of other Deposit Account	76
3	Request for ATM PIN Change	1
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	568
6	Cash Withdrawal	111
7	Check Deposit - Peso	302
8	Check Encashment	626
9	Online Collection Payments	447
10	Request for Fund Transfer	2
11	Updating of Bank Records - Change in Account Details/Type	6
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
13	Salary Loan	4
14	Bank Statement/Snapshot	2
Total		2,198

52. Tarlac Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	807	62.61%
2. I know what a CC is but I did not see this office's CC.	43	3.34%
3. I learned of the CC only when I saw this office's CC.	70	5.43%
4. I do not know what a CC is and I did not see this office's CC.	73	5.66%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	296	22.96%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	806	81.17%
2. Somewhat easy to see	83	8.36%
3. Difficult to see	14	1.41%
4. Not visible at all	1	0.10%
N/A	85	8.56%
Did not specify	4	0.40%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	832	83.79%
2. Somewhat helped	60	6.04%
3. Did not help	4	0.40%
N/A	91	9.16%
Did not specify		

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,163	116	8	0	2	0	1,289	99.22%
Service Quality Dimensions								
Responsiveness	1,062	179	27	4	2	15	1,289	97.41%
Reliability	1,149	129	4	1	1	5	1,289	99.53%
Access and Facilities	1,123	138	10	1	1	16	1,289	99.06%
Communication	1,105	148	19	3	1	13	1,289	98.20%
Costs	1,059	143	11	3	1	72	1,289	98.77%
Integrity	1,164	115	9	1	0	0	1,289	99.22%
Assurance	1,183	95	8	1	1	1	1,289	99.22%
Outcome	1,158	113	11	1	0	6	1,289	99.06%
Overall	9,003	1,060	99	15	7	128	10,312	98.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	253
2	Opening of other Deposit Account	62
3	Release of Captured Card	1
4	Request for ATM PIN Change	17
5	Request for Card Replacement	55
6	Cash Deposit - (Peso/Foreign Currencies)	127
7	Cash Withdrawal	71
8	Check Deposit - Peso	11
9	Check Deposit - Foreign Currency	3
10	Check Encashment	410
11	Online Collection Payments	91

External Services		Responses
12	Request for Checkbook	21
13	Request for Fund Transfer	3
14	Updating of Bank Records - Change in Account Details/Type	52
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	51
16	Salary Loan	25
17	Purchase of Over-the-Counter Check	1
18	Release of Inward Returned Check	4
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
20	Bank Statement/Snapshot	23
21	Application for LBP Credit Card Easy Pay Program	1
22	Change of Name and Civil Status	3
Total		1,289

53. Tarlac LC (TARLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	15	71.43%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	3	14.29%
4. I do not know what a CC is and I did not see this office's CC.	3	14.29%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	16	76.19%
2. Somewhat easy to see	1	4.76%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	19.05%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	71.43%
2. Somewhat helped	3	14.29%
3. Did not help	-	-
N/A	3	14.29%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	19	2	0	0	0	0	21	100.00%
Service Quality Dimensions								
Responsiveness	16	5	0	0	0	0	21	100.00%
Reliability	17	4	0	0	0	0	21	100.00%
Access and Facilities	18	2	0	0	0	1	21	100.00%
Communication	16	5	0	0	0	0	21	100.00%
Costs	15	4	0	0	0	2	21	100.00%
Integrity	18	3	0	0	0	0	21	100.00%
Assurance	19	2	0	0	0	0	21	100.00%
Outcome	15	5	0	0	0	1	21	100.00%
Overall	134	30	0	0	0	4	168	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	18
2	Issuance of Certificate of Full Payment	3
Total		21

54. West San Fernando (Pampanga) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	840	83.50%
2. I know what a CC is but I did not see this office's CC.	65	6.46%
3. I learned of the CC only when I saw this office's CC.	44	4.37%
4. I do not know what a CC is and I did not see this office's CC.	57	5.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	824	81.91%
2. Somewhat easy to see	110	10.93%
3. Difficult to see	6	0.60%
4. Not visible at all	4	0.40%
N/A	62	6.16%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	832	82.70%
2. Somewhat helped	99	9.84%
3. Did not help	6	0.60%

Citizen's Charter Answers	Responses	Percentage
N/A	69	6.86%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	862	116	15	4	9	0	1,006	97.22%
Service Quality Dimensions								
Responsiveness	823	127	30	9	17	0	1,006	94.43%
Reliability	844	141	13	2	6	0	1,006	97.91%
Access and Facilities	835	147	12	3	6	3	1,006	97.91%
Communication	815	164	14	3	7	3	1,006	97.61%
Costs	773	141	11	1	3	77	1,006	98.39%
Integrity	823	160	11	4	8	0	1,006	97.71%
Assurance	849	137	17	0	3	0	1,006	98.01%
Outcome	827	157	13	1	5	3	1,006	98.11%
Overall	6,589	1,174	121	23	55	86	8,048	97.50%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	8
2	Opening of other Deposit Account	405
3	Release of Captured Card	7
4	Request for ATM PIN Change	179
5	Request for Card Replacement	14
6	Cash Deposit - (Peso/Foreign Currencies)	36
7	Cash Withdrawal	43
8	Check Deposit - Peso	61
9	Check Encashment	140
10	Online Collection Payments	7
11	Request for Fund Transfer	12
12	Updating of Bank Records - Change in Account Details/Type	37
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	42
14	Handling of Customer's Complaint	2
15	Salary Loan	5
16	Claim of Remittance Proceeds	3
17	Electronic Fund Transfer/Outgoing Remittance	2
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	2
Total		1,006

55. Zambales LC (ZMBLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	120	77.42%
2. I know what a CC is but I did not see this office's CC.	3	1.94%
3. I learned of the CC only when I saw this office's CC.	31	20.00%
4. I do not know what a CC is and I did not see this office's CC.	1	0.65%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	142	91.61%
2. Somewhat easy to see	10	6.45%
3. Difficult to see	-	-
4. Not visible at all	1	0.65%
N/A	2	1.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	144	92.90%
2. Somewhat helped	8	5.16%
3. Did not help	-	-
N/A	3	1.94%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	147	8	0	0	0	0	155	100.00%
Service Quality Dimensions								
Responsiveness	142	11	2	0	0	0	155	98.71%
Reliability	143	11	1	0	0	0	155	99.35%
Access and Facilities	141	13	0	0	0	1	155	100.00%
Communication	137	15	0	1	0	2	155	99.35%
Costs	134	9	1	1	0	10	155	98.62%
Integrity	149	6	0	0	0	0	155	100.00%
Assurance	152	3	0	0	0	0	155	100.00%
Outcome	146	6	1	0	0	2	155	99.35%
Overall	1,144	74	5	2	0	15	1,240	99.43%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	149
2	Issuance of Certificate of Full Payment	6
	Total	155

CSM Results – Region IV-A

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	118,542	9,041	296	42	131	1	128,053	99.63%
Service Quality Dimensions								
Responsiveness	113,618	13,216	764	105	173	177	128,053	99.19%
Reliability	116,620	10,959	327	34	64	49	128,053	99.67%
Access and Facilities	114,180	10,745	439	40	94	2,555	128,053	99.54%
Communication	114,255	12,190	686	54	81	787	128,053	99.35%
Costs	92,767	8,903	519	78	136	25,650	128,053	99.28%
Integrity	117,561	9,771	441	66	101	113	128,053	99.52%
Assurance	118,865	8,762	270	47	72	37	128,053	99.70%
Outcome	117,088	10,023	380	30	65	467	128,053	99.63%
Overall	904,954	84,569	3,826	454	786	29,835	1,024,424	99.49%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	103,133	80.54%
2. I know what a CC is but I did not see this office's CC.	1,593	1.24%
3. I learned of the CC only when I saw this office's CC.	18,642	14.56%
4. I do not know what a CC is and I did not see this office's CC.	3,981	3.11%
N/A	87	0.07%
Did not specify	617	0.48%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	116,845	91.75%
2. Somewhat easy to see	5,566	4.37%
3. Difficult to see	337	0.26%
4. Not visible at all	102	0.08%
N/A	4,461	3.50%
Did not specify	38	0.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	116,936	91.82%
2. Somewhat helped	5,267	4.14%
3. Did not help	220	0.17%
N/A	4,874	3.83%
Did not specify	52	0.04%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	22,618	99.39%
2	ATM Card Requests	12,821	99.63%
3	Branch Over-the-Counter Transactions	69,535	99.51%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7,204	99.60%
5	Branch Banking Loan Servicing	3,856	99.69%
6	Other Branch Products/Services	7,408	99.62%
7	Request for Bank Documents	1,235	99.73%
8	Regular Loan Processing	1,246	99.56%
9	Credit Card Services	678	99.51%
10	Agrarian Services	486	93.39%
11	Complaints Management	966	98.60%
Total		128,053	99.49%

1. Antipolo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,362	62.01%
2. I know what a CC is but I did not see this office's CC.	47	1.23%
3. I learned of the CC only when I saw this office's CC.	401	10.53%
4. I do not know what a CC is and I did not see this office's CC.	987	25.91%
N/A	-	-
Did not specify	12	0.32%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,583	68.03%
2. Somewhat easy to see	202	5.32%
3. Difficult to see	5	0.13%
4. Not visible at all	-	-
N/A	1,007	26.52%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,588	68.16%
2. Somewhat helped	191	5.03%
3. Did not help	3	0.08%
N/A	1,014	26.71%
Did not specify	1	0.03%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,324	473	7	1	4	0	3,809	99.68%
Service Quality Dimensions								
Responsiveness	2,962	791	35	4	4	13	3,809	98.87%
Reliability	3,156	626	22	2	2	1	3,809	99.32%
Access and Facilities	3,142	636	20	2	4	5	3,809	99.32%
Communication	3,040	719	34	2	3	11	3,809	98.97%
Costs	1,601	464	21	1	7	1,715	3,809	98.62%
Integrity	3,240	526	27	4	4	8	3,809	99.08%
Assurance	3,287	495	21	2	3	1	3,809	99.32%
Outcome	3,198	526	21	2	3	59	3,809	99.31%
Overall	23,626	4,783	201	19	30	1,813	30,472	99.13%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	537
2	Opening of other Deposit Account	162
3	Release of Captured Card	9
4	Request for ATM PIN Change	149

External Services		Responses
5	Request for Card Replacement	134
6	Cash Deposit - (Peso/Foreign Currencies)	723
7	Cash Withdrawal	373
8	Check Deposit - Peso	115
9	Check Deposit - Foreign Currency	12
10	Check Encashment	1,325
11	Online Collection Payments	43
12	Request for Checkbook	3
13	Request for Fund Transfer	5
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	62
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	78
17	Handling of Customer's Complaint	10
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	9
20	Claim of Remittance Proceeds	1
21	Electronic Fund Transfer/Outgoing Remittance	2
22	Purchase of Over-the-Counter Check	4
23	Sale/Purchase of Foreign Currencies	6
24	Servicing of Modified Disbursement System Transactions	3
25	Trust/Treasury Placements	1
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
27	Bank Statement/Snapshot	31
Total		3,809

2. Antipolo Circumferential Road Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	47	1.77%
2. I know what a CC is but I did not see this office's CC.	2	0.08%
3. I learned of the CC only when I saw this office's CC.	2,548	96.01%
4. I do not know what a CC is and I did not see this office's CC.	57	2.15%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,591	97.63%
2. Somewhat easy to see	2	0.08%
3. Difficult to see	4	0.15%
4. Not visible at all	-	-
N/A	57	2.15%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,588	97.51%
2. Somewhat helped	3	0.11%
3. Did not help	4	0.15%
N/A	59	2.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,652	2	0	0	0	0	2,654	100.00%
Service Quality Dimensions								
Responsiveness	2,652	2	0	0	0	0	2,654	100.00%
Reliability	2,653	1	0	0	0	0	2,654	100.00%
Access and Facilities	2,650	2	0	0	0	2	2,654	100.00%
Communication	2,651	3	0	0	0	0	2,654	100.00%
Costs	2,644	1	0	0	0	9	2,654	100.00%
Integrity	2,652	2	0	0	0	0	2,654	100.00%
Assurance	2,652	2	0	0	0	0	2,654	100.00%
Outcome	2,652	1	0	0	0	1	2,654	100.00%
Overall	21,206	14	0	0	0	12	21,232	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	85
2	Opening of other Deposit Account	21
3	Release of Captured Card	4
4	Request for ATM PIN Change	24
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	664
7	Cash Withdrawal	310
8	Check Deposit - Peso	230
9	Check Deposit - Foreign Currency	2
10	Check Encashment	537
11	Online Collection Payments	562
12	Request for Checkbook	23
13	Request for Fund Transfer	6
14	Updating of Bank Records - Change in Account Details/Type	21
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	21
16	Handling of Customer's Complaint	24
17	Salary Loan	11
18	Bond Redemption and Interest Payment	1
19	Domestic Bills Purchase Initiation/Availment	70

External Services		Responses
20	Electronic Fund Transfer/Outgoing Remittance	5
21	Purchase of Over-the-Counter Check	3
22	Release of Inward Returned Check	1
23	Sale/Purchase of Foreign Currencies	5
24	Trust/Treasury Placements	2
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
26	Bank Statement/Snapshot	8
27	Change of Name and Civil Status	1
28	Refund of Overpayment	1
29	Inquiry, Counseling and Processing of Loan	2
Total		2,654

3. Antipolo Masinag Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,569	86.26%
2. I know what a CC is but I did not see this office's CC.	145	7.97%
3. I learned of the CC only when I saw this office's CC.	67	3.68%
4. I do not know what a CC is and I did not see this office's CC.	24	1.32%
N/A	-	-
Did not specify	14	0.77%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,596	88.42%
2. Somewhat easy to see	166	9.20%
3. Difficult to see	10	0.55%
4. Not visible at all	-	-
N/A	32	1.77%
Did not specify	1	0.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,648	91.30%
2. Somewhat helped	117	6.48%
3. Did not help	1	0.06%
N/A	37	2.05%
Did not specify	2	0.11%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,729	81	6	0	3	0	1,819	99.51%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	1,686	114	10	4	3	2	1,819	99.06%
Reliability	1,706	103	5	1	1	3	1,819	99.61%
Access and Facilities	1,702	107	7	0	1	2	1,819	99.56%
Communication	1,672	106	10	2	3	26	1,819	99.16%
Costs	1,668	101	8	4	1	37	1,819	99.27%
Integrity	1,740	70	3	0	2	4	1,819	99.72%
Assurance	1,736	75	5	0	2	1	1,819	99.61%
Outcome	1,732	73	10	0	1	3	1,819	99.39%
Overall	13,642	749	58	11	14	78	14,552	99.43%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	96
2	Opening of other Deposit Account	27
3	Request for ATM PIN Change	563
4	Request for Card Replacement	123
5	Cash Deposit - (Peso/Foreign Currencies)	247
6	Cash Withdrawal	24
7	Check Deposit - Peso	29
8	Check Deposit - Foreign Currency	5
9	Check Encashment	220
10	Online Collection Payments	194
11	Request for Checkbook	24
12	Request for Fund Transfer	39
13	Request for Passbook Replacement	4
14	Updating of Bank Records - Change in Account Details/Type	22
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
16	Handling of Customer's Complaint	56
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	2
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Purchase of Over-the-Counter Check	14
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	35
22	Bank Statement/Snapshot	86
Total		1,819

4. Atimonan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	1,280	96.68%
2. I know what a CC is but I did not see this office's CC.	1	0.08%
3. I learned of the CC only when I saw this office's CC.	37	2.79%
4. I do not know what a CC is and I did not see this office's CC.	6	0.45%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,309	98.87%
2. Somewhat easy to see	9	0.68%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	6	0.45%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,305	98.56%
2. Somewhat helped	12	0.91%
3. Did not help	-	-
N/A	7	0.53%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,305	19	0	0	0	0	1,324	100.00%
Service Quality Dimensions								
Responsiveness	1,286	37	0	1	0	0	1,324	99.92%
Reliability	1,305	19	0	0	0	0	1,324	100.00%
Access and Facilities	1,268	28	0	0	0	28	1,324	100.00%
Communication	1,293	28	1	0	0	2	1,324	99.92%
Costs	953	27	1	0	0	343	1,324	99.90%
Integrity	1,297	24	1	0	0	2	1,324	99.92%
Assurance	1,304	20	0	0	0	0	1,324	100.00%
Outcome	1,293	29	2	0	0	0	1,324	99.85%
Overall	9,999	212	5	1	0	375	10,592	99.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	15
2	Opening of other Deposit Account	47
3	Release of Captured Card	16
4	Request for ATM PIN Change	5
5	Request for Card Replacement	67
6	Cash Deposit - (Peso/Foreign Currencies)	341
7	Cash Withdrawal	60

External Services		Responses
8	Check Deposit - Peso	89
9	Check Encashment	405
10	Online Collection Payments	20
11	Request for Checkbook	66
12	Request for Fund Transfer	15
13	Updating of Bank Records - Change in Account Details/Type	28
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	17
15	Salary Loan	44
16	Electronic Fund Transfer/Outgoing Remittance	3
17	Sale/Purchase of Foreign Currencies	47
18	Trust/Treasury Placements	1
19	Bank Statement/Snapshot	8
20	Inquiry, Counseling and Processing of Loan	30
Total		1,324

5. Bacoor Molino Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,846	97.00%
2. I know what a CC is but I did not see this office's CC.	9	0.23%
3. I learned of the CC only when I saw this office's CC.	73	1.84%
4. I do not know what a CC is and I did not see this office's CC.	36	0.91%
N/A	-	-
Did not specify	1	0.03%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,886	98.03%
2. Somewhat easy to see	35	0.88%
3. Difficult to see	2	0.05%
4. Not visible at all	1	0.03%
N/A	40	1.01%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,882	97.93%
2. Somewhat helped	37	0.93%
3. Did not help	1	0.03%
N/A	44	1.11%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,812	146	1	0	6	0	3,965	99.82%
Service Quality Dimensions								
Responsiveness	3,429	525	4	0	7	0	3,965	99.72%
Reliability	3,737	223	2	1	2	0	3,965	99.87%
Access and Facilities	3,624	332	2	3	1	3	3,965	99.85%
Communication	3,599	357	6	1	2	0	3,965	99.77%
Costs	3,580	69	4	1	3	308	3,965	99.78%
Integrity	3,932	27	3	0	3	0	3,965	99.85%
Assurance	3,929	30	0	2	2	2	3,965	99.90%
Outcome	3,841	109	3	0	2	10	3,965	99.87%
Overall	29,671	1,672	24	8	22	323	31,720	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	201
2	Opening of other Deposit Account	90
3	Release of Captured Card	77
4	Request for ATM PIN Change	7
5	Request for Card Replacement	257
6	Cash Deposit - (Peso/Foreign Currencies)	680
7	Cash Withdrawal	234
8	Check Deposit - Peso	360
9	Check Deposit - Foreign Currency	1
10	Check Encashment	468
11	Online Collection Payments	325
12	Request for Checkbook	49
13	Request for Fund Transfer	84
14	Request for Passbook Replacement	24
15	Updating of Bank Records - Change in Account Details/Type	198
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	291
17	Handling of Customer's Complaint	1
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	2
20	Claim of Remittance Proceeds	12
21	Domestic Bills Purchase Initiation/Availment	3
22	Electronic Fund Transfer/Outgoing Remittance	7
23	Purchase of Over-the-Counter Check	88
24	Release of Inward Returned Check	48
25	Sale/Purchase of Foreign Currencies	110
26	Trust/Treasury Placements	2
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
28	Bank Statement/Snapshot	283
29	Application for LBP Credit Card Easy Pay Program	10

External Services		Responses
30	Change of Name and Civil Status	10
31	Lifting of Hold-out on Deposit	8
32	Settlement of Past Due Account	1
33	Inquiry, Counseling and Processing of Loan	31
Total		3,965

6. Balayan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,329	80.79%
2. I know what a CC is but I did not see this office's CC.	47	2.86%
3. I learned of the CC only when I saw this office's CC.	155	9.42%
4. I do not know what a CC is and I did not see this office's CC.	112	6.81%
N/A	-	-
Did not specify	2	0.12%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,416	86.18%
2. Somewhat easy to see	84	5.11%
3. Difficult to see	6	0.37%
4. Not visible at all	3	0.18%
N/A	134	8.16%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,410	85.82%
2. Somewhat helped	96	5.84%
3. Did not help	3	0.18%
N/A	134	8.16%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,351	283	8	3	0	0	1,645	99.33%
Service Quality Dimensions								
Responsiveness	1,244	374	16	4	1	6	1,645	98.72%
Reliability	1,330	309	3	2	1	0	1,645	99.64%
Access and Facilities	1,269	347	7	0	1	21	1,645	99.51%
Communication	1,281	350	7	1	1	5	1,645	99.45%
Costs	743	196	8	4	4	690	1,645	98.32%
Integrity	1,330	305	8	1	1	0	1,645	99.39%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	1,345	292	6	2	0	0	1,645	99.51%
Outcome	1,273	347	7	2	0	16	1,645	99.45%
Overall	9,815	2,520	62	16	9	738	13,160	99.30%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	26
2	Opening of other Deposit Account	102
3	Release of Captured Card	5
4	Request for ATM PIN Change	67
5	Request for Card Replacement	14
6	Cash Deposit - (Peso/Foreign Currencies)	93
7	Cash Withdrawal	585
8	Check Deposit - Peso	87
9	Check Encashment	282
10	Online Collection Payments	58
11	Request for Checkbook	5
12	Request for Fund Transfer	2
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	52
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	33
16	Handling of Customer's Complaint	172
17	Salary Loan	23
18	Claim of Remittance Proceeds	3
19	Purchase of Over-the-Counter Check	4
20	Servicing of Modified Disbursement System Transactions	18
21	Bank Statement/Snapshot	1
22	Application for LBP Credit Card Easy Pay Program	5
23	Change of Name and Civil Status	1
24	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	2
25	Inquiry, Counseling and Processing of Loan	4
Total		1,645

7. Batangas C. Tirona Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,447	83.60%
2. I know what a CC is but I did not see this office's CC.	12	0.41%
3. I learned of the CC only when I saw this office's CC.	425	14.52%
4. I do not know what a CC is and I did not see this office's CC.	43	1.47%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,362	80.70%
2. Somewhat easy to see	471	16.09%
3. Difficult to see	44	1.50%
4. Not visible at all	-	-
N/A	49	1.67%
Did not specify	1	0.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,300	78.58%
2. Somewhat helped	509	17.39%
3. Did not help	63	2.15%
N/A	55	1.88%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,723	198	3	0	3	0	2,927	99.80%
Service Quality Dimensions								
Responsiveness	2,573	342	5	2	4	1	2,927	99.62%
Reliability	2,579	345	0	0	3	0	2,927	99.90%
Access and Facilities	2,555	367	1	0	3	1	2,927	99.86%
Communication	2,505	410	5	0	2	5	2,927	99.76%
Costs	935	340	11	0	2	1,639	2,927	98.99%
Integrity	2,653	268	2	1	3	0	2,927	99.80%
Assurance	2,678	241	4	1	3	0	2,927	99.73%
Outcome	2,608	291	5	0	2	21	2,927	99.76%
Overall	19,086	2,604	33	4	22	1,667	23,416	99.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	207
2	Opening of other Deposit Account	93
3	Release of Captured Card	8
4	Request for ATM PIN Change	60
5	Request for Card Replacement	26
6	Cash Deposit - (Peso/Foreign Currencies)	336
7	Cash Withdrawal	212
8	Check Deposit - Peso	222
9	Check Deposit - Foreign Currency	9
10	Check Encashment	220
11	Online Collection Payments	875

External Services		Responses
12	Request for Checkbook	82
13	Request for Fund Transfer	12
14	Request for Passbook Replacement	46
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	215
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	172
18	Handling of Customer's Complaint	15
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
20	Salary Loan	6
21	Electronic Fund Transfer/Outgoing Remittance	1
22	Purchase of Over-the-Counter Check	2
23	Trust/Treasury Placements	11
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	33
25	Bank Statement/Snapshot	57
26	Reissuance of Credit Card	4
Total		2,927

8. Batangas City Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	742	90.82%
2. I know what a CC is but I did not see this office's CC.	11	1.35%
3. I learned of the CC only when I saw this office's CC.	36	4.41%
4. I do not know what a CC is and I did not see this office's CC.	15	1.84%
N/A	1	0.12%
Did not specify	12	1.47%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	730	90.80%
2. Somewhat easy to see	48	5.97%
3. Difficult to see	4	0.50%
4. Not visible at all	-	-
N/A	21	2.61%
Did not specify	1	0.12%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	738	91.79%
2. Somewhat helped	37	4.60%
3. Did not help	7	0.87%
N/A	21	2.61%
Did not specify	1	0.12%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	690	118	4	1	4	0	817	98.90%
Service Quality Dimensions								
Responsiveness	636	152	12	1	5	11	817	97.77%
Reliability	674	131	8	0	1	3	817	98.89%
Access and Facilities	675	115	9	1	2	15	817	98.50%
Communication	682	113	14	1	1	6	817	98.03%
Costs	496	75	13	1	3	229	817	97.11%
Integrity	701	100	9	2	3	2	817	98.28%
Assurance	685	120	9	0	1	2	817	98.77%
Outcome	662	144	7	0	0	4	817	99.14%
Overall	5,211	950	81	6	16	272	6,536	98.36%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	175
2	Opening of other Deposit Account	246
3	Release of Captured Card	2
4	Request for ATM PIN Change	48
5	Request for Card Replacement	74
6	Cash Deposit - (Peso/Foreign Currencies)	62
7	Cash Withdrawal	7
8	Check Deposit - Peso	9
9	Check Encashment	43
10	Online Collection Payments	3
11	Request for Checkbook	1
12	Request for Fund Transfer	5
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	64
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	20
16	Salary Loan	16
17	Bond Redemption and Interest Payment	1
18	Servicing of Modified Disbursement System Transactions	26
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
20	Bank Statement/Snapshot	6
21	Inquiry, Counseling and Processing of Loan	4
Total		817

9. Batangas Kumintang Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,615	98.24%
2. I know what a CC is but I did not see this office's CC.	11	0.67%
3. I learned of the CC only when I saw this office's CC.	10	0.61%
4. I do not know what a CC is and I did not see this office's CC.	8	0.49%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,552	94.40%
2. Somewhat easy to see	81	4.93%
3. Difficult to see	1	0.06%
4. Not visible at all	-	-
N/A	9	0.55%
Did not specify	1	0.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,542	93.80%
2. Somewhat helped	90	5.47%
3. Did not help	1	0.06%
N/A	11	0.67%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,620	24	0	0	0	0	1,644	100.00%
Service Quality Dimensions								
Responsiveness	1,594	50	0	0	0	0	1,644	100.00%
Reliability	1,599	45	0	0	0	0	1,644	100.00%
Access and Facilities	1,583	59	1	0	1	0	1,644	99.82%
Communication	1,532	109	1	0	2	0	1,644	99.72%
Costs	1,335	60	1	0	0	248	1,644	99.89%
Integrity	1,614	30	0	0	0	0	1,644	100.00%
Assurance	1,612	32	0	0	0	0	1,644	100.00%
Outcome	1,563	79	0	0	0	2	1,644	100.00%
Overall	12,432	464	3	0	3	250	13,152	99.93%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	398
2	Opening of other Deposit Account	32
3	Release of Captured Card	21
4	Request for ATM PIN Change	7
5	Request for Card Replacement	4
6	Cash Deposit - (Peso/Foreign Currencies)	51

External Services		Responses
7	Cash Withdrawal	37
8	Check Deposit - Peso	31
9	Check Deposit - Foreign Currency	4
10	Check Encashment	28
11	Online Collection Payments	197
12	Request for Checkbook	3
13	Request for Fund Transfer	1
14	Request for Stop Payment Order	7
15	Updating of Bank Records - Change in Account Details/Type	79
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	448
17	Handling of Customer's Complaint	1
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	3
19	Salary Loan	216
20	Electronic Fund Transfer/Outgoing Remittance	18
21	Release of Inward Returned Check	6
22	Trust/Treasury Placements	2
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	16
24	Bank Statement/Snapshot	33
25	Settlement of Past Due Account	1
Total		1,644

10. Batangas LC (BTGLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	37	29.13%
2. I know what a CC is but I did not see this office's CC.	4	3.15%
3. I learned of the CC only when I saw this office's CC.	5	3.94%
4. I do not know what a CC is and I did not see this office's CC.	68	53.54%
N/A	-	-
Did not specify	13	10.24%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	39	34.21%
2. Somewhat easy to see	2	1.75%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	73	64.04%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	38	33.33%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	3	2.63%
3. Did not help	-	-
N/A	73	64.04%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	120	5	2	0	0	0	127	98.43%
Service Quality Dimensions								
Responsiveness	112	8	3	0	1	3	127	96.77%
Reliability	120	7	0	0	0	0	127	100.00%
Access and Facilities	114	11	0	0	0	2	127	100.00%
Communication	115	9	2	0	0	1	127	98.41%
Costs	101	8	1	2	0	15	127	97.32%
Integrity	119	8	0	0	0	0	127	100.00%
Assurance	123	4	0	0	0	0	127	100.00%
Outcome	117	5	0	2	0	3	127	98.39%
Overall	921	60	6	4	1	24	1,016	98.89%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	110
2	Issuance of Certificate of Outstanding Balances and Interest Paid	3
3	Issuance of Certificate of Full Payment	14
	Total	127

11. Bauan (Batangas) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,719	88.34%
2. I know what a CC is but I did not see this office's CC.	157	3.73%
3. I learned of the CC only when I saw this office's CC.	332	7.89%
4. I do not know what a CC is and I did not see this office's CC.	2	0.05%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,030	95.72%
2. Somewhat easy to see	176	4.18%
3. Difficult to see	2	0.05%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	2	0.05%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,048	96.15%
2. Somewhat helped	159	3.78%
3. Did not help	-	-
N/A	3	0.07%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,163	46	0	0	1	0	4,210	99.98%
Service Quality Dimensions								
Responsiveness	4,134	75	0	0	1	0	4,210	99.98%
Reliability	4,137	72	1	0	0	0	4,210	99.98%
Access and Facilities	4,128	77	0	0	1	4	4,210	99.98%
Communication	4,123	84	2	0	0	1	4,210	99.95%
Costs	3,946	80	0	0	1	183	4,210	99.98%
Integrity	4,113	95	2	0	0	0	4,210	99.95%
Assurance	4,134	73	2	0	1	0	4,210	99.93%
Outcome	4,146	62	2	0	0	0	4,210	99.95%
Overall	32,861	618	9	0	4	188	33,680	99.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	384
2	Opening of other Deposit Account	422
3	Release of Captured Card	50
4	Request for ATM PIN Change	232
5	Request for Card Replacement	274
6	Cash Deposit - (Peso/Foreign Currencies)	230
7	Cash Withdrawal	712
8	Check Deposit - Peso	172
9	Check Encashment	408
10	Online Collection Payments	8
11	Request for Checkbook	74
12	Request for Fund Transfer	41
13	Request for Passbook Replacement	58
14	Request for Stop Payment Order	2
15	Updating of Bank Records - Change in Account Details/Type	136
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	324
17	Handling of Customer's Complaint	33

External Services		Responses
18	Salary Loan	213
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	3
21	Purchase of Over-the-Counter Check	21
22	Sale/Purchase of Foreign Currencies	12
23	Servicing of Modified Disbursement System Transactions	30
24	Trust/Treasury Placements	6
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	70
26	Bank Statement/Snapshot	171
27	Change of Name and Civil Status	23
28	Inquiry, Counseling and Processing of Loan	100
Total		4,210

12. Biñan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	536	81.83%
2. I know what a CC is but I did not see this office's CC.	18	2.75%
3. I learned of the CC only when I saw this office's CC.	50	7.63%
4. I do not know what a CC is and I did not see this office's CC.	32	4.89%
N/A	-	-
Did not specify	19	2.90%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	543	85.38%
2. Somewhat easy to see	47	7.39%
3. Difficult to see	5	0.79%
4. Not visible at all	-	-
N/A	40	6.29%
Did not specify	1	0.16%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	556	87.42%
2. Somewhat helped	34	5.35%
3. Did not help	3	0.47%
N/A	42	6.60%
Did not specify	1	0.16%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	614	34	2	2	3	0	655	98.93%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	562	79	4	2	3	5	655	98.62%
Reliability	596	54	4	1	0	0	655	99.24%
Access and Facilities	580	66	4	0	3	2	655	98.93%
Communication	576	68	8	0	3	0	655	98.32%
Costs	569	61	8	2	1	14	655	98.28%
Integrity	588	57	5	2	2	1	655	98.62%
Assurance	593	57	2	0	3	0	655	99.24%
Outcome	592	54	6	0	1	2	655	98.93%
Overall	4,656		41	7	16	24	5,240	98.77%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	11
2	Opening of other Deposit Account	60
3	Release of Captured Card	2
4	Request for ATM PIN Change	3
5	Request for Card Replacement	3
6	Cash Deposit - (Peso/Foreign Currencies)	43
7	Cash Withdrawal	309
8	Check Deposit - Peso	14
9	Check Encashment	134
10	Online Collection Payments	51
11	Request for Checkbook	1
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	5
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
15	Salary Loan	7
16	Claim of Remittance Proceeds	1
17	Purchase of Over-the-Counter Check	1
18	Servicing of Modified Disbursement System Transactions	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
20	Application for LBP Credit Card Easy Pay Program	1
21	Inquiry, Counseling and Processing of Loan	1
Total		655

13. Biñan Platero Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,659	95.40%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	6	0.35%
3. I learned of the CC only when I saw this office's CC.	47	2.70%
4. I do not know what a CC is and I did not see this office's CC.	27	1.55%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,552	89.25%
2. Somewhat easy to see	92	5.29%
3. Difficult to see	2	0.12%
4. Not visible at all	1	0.06%
N/A	92	5.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,475	84.82%
2. Somewhat helped	76	4.37%
3. Did not help	1	0.06%
N/A	187	10.75%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,241	495	3	0	0	0	1,739	99.83%
Service Quality Dimensions								
Responsiveness	1,181	547	10	0	0	1	1,739	99.42%
Reliability	1,165	571	3	0	0	0	1,739	99.83%
Access and Facilities	1,168	541	6	0	0	24	1,739	99.65%
Communication	1,105	518	4	0	0	112	1,739	99.75%
Costs	1,045	477	4	1	0	212	1,739	99.67%
Integrity	1,214	515	6	0	0	4	1,739	99.65%
Assurance	1,209	527	1	0	0	2	1,739	99.94%
Outcome	1,187	532	5	0	0	15	1,739	99.71%
Overall	9,274	4,228	39	1	0	370	13,912	99.70%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	8
2	Opening of other Deposit Account	53
3	Request for ATM PIN Change	240
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	181
6	Cash Withdrawal	28
7	Check Deposit - Peso	32
8	Check Deposit - Foreign Currency	1

External Services		Responses
9	Check Encashment	236
10	Online Collection Payments	408
11	Request for Checkbook	1
12	Request for Fund Transfer	4
13	Updating of Bank Records - Change in Account Details/Type	295
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	188
15	Salary Loan	21
16	Electronic Fund Transfer/Outgoing Remittance	1
17	Purchase of Over-the-Counter Check	11
18	Release of Inward Returned Check	7
19	Servicing of Modified Disbursement System Transactions	1
20	Trust/Treasury Placements	2
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	2
23	Application for LBP Credit Card Easy Pay Program	11
24	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
25	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
26	Inquiry, Counseling and Processing of Loan	4
Total		1,739

14. Binangonan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	113	51.60%
2. I know what a CC is but I did not see this office's CC.	11	5.02%
3. I learned of the CC only when I saw this office's CC.	30	13.70%
4. I do not know what a CC is and I did not see this office's CC.	65	29.68%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	123	56.16%
2. Somewhat easy to see	19	8.68%
3. Difficult to see	2	0.91%
4. Not visible at all	-	-
N/A	75	34.25%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	122	55.71%
2. Somewhat helped	21	9.59%
3. Did not help	2	0.91%

Citizen's Charter Answers	Responses	Percentage
N/A	74	33.79%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	184	30	2	0	3	0	219	97.72%
Service Quality Dimensions								
Responsiveness	177	37	1	0	4	0	219	97.72%
Reliability	186	28	2	0	3	0	219	97.72%
Access and Facilities	181	32	2	0	2	2	219	98.16%
Communication	178	34	4	2	1	0	219	96.80%
Costs	160	28	2	0	1	28	219	98.43%
Integrity	182	33	1	0	3	0	219	98.17%
Assurance	180	36	1	0	2	0	219	98.63%
Outcome	181	33	2	0	2	1	219	98.17%
Overall	1,425	261	15	2	18	31	1,752	97.97%

External Services		Responses
1	Opening of other Deposit Account	106
2	Release of Captured Card	1
3	Request for ATM PIN Change	4
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	17
6	Cash Withdrawal	16
7	Check Deposit - Peso	17
8	Check Deposit - Foreign Currency	1
9	Check Encashment	10
10	Online Collection Payments	1
11	Request for Checkbook	7
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	3
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
15	Handling of Customer's Complaint	3
16	Salary Loan	13
17	Claim of Remittance Proceeds	1
18	Sale/Purchase of Foreign Currencies	2
19	Servicing of Modified Disbursement System Transactions	2
20	Bank Statement/Snapshot	6
21	Inquiry, Counseling and Processing of Loan	2
Total		219

15. Cabuyao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	739	50.24%
2. I know what a CC is but I did not see this office's CC.	25	1.70%
3. I learned of the CC only when I saw this office's CC.	583	39.63%
4. I do not know what a CC is and I did not see this office's CC.	88	5.98%
N/A	1	0.07%
Did not specify	35	2.38%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,224	85.30%
2. Somewhat easy to see	101	7.04%
3. Difficult to see	7	0.49%
4. Not visible at all	4	0.28%
N/A	95	6.62%
Did not specify	4	0.28%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,275	88.85%
2. Somewhat helped	48	3.34%
3. Did not help	4	0.28%
N/A	96	6.69%
Did not specify	12	0.84%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,351	108	10	1	1	0	1,471	99.18%
Service Quality Dimensions								
Responsiveness	1,305	123	11	4	1	27	1,471	98.89%
Reliability	1,345	114	7	0	1	4	1,471	99.45%
Access and Facilities	1,347	110	6	0	2	6	1,471	99.45%
Communication	1,320	127	10	1	1	12	1,471	99.18%
Costs	1,284	116	13	4	1	53	1,471	98.73%
Integrity	1,360	92	7	2	2	8	1,471	99.25%
Assurance	1,363	96	4	3	1	4	1,471	99.45%
Outcome	1,344	109	6	2	2	8	1,471	99.32%
Overall	10,668	887	64	16	11	122	11,768	99.22%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	747
2	Opening of other Deposit Account	28

External Services		Responses
3	Request for ATM PIN Change	62
4	Request for Card Replacement	57
5	Cash Deposit - (Peso/Foreign Currencies)	151
6	Cash Withdrawal	94
7	Check Deposit - Peso	5
8	Check Deposit - Foreign Currency	5
9	Check Encashment	125
10	Online Collection Payments	52
11	Request for Checkbook	1
12	Updating of Bank Records - Change in Account Details/Type	95
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	22
14	Handling of Customer's Complaint	1
15	Salary Loan	7
16	Electronic Fund Transfer/Outgoing Remittance	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
18	Bank Statement/Snapshot	12
Total		1,471

16. Cainta Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,365	90.61%
2. I know what a CC is but I did not see this office's CC.	27	1.03%
3. I learned of the CC only when I saw this office's CC.	108	4.14%
4. I do not know what a CC is and I did not see this office's CC.	110	4.21%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,412	92.41%
2. Somewhat easy to see	76	2.91%
3. Difficult to see	1	0.04%
4. Not visible at all	-	-
N/A	121	4.64%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,429	93.07%
2. Somewhat helped	57	2.18%
3. Did not help	-	-
N/A	124	4.75%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,485	118	4	1	2	0	2,610	99.73%
Service Quality Dimensions								
Responsiveness	2,440	147	14	6	2	1	2,610	99.16%
Reliability	2,468	136	5	1	0	0	2,610	99.77%
Access and Facilities	2,456	139	6	1	0	8	2,610	99.73%
Communication	2,437	146	12	0	0	15	2,610	99.54%
Costs	1,229	138	16	1	4	1,222	2,610	98.49%
Integrity	2,458	145	6	1	0	0	2,610	99.73%
Assurance	2,480	125	4	0	1	0	2,610	99.81%
Outcome	2,431	143	7	0	0	29	2,610	99.73%
Overall	18,399	1,119	70	10	7	1,275	20,880	99.56%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	57
2	Opening of other Deposit Account	138
3	Request for ATM PIN Change	7
4	Request for Card Replacement	17
5	Cash Deposit - (Peso/Foreign Currencies)	576
6	Cash Withdrawal	249
7	Check Deposit - Peso	363
8	Check Deposit - Foreign Currency	1
9	Check Encashment	371
10	Online Collection Payments	583
11	Request for Checkbook	2
12	Request for Fund Transfer	13
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	58
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	36
16	Handling of Customer's Complaint	1
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	89
19	Bond Redemption and Interest Payment	1
20	Domestic Bills Purchase Initiation/Availment	4
21	Electronic Fund Transfer/Outgoing Remittance	2
22	Purchase of Over-the-Counter Check	3
23	Sale/Purchase of Foreign Currencies	5
24	Servicing of Modified Disbursement System Transactions	1
25	Trust/Treasury Placements	1
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
27	Bank Statement/Snapshot	15
28	Application for LBP Credit Card Easy Pay Program	1
29	Change of Name and Civil Status	1

External Services		Responses
30	Reissuance of Credit Card	1
31	Settlement of Past Due Account	3
Total		2,610

17. Cainta Junction Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,006	88.56%
2. I know what a CC is but I did not see this office's CC.	13	1.14%
3. I learned of the CC only when I saw this office's CC.	57	5.02%
4. I do not know what a CC is and I did not see this office's CC.	60	5.28%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,018	89.61%
2. Somewhat easy to see	42	3.70%
3. Difficult to see	3	0.26%
4. Not visible at all	-	-
N/A	73	6.43%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,015	89.35%
2. Somewhat helped	43	3.79%
3. Did not help	1	0.09%
N/A	77	6.78%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,016	109	6	3	2	0	1,136	99.03%
Service Quality Dimensions								
Responsiveness	924	180	25	5	2	0	1,136	97.18%
Reliability	954	166	15	1	0	0	1,136	98.59%
Access and Facilities	951	164	16	2	1	2	1,136	98.32%
Communication	937	176	17	2	0	4	1,136	98.32%
Costs	900	155	14	2	0	65	1,136	98.51%
Integrity	945	178	7	3	3	0	1,136	98.86%
Assurance	980	145	8	3	0	0	1,136	99.03%
Outcome	963	151	9	2	1	10	1,136	98.93%
Overall	7,554	1,315	111	20	7	81	9,088	98.47%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	71
2	Opening of other Deposit Account	327
3	Release of Captured Card	5
4	Request for ATM PIN Change	27
5	Request for Card Replacement	12
6	Cash Deposit - (Peso/Foreign Currencies)	134
7	Cash Withdrawal	58
8	Check Deposit - Peso	86
9	Check Encashment	103
10	Online Collection Payments	180
11	Request for Checkbook	7
12	Request for Fund Transfer	4
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	32
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	37
16	Handling of Customer's Complaint	7
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	10
19	Bond Redemption and Interest Payment	1
20	Claim of Remittance Proceeds	1
21	Domestic Bills Purchase Initiation/Availment	3
22	Purchase of Over-the-Counter Check	3
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
25	Bank Statement/Snapshot	18
26	Application for LBP Credit Card Easy Pay Program	1
27	Inquiry, Counseling and Processing of Loan	3
Total		1,136

18. Calamba Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	615	70.77%
2. I know what a CC is but I did not see this office's CC.	21	2.42%
3. I learned of the CC only when I saw this office's CC.	188	21.63%
4. I do not know what a CC is and I did not see this office's CC.	26	2.99%
N/A	-	-
Did not specify	19	2.19%
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	781	91.88%
2. Somewhat easy to see	32	3.76%
3. Difficult to see	1	0.12%
4. Not visible at all	3	0.35%
N/A	33	3.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	781	91.88%
2. Somewhat helped	33	3.88%
3. Did not help	4	0.47%
N/A	32	3.76%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	820	40	8	0	1	0	869	98.96%
Service Quality Dimensions								
Responsiveness	803	50	11	1	1	3	869	98.50%
Reliability	826	37	4	0	1	1	869	99.42%
Access and Facilities	823	34	6	1	1	4	869	99.08%
Communication	816	44	5	0	1	3	869	99.31%
Costs	691	32	5	1	1	139	869	99.04%
Integrity	823	38	5	2	1	0	869	99.08%
Assurance	833	33	2	0	1	0	869	99.65%
Outcome	821	43	2	0	1	2	869	99.65%
Overall	6,436	311	40	5	8	152	6,952	99.22%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	159
2	Opening of other Deposit Account	153
3	Release of Captured Card	3
4	Request for ATM PIN Change	25
5	Request for Card Replacement	46
6	Cash Deposit - (Peso/Foreign Currencies)	133
7	Cash Withdrawal	25
8	Check Deposit - Peso	55
9	Check Encashment	32
10	Online Collection Payments	21
11	Request for Checkbook	3
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	167
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	21

External Services		Responses
15	Handling of Customer's Complaint	1
16	Salary Loan	8
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	4
19	Purchase of Over-the-Counter Check	1
20	Servicing of Modified Disbursement System Transactions	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
22	Bank Statement/Snapshot	1
23	Inquiry, Counseling and Processing of Loan	3
Total		869

19. Calamba City Hall Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	345	66.73%
2. I know what a CC is but I did not see this office's CC.	26	5.03%
3. I learned of the CC only when I saw this office's CC.	32	6.19%
4. I do not know what a CC is and I did not see this office's CC.	114	22.05%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	360	69.63%
2. Somewhat easy to see	32	6.19%
3. Difficult to see	3	0.58%
4. Not visible at all	2	0.39%
N/A	120	23.21%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	361	69.83%
2. Somewhat helped	31	6.00%
3. Did not help	3	0.58%
N/A	122	23.60%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	478	33	2	0	4	0	517	98.84%
Service Quality Dimensions								

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	459	46	5	3	4	0	517	97.68%
Reliability	472	38	4	0	2	1	517	98.84%
Access and Facilities	455	45	4	1	1	11	517	98.81%
Communication	457	46	4	1	1	8	517	98.82%
Costs	387	36	4	0	0	90	517	99.06%
Integrity	472	41	1	1	2	0	517	99.23%
Assurance	479	34	3	0	1	0	517	99.23%
Outcome	462	42	6	2	1	4	517	98.25%
Overall	3,643	328	31	8	12	114	4,136	98.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	50
2	Opening of other Deposit Account	80
3	Request for ATM PIN Change	18
4	Request for Card Replacement	10
5	Cash Deposit - (Peso/Foreign Currencies)	64
6	Cash Withdrawal	51
7	Check Deposit - Peso	49
8	Check Encashment	35
9	Online Collection Payments	21
10	Request for Checkbook	3
11	Updating of Bank Records - Change in Account Details/Type	37
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	15
13	Handling of Customer's Complaint	3
14	Salary Loan	53
15	Electronic Fund Transfer/Outgoing Remittance	5
16	Purchase of Over-the-Counter Check	1
17	Servicing of Modified Disbursement System Transactions	12
18	Bank Statement/Snapshot	4
19	Application for LBP Credit Card Easy Pay Program	1
20	Change of Name and Civil Status	1
21	Reissuance of Credit Card	2
22	Settlement of Past Due Account	2
Total		517

20. Calamba Crossing Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,476	93.01%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	110	6.93%
4. I do not know what a CC is and I did not see this office's CC.	1	0.06%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,577	99.37%
2. Somewhat easy to see	8	0.50%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	0.13%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,573	99.12%
2. Somewhat helped	12	0.76%
3. Did not help	-	-
N/A	2	0.13%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,579	5	0	0	3	0	1,587	99.81%
Service Quality Dimensions								
Responsiveness	1,574	9	1	0	3	0	1,587	99.75%
Reliability	1,574	12	0	0	1	0	1,587	99.94%
Access and Facilities	1,575	7	1	0	2	2	1,587	99.81%
Communication	1,571	14	0	0	0	2	1,587	100.00%
Costs	1,473	10	8	1	0	95	1,587	99.40%
Integrity	1,573	12	0	0	2	0	1,587	99.87%
Assurance	1,577	8	1	0	1	0	1,587	99.87%
Outcome	1,570	14	0	0	0	3	1,587	100.00%
Overall	12,487	86	11	1	9	102	12,696	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	32
2	Opening of other Deposit Account	103
3	Release of Captured Card	3
4	Request for ATM PIN Change	71
5	Request for Card Replacement	7
6	Cash Deposit - (Peso/Foreign Currencies)	365
7	Cash Withdrawal	140
8	Check Deposit - Peso	91

External Services		Responses
9	Check Deposit - Foreign Currency	1
10	Check Encashment	410
11	Online Collection Payments	217
12	Request for Checkbook	7
13	Request for Fund Transfer	3
14	Updating of Bank Records - Change in Account Details/Type	46
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	69
16	Handling of Customer's Complaint	1
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	3
19	Purchase of Over-the-Counter Check	1
20	Servicing of Modified Disbursement System Transactions	1
21	Bank Statement/Snapshot	14
22	Inquiry, Counseling and Processing of Loan	1
Total		1,587

21. Candelaria Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,753	92.67%
2. I know what a CC is but I did not see this office's CC.	165	4.07%
3. I learned of the CC only when I saw this office's CC.	89	2.20%
4. I do not know what a CC is and I did not see this office's CC.	43	1.06%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,695	91.23%
2. Somewhat easy to see	296	7.31%
3. Difficult to see	6	0.15%
4. Not visible at all	1	0.02%
N/A	52	1.28%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,705	91.48%
2. Somewhat helped	291	7.19%
3. Did not help	1	0.02%
N/A	53	1.31%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,351	685	13	0	1	0	4,050	99.65%
Service Quality Dimensions								
Responsiveness	3,200	824	23	1	0	2	4,050	99.41%
Reliability	3,191	837	21	0	1	0	4,050	99.46%
Access and Facilities	3,147	874	25	0	1	3	4,050	99.36%
Communication	3,068	926	35	0	3	18	4,050	99.06%
Costs	2,183	633	13	1	41	1,179	4,050	98.08%
Integrity	3,221	809	16	2	1	1	4,050	99.53%
Assurance	3,281	753	15	0	1	0	4,050	99.60%
Outcome	3,192	839	12	0	1	6	4,050	99.68%
Overall	24,483	6,495	160	4	49	1,209	32,400	99.32%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	761
2	Opening of other Deposit Account	242
3	Release of Captured Card	43
4	Request for ATM PIN Change	50
5	Request for Card Replacement	211
6	Cash Deposit - (Peso/Foreign Currencies)	545
7	Cash Withdrawal	70
8	Check Deposit - Peso	340
9	Check Deposit - Foreign Currency	1
10	Check Encashment	264
11	Online Collection Payments	41
12	Request for Checkbook	113
13	Request for Fund Transfer	9
14	Request for Passbook Replacement	2
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	552
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	337
18	Handling of Customer's Complaint	27
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	6
20	Salary Loan	245
21	Claim of Remittance Proceeds	1
22	Electronic Fund Transfer/Outgoing Remittance	14
23	Release of Inward Returned Check	13
24	Sale/Purchase of Foreign Currencies	8
25	Servicing of Modified Disbursement System Transactions	6
26	Trust/Treasury Placements	22
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	34
28	Bank Statement/Snapshot	12
29	Change of Name and Civil Status	1

External Services		Responses
30	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	19
31	Lifting of Hold-out on Deposit	5
32	Refund of Overpayment	26
33	Settlement of Past Due Account	10
34	Inquiry, Counseling and Processing of Loan	1
35	Issuance of Certificate of Full Payment	18
Total		4,050

22. Catanaun (Quezon) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,852	96.56%
2. I know what a CC is but I did not see this office's CC.	3	0.16%
3. I learned of the CC only when I saw this office's CC.	59	3.08%
4. I do not know what a CC is and I did not see this office's CC.	2	0.10%
N/A	-	-
Did not specify	2	0.10%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,822	95.09%
2. Somewhat easy to see	84	4.38%
3. Difficult to see	3	0.16%
4. Not visible at all	-	-
N/A	3	0.16%
Did not specify	4	0.21%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,843	96.19%
2. Somewhat helped	69	3.60%
3. Did not help	-	-
N/A	3	0.16%
Did not specify	1	0.05%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,683	231	4	0	0	0	1,918	99.79%
Service Quality Dimensions								
Responsiveness	1,548	352	17	1	0	0	1,918	99.06%
Reliability	1,594	318	6	0	0	0	1,918	99.69%
Access and Facilities	1,569	332	13	0	0	4	1,918	99.32%
Communication	1,529	364	24	0	0	1	1,918	98.75%
Costs	1,330	245	6	0	0	337	1,918	99.62%
Integrity	1,610	295	9	1	1	2	1,918	99.43%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	1,632	277	9	0	0	0	1,918	99.53%
Outcome	1,653	252	9	0	0	4	1,918	99.53%
Overall	12,465	2,435	93	2	1	348	15,344	99.36%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	281
2	Opening of other Deposit Account	34
3	Release of Captured Card	5
4	Request for ATM PIN Change	65
5	Request for Card Replacement	28
6	Cash Deposit - (Peso/Foreign Currencies)	376
7	Cash Withdrawal	45
8	Check Deposit - Peso	188
9	Check Deposit - Foreign Currency	3
10	Check Encashment	131
11	Online Collection Payments	18
12	Request for Checkbook	54
13	Request for Fund Transfer	3
14	Request for Passbook Replacement	3
15	Updating of Bank Records - Change in Account Details/Type	201
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	223
17	Handling of Customer's Complaint	19
18	Salary Loan	33
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	19
21	Release of Inward Returned Check	51
22	Sale/Purchase of Foreign Currencies	5
23	Servicing of Modified Disbursement System Transactions	1
24	Trust/Treasury Placements	2
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
26	Bank Statement/Snapshot	119
27	Application for LBP Credit Card Easy Pay Program	1
28	Change of Name and Civil Status	1
29	Reissuance of Credit Card	2
Total		1,918

23. Cavite City Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	891	76.28%
2. I know what a CC is but I did not see this office's CC.	5	0.43%
3. I learned of the CC only when I saw this office's CC.	263	22.52%
4. I do not know what a CC is and I did not see this office's CC.	9	0.77%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,073	91.87%
2. Somewhat easy to see	78	6.68%
3. Difficult to see	2	0.17%
4. Not visible at all	2	0.17%
N/A	13	1.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,143	97.86%
2. Somewhat helped	7	0.60%
3. Did not help	5	0.43%
N/A	13	1.11%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,126	37	2	1	2	0	1,168	99.57%
Service Quality Dimensions								
Responsiveness	1,030	132	1	2	3	0	1,168	99.49%
Reliability	1,031	133	1	1	2	0	1,168	99.66%
Access and Facilities	1,066	92	3	2	2	3	1,168	99.40%
Communication	871	286	1	1	3	6	1,168	99.57%
Costs	446	18	2	0	6	696	1,168	98.31%
Integrity	1,137	25	1	2	3	0	1,168	99.49%
Assurance	1,109	53	0	3	2	1	1,168	99.57%
Outcome	1,104	58	1	1	3	1	1,168	99.57%
Overall	7,794	797	10	12	24	707	9,344	99.47%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	36
2	Opening of other Deposit Account	83
3	Release of Captured Card	21
4	Request for ATM PIN Change	38
5	Request for Card Replacement	37
6	Cash Deposit - (Peso/Foreign Currencies)	48
7	Cash Withdrawal	458

External Services		Responses
8	Check Deposit - Peso	49
9	Check Deposit - Foreign Currency	1
10	Check Encashment	177
11	Online Collection Payments	11
12	Request for Checkbook	5
13	Request for Fund Transfer	6
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	58
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
17	Handling of Customer's Complaint	13
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	57
20	Claim of Remittance Proceeds	1
21	Electronic Fund Transfer/Outgoing Remittance	4
22	Purchase of Over-the-Counter Check	1
23	Servicing of Modified Disbursement System Transactions	40
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
25	Bank Statement/Snapshot	12
Total		1,168

24. Cavite LC (CAVLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	33	94.29%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	2	5.71%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	35	100.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	35	100.00%
2. Somewhat helped	-	-
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	33	2	0	0	0	0	35	100.00%
Service Quality Dimensions								
Responsiveness	32	2	0	0	0	1	35	100.00%
Reliability	33	2	0	0	0	0	35	100.00%
Access and Facilities	29	4	0	0	0	2	35	100.00%
Communication	32	2	1	0	0	0	35	97.14%
Costs	11	2	0	0	0	22	35	100.00%
Integrity	33	2	0	0	0	0	35	100.00%
Assurance	34	1	0	0	0	0	35	100.00%
Outcome	32	3	0	0	0	0	35	100.00%
Overall	236	18	1	0	0	25	280	99.61%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	27
2	Issuance of Certificate of Outstanding Balances and Interest Paid	2
3	Issuance of Certificate of Full Payment	6
Total		35

25. Dasmariñas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	122	16.76%
2. I know what a CC is but I did not see this office's CC.	17	2.34%
3. I learned of the CC only when I saw this office's CC.	567	77.88%
4. I do not know what a CC is and I did not see this office's CC.	22	3.02%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	606	83.24%
2. Somewhat easy to see	93	12.77%
3. Difficult to see	3	0.41%
4. Not visible at all	-	-
N/A	26	3.57%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	392	53.85%
2. Somewhat helped	155	21.29%
3. Did not help	7	0.96%
N/A	174	23.90%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	627	98	0	0	3	0	728	99.59%
Service Quality Dimensions								
Responsiveness	544	142	37	2	3	0	728	94.23%
Reliability	543	174	10	0	1	0	728	98.49%
Access and Facilities	508	77	2	0	1	140	728	99.49%
Communication	454	82	7	0	0	185	728	98.71%
Costs	136	15	5	1	0	571	728	96.18%
Integrity	568	131	24	0	1	4	728	96.55%
Assurance	652	65	5	0	3	3	728	98.90%
Outcome	569	150	4	0	0	5	728	99.45%
Overall	3,974	836	94	3	9	908	5,824	97.84%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	22
3	Release of Captured Card	3
4	Request for ATM PIN Change	594
5	Request for Card Replacement	5
6	Cash Deposit - (Peso/Foreign Currencies)	12
7	Cash Withdrawal	17
8	Check Deposit - Peso	8
9	Check Encashment	13
10	Online Collection Payments	7
11	Request for Fund Transfer	4
12	Updating of Bank Records - Change in Account Details/Type	3
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
14	Handling of Customer's Complaint	1
15	Salary Loan	18
16	Domestic Bills Purchase Initiation/Availment	1
17	Servicing of Modified Disbursement System Transactions	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	4

External Services		Responses
20	Application for LBP Credit Card Easy Pay Program	1
21	Inquiry, Counseling and Processing of Loan	1
Total		728

26. Dasmariñas Pala-Pala Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	191	96.46%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	5	2.53%
4. I do not know what a CC is and I did not see this office's CC.	2	1.01%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	187	94.44%
2. Somewhat easy to see	8	4.04%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	1.52%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	191	96.46%
2. Somewhat helped	4	2.02%
3. Did not help	-	-
N/A	3	1.52%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	192	4	0	1	1	0	198	98.99%
Service Quality Dimensions								
Responsiveness	182	13	1	1	1	0	198	98.48%
Reliability	192	5	0	1	0	0	198	99.49%
Access and Facilities	192	4	1	0	1	0	198	98.99%
Communication	185	8	3	1	0	1	198	97.97%
Costs	183	10	1	0	0	4	198	99.48%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	191	6	0	1	0	0	198	99.49%
Assurance	191	5	1	0	1	0	198	98.99%
Outcome	184	9	1	0	0	4	198	99.48%
Overall	1,500	60	8	4	3	9	1,584	99.05%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	16
3	Request for ATM PIN Change	9
4	Cash Deposit - (Peso/Foreign Currencies)	38
5	Cash Withdrawal	11
6	Check Deposit - Peso	20
7	Check Encashment	43
8	Online Collection Payments	46
9	Request for Checkbook	1
10	Updating of Bank Records - Change in Account Details/Type	3
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
12	Salary Loan	1
13	Purchase of Over-the-Counter Check	1
14	Bank Statement/Snapshot	2
Total		198

27. Field Support Services Center IV-A – Laguna

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	213	62.10%
2. I know what a CC is but I did not see this office's CC.	23	6.71%
3. I learned of the CC only when I saw this office's CC.	67	19.53%
4. I do not know what a CC is and I did not see this office's CC.	26	7.58%
N/A	1	0.29%
Did not specify	13	3.79%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	227	69.00%
2. Somewhat easy to see	54	16.41%
3. Difficult to see	11	3.34%
4. Not visible at all	4	1.22%
N/A	28	8.51%
Did not specify	5	1.52%
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	209	63.53%
2. Somewhat helped	80	24.32%
3. Did not help	3	0.91%
N/A	30	9.12%
Did not specify	7	2.13%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	217	93	21	5	7	0	343	90.38%
Service Quality Dimensions								
Responsiveness	208	100	18	8	8	1	343	90.06%
Reliability	217	94	18	5	6	3	343	91.47%
Access and Facilities	159	94	22	4	7	57	343	88.46%
Communication	181	80	22	7	7	46	343	87.88%
Costs	114	69	13	3	5	139	343	89.71%
Integrity	218	91	17	4	5	8	343	92.24%
Assurance	239	80	14	4	6	0	343	93.00%
Outcome	218	86	16	4	7	12	343	91.84%
Overall	1,554	694	140	39	51	266	2,744	90.72%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	28
2	Payment of Land Transfer Claim Proceeds	84
3	Valuation of Landholdings under RA 6657/RA 9700	8
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	176
5	Issuance of Certificate of Payment/s	39
6	Issuance of Certification on Status of AR Bond	4
7	Refund of Excess Payment	1
8	Bond Redemption and Interest Payment	3
Total		343

28. Field Support Services Center IV-B – Batangas

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	90	62.94%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	30	20.98%
4. I do not know what a CC is and I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	23	16.08%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	119	99.17%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	0.83%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	80	66.67%
2. Somewhat helped	34	28.33%
3. Did not help	-	-
N/A	6	5.00%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	135	8	0	0	0	0	143	100.00%
Service Quality Dimensions								
Responsiveness	122	21	0	0	0	0	143	100.00%
Reliability	137	5	0	0	0	1	143	100.00%
Access and Facilities	125	3	0	0	0	15	143	100.00%
Communication	133	9	0	0	0	1	143	100.00%
Costs	16	0	0	0	0	127	143	100.00%
Integrity	140	3	0	0	0	0	143	100.00%
Assurance	141	2	0	0	0	0	143	100.00%
Outcome	136	6	0	0	0	1	143	100.00%
Overall	950	49	0	0	0	145	1,144	100.00%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	4
2	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	137
3	Refund of Excess Payment	2
	Total	143

29. GMA (Cavite) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,710	80.56%
2. I know what a CC is but I did not see this office's CC.	87	1.89%
3. I learned of the CC only when I saw this office's CC.	530	11.51%
4. I do not know what a CC is and I did not see this office's CC.	278	6.04%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,039	87.71%
2. Somewhat easy to see	216	4.69%
3. Difficult to see	11	0.24%
4. Not visible at all	9	0.20%
N/A	330	7.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,080	88.60%
2. Somewhat helped	204	4.43%
3. Did not help	6	0.13%
N/A	315	6.84%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,708	867	22	0	7	1	4,605	99.37%
Service Quality Dimensions								
Responsiveness	3,463	1,008	119	3	9	3	4,605	97.15%
Reliability	3,689	884	20	1	5	6	4,605	99.43%
Access and Facilities	2,204	708	62	4	5	1,622	4,605	97.62%
Communication	3,375	1,028	126	1	4	71	4,605	97.11%
Costs	1,519	492	43	3	3	2,545	4,605	97.62%
Integrity	3,825	728	39	1	4	8	4,605	99.04%
Assurance	3,840	730	29	1	3	2	4,605	99.28%
Outcome	3,752	813	29	4	4	3	4,605	99.20%
Overall	25,667	6,391	467	18	37	4,260	36,840	98.40%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	423
2	Opening of other Deposit Account	85
3	Release of Captured Card	73
4	Request for ATM PIN Change	298
5	Request for Card Replacement	237
6	Cash Deposit - (Peso/Foreign Currencies)	377

External Services		Responses
7	Cash Withdrawal	1,030
8	Check Deposit - Peso	356
9	Check Deposit - Foreign Currency	14
10	Check Encashment	296
11	Online Collection Payments	237
12	Request for Checkbook	72
13	Request for Fund Transfer	20
14	Request for Passbook Replacement	27
15	Updating of Bank Records - Change in Account Details/Type	262
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	127
17	Handling of Customer's Complaint	36
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	217
20	Bond Redemption and Interest Payment	2
21	Claim of Remittance Proceeds	5
22	Electronic Fund Transfer/Outgoing Remittance	4
23	Purchase of Over-the-Counter Check	61
24	Sale/Purchase of Foreign Currencies	1
25	Servicing of Modified Disbursement System Transactions	4
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
27	Bank Statement/Snapshot	94
28	Change of Name and Civil Status	18
29	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
30	Inquiry, Counseling and Processing of Loan	224
Total		4,605

30. Gumaca Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,181	95.35%
2. I know what a CC is but I did not see this office's CC.	5	0.15%
3. I learned of the CC only when I saw this office's CC.	143	4.29%
4. I do not know what a CC is and I did not see this office's CC.	6	0.18%
N/A	-	-
Did not specify	1	0.03%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,267	97.96%
2. Somewhat easy to see	51	1.53%
3. Difficult to see	2	0.06%
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	15	0.45%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,188	95.59%
2. Somewhat helped	132	3.96%
3. Did not help	-	-
N/A	15	0.45%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,733	603	0	0	0	0	3,336	100.00%
Service Quality Dimensions								
Responsiveness	2,641	692	3	0	0	0	3,336	99.91%
Reliability	2,682	654	0	0	0	0	3,336	100.00%
Access and Facilities	2,654	654	1	0	0	27	3,336	99.97%
Communication	2,616	707	2	0	0	11	3,336	99.94%
Costs	1,825	388	4	0	0	1,119	3,336	99.82%
Integrity	2,693	642	0	0	0	1	3,336	100.00%
Assurance	2,722	613	1	0	0	0	3,336	99.97%
Outcome	2,634	696	0	0	0	6	3,336	100.00%
Overall	20,467	5,046	11	0	0	1,164	26,688	99.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	818
2	Opening of other Deposit Account	198
3	Release of Captured Card	22
4	Request for ATM PIN Change	407
5	Request for Card Replacement	152
6	Cash Deposit - (Peso/Foreign Currencies)	193
7	Cash Withdrawal	9
8	Check Deposit - Peso	52
9	Check Deposit - Foreign Currency	5
10	Check Encashment	271
11	Online Collection Payments	14
12	Request for Checkbook	75
13	Request for Fund Transfer	21
14	Request for Passbook Replacement	21
15	Request for Stop Payment Order	4
16	Updating of Bank Records - Change in Account Details/Type	368
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	198
18	Handling of Customer's Complaint	20

External Services		Responses
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	80
21	Bond Redemption and Interest Payment	4
22	Claim of Remittance Proceeds	1
23	Domestic Bills Purchase Initiation/Availment	3
24	Electronic Fund Transfer/Outgoing Remittance	13
25	Purchase of Over-the-Counter Check	10
26	Release of Inward Returned Check	9
27	Sale/Purchase of Foreign Currencies	17
28	Servicing of Modified Disbursement System Transactions	22
29	Trust/Treasury Placements	6
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	38
31	Bank Statement/Snapshot	253
32	Change of Name and Civil Status	25
33	Refund of Overpayment	4
34	Inquiry, Counseling and Processing of Loan	2
Total		3,336

31. Imus Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,453	68.60%
2. I know what a CC is but I did not see this office's CC.	20	0.94%
3. I learned of the CC only when I saw this office's CC.	625	29.51%
4. I do not know what a CC is and I did not see this office's CC.	20	0.94%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,761	83.14%
2. Somewhat easy to see	319	15.06%
3. Difficult to see	1	0.05%
4. Not visible at all	4	0.19%
N/A	32	1.51%
Did not specify	1	0.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,831	86.45%
2. Somewhat helped	255	12.04%
3. Did not help	1	0.05%
N/A	31	1.46%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,673	430	10	0	5	0	2,118	99.29%
Service Quality Dimensions								
Responsiveness	1,523	572	10	4	8	1	2,118	98.96%
Reliability	1,767	339	8	0	3	1	2,118	99.48%
Access and Facilities	1,758	333	13	0	3	11	2,118	99.24%
Communication	1,693	388	14	2	3	18	2,118	99.10%
Costs	1,507	383	19	0	2	207	2,118	98.90%
Integrity	1,812	287	12	2	4	1	2,118	99.15%
Assurance	1,886	222	5	2	3	0	2,118	99.53%
Outcome	1,807	277	7	0	4	23	2,118	99.47%
Overall	13,753	2,801	88	10	30	262	16,944	99.23%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	27
2	Opening of other Deposit Account	38
3	Release of Captured Card	2
4	Request for ATM PIN Change	5
5	Request for Card Replacement	130
6	Cash Deposit - (Peso/Foreign Currencies)	52
7	Cash Withdrawal	361
8	Check Deposit - Peso	366
9	Check Encashment	374
10	Online Collection Payments	17
11	Request for Fund Transfer	27
12	Updating of Bank Records - Change in Account Details/Type	361
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	335
14	Handling of Customer's Complaint	2
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	15
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Sale/Purchase of Foreign Currencies	2
19	Bank Statement/Snapshot	1
20	Inquiry, Counseling and Processing of Loan	1
Total		2,118

32. Infanta Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,403	99.24%
2. I know what a CC is but I did not see this office's CC.	4	0.12%
3. I learned of the CC only when I saw this office's CC.	20	0.58%
4. I do not know what a CC is and I did not see this office's CC.	2	0.06%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,410	99.45%
2. Somewhat easy to see	14	0.41%
3. Difficult to see	-	-
4. Not visible at all	2	0.06%
N/A	3	0.09%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,408	99.39%
2. Somewhat helped	15	0.44%
3. Did not help	1	0.03%
N/A	5	0.15%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,419	8	1	1	0	0	3,429	99.94%
Service Quality Dimensions								
Responsiveness	3,416	10	1	0	1	1	3,429	99.94%
Reliability	3,420	8	1	0	0	0	3,429	99.97%
Access and Facilities	3,416	12	1	0	0	0	3,429	99.97%
Communication	3,415	12	0	1	0	1	3,429	99.97%
Costs	2,386	8	2	0	1	1,032	3,429	99.87%
Integrity	3,415	10	1	1	1	1	3,429	99.91%
Assurance	3,416	12	0	0	1	0	3,429	99.97%
Outcome	3,415	11	2	0	0	1	3,429	99.94%
Overall	26,299	83	8	2	4	1,036	27,432	99.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	377
2	Opening of other Deposit Account	24
3	Release of Captured Card	88
4	Request for ATM PIN Change	560
5	Request for Card Replacement	224
6	Cash Deposit - (Peso/Foreign Currencies)	97

External Services		Responses
7	Cash Withdrawal	274
8	Check Deposit - Peso	400
9	Check Deposit - Foreign Currency	38
10	Check Encashment	49
11	Online Collection Payments	12
12	Request for Checkbook	77
13	Request for Fund Transfer	35
14	Request for Passbook Replacement	12
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	59
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	312
18	Handling of Customer's Complaint	4
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	3
20	Salary Loan	191
21	Electronic Fund Transfer/Outgoing Remittance	37
22	Purchase of Over-the-Counter Check	34
23	Release of Inward Returned Check	21
24	Sale/Purchase of Foreign Currencies	85
25	Servicing of Modified Disbursement System Transactions	42
26	Trust/Treasury Placements	8
27	Bank Statement/Snapshot	139
28	Application for LBP Credit Card Easy Pay Program	1
29	Change of Name and Civil Status	23
30	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	2
31	Lifting of Hold-out on Deposit	1
32	Refund of Overpayment	12
33	Reissuance of Credit Card	2
34	Settlement of Past Due Account	2
35	Waiver of Credit Card Annual Fee	1
36	Inquiry, Counseling and Processing of Loan	182
Total		3,429

33. Laguna LC (LAGLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3	37.50%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	4	50.00%
4. I do not know what a CC is and I did not see this office's CC.	1	12.50%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5	62.50%
2. Somewhat easy to see	2	25.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	12.50%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	62.50%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	3	37.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	6	2	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	6	2	0	0	0	0	8	100.00%
Reliability	6	1	0	0	0	1	8	100.00%
Access and Facilities	6	0	0	0	0	2	8	100.00%
Communication	5	1	0	0	0	2	8	100.00%
Costs	5	0	0	0	0	3	8	100.00%
Integrity	6	2	0	0	0	0	8	100.00%
Assurance	6	2	0	0	0	0	8	100.00%
Outcome	6	2	0	0	0	0	8	100.00%
Overall	46	10	0	0	0	8	64	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	4
2	Issuance of Certificate of Full Payment	3
3	Issuance of Letter of Guarantee	1
	Total	8

34. Lemery Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	1,515	94.87%
2. I know what a CC is but I did not see this office's CC.	12	0.75%
3. I learned of the CC only when I saw this office's CC.	11	0.69%
4. I do not know what a CC is and I did not see this office's CC.	18	1.13%
N/A	-	-
Did not specify	41	2.57%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,503	96.59%
2. Somewhat easy to see	25	1.61%
3. Difficult to see	1	0.06%
4. Not visible at all	2	0.13%
N/A	25	1.61%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,506	96.79%
2. Somewhat helped	22	1.41%
3. Did not help	1	0.06%
N/A	26	1.67%
Did not specify	1	0.06%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,509	85	2	1	0	0	1,597	99.81%
Service Quality Dimensions								
Responsiveness	1,458	129	4	0	1	5	1,597	99.69%
Reliability	1,479	115	3	0	0	0	1,597	99.81%
Access and Facilities	1,474	114	3	0	0	6	1,597	99.81%
Communication	1,467	118	4	0	0	8	1,597	99.75%
Costs	1,435	110	1	0	2	49	1,597	99.81%
Integrity	1,484	109	2	1	0	1	1,597	99.81%
Assurance	1,489	105	3	0	0	0	1,597	99.81%
Outcome	1,478	113	3	0	0	3	1,597	99.81%
Overall	11,764	913	23	1	3	72	12,776	99.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	116
2	Opening of other Deposit Account	48
3	Release of Captured Card	47
4	Request for ATM PIN Change	27
5	Request for Card Replacement	45
6	Cash Deposit - (Peso/Foreign Currencies)	160
7	Cash Withdrawal	432

External Services		Responses
8	Check Deposit - Peso	69
9	Check Deposit - Foreign Currency	2
10	Check Encashment	324
11	Online Collection Payments	38
12	Request for Checkbook	8
13	Request for Fund Transfer	1
14	Request for Passbook Replacement	2
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	120
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	16
18	Handling of Customer's Complaint	2
19	Salary Loan	87
20	Claim of Remittance Proceeds	3
21	Electronic Fund Transfer/Outgoing Remittance	5
22	Release of Inward Returned Check	1
23	Sale/Purchase of Foreign Currencies	2
24	Servicing of Modified Disbursement System Transactions	2
25	Trust/Treasury Placements	9
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
27	Bank Statement/Snapshot	20
28	Lifting of Hold-out on Deposit	1
29	Inquiry, Counseling and Processing of Loan	7
Total		1,597

35. Lemery Ilustre Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,708	84.60%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	488	15.25%
4. I do not know what a CC is and I did not see this office's CC.	5	0.16%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,191	99.69%
2. Somewhat easy to see	5	0.16%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	0.16%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,193	99.75%
2. Somewhat helped	3	0.09%
3. Did not help	-	-
N/A	5	0.16%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,196	5	0	0	0	0	3,201	100.00%
Service Quality Dimensions								
Responsiveness	3,193	8	0	0	0	0	3,201	100.00%
Reliability	3,193	8	0	0	0	0	3,201	100.00%
Access and Facilities	3,196	5	0	0	0	0	3,201	100.00%
Communication	3,193	7	0	0	0	1	3,201	100.00%
Costs	3,087	8	0	0	0	106	3,201	100.00%
Integrity	3,193	8	0	0	0	0	3,201	100.00%
Assurance	3,193	8	0	0	0	0	3,201	100.00%
Outcome	3,192	8	0	0	0	1	3,201	100.00%
Overall	25,440	60	0	0	0	108	25,608	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	206
2	Opening of other Deposit Account	87
3	Release of Captured Card	22
4	Request for ATM PIN Change	189
5	Request for Card Replacement	42
6	Cash Deposit - (Peso/Foreign Currencies)	390
7	Cash Withdrawal	329
8	Check Deposit - Peso	387
9	Check Encashment	350
10	Online Collection Payments	350
11	Request for Checkbook	82
12	Request for Fund Transfer	31
13	Request for Passbook Replacement	80
14	Updating of Bank Records - Change in Account Details/Type	237
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	141
16	Handling of Customer's Complaint	24
17	Salary Loan	15
18	Purchase of Over-the-Counter Check	6
19	Release of Inward Returned Check	42
20	Servicing of Modified Disbursement System Transactions	32

External Services		Responses
21	Trust/Treasury Placements	7
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	46
23	Bank Statement/Snapshot	79
24	Application for LBP Credit Card Easy Pay Program	13
25	Change of Name and Civil Status	14
Total		3,201

36. Lipa Big Ben Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,212	96.17%
2. I know what a CC is but I did not see this office's CC.	4	0.17%
3. I learned of the CC only when I saw this office's CC.	77	3.35%
4. I do not know what a CC is and I did not see this office's CC.	7	0.30%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,278	99.04%
2. Somewhat easy to see	11	0.48%
3. Difficult to see	-	-
4. Not visible at all	2	0.09%
N/A	9	0.39%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,281	99.17%
2. Somewhat helped	6	0.26%
3. Did not help	2	0.09%
N/A	11	0.48%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,216	80	0	1	3	0	2,300	99.83%
Service Quality Dimensions								
Responsiveness	2,165	129	2	0	4	0	2,300	99.74%
Reliability	2,213	84	2	0	1	0	2,300	99.87%
Access and Facilities	2,204	94	2	0	0	0	2,300	99.91%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	2,207	90	3	0	0	0	2,300	99.87%
Costs	2,158	81	0	0	0	61	2,300	100.00%
Integrity	2,210	86	1	1	2	0	2,300	99.83%
Assurance	2,213	84	1	0	2	0	2,300	99.87%
Outcome	2,203	93	2	0	0	2	2,300	99.91%
Overall	17,573	741	13	1	9	63	18,400	99.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	112
2	Opening of other Deposit Account	25
3	Release of Captured Card	15
4	Request for ATM PIN Change	225
5	Request for Card Replacement	132
6	Cash Deposit - (Peso/Foreign Currencies)	377
7	Cash Withdrawal	26
8	Check Deposit - Peso	19
9	Check Encashment	251
10	Online Collection Payments	387
11	Request for Checkbook	67
12	Request for Fund Transfer	78
13	Request for Passbook Replacement	33
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	235
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	221
17	Handling of Customer's Complaint	28
18	Salary Loan	19
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Sale/Purchase of Foreign Currencies	1
21	Bank Statement/Snapshot	1
22	Application for LBP Credit Card Easy Pay Program	2
23	Change of Name and Civil Status	26
24	Inquiry, Counseling and Processing of Loan	17
25	Issuance of Letter of Guarantee	1
Total		2,300

37. Lipa Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,262	84.46%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	7	0.18%
3. I learned of the CC only when I saw this office's CC.	572	14.81%
4. I do not know what a CC is and I did not see this office's CC.	21	0.54%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,800	98.39%
2. Somewhat easy to see	33	0.85%
3. Difficult to see	5	0.13%
4. Not visible at all	1	0.03%
N/A	23	0.60%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,806	98.55%
2. Somewhat helped	30	0.78%
3. Did not help	4	0.10%
N/A	22	0.57%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,801	47	3	3	8	0	3,862	99.64%
Service Quality Dimensions								
Responsiveness	3,786	60	3	3	10	0	3,862	99.59%
Reliability	3,793	58	8	1	2	0	3,862	99.72%
Access and Facilities	3,783	63	7	3	4	2	3,862	99.64%
Communication	3,782	66	7	3	2	2	3,862	99.69%
Costs	3,536	48	18	0	3	257	3,862	99.42%
Integrity	3,791	58	4	4	4	1	3,862	99.69%
Assurance	3,794	58	5	0	5	0	3,862	99.74%
Outcome	3,786	59	9	1	3	4	3,862	99.66%
Overall	30,051	470	61	15	33	266	30,896	99.64%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	26
2	Opening of other Deposit Account	216
3	Request for ATM PIN Change	1
4	Request for Card Replacement	70
5	Cash Deposit - (Peso/Foreign Currencies)	1,283
6	Cash Withdrawal	290
7	Check Deposit - Peso	590
8	Check Deposit - Foreign Currency	1

External Services		Responses
9	Check Encashment	652
10	Online Collection Payments	220
11	Request for Fund Transfer	4
12	Updating of Bank Records - Change in Account Details/Type	143
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
14	Handling of Customer's Complaint	1
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	1
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	1
19	Release of Inward Returned Check	101
20	Servicing of Modified Disbursement System Transactions	155
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	97
22	Inquiry, Counseling and Processing of Loan	3
23	Issuance of Letter of Guarantee	3
Total		3,862

38. Lipa Recto Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	316	90.29%
2. I know what a CC is but I did not see this office's CC.	5	1.43%
3. I learned of the CC only when I saw this office's CC.	17	4.86%
4. I do not know what a CC is and I did not see this office's CC.	10	2.86%
N/A	-	-
Did not specify	2	0.57%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	322	92.53%
2. Somewhat easy to see	13	3.74%
3. Difficult to see	1	0.29%
4. Not visible at all	-	-
N/A	12	3.45%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	317	91.09%
2. Somewhat helped	15	4.31%
3. Did not help	2	0.57%
N/A	14	4.02%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	328	20	0	0	2	0	350	99.43%
Service Quality Dimensions								
Responsiveness	322	22	2	0	2	2	350	98.85%
Reliability	327	20	1	2	0	0	350	99.14%
Access and Facilities	328	19	1	1	0	1	350	99.43%
Communication	319	21	3	1	0	6	350	98.84%
Costs	294	16	2	0	0	38	350	99.36%
Integrity	330	18	1	0	1	0	350	99.43%
Assurance	330	19	1	0	0	0	350	99.71%
Outcome	328	18	1	0	0	3	350	99.71%
Overall	2,578	153	12	4	3	50	2,800	99.31%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	198
2	Opening of other Deposit Account	12
3	Release of Captured Card	8
4	Request for ATM PIN Change	10
5	Request for Card Replacement	1
6	Cash Deposit - (Peso/Foreign Currencies)	22
7	Cash Withdrawal	5
8	Check Deposit - Peso	13
9	Check Deposit - Foreign Currency	12
10	Check Encashment	6
11	Online Collection Payments	7
12	Request for Checkbook	1
13	Updating of Bank Records - Change in Account Details/Type	32
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
15	Handling of Customer's Complaint	1
16	Purchase of Over-the-Counter Check	1
17	Sale/Purchase of Foreign Currencies	10
18	Trust/Treasury Placements	4
19	Application for LBP Credit Card Easy Pay Program	1
20	Change of Name and Civil Status	1
	Total	350

39. Lopez (Quezon) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	4,014	97.74%
2. I know what a CC is but I did not see this office's CC.	13	0.32%
3. I learned of the CC only when I saw this office's CC.	73	1.78%
4. I do not know what a CC is and I did not see this office's CC.	7	0.17%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,064	98.95%
2. Somewhat easy to see	33	0.80%
3. Difficult to see	3	0.07%
4. Not visible at all	-	-
N/A	7	0.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,062	98.90%
2. Somewhat helped	36	0.88%
3. Did not help	-	-
N/A	9	0.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,088	17	1	0	1	0	4,107	99.95%
Service Quality Dimensions								
Responsiveness	4,075	27	3	0	2	0	4,107	99.88%
Reliability	4,087	18	2	0	0	0	4,107	99.95%
Access and Facilities	4,078	28	0	0	1	0	4,107	99.98%
Communication	4,080	24	3	0	0	0	4,107	99.93%
Costs	4,065	24	1	0	0	17	4,107	99.98%
Integrity	4,082	22	1	1	1	0	4,107	99.93%
Assurance	4,090	15	1	1	0	0	4,107	99.95%
Outcome	4,079	27	1	0	0	0	4,107	99.98%
Overall	32,636	185	12	2	4	17	32,856	99.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	375
2	Opening of other Deposit Account	84
3	Release of Captured Card	59
4	Request for ATM PIN Change	327
5	Request for Card Replacement	72
6	Cash Deposit - (Peso/Foreign Currencies)	403
7	Cash Withdrawal	368

External Services		Responses
8	Check Deposit - Peso	373
9	Check Deposit - Foreign Currency	4
10	Check Encashment	387
11	Online Collection Payments	176
12	Request for Checkbook	39
13	Request for Fund Transfer	34
14	Request for Passbook Replacement	76
15	Request for Stop Payment Order	13
16	Updating of Bank Records - Change in Account Details/Type	150
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	335
18	Handling of Customer's Complaint	13
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	5
20	Salary Loan	176
21	Bond Redemption and Interest Payment	3
22	Claim of Remittance Proceeds	4
23	Domestic Bills Purchase Initiation/Availment	1
24	Electronic Fund Transfer/Outgoing Remittance	15
25	Purchase of Over-the-Counter Check	11
26	Release of Inward Returned Check	12
27	Sale/Purchase of Foreign Currencies	50
28	Servicing of Modified Disbursement System Transactions	56
29	Trust/Treasury Placements	13
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	128
31	Bank Statement/Snapshot	300
32	Application for LBP Credit Card Easy Pay Program	6
33	Change of Name and Civil Status	6
34	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	2
35	Reissuance of Credit Card	2
36	Waiver of Credit Card Annual Fee	1
37	Inquiry, Counseling and Processing of Loan	28
Total		4,107

40. Lucban Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,675	87.30%
2. I know what a CC is but I did not see this office's CC.	21	0.69%
3. I learned of the CC only when I saw this office's CC.	244	7.96%
4. I do not know what a CC is and I did not see this office's CC.	94	3.07%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	30	0.98%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,866	94.46%
2. Somewhat easy to see	59	1.94%
3. Difficult to see	3	0.10%
4. Not visible at all	1	0.03%
N/A	104	3.43%
Did not specify	1	0.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,876	94.79%
2. Somewhat helped	51	1.68%
3. Did not help	1	0.03%
N/A	105	3.46%
Did not specify	1	0.03%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,985	74	4	0	1	0	3,064	99.84%
Service Quality Dimensions								
Responsiveness	2,924	128	5	2	1	4	3,064	99.74%
Reliability	2,985	76	2	0	1	0	3,064	99.90%
Access and Facilities	2,959	92	4	0	1	8	3,064	99.84%
Communication	2,954	102	1	1	2	4	3,064	99.87%
Costs	2,601	95	2	2	2	362	3,064	99.78%
Integrity	2,985	72	2	1	1	3	3,064	99.87%
Assurance	3,006	54	1	1	1	1	3,064	99.90%
Outcome	2,962	93	4	0	1	4	3,064	99.84%
Overall	23,376	712	21	7	10	386	24,512	99.84%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	383
2	Opening of other Deposit Account	31
3	Release of Captured Card	7
4	Request for ATM PIN Change	216
5	Request for Card Replacement	174
6	Cash Deposit - (Peso/Foreign Currencies)	119
7	Cash Withdrawal	52
8	Check Deposit - Peso	57
9	Check Deposit - Foreign Currency	35
10	Check Encashment	179
11	Online Collection Payments	9
12	Request for Checkbook	148

External Services		Responses
13	Request for Passbook Replacement	113
14	Request for Stop Payment Order	4
15	Updating of Bank Records - Change in Account Details/Type	258
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	545
17	Handling of Customer's Complaint	6
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	6
19	Salary Loan	119
20	Claim of Remittance Proceeds	4
21	Electronic Fund Transfer/Outgoing Remittance	65
22	Purchase of Over-the-Counter Check	37
23	Release of Inward Returned Check	20
24	Sale/Purchase of Foreign Currencies	169
25	Servicing of Modified Disbursement System Transactions	37
26	Trust/Treasury Placements	5
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	99
28	Bank Statement/Snapshot	43
29	Application for LBP Credit Card Easy Pay Program	1
30	Change of Name and Civil Status	4
31	Lifting of Hold-out on Deposit	2
32	Refund of Overpayment	84
33	Reissuance of Credit Card	5
34	Settlement of Past Due Account	3
35	Inquiry, Counseling and Processing of Loan	24
36	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		3,064

41. Lucena Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,114	92.37%
2. I know what a CC is but I did not see this office's CC.	17	1.41%
3. I learned of the CC only when I saw this office's CC.	54	4.48%
4. I do not know what a CC is and I did not see this office's CC.	18	1.49%
N/A	-	-
Did not specify	3	0.25%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,129	93.85%
2. Somewhat easy to see	41	3.41%
3. Difficult to see	5	0.42%
4. Not visible at all	6	0.50%

Citizen's Charter Answers	Responses	Percentage
N/A	22	1.83%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,141	94.85%
2. Somewhat helped	35	2.91%
3. Did not help	3	0.25%
N/A	24	2.00%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,149	48	2	0	7	0	1,206	99.25%
Service Quality Dimensions								
Responsiveness	1,085	100	10	2	8	1	1,206	98.34%
Reliability	1,129	70	4	0	3	0	1,206	99.42%
Access and Facilities	1,117	78	1	0	7	3	1,206	99.33%
Communication	1,085	97	11	2	5	6	1,206	98.50%
Costs	1,035	84	9	2	0	76	1,206	99.03%
Integrity	1,132	61	7	1	3	2	1,206	99.09%
Assurance	1,151	51	2	0	2	0	1,206	99.67%
Outcome	1,128	67	5	0	1	5	1,206	99.50%
Overall	8,862	608	49	7	29	93	9,648	99.11%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	90
2	Opening of other Deposit Account	235
3	Request for ATM PIN Change	2
4	Request for Card Replacement	12
5	Cash Deposit - (Peso/Foreign Currencies)	146
6	Cash Withdrawal	94
7	Check Deposit - Peso	80
8	Check Encashment	210
9	Online Collection Payments	75
10	Request for Checkbook	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	91
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	27
14	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
15	Salary Loan	117
16	Purchase of Over-the-Counter Check	1
17	Sale/Purchase of Foreign Currencies	1
18	Servicing of Modified Disbursement System Transactions	16

External Services		Responses
19	Bank Statement/Snapshot	5
20	Change of Name and Civil Status	1
Total		1,206

42. Lucena Cathedral Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	559	50.41%
2. I know what a CC is but I did not see this office's CC.	5	0.45%
3. I learned of the CC only when I saw this office's CC.	541	48.78%
4. I do not know what a CC is and I did not see this office's CC.	4	0.36%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,090	98.29%
2. Somewhat easy to see	14	1.26%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	0.45%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,080	97.39%
2. Somewhat helped	23	2.07%
3. Did not help	-	-
N/A	6	0.54%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,104	5	0	0	0	0	1,109	100.00%
Service Quality Dimensions								
Responsiveness	1,097	10	1	0	0	1	1,109	99.91%
Reliability	1,101	8	0	0	0	0	1,109	100.00%
Access and Facilities	1,104	5	0	0	0	0	1,109	100.00%
Communication	1,102	7	0	0	0	0	1,109	100.00%
Costs	936	10	0	0	0	163	1,109	100.00%
Integrity	1,100	9	0	0	0	0	1,109	100.00%
Assurance	1,104	5	0	0	0	0	1,109	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	1,097	11	0	0	0	1	1,109	100.00%
Overall	8,641	65	1	0	0	165	8,872	99.99%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	50
3	Request for ATM PIN Change	19
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	375
6	Cash Withdrawal	100
7	Check Deposit - Peso	154
8	Check Encashment	217
9	Online Collection Payments	104
10	Request for Checkbook	1
11	Request for Fund Transfer	3
12	Request for Passbook Replacement	1
13	Updating of Bank Records - Change in Account Details/Type	45
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
15	Handling of Customer's Complaint	1
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	3
18	Domestic Bills Purchase Initiation/Availment	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Purchase of Over-the-Counter Check	2
21	Bank Statement/Snapshot	5
22	Change of Name and Civil Status	4
23	Inquiry, Counseling and Processing of Loan	1
Total		1,109

43. Lucena Guinto Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,556	76.92%
2. I know what a CC is but I did not see this office's CC.	24	1.19%
3. I learned of the CC only when I saw this office's CC.	306	15.13%
4. I do not know what a CC is and I did not see this office's CC.	137	6.77%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,589	78.55%
2. Somewhat easy to see	277	13.69%
3. Difficult to see	8	0.40%
4. Not visible at all	7	0.35%
N/A	142	7.02%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,603	79.24%
2. Somewhat helped	275	13.59%
3. Did not help	3	0.15%
N/A	142	7.02%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,861	156	4	2	0	0	2,023	99.70%
Service Quality Dimensions								
Responsiveness	1,847	162	11	3	0	0	2,023	99.31%
Reliability	1,839	174	7	3	0	0	2,023	99.51%
Access and Facilities	1,800	199	11	1	2	10	2,023	99.30%
Communication	1,807	198	13	0	2	3	2,023	99.26%
Costs	1,075	132	12	2	0	802	2,023	98.85%
Integrity	1,824	187	9	1	2	0	2,023	99.41%
Assurance	1,854	162	3	2	1	1	2,023	99.70%
Outcome	1,819	189	6	1	1	7	2,023	99.60%
Overall	13,865	1,403	72	13	8	823	16,184	99.39%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	95
2	Opening of other Deposit Account	642
3	Release of Captured Card	11
4	Request for ATM PIN Change	178
5	Request for Card Replacement	55
6	Cash Deposit - (Peso/Foreign Currencies)	96
7	Cash Withdrawal	12
8	Check Deposit - Peso	14
9	Check Encashment	12
10	Online Collection Payments	8
11	Request for Checkbook	15
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	455

External Services		Responses
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	227
15	Handling of Customer's Complaint	123
16	Salary Loan	2
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	1
19	Sale/Purchase of Foreign Currencies	1
20	Servicing of Modified Disbursement System Transactions	1
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	23
23	Bank Statement/Snapshot	46
24	Change of Name and Civil Status	2
Total		2,023

44. Mulanay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,199	96.53%
2. I know what a CC is but I did not see this office's CC.	8	0.35%
3. I learned of the CC only when I saw this office's CC.	66	2.90%
4. I do not know what a CC is and I did not see this office's CC.	5	0.22%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,215	97.23%
2. Somewhat easy to see	55	2.41%
3. Difficult to see	-	-
4. Not visible at all	1	0.04%
N/A	7	0.31%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,237	98.20%
2. Somewhat helped	32	1.40%
3. Did not help	2	0.09%
N/A	7	0.31%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,187	87	1	1	2	0	2,278	99.82%
Service Quality Dimensions								
Responsiveness	2,116	148	10	1	2	1	2,278	99.43%
Reliability	2,161	110	6	0	1	0	2,278	99.69%
Access and Facilities	2,122	102	7	0	1	46	2,278	99.64%
Communication	2,146	119	8	0	1	4	2,278	99.60%
Costs	1,667	81	6	0	0	524	2,278	99.66%
Integrity	2,181	87	6	0	3	1	2,278	99.60%
Assurance	2,180	92	4	1	1	0	2,278	99.74%
Outcome	2,176	94	6	0	2	0	2,278	99.65%
Overall	16,749	833	53	2	11	576	18,224	99.63%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	245
2	Opening of other Deposit Account	1,109
3	Release of Captured Card	2
4	Request for ATM PIN Change	5
5	Request for Card Replacement	13
6	Cash Deposit - (Peso/Foreign Currencies)	95
7	Cash Withdrawal	31
8	Check Deposit - Peso	50
9	Check Encashment	154
10	Online Collection Payments	7
11	Request for Checkbook	101
12	Request for Fund Transfer	2
13	Request for Passbook Replacement	9
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	76
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	61
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	88
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Release of Inward Returned Check	23
21	Sale/Purchase of Foreign Currencies	24
22	Servicing of Modified Disbursement System Transactions	96
23	Bank Statement/Snapshot	11
24	Application for LBP Credit Card Easy Pay Program	1
25	Change of Name and Civil Status	37
26	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	2
27	Inquiry, Counseling and Processing of Loan	31
28	Issuance of Certificate of Outstanding Balances and Interest Paid	1
29	Issuance of Certificate of Full Payment	1

External Services		Responses
	Total	2,278

45. Nagcarlan (L) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,103	99.13%
2. I know what a CC is but I did not see this office's CC.	1	0.02%
3. I learned of the CC only when I saw this office's CC.	30	0.72%
4. I do not know what a CC is and I did not see this office's CC.	5	0.12%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,997	96.57%
2. Somewhat easy to see	136	3.29%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	6	0.14%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,119	99.52%
2. Somewhat helped	13	0.31%
3. Did not help	-	-
N/A	7	0.17%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,901	236	0	0	2	0	4,139	99.95%
Service Quality Dimensions								
Responsiveness	3,632	500	3	0	2	2	4,139	99.88%
Reliability	3,768	370	0	0	1	0	4,139	99.98%
Access and Facilities	3,956	159	0	0	2	22	4,139	99.95%
Communication	3,725	410	2	0	2	0	4,139	99.90%
Costs	3,268	709	2	0	1	159	4,139	99.92%
Integrity	3,620	517	0	1	1	0	4,139	99.95%
Assurance	3,784	354	0	0	1	0	4,139	99.98%
Outcome	3,775	361	0	0	1	2	4,139	99.98%
Overall	29,528	3,380	7	1	11	185	33,112	99.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	325
2	Opening of other Deposit Account	184
3	Release of Captured Card	54
4	Request for ATM PIN Change	234
5	Request for Card Replacement	46
6	Cash Deposit - (Peso/Foreign Currencies)	384
7	Cash Withdrawal	318
8	Check Deposit - Peso	371
9	Check Deposit - Foreign Currency	6
10	Check Encashment	393
11	Online Collection Payments	352
12	Request for Checkbook	157
13	Request for Fund Transfer	181
14	Request for Passbook Replacement	166
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	377
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	266
18	Salary Loan	143
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	3
21	Sale/Purchase of Foreign Currencies	5
22	Trust/Treasury Placements	2
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	16
24	Bank Statement/Snapshot	147
25	Change of Name and Civil Status	1
26	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
27	Reissuance of Credit Card	3
28	Inquiry, Counseling and Processing of Loan	2
Total		4,139

46. Nasugbu Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,402	90.58%
2. I know what a CC is but I did not see this office's CC.	3	0.08%
3. I learned of the CC only when I saw this office's CC.	167	4.45%
4. I do not know what a CC is and I did not see this office's CC.	7	0.19%
N/A	-	-
Did not specify	177	4.71%

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,540	98.91%
2. Somewhat easy to see	29	0.81%
3. Difficult to see	-	-
4. Not visible at all	1	0.03%
N/A	8	0.22%
Did not specify	1	0.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,522	98.41%
2. Somewhat helped	38	1.06%
3. Did not help	1	0.03%
N/A	18	0.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,738	16	1	0	1	0	3,756	99.95%
Service Quality Dimensions								
Responsiveness	3,726	28	1	0	1	0	3,756	99.95%
Reliability	3,741	13	1	0	1	0	3,756	99.95%
Access and Facilities	3,737	15	1	0	1	2	3,756	99.95%
Communication	3,725	27	1	0	1	2	3,756	99.95%
Costs	3,079	24	1	0	1	651	3,756	99.94%
Integrity	3,741	13	0	1	1	0	3,756	99.95%
Assurance	3,744	9	1	0	1	1	3,756	99.95%
Outcome	3,739	12	1	0	1	3	3,756	99.95%
Overall	29,232	141	7	1	8	659	30,048	99.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	347
2	Opening of other Deposit Account	40
3	Release of Captured Card	96
4	Request for ATM PIN Change	256
5	Request for Card Replacement	250
6	Cash Deposit - (Peso/Foreign Currencies)	425
7	Cash Withdrawal	191
8	Check Deposit - Peso	367
9	Check Encashment	390
10	Online Collection Payments	292
11	Request for Checkbook	121
12	Request for Fund Transfer	2
13	Request for Passbook Replacement	1

External Services		Responses
14	Updating of Bank Records - Change in Account Details/Type	341
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	269
16	Handling of Customer's Complaint	145
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	8
19	Bond Redemption and Interest Payment	2
20	Purchase of Over-the-Counter Check	10
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	43
23	Bank Statement/Snapshot	100
24	Application for LBP Credit Card Easy Pay Program	3
25	Change of Name and Civil Status	3
26	Inquiry, Counseling and Processing of Loan	51
27	Issuance of Letter of Guarantee	1
Total		3,756

47. Paseo de Sta. Rosa Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	119	87.50%
2. I know what a CC is but I did not see this office's CC.	4	2.94%
3. I learned of the CC only when I saw this office's CC.	9	6.62%
4. I do not know what a CC is and I did not see this office's CC.	4	2.94%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	124	91.18%
2. Somewhat easy to see	8	5.88%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	2.94%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	122	89.71%
2. Somewhat helped	9	6.62%
3. Did not help	-	-
N/A	5	3.68%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	129	6	1	0	0	0	136	99.26%
Service Quality Dimensions								
Responsiveness	130	4	2	0	0	0	136	98.53%
Reliability	130	6	0	0	0	0	136	100.00%
Access and Facilities	128	8	0	0	0	0	136	100.00%
Communication	128	7	1	0	0	0	136	99.26%
Costs	121	3	2	0	0	10	136	98.41%
Integrity	131	5	0	0	0	0	136	100.00%
Assurance	130	5	1	0	0	0	136	99.26%
Outcome	129	5	0	0	0	2	136	100.00%
Overall	1,027	43	6	0	0	12	1,088	99.44%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	24
3	Request for ATM PIN Change	3
4	Request for Card Replacement	17
5	Cash Deposit - (Peso/Foreign Currencies)	4
6	Cash Withdrawal	9
7	Check Deposit - Peso	3
8	Check Encashment	3
9	Online Collection Payments	23
10	Request for Checkbook	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	8
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	11
14	Handling of Customer's Complaint	3
15	Salary Loan	1
16	Electronic Fund Transfer/Outgoing Remittance	2
17	Servicing of Modified Disbursement System Transactions	16
18	Trust/Treasury Placements	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
20	Bank Statement/Snapshot	1
Total		136

48. Quezon LC (QUELC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	-	-
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	1	100.00%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1	100.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	100.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1	0	0	0	0	0	1	100.00%
Service Quality Dimensions								
Responsiveness	1	0	0	0	0	0	1	100.00%
Reliability	1	0	0	0	0	0	1	100.00%
Access and Facilities	1	0	0	0	0	0	1	100.00%
Communication	1	0	0	0	0	0	1	100.00%
Costs	0	0	0	0	0	1	1	-
Integrity	1	0	0	0	0	0	1	100.00%
Assurance	1	0	0	0	0	0	1	100.00%
Outcome	1	0	0	0	0	0	1	100.00%
Overall	7	0	0	0	0	1	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
	Total	1

49. Real Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,130	90.33%
2. I know what a CC is but I did not see this office's CC.	2	0.16%
3. I learned of the CC only when I saw this office's CC.	105	8.39%
4. I do not know what a CC is and I did not see this office's CC.	14	1.12%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,205	96.32%
2. Somewhat easy to see	31	2.48%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	15	1.20%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,219	97.44%
2. Somewhat helped	14	1.12%
3. Did not help	-	-
N/A	18	1.44%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,218	31	2	0	0	0	1,251	99.84%
Service Quality Dimensions								
Responsiveness	1,192	57	1	1	0	0	1,251	99.84%
Reliability	1,186	65	0	0	0	0	1,251	100.00%
Access and Facilities	1,194	55	1	0	0	1	1,251	99.92%
Communication	1,191	58	1	0	0	1	1,251	99.92%
Costs	1,166	49	0	0	0	36	1,251	100.00%
Integrity	1,174	77	0	0	0	0	1,251	100.00%
Assurance	1,204	47	0	0	0	0	1,251	100.00%
Outcome	1,199	50	1	0	0	1	1,251	99.92%
Overall	9,506	458	4	1	0	39	10,008	99.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	149
2	Opening of other Deposit Account	128
3	Release of Captured Card	16

External Services		Responses
4	Request for ATM PIN Change	48
5	Request for Card Replacement	27
6	Cash Deposit - (Peso/Foreign Currencies)	215
7	Cash Withdrawal	145
8	Check Deposit - Peso	212
9	Check Deposit - Foreign Currency	6
10	Check Encashment	123
11	Online Collection Payments	7
12	Request for Checkbook	7
13	Request for Fund Transfer	13
14	Request for Passbook Replacement	2
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	26
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	22
18	Handling of Customer's Complaint	4
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
20	Salary Loan	30
21	Bond Redemption and Interest Payment	2
22	Claim of Remittance Proceeds	4
23	Domestic Bills Purchase Initiation/Availment	1
24	Electronic Fund Transfer/Outgoing Remittance	6
25	Release of Inward Returned Check	1
26	Sale/Purchase of Foreign Currencies	4
27	Servicing of Modified Disbursement System Transactions	1
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	10
29	Bank Statement/Snapshot	24
30	Change of Name and Civil Status	5
31	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
32	Reissuance of Credit Card	4
33	Settlement of Past Due Account	1
34	Waiver of Credit Card Annual Fee	1
35	Inquiry, Counseling and Processing of Loan	2
Total		1,251

50. Rizal LC (RIZLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	26	74.29%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	7	20.00%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	2	5.71%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	26	74.29%
2. Somewhat easy to see	7	20.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	5.71%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	25	71.43%
2. Somewhat helped	8	22.86%
3. Did not help	-	-
N/A	2	5.71%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	30	4	1	0	0	0	35	97.14%
Service Quality Dimensions								
Responsiveness	25	10	0	0	0	0	35	100.00%
Reliability	30	5	0	0	0	0	35	100.00%
Access and Facilities	27	8	0	0	0	0	35	100.00%
Communication	25	9	0	1	0	0	35	97.14%
Costs	26	8	0	0	0	1	35	100.00%
Integrity	30	5	0	0	0	0	35	100.00%
Assurance	30	5	0	0	0	0	35	100.00%
Outcome	28	6	1	0	0	0	35	97.14%
Overall	221	56	1	1	0	1	280	99.28%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	15
2	Issuance of Certificate of Full Payment	20
	Total	35

51. Rosario (Batangas) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,519	75.31%
2. I know what a CC is but I did not see this office's CC.	84	4.16%
3. I learned of the CC only when I saw this office's CC.	274	13.58%
4. I do not know what a CC is and I did not see this office's CC.	116	5.75%
N/A	-	-
Did not specify	24	1.19%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,541	77.32%
2. Somewhat easy to see	287	14.40%
3. Difficult to see	21	1.05%
4. Not visible at all	10	0.50%
N/A	130	6.52%
Did not specify	4	0.20%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,638	82.19%
2. Somewhat helped	198	9.93%
3. Did not help	9	0.45%
N/A	138	6.92%
Did not specify	10	0.50%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,572	412	23	1	9	0	2,017	98.36%
Service Quality Dimensions								
Responsiveness	1,479	462	46	2	10	18	2,017	97.10%
Reliability	1,574	396	29	1	3	14	2,017	98.35%
Access and Facilities	1,563	394	28	3	3	26	2,017	98.29%
Communication	1,481	408	36	3	7	82	2,017	97.62%
Costs	1,380	387	33	3	5	209	2,017	97.73%
Integrity	1,595	368	38	2	5	9	2,017	97.76%
Assurance	1,659	326	23	0	3	6	2,017	98.71%
Outcome	1,621	342	25	0	4	25	2,017	98.54%
Overall	12,352	3,083	258	14	40	389	16,136	98.02%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	311
2	Opening of other Deposit Account	25
3	Release of Captured Card	49
4	Request for ATM PIN Change	36
5	Request for Card Replacement	53
6	Cash Deposit - (Peso/Foreign Currencies)	424

External Services		Responses
7	Cash Withdrawal	152
8	Check Deposit - Peso	91
9	Check Deposit - Foreign Currency	3
10	Check Encashment	430
11	Online Collection Payments	150
12	Request for Checkbook	8
13	Request for Passbook Replacement	47
14	Updating of Bank Records - Change in Account Details/Type	47
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	73
16	Handling of Customer's Complaint	4
17	Salary Loan	13
18	Bond Redemption and Interest Payment	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Sale/Purchase of Foreign Currencies	1
21	Servicing of Modified Disbursement System Transactions	3
22	Bank Statement/Snapshot	68
23	Refund of Overpayment	24
24	Inquiry, Counseling and Processing of Loan	2
25	Issuance of Certificate of Full Payment	1
Total		2,017

52. Rosario Cavite (CEZ) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	640	95.10%
2. I know what a CC is but I did not see this office's CC.	5	0.74%
3. I learned of the CC only when I saw this office's CC.	18	2.67%
4. I do not know what a CC is and I did not see this office's CC.	10	1.49%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	645	95.84%
2. Somewhat easy to see	13	1.93%
3. Difficult to see	1	0.15%
4. Not visible at all	-	-
N/A	14	2.08%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	644	95.69%
2. Somewhat helped	17	2.53%
3. Did not help	1	0.15%
N/A	11	1.63%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	652	15	1	0	5	0	673	99.11%
Service Quality Dimensions								
Responsiveness	638	26	3	1	5	0	673	98.66%
Reliability	653	14	1	2	3	0	673	99.11%
Access and Facilities	648	18	1	0	5	1	673	99.11%
Communication	651	14	2	0	4	2	673	99.11%
Costs	568	14	3	1	2	85	673	98.98%
Integrity	650	17	1	1	3	1	673	99.26%
Assurance	657	9	1	3	3	0	673	98.96%
Outcome	648	18	1	1	3	2	673	99.25%
Overall	5,113	130	13	9	28	91	5,384	99.06%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	46
2	Opening of other Deposit Account	32
3	Request for ATM PIN Change	4
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	131
6	Cash Withdrawal	51
7	Check Deposit - Peso	24
8	Check Deposit - Foreign Currency	1
9	Check Encashment	218
10	Online Collection Payments	43
11	Request for Checkbook	3
12	Request for Fund Transfer	5
13	Updating of Bank Records - Change in Account Details/Type	23
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
15	Handling of Customer's Complaint	1
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
17	Salary Loan	47
18	Bond Redemption and Interest Payment	2
19	Claim of Remittance Proceeds	10
20	Electronic Fund Transfer/Outgoing Remittance	1

External Services		Responses
21	Servicing of Modified Disbursement System Transactions	5
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
24	Bank Statement/Snapshot	4
25	Application for LBP Credit Card Easy Pay Program	1
26	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
27	Inquiry, Counseling and Processing of Loan	2
Total		673

53. San Juan (Batangas) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	699	94.33%
2. I know what a CC is but I did not see this office's CC.	3	0.40%
3. I learned of the CC only when I saw this office's CC.	38	5.13%
4. I do not know what a CC is and I did not see this office's CC.	1	0.13%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	721	97.30%
2. Somewhat easy to see	15	2.02%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	0.67%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	714	96.36%
2. Somewhat helped	12	1.62%
3. Did not help	-	-
N/A	15	2.02%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	708	33	0	0	0	0	741	100.00%
Service Quality Dimensions								
Responsiveness	672	64	2	2	0	1	741	99.46%
Reliability	695	46	0	0	0	0	741	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	684	53	0	0	0	4	741	100.00%
Communication	692	47	0	0	0	2	741	100.00%
Costs	519	40	2	0	2	178	741	99.29%
Integrity	697	43	0	1	0	0	741	99.87%
Assurance	704	37	0	0	0	0	741	100.00%
Outcome	694	46	0	0	0	1	741	100.00%
Overall	5,357	376	4	3	2	186	5,928	99.84%

External Services		Responses
1	Opening of other Deposit Account	23
2	Release of Captured Card	1
3	Request for ATM PIN Change	5
4	Request for Card Replacement	142
5	Cash Deposit - (Peso/Foreign Currencies)	219
6	Cash Withdrawal	159
7	Check Deposit - Peso	32
8	Check Encashment	50
9	Online Collection Payments	27
10	Request for Passbook Replacement	9
11	Updating of Bank Records - Change in Account Details/Type	12
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	17
13	Handling of Customer's Complaint	2
14	Salary Loan	27
15	Electronic Fund Transfer/Outgoing Remittance	1
16	Sale/Purchase of Foreign Currencies	3
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
18	Bank Statement/Snapshot	5
Total		741

54. San Pablo (Laguna) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,048	84.54%
2. I know what a CC is but I did not see this office's CC.	53	0.89%
3. I learned of the CC only when I saw this office's CC.	640	10.72%
4. I do not know what a CC is and I did not see this office's CC.	137	2.29%
N/A	75	1.26%
Did not specify	18	0.30%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,134	87.34%
2. Somewhat easy to see	541	9.20%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	41	0.70%
4. Not visible at all	4	0.07%
N/A	154	2.62%
Did not specify	4	0.07%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,151	87.63%
2. Somewhat helped	538	9.15%
3. Did not help	15	0.26%
N/A	167	2.84%
Did not specify	7	0.12%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,351	600	16	2	2	0	5,971	99.67%
Service Quality Dimensions								
Responsiveness	4,783	1,122	48	5	4	9	5,971	99.04%
Reliability	5,286	662	19	0	0	4	5,971	99.68%
Access and Facilities	5,202	684	27	0	1	57	5,971	99.53%
Communication	5,155	769	32	2	0	13	5,971	99.43%
Costs	3,258	408	32	9	1	2,263	5,971	98.87%
Integrity	5,361	572	29	4	1	4	5,971	99.43%
Assurance	5,491	464	13	3	0	0	5,971	99.73%
Outcome	5,344	588	24	1	0	14	5,971	99.58%
Overall	39,880	5,269	224	24	7	2,364	47,768	99.44%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	97
2	Opening of other Deposit Account	239
3	Release of Captured Card	79
4	Request for ATM PIN Change	303
5	Request for Card Replacement	286
6	Cash Deposit - (Peso/Foreign Currencies)	421
7	Cash Withdrawal	411
8	Check Deposit - Peso	375
9	Check Deposit - Foreign Currency	22
10	Check Encashment	350
11	Online Collection Payments	514
12	Request for Checkbook	139
13	Request for Fund Transfer	293
14	Request for Passbook Replacement	109
15	Updating of Bank Records - Change in Account Details/Type	327
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	301

External Services		Responses
17	Handling of Customer's Complaint	2
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	226
20	Bond Redemption and Interest Payment	33
21	Claim of Remittance Proceeds	1
22	Electronic Fund Transfer/Outgoing Remittance	132
23	Purchase of Over-the-Counter Check	91
24	Sale/Purchase of Foreign Currencies	86
25	Servicing of Modified Disbursement System Transactions	354
26	Trust/Treasury Placements	23
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	201
28	Bank Statement/Snapshot	481
29	Application for LBP Credit Card Easy Pay Program	14
30	Change of Name and Civil Status	29
31	Lifting of Hold-out on Deposit	1
32	Settlement of Past Due Account	30
Total		5,971

55. San Pablo Rizal Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	667	74.28%
2. I know what a CC is but I did not see this office's CC.	50	5.57%
3. I learned of the CC only when I saw this office's CC.	115	12.81%
4. I do not know what a CC is and I did not see this office's CC.	66	7.35%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	689	76.73%
2. Somewhat easy to see	102	11.36%
3. Difficult to see	34	3.79%
4. Not visible at all	10	1.11%
N/A	61	6.79%
Did not specify	2	0.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	667	74.28%
2. Somewhat helped	123	13.70%
3. Did not help	4	0.45%
N/A	102	11.36%

Citizen's Charter Answers	Responses	Percentage
Did not specify	2	0.22%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	667	213	16	1	1	0	898	98.00%
Service Quality Dimensions								
Responsiveness	606	259	27	4	1	1	898	96.43%
Reliability	700	195	3	0	0	0	898	99.67%
Access and Facilities	681	189	8	0	1	19	898	98.98%
Communication	647	214	32	2	1	2	898	96.09%
Costs	622	168	17	1	1	89	898	97.65%
Integrity	734	154	10	0	0	0	898	98.89%
Assurance	761	134	3	0	0	0	898	99.67%
Outcome	695	182	15	1	0	5	898	98.21%
Overall	5,446	1,495	115	8	4	116	7,184	98.20%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	76
2	Opening of other Deposit Account	151
3	Release of Captured Card	10
4	Request for ATM PIN Change	83
5	Request for Card Replacement	13
6	Cash Deposit - (Peso/Foreign Currencies)	113
7	Cash Withdrawal	41
8	Check Deposit - Peso	49
9	Check Encashment	46
10	Online Collection Payments	27
11	Request for Checkbook	9
12	Request for Fund Transfer	6
13	Request for Passbook Replacement	11
14	Updating of Bank Records - Change in Account Details/Type	25
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	31
16	Handling of Customer's Complaint	12
17	Salary Loan	20
18	Release of Inward Returned Check	13
19	Sale/Purchase of Foreign Currencies	6
20	Servicing of Modified Disbursement System Transactions	15
21	Trust/Treasury Placements	13
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	36
23	Bank Statement/Snapshot	37
24	Application for LBP Credit Card Easy Pay Program	1
25	Change of Name and Civil Status	26

External Services		Responses
26	Reissuance of Credit Card	1
27	Settlement of Past Due Account	2
28	Inquiry, Counseling and Processing of Loan	24
29	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		898

56. San Pedro (Laguna) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,334	89.91%
2. I know what a CC is but I did not see this office's CC.	23	0.89%
3. I learned of the CC only when I saw this office's CC.	85	3.27%
4. I do not know what a CC is and I did not see this office's CC.	26	1.00%
N/A	8	0.31%
Did not specify	120	4.62%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,354	95.38%
2. Somewhat easy to see	72	2.92%
3. Difficult to see	3	0.12%
4. Not visible at all	1	0.04%
N/A	36	1.46%
Did not specify	2	0.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,371	96.07%
2. Somewhat helped	53	2.15%
3. Did not help	5	0.20%
N/A	39	1.58%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,406	182	6	1	1	0	2,596	99.69%
Service Quality Dimensions								
Responsiveness	2,346	228	10	0	2	10	2,596	99.54%
Reliability	2,410	181	4	1	0	0	2,596	99.81%
Access and Facilities	2,392	191	7	0	1	5	2,596	99.69%
Communication	2,372	204	7	3	0	10	2,596	99.61%
Costs	2,206	176	12	1	0	201	2,596	99.46%
Integrity	2,404	177	5	1	2	7	2,596	99.69%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	2,424	162	5	0	0	5	2,596	99.81%
Outcome	2,410	175	4	0	0	7	2,596	99.85%
Overall	18,964	1,494	54	6	5	245	20,768	99.68%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	377
2	Opening of other Deposit Account	291
3	Release of Captured Card	2
4	Request for ATM PIN Change	326
5	Request for Card Replacement	38
6	Cash Deposit - (Peso/Foreign Currencies)	279
7	Cash Withdrawal	321
8	Check Deposit - Peso	99
9	Check Encashment	327
10	Online Collection Payments	46
11	Request for Checkbook	10
12	Request for Fund Transfer	5
13	Request for Stop Payment Order	6
14	Updating of Bank Records - Change in Account Details/Type	214
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	44
16	Handling of Customer's Complaint	2
17	Salary Loan	62
18	Domestic Bills Purchase Initiation/Availment	34
19	Electronic Fund Transfer/Outgoing Remittance	5
20	Release of Inward Returned Check	42
21	Sale/Purchase of Foreign Currencies	2
22	Servicing of Modified Disbursement System Transactions	2
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
24	Bank Statement/Snapshot	46
25	Application for LBP Credit Card Easy Pay Program	1
26	Change of Name and Civil Status	1
27	Inquiry, Counseling and Processing of Loan	9
28	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		2,596

57. Siniloan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	790	65.78%
2. I know what a CC is but I did not see this office's CC.	26	2.16%
3. I learned of the CC only when I saw this office's CC.	105	8.74%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	280	23.31%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	831	69.19%
2. Somewhat easy to see	77	6.41%
3. Difficult to see	8	0.67%
4. Not visible at all	-	-
N/A	285	23.73%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	829	69.03%
2. Somewhat helped	79	6.58%
3. Did not help	2	0.17%
N/A	291	24.23%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,134	61	4	2	0	0	1,201	99.50%
Service Quality Dimensions								
Responsiveness	1,031	135	21	4	2	8	1,201	97.74%
Reliability	1,083	112	6	0	0	0	1,201	99.50%
Access and Facilities	1,078	110	9	1	0	3	1,201	99.17%
Communication	1,055	127	17	0	0	2	1,201	98.58%
Costs	966	114	8	0	0	113	1,201	99.26%
Integrity	1,082	101	14	3	1	0	1,201	98.50%
Assurance	1,104	92	5	0	0	0	1,201	99.58%
Outcome	1,075	106	12	0	0	8	1,201	98.99%
Overall	8,474	897	92	8	3	134	9,608	98.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	43
2	Opening of other Deposit Account	529
3	Release of Captured Card	71
4	Request for ATM PIN Change	35
5	Request for Card Replacement	235
6	Cash Deposit - (Peso/Foreign Currencies)	42
7	Cash Withdrawal	54
8	Check Deposit - Peso	31
9	Check Deposit - Foreign Currency	1
10	Check Encashment	50

External Services		Responses
11	Online Collection Payments	2
12	Request for Checkbook	15
13	Request for Fund Transfer	5
14	Updating of Bank Records - Change in Account Details/Type	19
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
16	Handling of Customer's Complaint	17
17	Salary Loan	17
18	Claim of Remittance Proceeds	3
19	Electronic Fund Transfer/Outgoing Remittance	4
20	Release of Inward Returned Check	1
21	Sale/Purchase of Foreign Currencies	2
22	Servicing of Modified Disbursement System Transactions	3
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
24	Bank Statement/Snapshot	8
25	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
26	Inquiry, Counseling and Processing of Loan	1
Total		1,201

58. Sta. Cruz (L) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,596	83.34%
2. I know what a CC is but I did not see this office's CC.	49	2.56%
3. I learned of the CC only when I saw this office's CC.	125	6.53%
4. I do not know what a CC is and I did not see this office's CC.	145	7.57%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,638	85.54%
2. Somewhat easy to see	104	5.43%
3. Difficult to see	13	0.68%
4. Not visible at all	4	0.21%
N/A	156	8.15%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,647	86.01%
2. Somewhat helped	99	5.17%
3. Did not help	9	0.47%
N/A	160	8.36%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,731	173	9	0	2	0	1,915	99.43%
Service Quality Dimensions								
Responsiveness	1,620	267	21	0	4	3	1,915	98.69%
Reliability	1,721	185	7	0	1	1	1,915	99.58%
Access and Facilities	1,694	199	10	2	5	5	1,915	99.11%
Communication	1,685	206	17	2	1	4	1,915	98.95%
Costs	1,634	195	13	4	7	62	1,915	98.70%
Integrity	1,724	173	11	2	1	4	1,915	99.27%
Assurance	1,756	152	4	1	1	1	1,915	99.69%
Outcome	1,721	186	4	0	1	3	1,915	99.74%
Overall	13,555	1,563	87	11	21	83	15,320	99.22%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	248
2	Opening of other Deposit Account	508
3	Release of Captured Card	19
4	Request for ATM PIN Change	73
5	Request for Card Replacement	32
6	Cash Deposit - (Peso/Foreign Currencies)	106
7	Cash Withdrawal	71
8	Check Deposit - Peso	118
9	Check Deposit - Foreign Currency	1
10	Check Encashment	218
11	Online Collection Payments	7
12	Request for Checkbook	8
13	Request for Fund Transfer	10
14	Request for Passbook Replacement	3
15	Updating of Bank Records - Change in Account Details/Type	220
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	83
17	Handling of Customer's Complaint	12
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	78
20	Bond Redemption and Interest Payment	1
21	Claim of Remittance Proceeds	15
22	Electronic Fund Transfer/Outgoing Remittance	3
23	Purchase of Over-the-Counter Check	1
24	Sale/Purchase of Foreign Currencies	1
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
26	Bank Statement/Snapshot	60
27	Application for LBP Credit Card Easy Pay Program	6
28	Change of Name and Civil Status	2

External Services		Responses
29	Lifting of Hold-out on Deposit	1
30	Inquiry, Counseling and Processing of Loan	2
	Total	1,915

59. Sta. Cruz Capitol (L) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,451	75.89%
2. I know what a CC is but I did not see this office's CC.	43	2.25%
3. I learned of the CC only when I saw this office's CC.	320	16.74%
4. I do not know what a CC is and I did not see this office's CC.	98	5.13%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,656	86.61%
2. Somewhat easy to see	135	7.06%
3. Difficult to see	5	0.26%
4. Not visible at all	2	0.10%
N/A	114	5.96%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,688	88.28%
2. Somewhat helped	102	5.33%
3. Did not help	3	0.16%
N/A	119	6.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,717	183	9	0	3	0	1,912	99.37%
Service Quality Dimensions								
Responsiveness	1,592	275	21	6	7	11	1,912	98.21%
Reliability	1,702	192	11	2	2	3	1,912	99.21%
Access and Facilities	1,674	201	13	3	2	19	1,912	99.05%
Communication	1,651	224	23	2	2	10	1,912	98.58%
Costs	1,546	190	14	2	6	154	1,912	98.75%
Integrity	1,701	184	14	2	4	7	1,912	98.95%
Assurance	1,736	160	9	4	2	1	1,912	99.22%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	1,717	166	13	1	4	11	1,912	99.05%
Overall	13,319	1,592	118	22	29	216	15,296	98.88%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	252
2	Opening of other Deposit Account	503
3	Release of Captured Card	21
4	Request for ATM PIN Change	21
5	Request for Card Replacement	20
6	Cash Deposit - (Peso/Foreign Currencies)	150
7	Cash Withdrawal	134
8	Check Deposit - Peso	164
9	Check Deposit - Foreign Currency	3
10	Check Encashment	208
11	Online Collection Payments	24
12	Request for Checkbook	16
13	Request for Fund Transfer	16
14	Request for Passbook Replacement	2
15	Updating of Bank Records - Change in Account Details/Type	114
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	151
17	Handling of Customer's Complaint	3
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4
19	Salary Loan	46
20	Bond Redemption and Interest Payment	2
21	Claim of Remittance Proceeds	4
22	Domestic Bills Purchase Initiation/Availment	2
23	Electronic Fund Transfer/Outgoing Remittance	15
24	Purchase of Over-the-Counter Check	1
25	Release of Inward Returned Check	3
26	Sale/Purchase of Foreign Currencies	2
27	Servicing of Modified Disbursement System Transactions	1
28	Trust/Treasury Placements	1
29	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	11
30	Bank Statement/Snapshot	6
31	Application for LBP Credit Card Easy Pay Program	2
32	Lifting of Hold-out on Deposit	1
33	Redemption of Reward Points	1
34	Reissuance of Credit Card	1
35	Inquiry, Counseling and Processing of Loan	5
36	Issuance of Certificate of Full Payment	2
Total		1,912

60. Sta. Cruz Poblacion Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	813	90.23%
2. I know what a CC is but I did not see this office's CC.	2	0.22%
3. I learned of the CC only when I saw this office's CC.	50	5.55%
4. I do not know what a CC is and I did not see this office's CC.	36	4.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	843	93.56%
2. Somewhat easy to see	21	2.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	37	4.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	841	93.34%
2. Somewhat helped	21	2.33%
3. Did not help	-	-
N/A	39	4.33%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	868	32	1	0	0	0	901	99.89%
Service Quality Dimensions								
Responsiveness	839	57	4	1	0	0	901	99.45%
Reliability	858	42	0	0	0	1	901	100.00%
Access and Facilities	858	41	0	0	0	2	901	100.00%
Communication	848	47	1	0	0	5	901	99.89%
Costs	561	34	2	2	1	301	901	99.17%
Integrity	862	38	0	0	0	1	901	100.00%
Assurance	870	31	0	0	0	0	901	100.00%
Outcome	854	39	1	0	0	7	901	99.89%
Overall	6,550	329	8	3	1	317	7,208	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	41
2	Opening of other Deposit Account	100
3	Release of Captured Card	6

External Services		Responses
4	Request for ATM PIN Change	33
5	Request for Card Replacement	6
6	Cash Deposit - (Peso/Foreign Currencies)	202
7	Cash Withdrawal	75
8	Check Deposit - Peso	28
9	Check Deposit - Foreign Currency	3
10	Check Encashment	90
11	Online Collection Payments	40
12	Request for Checkbook	4
13	Request for Fund Transfer	3
14	Updating of Bank Records - Change in Account Details/Type	39
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	28
16	Salary Loan	26
17	Claim of Remittance Proceeds	1
18	Domestic Bills Purchase Initiation/Availment	118
19	Electronic Fund Transfer/Outgoing Remittance	3
20	Purchase of Over-the-Counter Check	2
21	Sale/Purchase of Foreign Currencies	6
22	Trust/Treasury Placements	32
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
24	Bank Statement/Snapshot	13
25	Change of Name and Civil Status	1
Total		901

61. Sta. Rosa (L) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	679	80.45%
2. I know what a CC is but I did not see this office's CC.	19	2.25%
3. I learned of the CC only when I saw this office's CC.	79	9.36%
4. I do not know what a CC is and I did not see this office's CC.	39	4.62%
N/A	-	-
Did not specify	28	3.32%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	700	85.78%
2. Somewhat easy to see	58	7.11%
3. Difficult to see	6	0.74%
4. Not visible at all	2	0.25%
N/A	46	5.64%
Did not specify	4	0.49%

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	717	87.87%
2. Somewhat helped	39	4.78%
3. Did not help	2	0.25%
N/A	54	6.62%
Did not specify	4	0.49%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	781	53	9	0	1	0	844	98.82%
Service Quality Dimensions								
Responsiveness	734	89	12	2	3	4	844	97.98%
Reliability	776	62	5	1	0	0	844	99.29%
Access and Facilities	762	58	4	1	1	18	844	99.27%
Communication	749	80	8	0	1	6	844	98.93%
Costs	633	63	7	3	1	137	844	98.44%
Integrity	782	52	6	0	2	2	844	99.05%
Assurance	792	46	4	0	0	2	844	99.52%
Outcome	771	61	7	0	0	5	844	99.17%
Overall	5,999	511	53	7	8	174	6,752	98.97%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	155
2	Opening of other Deposit Account	146
3	Request for ATM PIN Change	27
4	Request for Card Replacement	25
5	Cash Deposit - (Peso/Foreign Currencies)	87
6	Cash Withdrawal	40
7	Check Deposit - Peso	43
8	Check Encashment	108
9	Online Collection Payments	57
10	Request for Checkbook	2
11	Request for Fund Transfer	3
12	Request for Passbook Replacement	1
13	Updating of Bank Records - Change in Account Details/Type	62
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	22
15	Handling of Customer's Complaint	2
16	Salary Loan	25
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	6
19	Servicing of Modified Disbursement System Transactions	14
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2

External Services		Responses
21	Bank Statement/Snapshot	5
22	Application for LBP Credit Card Easy Pay Program	3
23	Change of Name and Civil Status	4
24	Reissuance of Credit Card	2
25	Inquiry, Counseling and Processing of Loan	2
Total		844

62. Sta. Rosa Tagaytay Road Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	192	79.67%
2. I know what a CC is but I did not see this office's CC.	5	2.07%
3. I learned of the CC only when I saw this office's CC.	28	11.62%
4. I do not know what a CC is and I did not see this office's CC.	15	6.22%
N/A	1	0.41%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	203	84.58%
2. Somewhat easy to see	19	7.92%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	18	7.50%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	206	85.83%
2. Somewhat helped	13	5.42%
3. Did not help	-	-
N/A	21	8.75%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	225	15	1	0	0	0	241	99.59%
Service Quality Dimensions								
Responsiveness	211	28	1	0	0	1	241	99.58%
Reliability	219	22	0	0	0	0	241	100.00%
Access and Facilities	209	31	1	0	0	0	241	99.59%
Communication	198	37	2	0	0	4	241	99.16%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	172	33	3	0	0	33	241	98.56%
Integrity	208	30	2	0	0	1	241	99.17%
Assurance	214	25	2	0	0	0	241	99.17%
Outcome	201	28	1	0	0	11	241	99.57%
Overall	1,632	234	12	0	0	50	1,928	99.36%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	36
2	Opening of other Deposit Account	66
3	Release of Captured Card	2
4	Request for ATM PIN Change	5
5	Request for Card Replacement	2
6	Cash Deposit - (Peso/Foreign Currencies)	20
7	Cash Withdrawal	12
8	Check Deposit - Peso	16
9	Check Encashment	7
10	Online Collection Payments	42
11	Request for Fund Transfer	2
12	Updating of Bank Records - Change in Account Details/Type	5
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
14	Handling of Customer's Complaint	2
15	Claim of Remittance Proceeds	10
16	Release of Inward Returned Check	2
17	Sale/Purchase of Foreign Currencies	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Bank Statement/Snapshot	1
20	Inquiry, Counseling and Processing of Loan	1
Total		241

63. Sto. Tomas (Batangas) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	882	50.75%
2. I know what a CC is but I did not see this office's CC.	76	4.37%
3. I learned of the CC only when I saw this office's CC.	594	34.18%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	186	10.70%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,311	75.43%
2. Somewhat easy to see	180	10.36%
3. Difficult to see	15	0.86%
4. Not visible at all	7	0.40%
N/A	225	12.95%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,321	76.01%
2. Somewhat helped	175	10.07%
3. Did not help	10	0.58%
N/A	232	13.35%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,345	362	27	1	3	0	1,738	98.22%
Service Quality Dimensions								
Responsiveness	1,240	419	68	5	5	1	1,738	95.51%
Reliability	1,327	389	20	1	1	0	1,738	98.73%
Access and Facilities	1,303	388	34	1	1	11	1,738	97.92%
Communication	1,274	410	36	2	1	15	1,738	97.74%
Costs	635	332	33	5	2	731	1,738	96.03%
Integrity	1,329	374	30	2	3	0	1,738	97.99%
Assurance	1,386	333	14	3	2	0	1,738	98.91%
Outcome	1,285	383	28	2	2	38	1,738	98.12%
Overall	9,779	3,028	263	21	17	796	13,904	97.70%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	46
2	Opening of other Deposit Account	365
3	Release of Captured Card	10
4	Request for ATM PIN Change	52
5	Request for Card Replacement	16
6	Cash Deposit - (Peso/Foreign Currencies)	120
7	Cash Withdrawal	97
8	Check Deposit - Peso	102
9	Check Encashment	223
10	Online Collection Payments	222

External Services		Responses
11	Request for Checkbook	9
12	Request for Fund Transfer	5
13	Request for Passbook Replacement	1
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	235
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	97
17	Handling of Customer's Complaint	17
18	Salary Loan	93
19	Claim of Remittance Proceeds	1
20	Domestic Bills Purchase Initiation/Availment	1
21	Electronic Fund Transfer/Outgoing Remittance	1
22	Purchase of Over-the-Counter Check	2
23	Servicing of Modified Disbursement System Transactions	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
25	Bank Statement/Snapshot	11
26	Application for LBP Credit Card Easy Pay Program	2
27	Reissuance of Credit Card	1
28	Inquiry, Counseling and Processing of Loan	3
Total		1,738

64. Tagaytay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	255	5.50%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	4,379	94.42%
4. I do not know what a CC is and I did not see this office's CC.	4	0.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,610	99.40%
2. Somewhat easy to see	24	0.52%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	0.09%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,520	97.46%
2. Somewhat helped	114	2.46%
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	4	0.09%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,605	32	0	0	1	0	4,638	99.98%
Service Quality Dimensions								
Responsiveness	4,591	46	0	0	1	0	4,638	99.98%
Reliability	4,606	31	0	0	1	0	4,638	99.98%
Access and Facilities	4,596	40	1	0	1	0	4,638	99.96%
Communication	4,597	39	0	0	1	1	4,638	99.98%
Costs	4,137	39	1	0	1	460	4,638	99.95%
Integrity	4,587	49	1	0	1	0	4,638	99.96%
Assurance	4,592	45	0	0	1	0	4,638	99.98%
Outcome	4,589	45	0	0	1	3	4,638	99.98%
Overall	36,295	334	3	0	8	464	37,104	99.97%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	116
2	Opening of other Deposit Account	81
3	Release of Captured Card	1
4	Request for ATM PIN Change	309
5	Request for Card Replacement	260
6	Cash Deposit - (Peso/Foreign Currencies)	976
7	Cash Withdrawal	365
8	Check Deposit - Peso	12
9	Check Encashment	390
10	Online Collection Payments	2
11	Request for Checkbook	236
12	Request for Fund Transfer	36
13	Request for Passbook Replacement	152
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	85
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	330
17	Handling of Customer's Complaint	54
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	310
20	Bond Redemption and Interest Payment	1
21	Claim of Remittance Proceeds	3
22	Electronic Fund Transfer/Outgoing Remittance	11
23	Purchase of Over-the-Counter Check	354
24	Release of Inward Returned Check	84

External Services		Responses
25	Sale/Purchase of Foreign Currencies	30
26	Servicing of Modified Disbursement System Transactions	46
27	Trust/Treasury Placements	17
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	182
29	Bank Statement/Snapshot	188
30	Application for LBP Credit Card Easy Pay Program	5
Total		4,638

65. Tanauan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,767	68.01%
2. I know what a CC is but I did not see this office's CC.	2	0.08%
3. I learned of the CC only when I saw this office's CC.	804	30.95%
4. I do not know what a CC is and I did not see this office's CC.	24	0.92%
N/A	-	-
Did not specify	1	0.04%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,543	97.92%
2. Somewhat easy to see	28	1.08%
3. Difficult to see	1	0.04%
4. Not visible at all	1	0.04%
N/A	24	0.92%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,530	97.42%
2. Somewhat helped	39	1.50%
3. Did not help	3	0.12%
N/A	25	0.96%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,500	97	0	1	0	0	2,598	99.96%
Service Quality Dimensions								
Responsiveness	2,287	307	2	0	1	1	2,598	99.88%
Reliability	2,133	463	2	0	0	0	2,598	99.92%
Access and Facilities	1,936	414	3	0	0	245	2,598	99.87%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	2,261	334	2	0	0	1	2,598	99.92%
Costs	1,965	252	5	1	1	374	2,598	99.69%
Integrity	2,346	247	3	0	0	2	2,598	99.88%
Assurance	2,417	178	2	0	0	1	2,598	99.92%
Outcome	2,419	176	2	0	0	1	2,598	99.92%
Overall	17,764	2,371	21	1	2	625	20,784	99.88%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	417
2	Opening of other Deposit Account	73
3	Release of Captured Card	38
4	Request for ATM PIN Change	175
5	Request for Card Replacement	66
6	Cash Deposit - (Peso/Foreign Currencies)	165
7	Cash Withdrawal	33
8	Check Deposit - Peso	12
9	Check Deposit - Foreign Currency	4
10	Check Encashment	260
11	Online Collection Payments	281
12	Request for Checkbook	4
13	Request for Fund Transfer	15
14	Request for Passbook Replacement	94
15	Updating of Bank Records - Change in Account Details/Type	259
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	45
17	Handling of Customer's Complaint	6
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	6
19	Salary Loan	336
20	Electronic Fund Transfer/Outgoing Remittance	3
21	Release of Inward Returned Check	17
22	Sale/Purchase of Foreign Currencies	10
23	Trust/Treasury Placements	54
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	11
25	Bank Statement/Snapshot	25
26	Lifting of Hold-out on Deposit	3
27	Inquiry, Counseling and Processing of Loan	186
Total		2,598

66. Tanay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	4,078	94.77%
2. I know what a CC is but I did not see this office's CC.	12	0.28%
3. I learned of the CC only when I saw this office's CC.	191	4.44%
4. I do not know what a CC is and I did not see this office's CC.	16	0.37%
N/A	-	-
Did not specify	6	0.14%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,258	99.09%
2. Somewhat easy to see	18	0.42%
3. Difficult to see	1	0.02%
4. Not visible at all	1	0.02%
N/A	19	0.44%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,246	98.81%
2. Somewhat helped	27	0.63%
3. Did not help	-	-
N/A	22	0.51%
Did not specify	2	0.05%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,244	55	3	0	1	0	4,303	99.91%
Service Quality Dimensions								
Responsiveness	4,207	81	5	0	1	9	4,303	99.86%
Reliability	4,238	61	3	0	1	0	4,303	99.91%
Access and Facilities	4,228	74	0	0	1	0	4,303	99.98%
Communication	4,218	73	5	0	1	6	4,303	99.86%
Costs	2,875	43	4	2	4	1,375	4,303	99.66%
Integrity	4,225	56	12	1	1	8	4,303	99.67%
Assurance	4,243	59	0	0	1	0	4,303	99.98%
Outcome	4,222	69	2	0	1	9	4,303	99.93%
Overall	32,456	516	31	3	11	1,407	34,424	99.86%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	925
2	Opening of other Deposit Account	1,090
3	Release of Captured Card	18
4	Request for ATM PIN Change	282
5	Request for Card Replacement	137
6	Cash Deposit - (Peso/Foreign Currencies)	177
7	Cash Withdrawal	72

External Services		Responses
8	Check Deposit - Peso	142
9	Check Deposit - Foreign Currency	2
10	Check Encashment	292
11	Online Collection Payments	23
12	Request for Checkbook	74
13	Request for Fund Transfer	41
14	Request for Passbook Replacement	123
15	Updating of Bank Records - Change in Account Details/Type	455
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	316
17	Handling of Customer's Complaint	24
18	Salary Loan	30
19	Domestic Bills Purchase Initiation/Availment	3
20	Electronic Fund Transfer/Outgoing Remittance	3
21	Purchase of Over-the-Counter Check	1
22	Sale/Purchase of Foreign Currencies	3
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	11
24	Bank Statement/Snapshot	47
25	Lifting of Hold-out on Deposit	1
26	Settlement of Past Due Account	3
27	Inquiry, Counseling and Processing of Loan	4
28	Issuance of Certificate of Outstanding Balances and Interest Paid	1
29	Issuance of Certificate of Full Payment	3
Total		4,303

67. Tayabas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	182	75.83%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	45	18.75%
4. I do not know what a CC is and I did not see this office's CC.	13	5.42%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	211	87.92%
2. Somewhat easy to see	14	5.83%
3. Difficult to see	1	0.42%
4. Not visible at all	-	-
N/A	14	5.83%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	206	85.83%
2. Somewhat helped	20	8.33%
3. Did not help	1	0.42%
N/A	13	5.42%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	216	22	1	0	1	0	240	99.17%
Service Quality Dimensions								
Responsiveness	199	40	1	0	0	0	240	99.58%
Reliability	203	36	1	0	0	0	240	99.58%
Access and Facilities	211	26	2	0	0	1	240	99.16%
Communication	200	37	1	0	1	1	240	99.16%
Costs	127	21	0	0	1	91	240	99.33%
Integrity	212	27	1	0	0	0	240	99.58%
Assurance	217	22	1	0	0	0	240	99.58%
Outcome	200	36	2	0	0	2	240	99.16%
Overall	1,569	245	9	0	2	95	1,920	99.40%

External Services		Responses
1	Opening of other Deposit Account	55
2	Request for ATM PIN Change	7
3	Cash Deposit - (Peso/Foreign Currencies)	36
4	Cash Withdrawal	14
5	Check Deposit - Peso	28
6	Check Deposit - Foreign Currency	1
7	Check Encashment	7
8	Online Collection Payments	46
9	Request for Fund Transfer	3
10	Updating of Bank Records - Change in Account Details/Type	13
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
12	Handling of Customer's Complaint	2
13	Salary Loan	3
14	Purchase of Over-the-Counter Check	1
15	Bank Statement/Snapshot	8
16	Application for LBP Credit Card Easy Pay Program	1
17	Settlement of Past Due Account	1
Total		240

68. Taytay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	272	69.57%
2. I know what a CC is but I did not see this office's CC.	29	7.42%
3. I learned of the CC only when I saw this office's CC.	45	11.51%
4. I do not know what a CC is and I did not see this office's CC.	44	11.25%
N/A	-	-
Did not specify	1	0.26%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	285	73.08%
2. Somewhat easy to see	46	11.79%
3. Difficult to see	9	2.31%
4. Not visible at all	1	0.26%
N/A	48	12.31%
Did not specify	1	0.26%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	303	77.69%
2. Somewhat helped	35	8.97%
3. Did not help	5	1.28%
N/A	47	12.05%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	339	49	1	1	1	0	391	99.23%
Service Quality Dimensions								
Responsiveness	310	73	3	0	3	2	391	98.46%
Reliability	329	57	3	1	1	0	391	98.72%
Access and Facilities	334	52	3	1	1	0	391	98.72%
Communication	308	72	7	1	0	3	391	97.94%
Costs	294	60	4	4	0	29	391	97.79%
Integrity	337	45	3	2	1	3	391	98.45%
Assurance	349	39	2	1	0	0	391	99.23%
Outcome	332	46	6	0	0	7	391	98.44%
Overall	2,593	444	31	10	6	44	3,128	98.48%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	24
2	Opening of other Deposit Account	74
3	Request for ATM PIN Change	4

External Services		Responses
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	50
6	Cash Withdrawal	34
7	Check Deposit - Peso	15
8	Check Encashment	47
9	Online Collection Payments	52
10	Request for Checkbook	1
11	Request for Passbook Replacement	1
12	Updating of Bank Records - Change in Account Details/Type	50
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	19
14	Salary Loan	1
15	Bond Redemption and Interest Payment	1
16	Electronic Fund Transfer/Outgoing Remittance	3
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
18	Bank Statement/Snapshot	6
19	Settlement of Past Due Account	1
20	Waiver of Credit Card Annual Fee	1
21	Inquiry, Counseling and Processing of Loan	2
Total		391

69. Taytay Manila East Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,275	82.63%
2. I know what a CC is but I did not see this office's CC.	44	2.85%
3. I learned of the CC only when I saw this office's CC.	209	13.55%
4. I do not know what a CC is and I did not see this office's CC.	15	0.97%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,476	95.66%
2. Somewhat easy to see	46	2.98%
3. Difficult to see	3	0.19%
4. Not visible at all	-	-
N/A	18	1.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,483	96.11%
2. Somewhat helped	41	2.66%
3. Did not help	1	0.06%
N/A	18	1.17%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,482	56	2	0	3	0	1,543	99.68%
Service Quality Dimensions								
Responsiveness	1,445	89	6	0	3	0	1,543	99.42%
Reliability	1,461	75	5	0	2	0	1,543	99.55%
Access and Facilities	1,455	78	5	0	3	2	1,543	99.48%
Communication	1,447	80	11	0	3	2	1,543	99.09%
Costs	1,437	74	9	0	3	20	1,543	99.21%
Integrity	1,456	75	9	0	2	1	1,543	99.29%
Assurance	1,465	70	6	0	2	0	1,543	99.48%
Outcome	1,455	73	8	1	2	4	1,543	99.29%
Overall	11,621	614	59	1	20	29	12,344	99.35%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	111
2	Opening of other Deposit Account	177
3	Release of Captured Card	1
4	Request for ATM PIN Change	43
5	Request for Card Replacement	9
6	Cash Deposit - (Peso/Foreign Currencies)	389
7	Cash Withdrawal	330
8	Check Deposit - Peso	128
9	Check Encashment	216
10	Online Collection Payments	72
11	Request for Checkbook	4
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	25
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
15	Handling of Customer's Complaint	1
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	5
18	Bond Redemption and Interest Payment	1
19	Claim of Remittance Proceeds	7
20	Domestic Bills Purchase Initiation/Availment	3
21	Electronic Fund Transfer/Outgoing Remittance	2
22	Servicing of Modified Disbursement System Transactions	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
24	Bank Statement/Snapshot	2
25	Change of Name and Civil Status	1

External Services		Responses
	Total	1,543

70. Trece Martires Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	233	76.14%
2. I know what a CC is but I did not see this office's CC.	14	4.58%
3. I learned of the CC only when I saw this office's CC.	20	6.54%
4. I do not know what a CC is and I did not see this office's CC.	39	12.75%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	227	74.18%
2. Somewhat easy to see	29	9.48%
3. Difficult to see	5	1.63%
4. Not visible at all	1	0.33%
N/A	44	14.38%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	225	73.53%
2. Somewhat helped	33	10.78%
3. Did not help	1	0.33%
N/A	47	15.36%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	271	28	3	2	2	0	306	97.71%
Service Quality Dimensions								
Responsiveness	251	44	6	2	3	0	306	96.41%
Reliability	271	31	0	2	2	0	306	98.69%
Access and Facilities	263	36	2	0	3	2	306	98.36%
Communication	263	33	3	2	2	3	306	97.69%
Costs	184	29	7	0	2	84	306	95.95%
Integrity	260	38	7	0	1	0	306	97.39%
Assurance	270	32	1	2	1	0	306	98.69%
Outcome	256	44	2	0	2	2	306	98.68%
Overall	2,018	287	28	8	16	91	2,448	97.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	34
2	Opening of other Deposit Account	69
3	Request for ATM PIN Change	2
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	13
6	Cash Withdrawal	18
7	Check Deposit - Peso	24
8	Check Encashment	16
9	Online Collection Payments	7
10	Request for Checkbook	3
11	Request for Fund Transfer	4
12	Updating of Bank Records - Change in Account Details/Type	31
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	65
14	Salary Loan	7
15	Electronic Fund Transfer/Outgoing Remittance	3
16	Bank Statement/Snapshot	4
17	Change of Name and Civil Status	4
Total		306

71. UP Los Baños Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	109	73.65%
2. I know what a CC is but I did not see this office's CC.	6	4.05%
3. I learned of the CC only when I saw this office's CC.	12	8.11%
4. I do not know what a CC is and I did not see this office's CC.	21	14.19%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	99	66.89%
2. Somewhat easy to see	20	13.51%
3. Difficult to see	3	2.03%
4. Not visible at all	1	0.68%
N/A	25	16.89%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	95	64.19%
2. Somewhat helped	24	16.22%
3. Did not help	5	3.38%

Citizen's Charter Answers	Responses	Percentage
N/A	24	16.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	127	16	1	2	2	0	148	96.62%
Service Quality Dimensions								
Responsiveness	115	25	2	0	6	0	148	94.59%
Reliability	128	16	2	0	1	1	148	97.96%
Access and Facilities	122	18	2	2	0	4	148	97.22%
Communication	119	21	5	1	0	2	148	95.89%
Costs	98	12	4	1	0	33	148	95.65%
Integrity	125	20	0	0	3	0	148	97.97%
Assurance	133	13	0	2	0	0	148	98.65%
Outcome	122	19	2	0	0	5	148	98.60%
Overall	962	144	17	6	10	45	1,184	97.10%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	53
3	Request for ATM PIN Change	8
4	Request for Card Replacement	7
5	Cash Deposit - (Peso/Foreign Currencies)	4
6	Cash Withdrawal	11
7	Check Deposit - Peso	5
8	Check Encashment	10
9	Online Collection Payments	1
10	Request for Checkbook	1
11	Request for Passbook Replacement	1
12	Updating of Bank Records - Change in Account Details/Type	11
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
14	Handling of Customer's Complaint	1
15	Salary Loan	4
16	Electronic Fund Transfer/Outgoing Remittance	1
17	Servicing of Modified Disbursement System Transactions	2
18	Trust/Treasury Placements	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
20	Bank Statement/Snapshot	3
21	Application for LBP Credit Card Easy Pay Program	1
Total		148

CSM Results – Region IV-B

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	42,972	1,270	144	10	28	1	44,425	99.59%
Service Quality Dimensions								
Responsiveness	41,730	2,402	226	21	34	12	44,425	99.37%
Reliability	41,971	2,250	173	10	16	5	44,425	99.55%
Access and Facilities	41,302	2,496	176	13	16	422	44,425	99.53%
Communication	41,900	2,213	196	16	14	86	44,425	99.49%
Costs	29,125	2,115	200	7	47	12,931	44,425	99.19%
Integrity	42,137	2,054	181	11	26	16	44,425	99.51%
Assurance	42,488	1,733	174	12	14	4	44,425	99.55%
Outcome	42,296	1,871	179	7	15	57	44,425	99.55%
Overall	322,949	17,134	1,505	97	182	13,533	355,400	99.48%

Citizen's Charter Answers	Responses	Percentage
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CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	39,777	89.54%
2. I know what a CC is but I did not see this office's CC.	200	0.45%
3. I learned of the CC only when I saw this office's CC.	4,083	9.19%
4. I do not know what a CC is and I did not see this office's CC.	339	0.76%
N/A	-	-
Did not specify	26	0.06%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	43,211	97.32%
2. Somewhat easy to see	642	1.45%
3. Difficult to see	61	0.14%
4. Not visible at all	31	0.07%
N/A	397	0.89%
Did not specify	57	0.13%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	43,250	97.41%
2. Somewhat helped	647	1.46%
3. Did not help	25	0.06%
N/A	422	0.95%
Did not specify	55	0.12%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	4,688	99.62%
2	ATM Card Requests	3,489	99.63%
3	Branch Over-the-Counter Transactions	26,364	99.33%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1,152	99.46%
5	Branch Banking Loan Servicing	2,080	99.92%
6	Other Branch Products/Services	2,682	99.82%
7	Request for Bank Documents	295	99.61%
8	Regular Loan Processing	2,213	99.75%
9	Credit Card Services	982	99.92%
10	Complaints Management	480	98.99%
Total		44,425	99.48%

1. Boac Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	831	50.12%
2. I know what a CC is but I did not see this office's CC.	9	0.54%
3. I learned of the CC only when I saw this office's CC.	811	48.91%
4. I do not know what a CC is and I did not see this office's CC.	7	0.42%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,521	91.74%
2. Somewhat easy to see	128	7.72%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	9	0.54%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	1,525	91.98%
2. Somewhat helped	118	7.12%
3. Did not help	1	0.06%
N/A	14	0.84%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,568	81	4	0	5	0	1,658	99.46%
Service Quality Dimensions								
Responsiveness	1,519	129	1	3	6	0	1,658	99.40%
Reliability	1,479	172	3	2	2	0	1,658	99.58%
Access and Facilities	1,483	161	3	0	3	8	1,658	99.64%
Communication	1,492	153	2	3	1	7	1,658	99.64%
Costs	135	54	0	0	1	1,468	1,658	99.47%
Integrity	1,519	129	2	1	5	2	1,658	99.52%
Assurance	1,560	90	2	2	4	0	1,658	99.52%
Outcome	1,501	141	4	0	2	10	1,658	99.64%
Overall	10,688	1,029	17	11	24	1,495	13,264	99.56%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	531
2	Opening of other Deposit Account	248
3	Release of Captured Card	29
4	Request for ATM PIN Change	34
5	Request for Card Replacement	56
6	Cash Deposit - (Peso/Foreign Currencies)	19
7	Cash Withdrawal	12
8	Check Deposit - Peso	53
9	Check Encashment	28
10	Online Collection Payments	6
11	Request for Checkbook	2
12	Request for Fund Transfer	8
13	Request for Stop Payment Order	1
14	Updating of Bank Records - Change in Account Details/Type	485
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	30
16	Handling of Customer's Complaint	2
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	55
19	Electronic Fund Transfer/Outgoing Remittance	3
20	Purchase of Over-the-Counter Check	2

External Services		Responses
21	Release of Inward Returned Check	2
22	Sale/Purchase of Foreign Currencies	3
23	Servicing of Modified Disbursement System Transactions	19
24	Trust/Treasury Placements	2
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
26	Bank Statement/Snapshot	13
27	Change of Name and Civil Status	5
Total		1,658

2. Brooke's Point Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	431	93.09%
2. I know what a CC is but I did not see this office's CC.	1	0.22%
3. I learned of the CC only when I saw this office's CC.	28	6.05%
4. I do not know what a CC is and I did not see this office's CC.	3	0.65%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	439	94.82%
2. Somewhat easy to see	20	4.32%
3. Difficult to see	1	0.22%
4. Not visible at all	-	-
N/A	3	0.65%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	439	94.82%
2. Somewhat helped	20	4.32%
3. Did not help	-	-
N/A	4	0.86%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	402	60	0	1	0	0	463	99.78%
Service Quality Dimensions								
Responsiveness	381	79	2	1	0	0	463	99.35%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	352	108	1	0	0	2	463	99.78%
Access and Facilities	366	96	1	0	0	0	463	99.78%
Communication	382	80	0	1	0	0	463	99.78%
Costs	339	66	2	1	6	49	463	97.83%
Integrity	394	68	1	0	0	0	463	99.78%
Assurance	402	60	0	1	0	0	463	99.78%
Outcome	398	63	2	0	0	0	463	99.57%
Overall	3,014	620	9	4	6	51	3,704	99.48%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	19
2	Opening of other Deposit Account	9
3	Request for Card Replacement	15
4	Cash Deposit - (Peso/Foreign Currencies)	35
5	Cash Withdrawal	26
6	Check Deposit - Peso	7
7	Check Encashment	150
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Details/Type	7
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
11	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	11
12	Salary Loan	136
13	Purchase of Over-the-Counter Check	1
14	Bank Statement/Snapshot	44
Total		463

3. Calapan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,514	96.94%
2. I know what a CC is but I did not see this office's CC.	25	0.44%
3. I learned of the CC only when I saw this office's CC.	90	1.58%
4. I do not know what a CC is and I did not see this office's CC.	59	1.04%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,568	97.89%
2. Somewhat easy to see	44	0.77%
3. Difficult to see	7	0.12%
4. Not visible at all	4	0.07%

Citizen's Charter Answers	Responses	Percentage
N/A	65	1.14%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,577	98.05%
2. Somewhat helped	34	0.60%
3. Did not help	4	0.07%
N/A	73	1.28%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,638	38	1	3	8	0	5,688	99.79%
Service Quality Dimensions								
Responsiveness	5,618	55	5	2	8	0	5,688	99.74%
Reliability	5,632	49	1	1	4	1	5,688	99.89%
Access and Facilities	5,331	54	2	1	6	294	5,688	99.83%
Communication	5,608	57	2	3	4	14	5,688	99.84%
Costs	1,560	41	3	1	2	4,081	5,688	99.63%
Integrity	5,627	45	6	3	4	3	5,688	99.77%
Assurance	5,635	42	5	2	1	3	5,688	99.86%
Outcome	5,622	54	4	0	3	5	5,688	99.88%
Overall	40,633	397	28	13	32	4,401	45,504	99.82%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	293
2	Opening of other Deposit Account	198
3	Release of Captured Card	20
4	Request for ATM PIN Change	114
5	Request for Card Replacement	49
6	Cash Deposit - (Peso/Foreign Currencies)	614
7	Cash Withdrawal	371
8	Check Deposit - Peso	524
9	Check Deposit - Foreign Currency	3
10	Check Encashment	711
11	Online Collection Payments	509
12	Request for Checkbook	81
13	Request for Fund Transfer	7
14	Request for Passbook Replacement	22
15	Updating of Bank Records - Change in Account Details/Type	263
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	196
17	Handling of Customer's Complaint	83
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	5

External Services		Responses
19	Salary Loan	260
20	Bond Redemption and Interest Payment	5
21	Claim of Remittance Proceeds	1
22	Electronic Fund Transfer/Outgoing Remittance	8
23	Purchase of Over-the-Counter Check	33
24	Release of Inward Returned Check	59
25	Servicing of Modified Disbursement System Transactions	173
26	Trust/Treasury Placements	49
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	64
28	Bank Statement/Snapshot	187
29	Application for LBP Credit Card Easy Pay Program	1
30	Change of Name and Civil Status	161
31	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	3
32	Lifting of Hold-out on Deposit	4
33	Refund of Overpayment	274
34	Reissuance of Credit Card	24
35	Settlement of Past Due Account	56
36	Inquiry, Counseling and Processing of Loan	201
37	Issuance of Certificate of Outstanding Balances and Interest Paid	1
38	Issuance of Certificate of Full Payment	61
Total		5,688

4. Calapan San Vicente Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	349	94.07%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	16	4.31%
4. I do not know what a CC is and I did not see this office's CC.	6	1.62%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	354	95.42%
2. Somewhat easy to see	8	2.16%
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	9	2.43%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	359	96.77%
2. Somewhat helped	3	0.81%
3. Did not help	-	-
N/A	9	2.43%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	364	6	0	0	1	0	371	99.73%
Service Quality Dimensions								
Responsiveness	355	14	0	0	1	1	371	99.73%
Reliability	357	13	0	0	1	0	371	99.73%
Access and Facilities	357	10	0	0	1	3	371	99.73%
Communication	357	13	0	0	1	0	371	99.73%
Costs	209	16	0	0	1	145	371	99.56%
Integrity	358	11	1	0	1	0	371	99.46%
Assurance	362	8	0	0	1	0	371	99.73%
Outcome	355	14	0	0	1	1	371	99.73%
Overall	2,710	99	1	0	8	150	2,968	99.68%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	29
2	Opening of other Deposit Account	13
3	Request for ATM PIN Change	4
4	Cash Deposit - (Peso/Foreign Currencies)	156
5	Cash Withdrawal	20
6	Check Deposit - Peso	28
7	Check Encashment	68
8	Online Collection Payments	30
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	6
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	13
12	Domestic Bills Purchase Initiation/Availment	1
13	Electronic Fund Transfer/Outgoing Remittance	1
14	Bank Statement/Snapshot	1
Total		371

5. Coron Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,142	94.69%
2. I know what a CC is but I did not see this office's CC.	10	0.83%
3. I learned of the CC only when I saw this office's CC.	41	3.40%
4. I do not know what a CC is and I did not see this office's CC.	13	1.08%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,163	96.43%
2. Somewhat easy to see	21	1.74%
3. Difficult to see	-	-
4. Not visible at all	1	0.08%
N/A	18	1.49%
Did not specify	3	0.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,161	96.27%
2. Somewhat helped	25	2.07%
3. Did not help	-	-
N/A	17	1.41%
Did not specify	3	0.25%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,167	37	2	0	0	0	1,206	99.83%
Service Quality Dimensions								
Responsiveness	1,139	63	4	0	0	0	1,206	99.67%
Reliability	1,147	57	2	0	0	0	1,206	99.83%
Access and Facilities	1,124	81	0	1	0	0	1,206	99.92%
Communication	1,111	87	5	1	1	1	1,206	99.42%
Costs	509	89	2	1	5	600	1,206	98.68%
Integrity	1,125	71	2	1	0	7	1,206	99.75%
Assurance	1,164	41	1	0	0	0	1,206	99.92%
Outcome	1,136	66	3	0	0	1	1,206	99.75%
Overall	8,455	555	19	4	6	609	9,648	99.68%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	51

External Services		Responses
3	Request for ATM PIN Change	107
4	Request for Card Replacement	40
5	Cash Deposit - (Peso/Foreign Currencies)	123
6	Cash Withdrawal	65
7	Check Deposit - Peso	21
8	Check Encashment	158
9	Online Collection Payments	197
10	Request for Fund Transfer	3
11	Updating of Bank Records - Change in Account Details/Type	7
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
13	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
14	Salary Loan	227
15	Servicing of Modified Disbursement System Transactions	1
16	Bank Statement/Snapshot	3
17	Change of Name and Civil Status	2
18	Inquiry, Counseling and Processing of Loan	189
Total		1,206

6. Mamburao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	343	74.08%
2. I know what a CC is but I did not see this office's CC.	15	3.24%
3. I learned of the CC only when I saw this office's CC.	40	8.64%
4. I do not know what a CC is and I did not see this office's CC.	65	14.04%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	366	79.05%
2. Somewhat easy to see	13	2.81%
3. Difficult to see	2	0.43%
4. Not visible at all	12	2.59%
N/A	69	14.90%
Did not specify	1	0.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	374	80.78%
2. Somewhat helped	19	4.10%
3. Did not help	2	0.43%
N/A	68	14.69%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	422	37	1	1	2	0	463	99.14%
Service Quality Dimensions								
Responsiveness	367	84	8	1	1	2	463	97.83%
Reliability	416	45	2	0	0	0	463	99.57%
Access and Facilities	418	37	2	2	0	4	463	99.13%
Communication	401	57	4	0	0	1	463	99.13%
Costs	243	34	1	0	0	185	463	99.64%
Integrity	393	67	2	1	0	0	463	99.35%
Assurance	437	25	1	0	0	0	463	99.78%
Outcome	403	57	1	0	0	2	463	99.78%
Overall	3,078	406	21	4	1	194	3,704	99.26%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	38
2	Opening of other Deposit Account	40
3	Release of Captured Card	1
4	Request for ATM PIN Change	10
5	Cash Deposit - (Peso/Foreign Currencies)	103
6	Cash Withdrawal	48
7	Check Deposit - Peso	9
8	Check Encashment	3
9	Online Collection Payments	2
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	37
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	35
13	Handling of Customer's Complaint	20
14	Salary Loan	9
15	Bond Redemption and Interest Payment	1
16	Claim of Remittance Proceeds	1
17	Electronic Fund Transfer/Outgoing Remittance	5
18	Servicing of Modified Disbursement System Transactions	41
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
20	Bank Statement/Snapshot	53
21	Change of Name and Civil Status	1
22	Inquiry, Counseling and Processing of Loan	4
Total		463

7. Occidental Mindoro LC (OCMLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	337	81.60%
2. I know what a CC is but I did not see this office's CC.	3	0.73%
3. I learned of the CC only when I saw this office's CC.	44	10.65%
4. I do not know what a CC is and I did not see this office's CC.	29	7.02%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	363	87.89%
2. Somewhat easy to see	14	3.39%
3. Difficult to see	1	0.24%
4. Not visible at all	1	0.24%
N/A	34	8.23%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	355	85.96%
2. Somewhat helped	26	6.30%
3. Did not help	2	0.48%
N/A	30	7.26%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	368	45	0	0	0	0	413	100.00%
Service Quality Dimensions								
Responsiveness	329	69	14	1	0	0	413	96.37%
Reliability	364	49	0	0	0	0	413	100.00%
Access and Facilities	342	70	1	0	0	0	413	99.76%
Communication	316	85	12	0	0	0	413	97.09%
Costs	302	49	2	0	0	60	413	99.43%
Integrity	353	57	3	0	0	0	413	99.27%
Assurance	369	42	2	0	0	0	413	99.52%
Outcome	353	58	1	0	0	1	413	99.76%
Overall	2,728	479	35	1	0	61	3,304	98.89%

External Services		Responses	Total Transactions
1	Inquiry, Counseling and Processing of Loan	338	1
2	Issuance of Certificate of Outstanding Balances and Interest Paid	61	1
3	Issuance of Certificate of Full Payment	9	1

External Services		Responses	Total Transactions
4	Issuance of Letter of Guarantee	5	
	Total	413	

8. Odiongan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,835	97.81%
2. I know what a CC is but I did not see this office's CC.	9	0.48%
3. I learned of the CC only when I saw this office's CC.	25	1.33%
4. I do not know what a CC is and I did not see this office's CC.	7	0.37%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,826	97.33%
2. Somewhat easy to see	38	2.03%
3. Difficult to see	1	0.05%
4. Not visible at all	-	-
N/A	10	0.53%
Did not specify	1	0.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,820	97.01%
2. Somewhat helped	43	2.29%
3. Did not help	2	0.11%
N/A	11	0.59%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,757	118	0	0	1	0	1,876	99.95%
Service Quality Dimensions								
Responsiveness	1,348	515	9	0	1	3	1,876	99.47%
Reliability	1,655	217	4	0	0	0	1,876	99.79%
Access and Facilities	1,411	394	2	1	0	68	1,876	99.83%
Communication	1,605	262	3	1	0	5	1,876	99.79%
Costs	1,463	280	4	0	0	129	1,876	99.77%
Integrity	1,649	225	1	0	1	0	1,876	99.89%
Assurance	1,603	269	2	0	1	1	1,876	99.84%
Outcome	1,631	241	1	0	2	1	1,876	99.84%
Overall	12,365	2,403	26	2	5	207	15,008	99.78%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	189
2	Opening of other Deposit Account	22
3	Release of Captured Card	19
4	Request for ATM PIN Change	215
5	Request for Card Replacement	354
6	Cash Deposit - (Peso/Foreign Currencies)	114
7	Cash Withdrawal	133
8	Check Deposit - Peso	140
9	Check Deposit - Foreign Currency	3
10	Check Encashment	312
11	Online Collection Payments	3
12	Request for Checkbook	2
13	Request for Fund Transfer	35
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	55
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	66
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	92
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Sale/Purchase of Foreign Currencies	15
21	Servicing of Modified Disbursement System Transactions	13
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	29
24	Bank Statement/Snapshot	15
25	Change of Name and Civil Status	1
26	Refund of Overpayment	20
27	Settlement of Past Due Account	10
28	Inquiry, Counseling and Processing of Loan	7
29	Issuance of Certificate of Full Payment	8
Total		1,876

9. Oriental Mindoro LC (ORMLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	87	96.67%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	1	1.11%
4. I do not know what a CC is and I did not see this office's CC.	2	2.22%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	86	95.56%
2. Somewhat easy to see	1	1.11%
3. Difficult to see	1	1.11%
4. Not visible at all	-	-
N/A	2	2.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	86	95.56%
2. Somewhat helped	1	1.11%
3. Did not help	1	1.11%
N/A	2	2.22%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	78	12	0	0	0	0	90	100.00%
Service Quality Dimensions								
Responsiveness	75	15	0	0	0	0	90	100.00%
Reliability	77	13	0	0	0	0	90	100.00%
Access and Facilities	77	12	0	0	0	1	90	100.00%
Communication	74	15	1	0	0	0	90	98.89%
Costs	9	9	0	0	0	72	90	100.00%
Integrity	76	14	0	0	0	0	90	100.00%
Assurance	81	9	0	0	0	0	90	100.00%
Outcome	78	12	0	0	0	0	90	100.00%
Overall	547	99	1	0	0	73	720	99.85%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	87
2	Issuance of Certificate of Full Payment	3
	Total	90

10. Palawan LC (PLWLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	63	17.65%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	294	82.35%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	345	96.64%
2. Somewhat easy to see	12	3.36%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	356	99.72%
2. Somewhat helped	1	0.28%
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	331	26	0	0	0	0	357	100.00%
Service Quality Dimensions								
Responsiveness	278	79	0	0	0	0	357	100.00%
Reliability	330	27	0	0	0	0	357	100.00%
Access and Facilities	314	43	0	0	0	0	357	100.00%
Communication	323	34	0	0	0	0	357	100.00%
Costs	12	3	0	0	0	342	357	100.00%
Integrity	331	26	0	0	0	0	357	100.00%
Assurance	356	1	0	0	0	0	357	100.00%
Outcome	355	2	0	0	0	0	357	100.00%
Overall	2,299	215	0	0	0	342	2,856	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	307
2	Issuance of Certificate of Outstanding Balances and Interest Paid	44
3	Issuance of Certificate of Full Payment	5
4	Issuance of Letter of Guarantee	1
Total		357

11. Pinamalayan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	9,671	95.78%
2. I know what a CC is but I did not see this office's CC.	89	0.88%
3. I learned of the CC only when I saw this office's CC.	249	2.47%
4. I do not know what a CC is and I did not see this office's CC.	88	0.87%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9,713	96.20%
2. Somewhat easy to see	218	2.16%
3. Difficult to see	45	0.45%
4. Not visible at all	8	0.08%
N/A	113	1.12%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9,726	96.33%
2. Somewhat helped	241	2.39%
3. Did not help	8	0.08%
N/A	122	1.21%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	9,668	301	124	3	0	1	10,097	98.74%
Service Quality Dimensions								
Responsiveness	9,533	396	159	6	2	1	10,097	98.35%
Reliability	9,585	370	134	5	1	2	10,097	98.61%
Access and Facilities	9,530	395	144	5	0	23	10,097	98.52%
Communication	9,520	406	153	3	0	15	10,097	98.45%
Costs	7,399	407	163	3	12	2,113	10,097	97.77%
Integrity	9,570	391	131	3	1	1	10,097	98.66%
Assurance	9,595	370	129	3	0	0	10,097	98.69%
Outcome	9,514	427	132	4	1	19	10,097	98.64%
Overall	74,246	3,162	1,145	32	17	2,174	80,776	98.48%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	564
2	Opening of other Deposit Account	353
3	Release of Captured Card	49

External Services		Responses
4	Request for ATM PIN Change	231
5	Request for Card Replacement	97
6	Cash Deposit - (Peso/Foreign Currencies)	1,613
7	Cash Withdrawal	963
8	Check Deposit - Peso	1,102
9	Check Deposit - Foreign Currency	11
10	Check Encashment	2,746
11	Online Collection Payments	409
12	Request for Checkbook	13
13	Request for Fund Transfer	46
14	Request for Passbook Replacement	20
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	443
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	265
18	Handling of Customer's Complaint	117
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	8
20	Salary Loan	473
21	Bond Redemption and Interest Payment	2
22	Claim of Remittance Proceeds	4
23	Domestic Bills Purchase Initiation/Availment	1
24	Electronic Fund Transfer/Outgoing Remittance	6
25	Purchase of Over-the-Counter Check	2
26	Release of Inward Returned Check	51
27	Sale/Purchase of Foreign Currencies	3
28	Servicing of Modified Disbursement System Transactions	59
29	Trust/Treasury Placements	4
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	46
31	Bank Statement/Snapshot	280
32	Application for LBP Credit Card Easy Pay Program	22
33	Change of Name and Civil Status	21
34	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2
35	Lifting of Hold-out on Deposit	1
36	Inquiry, Counseling and Processing of Loan	47
37	Issuance of Certificate of Outstanding Balances and Interest Paid	1
38	Issuance of Certificate of Full Payment	21
Total		10,097

12. Puerto Princesa Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	2,821	99.19%
2. I know what a CC is but I did not see this office's CC.	2	0.07%
3. I learned of the CC only when I saw this office's CC.	11	0.39%
4. I do not know what a CC is and I did not see this office's CC.	1	0.04%
N/A	-	-
Did not specify	9	0.32%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,774	97.85%
2. Somewhat easy to see	9	0.32%
3. Difficult to see	-	-
4. Not visible at all	2	0.07%
N/A	1	0.04%
Did not specify	49	1.73%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,773	97.81%
2. Somewhat helped	9	0.32%
3. Did not help	-	-
N/A	4	0.14%
Did not specify	49	1.73%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,836	5	3	0	0	0	2,844	99.89%
Service Quality Dimensions								
Responsiveness	2,796	43	3	1	1	0	2,844	99.82%
Reliability	2,823	20	1	0	0	0	2,844	99.96%
Access and Facilities	2,830	13	1	0	0	0	2,844	99.96%
Communication	2,832	11	1	0	0	0	2,844	99.96%
Costs	2,395	145	0	0	0	304	2,844	100.00%
Integrity	2,837	5	1	1	0	0	2,844	99.93%
Assurance	2,837	7	0	0	0	0	2,844	100.00%
Outcome	2,831	8	2	0	0	3	2,844	99.93%
Overall	22,181	252	9	2	1	307	22,752	99.95%

External Services		Responses
1	Opening of other Deposit Account	55
2	Release of Captured Card	5
3	Request for ATM PIN Change	19
4	Request for Card Replacement	6
5	Cash Deposit - (Peso/Foreign Currencies)	423
6	Cash Withdrawal	338
7	Check Deposit - Peso	233

External Services		Responses
8	Check Deposit - Foreign Currency	1
9	Check Encashment	149
10	Online Collection Payments	45
11	Request for Checkbook	4
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	1
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	84
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
17	Handling of Customer's Complaint	2
18	Salary Loan	317
19	Claim of Remittance Proceeds	1
20	Servicing of Modified Disbursement System Transactions	116
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
22	Bank Statement/Snapshot	7
23	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
24	Refund of Overpayment	225
25	Settlement of Past Due Account	40
26	Inquiry, Counseling and Processing of Loan	658
27	Issuance of Certificate of Outstanding Balances and Interest Paid	66
28	Issuance of Certificate of Full Payment	32
Total		2,844

13. Puerto Princesa West Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,926	99.46%
2. I know what a CC is but I did not see this office's CC.	17	0.29%
3. I learned of the CC only when I saw this office's CC.	11	0.18%
4. I do not know what a CC is and I did not see this office's CC.	4	0.07%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,918	99.33%
2. Somewhat easy to see	32	0.54%
3. Difficult to see	1	0.02%
4. Not visible at all	2	0.03%
N/A	5	0.08%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	5,919	99.35%
2. Somewhat helped	31	0.52%
3. Did not help	2	0.03%
N/A	6	0.10%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,812	138	3	2	3	0	5,958	99.87%
Service Quality Dimensions								
Responsiveness	5,721	225	2	3	5	2	5,958	99.83%
Reliability	5,820	132	2	1	3	0	5,958	99.90%
Access and Facilities	5,777	168	6	1	2	4	5,958	99.85%
Communication	5,800	152	1	2	3	0	5,958	99.90%
Costs	5,813	110	3	0	1	31	5,958	99.93%
Integrity	5,796	155	1	1	5	0	5,958	99.88%
Assurance	5,826	126	1	4	1	0	5,958	99.90%
Outcome	5,819	131	4	0	2	2	5,958	99.90%
Overall	46,372	1,199	20	12	22	39	47,664	99.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	364
2	Opening of other Deposit Account	382
3	Release of Captured Card	81
4	Request for ATM PIN Change	342
5	Request for Card Replacement	324
6	Cash Deposit - (Peso/Foreign Currencies)	383
7	Cash Withdrawal	363
8	Check Deposit - Peso	361
9	Check Deposit - Foreign Currency	1
10	Check Encashment	376
11	Online Collection Payments	414
12	Request for Checkbook	252
13	Request for Fund Transfer	336
14	Request for Passbook Replacement	7
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	353
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	382
18	Handling of Customer's Complaint	10
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
20	Salary Loan	142
21	Claim of Remittance Proceeds	10

External Services		Responses
22	Domestic Bills Purchase Initiation/Availment	46
23	Electronic Fund Transfer/Outgoing Remittance	360
24	Purchase of Over-the-Counter Check	5
25	Release of Inward Returned Check	74
26	Sale/Purchase of Foreign Currencies	1
27	Servicing of Modified Disbursement System Transactions	168
28	Trust/Treasury Placements	327
29	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	14
30	Bank Statement/Snapshot	50
31	Change of Name and Civil Status	15
32	Lifting of Hold-out on Deposit	6
33	Issuance of Letter of Guarantee	6
Total		5,958

14. Romblon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,073	98.76%
2. I know what a CC is but I did not see this office's CC.	1	0.05%
3. I learned of the CC only when I saw this office's CC.	18	0.86%
4. I do not know what a CC is and I did not see this office's CC.	7	0.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,071	98.67%
2. Somewhat easy to see	20	0.95%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	8	0.38%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,071	98.67%
2. Somewhat helped	20	0.95%
3. Did not help	-	-
N/A	8	0.38%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,818	275	5	0	1	0	2,099	99.71%
Service Quality Dimensions								
Responsiveness	1,582	506	11	0	0	0	2,099	99.48%
Reliability	1,230	849	20	0	0	0	2,099	99.05%
Access and Facilities	1,263	823	13	0	0	0	2,099	99.38%
Communication	1,378	713	7	0	1	0	2,099	99.62%
Costs	1,341	693	16	0	15	34	2,099	98.50%
Integrity	1,377	695	25	0	2	0	2,099	98.71%
Assurance	1,516	554	29	0	0	0	2,099	98.62%
Outcome	1,604	472	19	1	1	2	2,099	99.00%
Overall	11,291	5,305	140	1	19	36	16,792	99.05%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	211
2	Opening of other Deposit Account	23
3	Release of Captured Card	11
4	Request for ATM PIN Change	138
5	Request for Card Replacement	85
6	Cash Deposit - (Peso/Foreign Currencies)	226
7	Cash Withdrawal	229
8	Check Deposit - Peso	43
9	Check Encashment	98
10	Online Collection Payments	29
11	Request for Checkbook	75
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	23
14	Updating of Bank Records - Change in Account Details/Type	87
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	122
16	Handling of Customer's Complaint	102
17	Salary Loan	103
18	Bond Redemption and Interest Payment	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Purchase of Over-the-Counter Check	2
21	Release of Inward Returned Check	13
22	Sale/Purchase of Foreign Currencies	41
23	Servicing of Modified Disbursement System Transactions	25
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	77
25	Bank Statement/Snapshot	203
26	Change of Name and Civil Status	43
27	Lifting of Hold-out on Deposit	2
28	Refund of Overpayment	33
29	Reissuance of Credit Card	2

External Services		Responses
30	Settlement of Past Due Account	5
31	Inquiry, Counseling and Processing of Loan	45
	Total	2,099

15. Roxas (Mindoro) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,992	99.21%
2. I know what a CC is but I did not see this office's CC.	8	0.16%
3. I learned of the CC only when I saw this office's CC.	9	0.18%
4. I do not know what a CC is and I did not see this office's CC.	6	0.12%
N/A	-	-
Did not specify	17	0.34%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,992	99.54%
2. Somewhat easy to see	14	0.28%
3. Difficult to see	1	0.02%
4. Not visible at all	-	-
N/A	8	0.16%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,993	99.56%
2. Somewhat helped	13	0.26%
3. Did not help	2	0.04%
N/A	7	0.14%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,964	65	1	0	2	0	5,032	99.94%
Service Quality Dimensions								
Responsiveness	4,943	84	1	0	2	2	5,032	99.94%
Reliability	4,940	90	0	1	1	0	5,032	99.96%
Access and Facilities	4,916	101	0	0	1	14	5,032	99.98%
Communication	4,942	50	1	1	0	38	5,032	99.96%
Costs	4,615	16	2	1	1	397	5,032	99.91%
Integrity	4,971	58	1	0	2	0	5,032	99.94%
Assurance	4,973	57	1	0	1	0	5,032	99.96%
Outcome	4,935	91	2	1	0	3	5,032	99.94%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	39,235	547	8	4	8	454	40,256	99.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	54
2	Opening of other Deposit Account	20
3	Release of Captured Card	57
4	Request for ATM PIN Change	511
5	Request for Card Replacement	10
6	Cash Deposit - (Peso/Foreign Currencies)	1,508
7	Cash Withdrawal	442
8	Check Deposit - Peso	397
9	Check Deposit - Foreign Currency	1
10	Check Encashment	1,630
11	Online Collection Payments	61
12	Request for Checkbook	3
13	Request for Fund Transfer	37
14	Request for Passbook Replacement	1
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	31
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	11
18	Handling of Customer's Complaint	141
19	Salary Loan	48
20	Bond Redemption and Interest Payment	2
21	Servicing of Modified Disbursement System Transactions	17
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	43
24	Bank Statement/Snapshot	3
25	Issuance of Certificate of Outstanding Balances and Interest Paid	2
Total		5,032

16. Sablayan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,247	57.60%
2. I know what a CC is but I did not see this office's CC.	4	0.07%
3. I learned of the CC only when I saw this office's CC.	2,368	42.01%
4. I do not know what a CC is and I did not see this office's CC.	18	0.32%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,588	99.13%
2. Somewhat easy to see	29	0.51%
3. Difficult to see	1	0.02%
4. Not visible at all	1	0.02%
N/A	18	0.32%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,591	99.18%
2. Somewhat helped	26	0.46%
3. Did not help	1	0.02%
N/A	19	0.34%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,631	4	0	0	2	0	5,637	99.96%
Service Quality Dimensions								
Responsiveness	5,623	7	2	2	3	0	5,637	99.88%
Reliability	5,620	13	2	0	2	0	5,637	99.93%
Access and Facilities	5,622	12	1	1	1	0	5,637	99.95%
Communication	5,622	8	2	1	1	3	5,637	99.93%
Costs	2,661	75	1	0	2	2,898	5,637	99.89%
Integrity	5,621	10	1	0	2	3	5,637	99.95%
Assurance	5,626	9	0	0	2	0	5,637	99.96%
Outcome	5,622	7	1	1	1	5	5,637	99.95%
Overall	42,017	141	10	5	14	2,909	45,096	99.93%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	434
2	Opening of other Deposit Account	475
3	Release of Captured Card	4
4	Request for ATM PIN Change	269
5	Request for Card Replacement	176
6	Cash Deposit - (Peso/Foreign Currencies)	1,529
7	Cash Withdrawal	481
8	Check Deposit - Peso	248
9	Check Deposit - Foreign Currency	1
10	Check Encashment	1,561
11	Online Collection Payments	9
12	Request for Checkbook	104
13	Request for Passbook Replacement	100

External Services		Responses
14	Updating of Bank Records - Change in Account Details/Type	17
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
16	Handling of Customer's Complaint	2
17	Salary Loan	174
18	Electronic Fund Transfer/Outgoing Remittance	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
20	Bank Statement/Snapshot	37
21	Change of Name and Civil Status	1
Total		5,637

17. San Jose (Mindoro) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	115	66.47%
2. I know what a CC is but I did not see this office's CC.	7	4.05%
3. I learned of the CC only when I saw this office's CC.	27	15.61%
4. I do not know what a CC is and I did not see this office's CC.	24	13.87%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	124	71.68%
2. Somewhat easy to see	21	12.14%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	25	14.45%
Did not specify	3	1.73%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	125	72.25%
2. Somewhat helped	17	9.83%
3. Did not help	-	-
N/A	28	16.18%
Did not specify	3	1.73%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	148	22	0	0	3	0	173	98.27%
Service Quality Dimensions								
Responsiveness	123	39	5	1	4	1	173	94.19%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	144	26	1	0	2	0	173	98.27%
Access and Facilities	141	26	0	1	2	3	173	98.24%
Communication	137	30	2	0	2	2	173	97.66%
Costs	120	28	1	0	1	23	173	98.67%
Integrity	140	27	3	0	3	0	173	96.53%
Assurance	146	23	1	0	3	0	173	97.69%
Outcome	139	27	3	0	2	2	173	97.08%
Overall	1,090	226	16	2	19	31	1,384	97.27%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	16
2	Opening of other Deposit Account	55
3	Release of Captured Card	1
4	Request for ATM PIN Change	1
5	Request for Card Replacement	5
6	Cash Deposit - (Peso/Foreign Currencies)	15
7	Cash Withdrawal	13
8	Check Deposit - Peso	14
9	Check Encashment	3
10	Online Collection Payments	3
11	Request for Checkbook	2
12	Request for Fund Transfer	2
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	15
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
16	Handling of Customer's Complaint	1
17	Salary Loan	14
18	Bank Statement/Snapshot	1
19	Change of Name and Civil Status	1
20	Inquiry, Counseling and Processing of Loan	3
21	Issuance of Certificate of Outstanding Balances and Interest Paid	1
	Total	173

CSM Results – Region V

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	21,977	2,711	191	37	72	2	24,990	98.80%
Service Quality Dimensions								
Responsiveness	20,649	3,520	456	73	111	181	24,990	97.42%
Reliability	21,752	2,934	208	24	47	25	24,990	98.88%
Access and Facilities	21,448	2,969	278	40	47	208	24,990	98.53%
Communication	20,926	3,226	334	51	56	397	24,990	98.21%
Costs	15,919	2,644	303	52	53	6,019	24,990	97.85%
Integrity	21,502	3,058	266	43	66	55	24,990	98.50%
Assurance	22,014	2,702	186	24	42	22	24,990	98.99%
Outcome	21,526	2,936	207	21	40	260	24,990	98.92%
Overall	165,736	23,989	2,238	328	462	7,167	199,920	98.43%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	20,167	80.34%
2. I know what a CC is but I did not see this office's CC.	831	3.39%

3. I learned of the CC only when I saw this office's CC.	2,162	8.82%
4. I do not know what a CC is and I did not see this office's CC.	1,267	5.17%
N/A	4	0.02%
Did not specify	559	2.28%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	20,159	82.19%
2. Somewhat easy to see	1,920	8.01%
3. Difficult to see	170	0.71%
4. Not visible at all	56	0.23%
N/A	1,394	5.82%
Did not specify	728	3.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	20,277	82.68%
2. Somewhat helped	1,773	7.40%
3. Did not help	108	0.45%
N/A	1,539	6.42%
Did not specify	730	3.05%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	3,962	98.50%
2	ATM Card Requests	2,391	99.45%
3	Branch Over-the-Counter Transactions	14,206	98.03%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1,060	98.29%
5	Branch Banking Loan Servicing	656	99.16%
6	Other Branch Products/Services	1,227	99.20%
7	Request for Bank Documents	66	98.65%
8	Regular Loan Processing	1,162	99.72%
9	Credit Card Services	167	99.60%
10	Agrarian Services	36	99.62%
11	Complaints Management	57	95.63%
Total		24,990	98.43%

1. Albay LC (ALBLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	456	87.86%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	62	11.95%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	1	0.19%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	512	98.84%
2. Somewhat easy to see	6	1.16%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	478	92.28%
2. Somewhat helped	39	7.53%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	1	0.19%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	459	59	1	0	0	0	519	99.81%
Service Quality Dimensions								
Responsiveness	438	78	3	0	0	0	519	99.42%
Reliability	434	83	2	0	0	0	519	99.61%
Access and Facilities	440	78	1	0	0	0	519	99.81%
Communication	414	89	3	4	2	7	519	98.24%
Costs	289	65	1	0	0	164	519	99.72%
Integrity	498	20	0	0	1	0	519	99.81%
Assurance	506	13	0	0	0	0	519	100.00%
Outcome	440	78	0	0	0	1	519	100.00%
Overall	3,459	504	10	4	3	172	4,152	99.57%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	492
2	Issuance of Certificate of Outstanding Balances and Interest Paid	25
3	Issuance of Certificate of Full Payment	2
Total		519

2. Camarines Norte LC (CANLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	41	83.67%
2. I know what a CC is but I did not see this office's CC.	1	2.04%
3. I learned of the CC only when I saw this office's CC.	7	14.29%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	43	87.76%
2. Somewhat easy to see	6	12.24%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	21	42.86%
2. Somewhat helped	28	57.14%
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	42	7	0	0	0	0	49	100.00%
Service Quality Dimensions								
Responsiveness	30	17	0	0	2	0	49	95.92%
Reliability	34	15	0	0	0	0	49	100.00%
Access and Facilities	32	15	2	0	0	0	49	95.92%
Communication	33	16	0	0	0	0	49	100.00%
Costs	33	13	1	0	0	2	49	97.87%
Integrity	32	16	1	0	0	0	49	97.96%
Assurance	40	9	0	0	0	0	49	100.00%
Outcome	38	11	0	0	0	0	49	100.00%
Overall	272	112	4	0	2	2	392	98.46%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	44
2	Issuance of Certificate of Outstanding Balances and Interest Paid	2
3	Issuance of Certificate of Full Payment	3
Total		49

3. Camarines Sur LC (CASLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	18	78.26%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	3	13.04%
4. I do not know what a CC is and I did not see this office's CC.	2	8.70%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	19	82.61%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	17.39%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	78.26%
2. Somewhat helped	2	8.70%
3. Did not help	-	-
N/A	3	13.04%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	20	3	0	0	0	0	23	100.00%
Service Quality Dimensions								
Responsiveness	16	7	0	0	0	0	23	100.00%
Reliability	19	4	0	0	0	0	23	100.00%
Access and Facilities	17	4	1	0	0	1	23	95.45%
Communication	17	6	0	0	0	0	23	100.00%
Costs	12	4	0	0	0	7	23	100.00%
Integrity	20	3	0	0	0	0	23	100.00%
Assurance	23	0	0	0	0	0	23	100.00%
Outcome	18	5	0	0	0	0	23	100.00%
Overall	142	33	1	0	0	8	184	99.43%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	18
2	Issuance of Certificate of Full Payment	5
	Total	23

4. Cataingan (Masbate) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,121	90.99%
2. I know what a CC is but I did not see this office's CC.	12	0.97%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	77	6.25%
4. I do not know what a CC is and I did not see this office's CC.	22	1.79%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,101	89.37%
2. Somewhat easy to see	103	8.36%
3. Difficult to see	-	-
4. Not visible at all	2	0.16%
N/A	26	2.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,121	90.99%
2. Somewhat helped	50	4.06%
3. Did not help	1	0.08%
N/A	60	4.87%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,153	78	0	1	0	0	1,232	99.92%
Service Quality Dimensions								
Responsiveness	1,091	124	15	2	0	0	1,232	98.62%
Reliability	1,143	84	1	0	0	4	1,232	99.92%
Access and Facilities	1,118	98	4	1	0	11	1,232	99.59%
Communication	1,073	107	3	0	0	49	1,232	99.75%
Costs	856	100	5	3	4	264	1,232	98.76%
Integrity	1,130	95	4	1	0	2	1,232	99.59%
Assurance	1,153	75	3	1	0	0	1,232	99.68%
Outcome	1,144	80	2	1	0	5	1,232	99.76%
Overall	8,708	763	37	9	4	335	9,856	99.47%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	116
2	Opening of other Deposit Account	39
3	Release of Captured Card	47
4	Request for ATM PIN Change	40
5	Request for Card Replacement	52
6	Cash Deposit - (Peso/Foreign Currencies)	213
7	Cash Withdrawal	107
8	Check Deposit - Peso	92
9	Check Encashment	258
10	Online Collection Payments	34

External Services		Responses
11	Request for Checkbook	38
12	Request for Fund Transfer	8
13	Request for Passbook Replacement	6
14	Request for Stop Payment Order	2
15	Updating of Bank Records - Change in Account Details/Type	77
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	24
17	Handling of Customer's Complaint	7
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	26
20	Electronic Fund Transfer/Outgoing Remittance	1
21	Purchase of Over-the-Counter Check	4
22	Release of Inward Returned Check	3
23	Sale/Purchase of Foreign Currencies	3
24	Servicing of Modified Disbursement System Transactions	9
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
26	Bank Statement/Snapshot	18
27	Change of Name and Civil Status	1
28	Settlement of Past Due Account	1
Total		1,232

5. Daet Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,165	86.39%
2. I know what a CC is but I did not see this office's CC.	70	2.79%
3. I learned of the CC only when I saw this office's CC.	179	7.14%
4. I do not know what a CC is and I did not see this office's CC.	90	3.59%
N/A	-	-
Did not specify	2	0.08%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,800	71.88%
2. Somewhat easy to see	183	7.31%
3. Difficult to see	6	0.24%
4. Not visible at all	4	0.16%
N/A	106	4.23%
Did not specify	405	16.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,800	71.88%
2. Somewhat helped	168	6.71%
3. Did not help	6	0.24%

Citizen's Charter Answers	Responses	Percentage
N/A	125	4.99%
Did not specify	405	16.17%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,252	231	15	1	7	0	2,506	99.08%
Service Quality Dimensions								
Responsiveness	2,095	351	41	8	8	3	2,506	97.72%
Reliability	2,249	240	13	0	4	0	2,506	99.32%
Access and Facilities	2,194	280	14	0	4	14	2,506	99.28%
Communication	2,154	322	16	0	5	9	2,506	99.16%
Costs	1,585	271	23	3	4	620	2,506	98.41%
Integrity	2,214	258	24	4	5	1	2,506	98.68%
Assurance	2,293	200	9	1	3	0	2,506	99.48%
Outcome	2,193	283	9	0	3	18	2,506	99.52%
Overall	16,977	2,205	149	16	36	665	20,048	98.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	487
2	Opening of other Deposit Account	69
3	Release of Captured Card	1
4	Request for ATM PIN Change	350
5	Request for Card Replacement	306
6	Cash Deposit - (Peso/Foreign Currencies)	66
7	Cash Withdrawal	39
8	Check Deposit - Peso	358
9	Check Deposit - Foreign Currency	1
10	Check Encashment	133
11	Online Collection Payments	40
12	Request for Checkbook	13
13	Request for Fund Transfer	1
14	Request for Passbook Replacement	86
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	184
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	122
18	Handling of Customer's Complaint	10
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	18
21	Bond Redemption and Interest Payment	1
22	Domestic Bills Purchase Initiation/Availment	1
23	Electronic Fund Transfer/Outgoing Remittance	11
24	Release of Inward Returned Check	57

External Services		Responses
25	Sale/Purchase of Foreign Currencies	7
26	Servicing of Modified Disbursement System Transactions	7
27	Trust/Treasury Placements	9
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
29	Bank Statement/Snapshot	82
30	Application for LBP Credit Card Easy Pay Program	12
31	Change of Name and Civil Status	28
32	Inquiry, Counseling and Processing of Loan	1
Total		2,506

6. Daet F. Pimentel Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,484	98.02%
2. I know what a CC is but I did not see this office's CC.	1	0.07%
3. I learned of the CC only when I saw this office's CC.	26	1.72%
4. I do not know what a CC is and I did not see this office's CC.	3	0.20%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,505	99.41%
2. Somewhat easy to see	6	0.40%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	0.20%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,504	99.34%
2. Somewhat helped	7	0.46%
3. Did not help	-	-
N/A	3	0.20%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,496	18	0	0	0	0	1,514	100.00%
Service Quality Dimensions								
Responsiveness	1,499	14	1	0	0	0	1,514	99.93%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	1,496	18	0	0	0	0	1,514	100.00%
Access and Facilities	1,495	18	0	0	0	1	1,514	100.00%
Communication	1,478	35	1	0	0	0	1,514	99.93%
Costs	1,414	12	0	0	0	88	1,514	100.00%
Integrity	1,472	41	0	0	0	1	1,514	100.00%
Assurance	1,478	36	0	0	0	0	1,514	100.00%
Outcome	1,480	32	0	0	0	2	1,514	100.00%
Overall	11,812	206	2	0	0	92	12,112	99.98%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	487
2	Opening of other Deposit Account	6
3	Request for ATM PIN Change	168
4	Request for Card Replacement	62
5	Cash Deposit - (Peso/Foreign Currencies)	132
6	Cash Withdrawal	9
7	Check Deposit - Peso	14
8	Check Encashment	13
9	Online Collection Payments	43
10	Request for Checkbook	16
11	Request for Stop Payment Order	1
12	Updating of Bank Records - Change in Account Details/Type	317
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	113
14	Salary Loan	63
15	Domestic Bills Purchase Initiation/Availment	2
16	Trust/Treasury Placements	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	16
18	Bank Statement/Snapshot	51
Total		1,514

7. Daraga Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,005	48.88%
2. I know what a CC is but I did not see this office's CC.	131	6.37%
3. I learned of the CC only when I saw this office's CC.	189	9.19%
4. I do not know what a CC is and I did not see this office's CC.	715	34.78%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	16	0.78%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,013	49.66%
2. Somewhat easy to see	227	11.13%
3. Difficult to see	52	2.55%
4. Not visible at all	7	0.34%
N/A	737	36.13%
Did not specify	4	0.20%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,033	50.64%
2. Somewhat helped	228	11.18%
3. Did not help	31	1.52%
N/A	745	36.52%
Did not specify	3	0.15%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,364	600	81	5	6	0	2,056	95.53%
Service Quality Dimensions								
Responsiveness	1,218	633	184	11	7	3	2,056	90.16%
Reliability	1,354	595	97	7	3	0	2,056	94.80%
Access and Facilities	1,340	574	109	8	2	23	2,056	94.15%
Communication	1,221	537	124	16	11	147	2,056	92.09%
Costs	1,046	502	127	12	11	358	2,056	91.17%
Integrity	1,394	535	99	7	6	15	2,056	94.51%
Assurance	1,441	520	90	1	4	0	2,056	95.38%
Outcome	1,345	522	78	0	4	107	2,056	95.79%
Overall	10,359	4,418	908	62	48	653	16,448	93.55%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	126
2	Opening of other Deposit Account	108
3	Request for ATM PIN Change	14
4	Request for Card Replacement	37
5	Cash Deposit - (Peso/Foreign Currencies)	406
6	Cash Withdrawal	365
7	Check Deposit - Peso	346
8	Check Deposit - Foreign Currency	2
9	Check Encashment	236
10	Online Collection Payments	301
11	Request for Checkbook	1
12	Updating of Bank Records - Change in Account Details/Type	43

External Services		Responses
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	51
14	Handling of Customer's Complaint	2
15	Salary Loan	3
16	Electronic Fund Transfer/Outgoing Remittance	1
17	Purchase of Over-the-Counter Check	1
18	Trust/Treasury Placements	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
20	Bank Statement/Snapshot	7
21	Change of Name and Civil Status	1
22	Lifting of Hold-out on Deposit	1
23	Reissuance of Credit Card	1
24	Settlement of Past Due Account	1
Total		2,056

8. Field Support Services Center V – Albay

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	22	61.11%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	9	25.00%
4. I do not know what a CC is and I did not see this office's CC.	1	2.78%
N/A	-	-
Did not specify	4	11.11%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	25	78.13%
2. Somewhat easy to see	3	9.38%
3. Difficult to see	-	-
4. Not visible at all	1	3.13%
N/A	3	9.38%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	56.25%
2. Somewhat helped	9	28.13%
3. Did not help	2	6.25%
N/A	3	9.38%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	30	6	0	0	0	0	36	100.00%
Service Quality Dimensions								
Responsiveness	27	9	0	0	0	0	36	100.00%
Reliability	30	6	0	0	0	0	36	100.00%
Access and Facilities	24	10	0	0	0	2	36	100.00%
Communication	29	6	1	0	0	0	36	97.22%
Costs	13	1	0	0	0	22	36	100.00%
Integrity	33	3	0	0	0	0	36	100.00%
Assurance	33	3	0	0	0	0	36	100.00%
Outcome	30	6	0	0	0	0	36	100.00%
Overall	219	44	1	0	0	24	288	99.62%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	25
2	Valuation of Landholdings under RA 6657/RA 9700	3
3	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	7
4	Refund of Excess Payment	1
Total		36

9. Goa Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	267	74.79%
2. I know what a CC is but I did not see this office's CC.	2	0.56%
3. I learned of the CC only when I saw this office's CC.	80	22.41%
4. I do not know what a CC is and I did not see this office's CC.	8	2.24%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	281	78.71%
2. Somewhat easy to see	64	17.93%
3. Difficult to see	2	0.56%
4. Not visible at all	1	0.28%
N/A	9	2.52%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	293	82.07%
2. Somewhat helped	53	14.85%
3. Did not help	2	0.56%

Citizen's Charter Answers	Responses	Percentage
N/A	9	2.52%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	219	135	0	1	2	0	357	99.16%
Service Quality Dimensions								
Responsiveness	187	159	7	1	3	0	357	96.92%
Reliability	206	148	2	0	1	0	357	99.16%
Access and Facilities	197	150	5	0	1	4	357	98.30%
Communication	195	143	15	1	1	2	357	95.21%
Costs	146	90	6	0	1	114	357	97.12%
Integrity	208	142	4	1	1	1	357	98.31%
Assurance	220	134	1	1	1	0	357	99.16%
Outcome	196	153	4	1	1	2	357	98.31%
Overall	1,555	1,119	44	5	10	123	2,856	97.84%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	9
3	Release of Captured Card	57
4	Request for ATM PIN Change	13
5	Cash Deposit - (Peso/Foreign Currencies)	7
6	Cash Withdrawal	203
7	Check Deposit - Peso	9
8	Check Encashment	25
9	Online Collection Payments	2
10	Request for Checkbook	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	4
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
14	Handling of Customer's Complaint	1
15	Salary Loan	6
16	Domestic Bills Purchase Initiation/Availment	1
17	Servicing of Modified Disbursement System Transactions	2
18	Bank Statement/Snapshot	4
Total		357

10. Iriga Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	145	57.09%
2. I know what a CC is but I did not see this office's CC.	6	2.36%
3. I learned of the CC only when I saw this office's CC.	93	36.61%
4. I do not know what a CC is and I did not see this office's CC.	5	1.97%
N/A	-	-
Did not specify	5	1.97%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	218	87.55%
2. Somewhat easy to see	22	8.84%
3. Difficult to see	3	1.20%
4. Not visible at all	-	-
N/A	6	2.41%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	215	86.35%
2. Somewhat helped	27	10.84%
3. Did not help	-	-
N/A	7	2.81%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	233	18	1	0	2	0	254	98.82%
Service Quality Dimensions								
Responsiveness	212	36	0	0	3	3	254	98.80%
Reliability	233	19	0	0	2	0	254	99.21%
Access and Facilities	225	19	1	0	2	7	254	98.79%
Communication	214	27	3	0	1	9	254	98.37%
Costs	202	16	0	1	1	34	254	99.09%
Integrity	236	15	1	0	2	0	254	98.82%
Assurance	238	13	1	1	1	0	254	98.82%
Outcome	226	25	1	0	1	1	254	99.21%
Overall	1,786	170	7	2	13	54	2,032	98.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	29
2	Opening of other Deposit Account	9
3	Request for ATM PIN Change	80
4	Request for Card Replacement	12
5	Cash Deposit - (Peso/Foreign Currencies)	30
6	Cash Withdrawal	5
7	Check Deposit - Peso	4

External Services		Responses
8	Check Encashment	12
9	Online Collection Payments	3
10	Request for Passbook Replacement	3
11	Updating of Bank Records - Change in Account Details/Type	27
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
13	Handling of Customer's Complaint	2
14	Salary Loan	17
15	Electronic Fund Transfer/Outgoing Remittance	1
16	Sale/Purchase of Foreign Currencies	1
17	Servicing of Modified Disbursement System Transactions	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
19	Bank Statement/Snapshot	3
20	Change of Name and Civil Status	3
21	Refund of Overpayment	1
22	Settlement of Past Due Account	1
Total		254

11. Irosin Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	83	74.77%
2. I know what a CC is but I did not see this office's CC.	3	2.70%
3. I learned of the CC only when I saw this office's CC.	21	18.92%
4. I do not know what a CC is and I did not see this office's CC.	4	3.60%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	84	75.68%
2. Somewhat easy to see	23	20.72%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	3.60%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	94	84.68%
2. Somewhat helped	13	11.71%
3. Did not help	-	-
N/A	4	3.60%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	101	8	1	0	1	0	111	98.20%
Service Quality Dimensions								
Responsiveness	97	12	1	0	1	0	111	98.20%
Reliability	100	10	1	0	0	0	111	99.10%
Access and Facilities	100	7	3	0	0	1	111	97.27%
Communication	95	12	1	2	0	1	111	97.27%
Costs	44	8	2	0	0	57	111	96.30%
Integrity	98	11	0	2	0	0	111	98.20%
Assurance	106	3	0	2	0	0	111	98.20%
Outcome	100	9	1	1	0	0	111	98.20%
Overall	740	72	9	7	1	59	888	97.95%

External Services		Responses
1	Opening of other Deposit Account	30
2	Request for ATM PIN Change	1
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	10
5	Cash Withdrawal	10
6	Check Deposit - Peso	3
7	Check Encashment	10
8	Request for Fund Transfer	1
9	Request for Passbook Replacement	1
10	Updating of Bank Records - Change in Account Details/Type	21
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
12	Handling of Customer's Complaint	1
13	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
14	Salary Loan	6
15	Claim of Remittance Proceeds	1
16	Servicing of Modified Disbursement System Transactions	2
17	Bank Statement/Snapshot	1
18	Lifting of Hold-out on Deposit	1
19	Reissuance of Credit Card	1
Total		111

12. Labo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,063	89.25%
2. I know what a CC is but I did not see this office's CC.	18	1.51%
3. I learned of the CC only when I saw this office's CC.	82	6.88%
4. I do not know what a CC is and I did not see this office's CC.	25	2.10%
N/A	-	-
Did not specify	3	0.25%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,086	91.41%
2. Somewhat easy to see	68	5.72%
3. Difficult to see	4	0.34%
4. Not visible at all	-	-
N/A	30	2.53%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,068	89.90%
2. Somewhat helped	64	5.39%
3. Did not help	-	-
N/A	56	4.71%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,050	135	5	1	0	0	1,191	99.50%
Service Quality Dimensions								
Responsiveness	982	185	16	1	2	5	1,191	98.40%
Reliability	1,025	159	6	0	0	1	1,191	99.50%
Access and Facilities	1,020	154	8	3	0	6	1,191	99.07%
Communication	988	167	20	1	1	14	1,191	98.13%
Costs	670	126	13	2	2	378	1,191	97.91%
Integrity	1,010	158	22	0	1	0	1,191	98.07%
Assurance	1,069	111	9	1	1	0	1,191	99.08%
Outcome	1,006	167	9	0	0	9	1,191	99.24%
Overall	7,770	1,227	103	8	7	413	9,528	98.71%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	36
2	Opening of other Deposit Account	110
3	Release of Captured Card	5
4	Request for ATM PIN Change	15
5	Request for Card Replacement	46
6	Cash Deposit - (Peso/Foreign Currencies)	233

External Services		Responses
7	Cash Withdrawal	207
8	Check Deposit - Peso	107
9	Check Deposit - Foreign Currency	1
10	Check Encashment	166
11	Online Collection Payments	42
12	Request for Checkbook	15
13	Request for Fund Transfer	5
14	Request for Passbook Replacement	3
15	Updating of Bank Records - Change in Account Details/Type	104
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	22
17	Handling of Customer's Complaint	12
18	Salary Loan	27
19	Bond Redemption and Interest Payment	3
20	Domestic Bills Purchase Initiation/Availment	1
21	Release of Inward Returned Check	2
22	Sale/Purchase of Foreign Currencies	3
23	Servicing of Modified Disbursement System Transactions	7
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
25	Bank Statement/Snapshot	11
26	Reissuance of Credit Card	2
27	Inquiry, Counseling and Processing of Loan	3
Total		1,191

13. Legazpi Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	748	74.87%
2. I know what a CC is but I did not see this office's CC.	44	4.40%
3. I learned of the CC only when I saw this office's CC.	110	11.01%
4. I do not know what a CC is and I did not see this office's CC.	78	7.81%
N/A	-	-
Did not specify	19	1.90%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	765	78.06%
2. Somewhat easy to see	95	9.69%
3. Difficult to see	12	1.22%
4. Not visible at all	8	0.82%
N/A	99	10.10%
Did not specify	1	0.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	773	78.88%
2. Somewhat helped	102	10.41%
3. Did not help	7	0.71%
N/A	97	9.90%
Did not specify	1	0.10%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	787	196	2	6	8	0	999	98.40%
Service Quality Dimensions								
Responsiveness	705	257	17	6	12	2	999	96.49%
Reliability	763	222	6	1	6	1	999	98.70%
Access and Facilities	742	220	12	5	6	14	999	97.66%
Communication	724	239	13	3	6	14	999	97.77%
Costs	450	158	12	7	6	366	999	96.05%
Integrity	760	217	7	3	6	6	999	98.39%
Assurance	792	193	5	0	7	2	999	98.80%
Outcome	749	229	7	1	5	8	999	98.69%
Overall	5,685	1,735	79	26	54	413	7,992	97.90%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	27
2	Opening of other Deposit Account	73
3	Release of Captured Card	27
4	Request for ATM PIN Change	37
5	Request for Card Replacement	26
6	Cash Deposit - (Peso/Foreign Currencies)	50
7	Cash Withdrawal	357
8	Check Deposit - Peso	66
9	Check Encashment	130
10	Online Collection Payments	18
11	Request for Checkbook	11
12	Request for Fund Transfer	8
13	Updating of Bank Records - Change in Account Details/Type	45
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	34
15	Handling of Customer's Complaint	1
16	Salary Loan	37
17	Domestic Bills Purchase Initiation/Availment	1
18	Electronic Fund Transfer/Outgoing Remittance	5
19	Purchase of Over-the-Counter Check	2
20	Release of Inward Returned Check	1
21	Servicing of Modified Disbursement System Transactions	16

External Services		Responses
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
23	Bank Statement/Snapshot	19
24	Change of Name and Civil Status	1
25	Inquiry, Counseling and Processing of Loan	1
Total		999

14. Legazpi Rotonda Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,560	75.76%
2. I know what a CC is but I did not see this office's CC.	361	10.68%
3. I learned of the CC only when I saw this office's CC.	45	1.33%
4. I do not know what a CC is and I did not see this office's CC.	54	1.60%
N/A	-	-
Did not specify	359	10.62%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,236	74.04%
2. Somewhat easy to see	395	13.08%
3. Difficult to see	16	0.53%
4. Not visible at all	4	0.13%
N/A	63	2.09%
Did not specify	306	10.13%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,257	74.74%
2. Somewhat helped	363	12.02%
3. Did not help	24	0.79%
N/A	69	2.28%
Did not specify	307	10.17%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,179	170	20	2	8	0	3,379	99.11%
Service Quality Dimensions								
Responsiveness	3,032	213	37	13	9	75	3,379	98.21%
Reliability	3,086	266	16	2	6	3	3,379	99.29%
Access and Facilities	3,149	193	18	2	7	10	3,379	99.20%
Communication	3,124	212	18	4	5	16	3,379	99.20%
Costs	3,066	203	19	5	9	77	3,379	99.00%
Integrity	2,876	466	17	6	8	6	3,379	99.08%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	2,919	438	12	2	6	2	3,379	99.41%
Outcome	3,160	180	13	4	8	14	3,379	99.26%
Overall	24,412	2,171	150	38	58	203	27,032	99.08%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	37
2	Opening of other Deposit Account	55
3	Release of Captured Card	21
4	Request for ATM PIN Change	330
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	565
7	Cash Withdrawal	283
8	Check Deposit - Peso	368
9	Check Deposit - Foreign Currency	13
10	Check Encashment	378
11	Online Collection Payments	346
12	Request for Checkbook	140
13	Request for Fund Transfer	1
14	Request for Passbook Replacement	102
15	Updating of Bank Records - Change in Account Details/Type	20
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	303
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Purchase of Over-the-Counter Check	1
21	Sale/Purchase of Foreign Currencies	2
22	Trust/Treasury Placements	35
23	Bank Statement/Snapshot	368
Total		3,379

15. Ligao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	440	91.10%
2. I know what a CC is but I did not see this office's CC.	6	1.24%
3. I learned of the CC only when I saw this office's CC.	17	3.52%
4. I do not know what a CC is and I did not see this office's CC.	15	3.11%
N/A	-	-
Did not specify	5	1.04%

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	438	91.63%
2. Somewhat easy to see	24	5.02%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	16	3.35%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	439	91.84%
2. Somewhat helped	23	4.81%
3. Did not help	-	-
N/A	16	3.35%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	420	58	2	1	2	0	483	98.96%
Service Quality Dimensions								
Responsiveness	379	90	8	0	4	2	483	97.51%
Reliability	418	63	1	0	1	0	483	99.59%
Access and Facilities	412	61	4	0	1	5	483	98.95%
Communication	394	78	6	1	2	2	483	98.13%
Costs	315	64	10	1	1	92	483	96.93%
Integrity	417	58	5	2	1	0	483	98.34%
Assurance	430	49	4	0	0	0	483	99.17%
Outcome	418	58	3	1	0	3	483	99.17%
Overall	3,183	521	41	5	10	104	3,864	98.51%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	20
2	Opening of other Deposit Account	22
3	Release of Captured Card	1
4	Request for ATM PIN Change	37
5	Request for Card Replacement	14
6	Cash Deposit - (Peso/Foreign Currencies)	54
7	Cash Withdrawal	23
8	Check Deposit - Peso	43
9	Check Deposit - Foreign Currency	1
10	Check Encashment	111
11	Online Collection Payments	22
12	Request for Checkbook	7
13	Request for Fund Transfer	5

External Services		Responses
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	15
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	40
17	Handling of Customer's Complaint	3
18	Salary Loan	8
19	Claim of Remittance Proceeds	4
20	Electronic Fund Transfer/Outgoing Remittance	1
21	Purchase of Over-the-Counter Check	4
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
23	Bank Statement/Snapshot	35
24	Change of Name and Civil Status	1
25	Inquiry, Counseling and Processing of Loan	7
Total		483

16. Masbate Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	677	84.73%
2. I know what a CC is but I did not see this office's CC.	2	0.25%
3. I learned of the CC only when I saw this office's CC.	118	14.77%
4. I do not know what a CC is and I did not see this office's CC.	2	0.25%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	772	96.62%
2. Somewhat easy to see	25	3.13%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	0.25%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	754	94.37%
2. Somewhat helped	35	4.38%
3. Did not help	-	-
N/A	10	1.25%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	760	39	0	0	0	0	799	100.00%
Service Quality Dimensions								
Responsiveness	748	50	1	0	0	0	799	99.87%
Reliability	759	40	0	0	0	0	799	100.00%
Access and Facilities	742	42	0	0	0	15	799	100.00%
Communication	734	49	1	0	1	14	799	99.75%
Costs	426	36	0	0	1	336	799	99.78%
Integrity	757	40	2	0	0	0	799	99.75%
Assurance	762	37	0	0	0	0	799	100.00%
Outcome	758	41	0	0	0	0	799	100.00%
Overall	5,686	335	4	0	2	365	6,392	99.90%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	66
2	Opening of other Deposit Account	124
3	Release of Captured Card	12
4	Request for ATM PIN Change	51
5	Request for Card Replacement	18
6	Cash Deposit - (Peso/Foreign Currencies)	40
7	Cash Withdrawal	21
8	Check Deposit - Peso	16
9	Check Encashment	22
10	Online Collection Payments	7
11	Request for Checkbook	3
12	Request for Passbook Replacement	2
13	Updating of Bank Records - Change in Account Details/Type	79
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	11
15	Handling of Customer's Complaint	7
16	Salary Loan	160
17	Purchase of Over-the-Counter Check	2
18	Sale/Purchase of Foreign Currencies	2
19	Servicing of Modified Disbursement System Transactions	11
20	Trust/Treasury Placements	12
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
22	Bank Statement/Snapshot	16
23	Change of Name and Civil Status	5
24	Refund of Overpayment	64
25	Reissuance of Credit Card	1
26	Settlement of Past Due Account	1
27	Inquiry, Counseling and Processing of Loan	43
28	Issuance of Letter of Guarantee	1
Total		799

17. Naga Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	738	74.40%
2. I know what a CC is but I did not see this office's CC.	36	3.63%
3. I learned of the CC only when I saw this office's CC.	81	8.17%
4. I do not know what a CC is and I did not see this office's CC.	42	4.23%
N/A	-	-
Did not specify	95	9.58%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	653	72.80%
2. Somewhat easy to see	150	16.72%
3. Difficult to see	28	3.12%
4. Not visible at all	10	1.11%
N/A	48	5.35%
Did not specify	8	0.89%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	719	80.16%
2. Somewhat helped	102	11.37%
3. Did not help	13	1.45%
N/A	54	6.02%
Did not specify	9	1.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	862	106	10	5	7	2	992	97.78%
Service Quality Dimensions								
Responsiveness	792	136	20	7	9	28	992	96.27%
Reliability	842	110	15	6	7	12	992	97.14%
Access and Facilities	810	127	19	12	7	17	992	96.10%
Communication	799	138	24	4	6	21	992	96.50%
Costs	627	96	16	5	2	246	992	96.92%
Integrity	848	112	14	5	6	7	992	97.46%
Assurance	854	105	9	4	6	14	992	98.06%
Outcome	838	108	17	4	6	19	992	97.23%
Overall	6,410	932	134	47	49	364	7,936	96.96%

External Services		Responses
2	Opening of a Deposit Account through Digital Onboarding System	107
3	Opening of other Deposit Account	212
4	Request for ATM PIN Change	45

External Services		Responses
5	Request for Card Replacement	6
6	Cash Deposit - (Peso/Foreign Currencies)	39
7	Cash Withdrawal	366
8	Check Deposit - Peso	14
9	Check Encashment	46
10	Online Collection Payments	3
11	Updating of Bank Records - Change in Account Details/Type	60
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
13	Salary Loan	37
14	Electronic Fund Transfer/Outgoing Remittance	25
15	Servicing of Modified Disbursement System Transactions	3
16	Bank Statement/Snapshot	3
17	Refund of Overpayment	1
18	Inquiry, Counseling and Processing of Loan	11
Total		992

18. Naga Evangelista Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	608	93.83%
2. I know what a CC is but I did not see this office's CC.	5	0.77%
3. I learned of the CC only when I saw this office's CC.	29	4.48%
4. I do not know what a CC is and I did not see this office's CC.	5	0.77%
N/A	-	-
Did not specify	1	0.15%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	623	96.29%
2. Somewhat easy to see	16	2.47%
3. Difficult to see	1	0.15%
4. Not visible at all	1	0.15%
N/A	6	0.93%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	625	96.60%
2. Somewhat helped	14	2.16%
3. Did not help	-	-
N/A	8	1.24%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	609	38	0	0	1	0	648	99.85%
Service Quality Dimensions								
Responsiveness	608	39	0	0	1	0	648	99.85%
Reliability	612	35	0	0	1	0	648	99.85%
Access and Facilities	610	36	0	0	1	1	648	99.85%
Communication	597	39	2	0	1	9	648	99.53%
Costs	430	24	0	0	1	193	648	99.78%
Integrity	607	40	0	0	1	0	648	99.85%
Assurance	611	35	0	0	1	1	648	99.85%
Outcome	587	38	1	0	1	21	648	99.68%
Overall	4,662	286	3	0	8	225	5,184	99.78%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	14
2	Opening of other Deposit Account	63
3	Release of Captured Card	1
4	Request for ATM PIN Change	10
5	Request for Card Replacement	5
6	Cash Deposit - (Peso/Foreign Currencies)	46
7	Cash Withdrawal	36
8	Check Deposit - Peso	37
9	Check Encashment	168
10	Online Collection Payments	62
11	Request for Checkbook	47
12	Updating of Bank Records - Change in Account Details/Type	32
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	67
14	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
15	Salary Loan	3
16	Electronic Fund Transfer/Outgoing Remittance	1
17	Sale/Purchase of Foreign Currencies	13
18	Trust/Treasury Placements	10
19	Bank Statement/Snapshot	11
20	Reissuance of Credit Card	21
	Total	648

19. Naga Rotunda Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	690	79.31%
2. I know what a CC is but I did not see this office's CC.	18	2.07%
3. I learned of the CC only when I saw this office's CC.	124	14.25%
4. I do not know what a CC is and I did not see this office's CC.	38	4.37%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	759	87.24%
2. Somewhat easy to see	53	6.09%
3. Difficult to see	9	1.03%
4. Not visible at all	-	-
N/A	49	5.63%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	774	88.97%
2. Somewhat helped	39	4.48%
3. Did not help	2	0.23%
N/A	55	6.32%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	772	90	1	2	5	0	870	99.08%
Service Quality Dimensions								
Responsiveness	703	143	8	5	10	1	870	97.35%
Reliability	768	95	3	1	3	0	870	99.20%
Access and Facilities	755	101	8	2	4	0	870	98.39%
Communication	725	130	8	1	5	1	870	98.39%
Costs	575	119	2	3	2	169	870	99.00%
Integrity	765	95	6	1	3	0	870	98.85%
Assurance	776	86	4	1	3	0	870	99.08%
Outcome	748	105	10	0	2	5	870	98.61%
Overall	5,815	874	49	14	32	176	6,960	98.60%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	160
3	Release of Captured Card	4
4	Request for ATM PIN Change	9
5	Request for Card Replacement	12
6	Cash Deposit - (Peso/Foreign Currencies)	16
7	Cash Withdrawal	315

External Services		Responses
8	Check Deposit - Peso	13
9	Check Encashment	91
10	Online Collection Payments	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	94
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	48
14	Handling of Customer's Complaint	3
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	77
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Trust/Treasury Placements	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
20	Bank Statement/Snapshot	14
21	Application for LBP Credit Card Easy Pay Program	2
22	Change of Name and Civil Status	1
23	Inquiry, Counseling and Processing of Loan	2
Total		870

20. Pili Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	484	56.15%
2. I know what a CC is but I did not see this office's CC.	5	0.58%
3. I learned of the CC only when I saw this office's CC.	365	42.34%
4. I do not know what a CC is and I did not see this office's CC.	8	0.93%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	826	95.82%
2. Somewhat easy to see	20	2.32%
3. Difficult to see	4	0.46%
4. Not visible at all	-	-
N/A	12	1.39%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	829	96.17%
2. Somewhat helped	20	2.32%
3. Did not help	-	-
N/A	13	1.51%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	838	21	1	1	1	0	862	99.65%
Service Quality Dimensions								
Responsiveness	814	37	8	1	2	0	862	98.72%
Reliability	831	29	0	1	1	0	862	99.77%
Access and Facilities	825	28	3	1	1	4	862	99.42%
Communication	825	28	0	0	1	8	862	99.88%
Costs	723	27	2	0	0	110	862	99.73%
Integrity	836	24	0	0	1	1	862	99.88%
Assurance	840	20	2	0	0	0	862	99.77%
Outcome	819	34	0	0	1	8	862	99.88%
Overall	6,513	227	15	3	7	131	6,896	99.63%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	339
2	Opening of other Deposit Account	13
3	Release of Captured Card	1
4	Request for ATM PIN Change	3
5	Request for Card Replacement	18
6	Cash Deposit - (Peso/Foreign Currencies)	11
7	Cash Withdrawal	215
8	Check Deposit - Peso	6
9	Check Encashment	13
10	Online Collection Payments	1
11	Request for Checkbook	3
12	Updating of Bank Records - Change in Account Details/Type	171
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
14	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
15	Salary Loan	48
16	Electronic Fund Transfer/Outgoing Remittance	2
17	Servicing of Modified Disbursement System Transactions	2
18	Trust/Treasury Placements	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
20	Bank Statement/Snapshot	4
21	Change of Name and Civil Status	2
22	Redemption of Reward Points	1
Total		862

21. Polangui Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	156	77.61%
2. I know what a CC is but I did not see this office's CC.	11	5.47%
3. I learned of the CC only when I saw this office's CC.	16	7.96%
4. I do not know what a CC is and I did not see this office's CC.	7	3.48%
N/A	-	-
Did not specify	11	5.47%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	161	84.74%
2. Somewhat easy to see	15	7.89%
3. Difficult to see	-	-
4. Not visible at all	3	1.58%
N/A	10	5.26%
Did not specify	1	0.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	167	87.89%
2. Somewhat helped	10	5.26%
3. Did not help	-	-
N/A	12	6.32%
Did not specify	1	0.53%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	173	26	1	0	1	0	201	99.00%
Service Quality Dimensions								
Responsiveness	157	35	5	0	2	2	201	96.48%
Reliability	171	27	2	0	1	0	201	98.51%
Access and Facilities	172	27	1	0	1	0	201	99.00%
Communication	168	26	2	0	2	3	201	97.98%
Costs	153	24	4	0	0	20	201	97.79%
Integrity	174	24	2	0	1	0	201	98.51%
Assurance	175	24	1	0	1	0	201	99.00%
Outcome	167	29	1	1	0	3	201	98.99%
Overall	1,337	216	18	1	8	28	1,608	98.29%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	11
2	Opening of other Deposit Account	19
3	Request for Card Replacement	7

External Services		Responses
4	Cash Deposit - (Peso/Foreign Currencies)	20
5	Cash Withdrawal	27
6	Check Deposit - Peso	7
7	Check Encashment	62
8	Online Collection Payments	4
9	Request for Checkbook	1
10	Request for Fund Transfer	2
11	Updating of Bank Records - Change in Account Details/Type	5
12	Salary Loan	2
13	Claim of Remittance Proceeds	1
14	Electronic Fund Transfer/Outgoing Remittance	1
15	Servicing of Modified Disbursement System Transactions	12
16	Bank Statement/Snapshot	20
Total		201

22. San Andres Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	321	93.86%
2. I know what a CC is but I did not see this office's CC.	8	2.34%
3. I learned of the CC only when I saw this office's CC.	10	2.92%
4. I do not know what a CC is and I did not see this office's CC.	3	0.88%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	326	95.32%
2. Somewhat easy to see	9	2.63%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	7	2.05%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	326	95.32%
2. Somewhat helped	7	2.05%
3. Did not help	-	-
N/A	9	2.63%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	320	20	2	0	0	0	342	99.42%
Service Quality Dimensions								
Responsiveness	312	29	0	1	0	0	342	99.71%
Reliability	318	24	0	0	0	0	342	100.00%
Access and Facilities	302	38	0	0	0	2	342	100.00%
Communication	300	38	3	0	0	1	342	99.12%
Costs	285	35	1	0	1	20	342	99.38%
Integrity	295	46	1	0	0	0	342	99.71%
Assurance	313	29	0	0	0	0	342	100.00%
Outcome	301	40	0	0	0	1	342	100.00%
Overall	2,426	279	5	1	1	24	2,736	99.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	14
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	34
5	Cash Withdrawal	11
6	Check Deposit - Peso	48
7	Check Encashment	223
8	Online Collection Payments	1
9	Updating of Bank Records - Change in Account Details/Type	1
10	Salary Loan	1
11	Bond Redemption and Interest Payment	1
12	Claim of Remittance Proceeds	1
13	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
14	Bank Statement/Snapshot	2
Total		342

23. Sipocot Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	942	77.53%
2. I know what a CC is but I did not see this office's CC.	51	4.20%
3. I learned of the CC only when I saw this office's CC.	139	11.44%
4. I do not know what a CC is and I did not see this office's CC.	65	5.35%
N/A	1	0.08%
Did not specify	17	1.40%

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	959	80.12%
2. Somewhat easy to see	135	11.28%
3. Difficult to see	22	1.84%
4. Not visible at all	7	0.58%
N/A	73	6.10%
Did not specify	1	0.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	983	82.12%
2. Somewhat helped	121	10.11%
3. Did not help	9	0.75%
N/A	82	6.85%
Did not specify	2	0.17%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	889	280	32	7	7	0	1,215	96.21%
Service Quality Dimensions								
Responsiveness	806	315	50	8	16	20	1,215	93.81%
Reliability	923	255	29	2	4	2	1,215	97.11%
Access and Facilities	881	264	45	1	4	20	1,215	95.82%
Communication	877	270	40	5	2	21	1,215	96.06%
Costs	765	255	32	3	3	157	1,215	96.41%
Integrity	933	222	40	7	7	6	1,215	95.53%
Assurance	962	226	21	1	5	0	1,215	97.78%
Outcome	946	223	30	4	4	8	1,215	96.85%
Overall	7,093	2,030	287	31	45	234	9,720	96.17%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	246
2	Opening of other Deposit Account	172
3	Release of Captured Card	1
4	Request for ATM PIN Change	28
5	Request for Card Replacement	9
6	Cash Deposit - (Peso/Foreign Currencies)	155
7	Cash Withdrawal	173
8	Check Deposit - Peso	60
9	Check Encashment	119
10	Online Collection Payments	20
11	Request for Checkbook	5
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	82

External Services		Responses
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	23
15	Salary Loan	38
16	Bond Redemption and Interest Payment	2
17	Claim of Remittance Proceeds	4
18	Domestic Bills Purchase Initiation/Availment	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Purchase of Over-the-Counter Check	1
21	Servicing of Modified Disbursement System Transactions	9
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
23	Bank Statement/Snapshot	50
24	Reissuance of Credit Card	1
25	Inquiry, Counseling and Processing of Loan	7
26	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		1,215

24. Sorsogon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	161	81.73%
2. I know what a CC is but I did not see this office's CC.	5	2.54%
3. I learned of the CC only when I saw this office's CC.	21	10.66%
4. I do not know what a CC is and I did not see this office's CC.	10	5.08%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	160	81.22%
2. Somewhat easy to see	24	12.18%
3. Difficult to see	1	0.51%
4. Not visible at all	-	-
N/A	12	6.09%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	149	75.63%
2. Somewhat helped	34	17.26%
3. Did not help	-	-
N/A	14	7.11%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	173	21	3	0	0	0	197	98.48%
Service Quality Dimensions								
Responsiveness	156	34	5	2	0	0	197	96.45%
Reliability	167	29	1	0	0	0	197	99.49%
Access and Facilities	158	34	0	0	0	5	197	100.00%
Communication	156	35	2	0	0	4	197	98.96%
Costs	100	27	1	0	1	68	197	98.45%
Integrity	150	45	1	0	0	1	197	99.49%
Assurance	169	26	2	0	0	0	197	98.98%
Outcome	158	36	2	0	0	1	197	98.98%
Overall	1,214	266	14	2	1	79	1,576	98.86%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	22
3	Cash Deposit - (Peso/Foreign Currencies)	55
4	Cash Withdrawal	23
5	Check Deposit - Peso	36
6	Check Encashment	24
7	Online Collection Payments	2
8	Request for Checkbook	6
9	Request for Fund Transfer	2
10	Updating of Bank Records - Change in Account Details/Type	5
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
12	Salary Loan	2
13	Servicing of Modified Disbursement System Transactions	3
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
15	Bank Statement/Snapshot	6
16	Reissuance of Credit Card	1
17	Inquiry, Counseling and Processing of Loan	1
Total		197

25. Sorsogon LC (SORLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	477	98.15%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	7	1.44%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	2	0.41%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	479	98.56%
2. Somewhat easy to see	5	1.03%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	0.41%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	474	97.53%
2. Somewhat helped	10	2.06%
3. Did not help	-	-
N/A	2	0.41%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	482	4	0	0	0	0	486	100.00%
Service Quality Dimensions								
Responsiveness	483	3	0	0	0	0	486	100.00%
Reliability	483	3	0	0	0	0	486	100.00%
Access and Facilities	482	2	0	0	0	2	486	100.00%
Communication	479	3	0	0	0	4	486	100.00%
Costs	10	4	0	0	0	472	486	100.00%
Integrity	484	2	0	0	0	0	486	100.00%
Assurance	484	2	0	0	0	0	486	100.00%
Outcome	483	3	0	0	0	0	486	100.00%
Overall	3,388	22	0	0	0	478	3,888	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	483
2	Issuance of Certificate of Full Payment	3
	Total	486

26. Sorsogon Magsaysay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	423	82.78%
2. I know what a CC is but I did not see this office's CC.	7	1.37%
3. I learned of the CC only when I saw this office's CC.	59	11.55%
4. I do not know what a CC is and I did not see this office's CC.	16	3.13%
N/A	-	-
Did not specify	6	1.17%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	430	85.15%
2. Somewhat easy to see	53	10.50%
3. Difficult to see	2	0.40%
4. Not visible at all	2	0.40%
N/A	17	3.37%
Did not specify	1	0.20%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	432	85.54%
2. Somewhat helped	46	9.11%
3. Did not help	4	0.79%
N/A	23	4.55%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	449	60	2	0	0	0	511	99.61%
Service Quality Dimensions								
Responsiveness	410	81	9	1	0	10	511	98.00%
Reliability	445	63	1	0	0	2	511	99.80%
Access and Facilities	435	68	3	0	0	5	511	99.41%
Communication	410	82	5	2	0	12	511	98.60%
Costs	350	59	9	4	0	89	511	96.92%
Integrity	449	56	3	0	0	3	511	99.41%
Assurance	464	45	2	0	0	0	511	99.61%
Outcome	435	66	2	0	1	7	511	99.40%
Overall	3,398	520	34	7	1	128	4,088	98.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	39
2	Opening of other Deposit Account	33
3	Release of Captured Card	1
4	Request for ATM PIN Change	20
5	Request for Card Replacement	15
6	Cash Deposit - (Peso/Foreign Currencies)	81
7	Cash Withdrawal	25

External Services		Responses
8	Check Deposit - Peso	8
9	Check Encashment	98
10	Online Collection Payments	73
11	Request for Checkbook	4
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	53
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	25
15	Handling of Customer's Complaint	2
16	Salary Loan	2
17	Claim of Remittance Proceeds	1
18	Electronic Fund Transfer/Outgoing Remittance	2
19	Trust/Treasury Placements	1
20	Bank Statement/Snapshot	27
Total		511

27. Tabaco Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,472	91.90%
2. I know what a CC is but I did not see this office's CC.	18	0.67%
3. I learned of the CC only when I saw this office's CC.	165	6.13%
4. I do not know what a CC is and I did not see this office's CC.	28	1.04%
N/A	1	0.04%
Did not specify	6	0.22%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,488	92.73%
2. Somewhat easy to see	153	5.70%
3. Difficult to see	7	0.26%
4. Not visible at all	5	0.19%
N/A	30	1.12%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,507	93.44%
2. Somewhat helped	133	4.96%
3. Did not help	5	0.19%
N/A	37	1.38%
Did not specify	1	0.04%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,418	250	11	3	8	0	2,690	99.18%
Service Quality Dimensions								
Responsiveness	2,265	368	18	6	12	21	2,690	98.65%
Reliability	2,419	253	9	3	6	0	2,690	99.33%
Access and Facilities	2,380	280	15	4	4	7	2,690	99.14%
Communication	2,301	347	19	3	3	17	2,690	99.06%
Costs	1,002	271	10	3	3	1,401	2,690	98.76%
Integrity	2,393	266	13	3	10	5	2,690	99.03%
Assurance	2,444	228	8	6	2	2	2,690	99.40%
Outcome	2,338	325	13	3	3	8	2,690	99.29%
Overall	17,542	2,338	105	31	43	1,461	21,520	99.11%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	268
2	Opening of other Deposit Account	74
3	Release of Captured Card	28
4	Request for ATM PIN Change	144
5	Request for Card Replacement	106
6	Cash Deposit - (Peso/Foreign Currencies)	303
7	Cash Withdrawal	336
8	Check Deposit - Peso	205
9	Check Deposit - Foreign Currency	1
10	Check Encashment	832
11	Online Collection Payments	29
12	Request for Checkbook	17
13	Request for Fund Transfer	2
14	Request for Passbook Replacement	14
15	Updating of Bank Records - Change in Account Details/Type	94
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	90
17	Handling of Customer's Complaint	3
18	Salary Loan	17
19	Claim of Remittance Proceeds	1
20	Electronic Fund Transfer/Outgoing Remittance	5
21	Purchase of Over-the-Counter Check	15
22	Release of Inward Returned Check	5
23	Servicing of Modified Disbursement System Transactions	15
24	Trust/Treasury Placements	2
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	8
26	Bank Statement/Snapshot	68
27	Application for LBP Credit Card Easy Pay Program	1
28	Change of Name and Civil Status	7
Total		2,690

28. Tigaon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	179	95.21%
2. I know what a CC is but I did not see this office's CC.	1	0.53%
3. I learned of the CC only when I saw this office's CC.	8	4.26%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	182	96.81%
2. Somewhat easy to see	6	3.19%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	186	98.94%
2. Somewhat helped	2	1.06%
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	174	14	0	0	0	0	188	100.00%
Service Quality Dimensions								
Responsiveness	168	14	2	0	0	4	188	98.91%
Reliability	171	16	1	0	0	0	188	99.47%
Access and Facilities	162	13	0	0	0	13	188	100.00%
Communication	167	17	0	2	0	2	188	98.92%
Costs	148	13	2	0	0	25	188	98.77%
Integrity	179	9	0	0	0	0	188	100.00%
Assurance	174	14	0	0	0	0	188	100.00%
Outcome	169	15	2	0	0	2	188	98.92%
Overall	1,338	111	7	2	0	46	1,504	99.38%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	10
3	Request for ATM PIN Change	1

External Services		Responses
4	Request for Card Replacement	3
5	Cash Withdrawal	136
6	Updating of Bank Records - Change in Account Details/Type	3
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
8	Salary Loan	5
9	Claim of Remittance Proceeds	2
10	Electronic Fund Transfer/Outgoing Remittance	2
11	Purchase of Over-the-Counter Check	1
12	Sale/Purchase of Foreign Currencies	4
13	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
14	Bank Statement/Snapshot	3
Total		188

29. Virac Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	221	78.93%
2. I know what a CC is but I did not see this office's CC.	9	3.21%
3. I learned of the CC only when I saw this office's CC.	20	7.14%
4. I do not know what a CC is and I did not see this office's CC.	19	6.79%
N/A	2	0.71%
Did not specify	9	3.21%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	215	79.93%
2. Somewhat easy to see	31	11.52%
3. Difficult to see	1	0.37%
4. Not visible at all	1	0.37%
N/A	20	7.43%
Did not specify	1	0.37%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	220	81.78%
2. Somewhat helped	24	8.92%
3. Did not help	2	0.74%
N/A	22	8.18%
Did not specify	1	0.37%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	253	20	0	1	6	0	280	97.50%
Service Quality Dimensions								
Responsiveness	219	51	0	0	8	2	280	97.12%
Reliability	253	23	2	1	1	0	280	98.57%
Access and Facilities	229	28	2	1	2	18	280	98.09%
Communication	235	28	4	2	1	10	280	97.41%
Costs	184	21	5	0	0	70	280	97.62%
Integrity	234	39	0	1	6	0	280	97.50%
Assurance	245	28	3	2	1	1	280	97.85%
Outcome	236	35	2	0	0	7	280	99.27%
Overall	1,835	253	18	7	19	108	2,240	97.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	35
2	Opening of other Deposit Account	16
3	Release of Captured Card	1
4	Request for ATM PIN Change	5
5	Request for Card Replacement	17
6	Cash Deposit - (Peso/Foreign Currencies)	19
7	Cash Withdrawal	32
8	Check Deposit - Peso	22
9	Check Encashment	24
10	Online Collection Payments	4
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	17
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	24
14	Handling of Customer's Complaint	3
15	Salary Loan	44
16	Electronic Fund Transfer/Outgoing Remittance	2
17	Servicing of Modified Disbursement System Transactions	1
18	Bank Statement/Snapshot	5
19	Change of Name and Civil Status	1
20	Inquiry, Counseling and Processing of Loan	7
	Total	280

CSM Results – Region VI

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	109,175	11,457	401	38	66	2	121,139	99.58%
Service Quality Dimensions								
Responsiveness	102,380	16,917	1,230	190	131	291	121,139	98.72%
Reliability	106,728	13,840	425	26	42	78	121,139	99.59%
Access and Facilities	105,220	14,649	525	46	45	654	121,139	99.49%
Communication	104,356	15,399	753	52	52	527	121,139	99.29%
Costs	75,798	9,987	837	197	128	34,192	121,139	98.66%
Integrity	107,333	13,046	534	65	63	98	121,139	99.45%
Assurance	108,183	12,460	362	48	42	44	121,139	99.63%
Outcome	106,535	13,728	488	36	39	313	121,139	99.53%
Overall	816,533	110,026	5,154	660	542	36,197	969,112	99.32%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	108,257	89.37%
2. I know what a CC is but I did not see this office's CC.	1,636	1.35%
3. I learned of the CC only when I saw this office's CC.	6,711	5.54%
4. I do not know what a CC is and I did not see this office's CC.	3,146	2.60%
N/A	77	0.06%
Did not specify	1,312	1.08%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	109,346	91.31%
2. Somewhat easy to see	5,710	4.77%
3. Difficult to see	364	0.30%
4. Not visible at all	102	0.09%
N/A	3,515	2.94%
Did not specify	713	0.60%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	109,577	91.50%
2. Somewhat helped	5,195	4.34%
3. Did not help	654	0.55%

N/A	4,214	3.52%
Did not specify	110	0.09%

1. Aklan LC (AKLLC)

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	17,515	99.16%
2	ATM Card Requests	9,323	99.32%
3	Branch Over-the-Counter Transactions	78,332	99.36%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2,969	99.31%
5	Branch Banking Loan Servicing	4,092	99.69%
6	Other Branch Products/Services	4,171	99.31%
7	Request for Bank Documents	436	98.85%
8	Regular Loan Processing	2,133	98.58%
9	Credit Card Services	850	98.80%
10	Agrarian Services	552	99.17%
11	Complaints Management	766	99.85%
Total		121,139	99.32%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	91	90.10%
2. I know what a CC is but I did not see this office's CC.	2	1.98%
3. I learned of the CC only when I saw this office's CC.	7	6.93%
4. I do not know what a CC is and I did not see this office's CC.	1	0.99%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	95	94.06%
2. Somewhat easy to see	3	2.97%
3. Difficult to see	2	1.98%
4. Not visible at all	-	-
N/A	1	0.99%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	87	86.14%
2. Somewhat helped	9	8.91%
3. Did not help	1	0.99%
N/A	4	3.96%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
I am satisfied with the service that I availed.	95	6	0	0	0	0	101	100.00%
Service Quality Dimensions								
Responsiveness	91	8	0	0	0	2	101	100.00%
Reliability	94	7	0	0	0	0	101	100.00%
Access and Facilities	91	7	0	0	0	3	101	100.00%
Communication	91	9	1	0	0	0	101	99.01%
Costs	30	5	0	0	0	66	101	100.00%
Integrity	96	4	0	0	0	1	101	100.00%
Assurance	97	4	0	0	0	0	101	100.00%
Outcome	95	6	0	0	0	0	101	100.00%
Overall	685	50	1	0	0	72	808	99.86%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	76
2	Issuance of Certificate of Outstanding Balances and Interest Paid	6
3	Issuance of Certificate of Full Payment	17
4	Issuance of Letter of Guarantee	2
	Total	101

2. Antique Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,096	92.17%
2. I know what a CC is but I did not see this office's CC.	39	1.16%
3. I learned of the CC only when I saw this office's CC.	85	2.53%
4. I do not know what a CC is and I did not see this office's CC.	139	4.14%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,068	91.34%
2. Somewhat easy to see	128	3.81%
3. Difficult to see	4	0.12%
4. Not visible at all	5	0.15%
N/A	154	4.58%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,004	89.43%
2. Somewhat helped	76	2.26%
3. Did not help	120	3.57%
N/A	159	4.73%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,176	1,168	10	1	4	0	3,359	99.55%
Service Quality Dimensions								
Responsiveness	2,028	1,275	33	9	12	2	3,359	98.39%
Reliability	2,121	1,205	11	0	4	18	3,359	99.55%
Access and Facilities	2,094	1,226	15	1	3	20	3,359	99.43%
Communication	1,992	1,254	21	2	4	86	3,359	99.18%
Costs	545	169	9	3	4	2,629	3,359	97.81%
Integrity	2,101	1,229	23	1	3	2	3,359	99.20%
Assurance	2,188	1,153	14	2	1	1	3,359	99.49%
Outcome	2,087	1,224	14	0	3	31	3,359	99.49%
Overall	15,156	8,735	140	18	34	2,789	26,872	99.20%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	54
2	Opening of other Deposit Account	100
3	Request for ATM PIN Change	1,389
4	Request for Card Replacement	16
5	Cash Deposit - (Peso/Foreign Currencies)	317
6	Cash Withdrawal	154
7	Check Deposit - Peso	170
8	Check Encashment	442
9	Online Collection Payments	135
10	Request for Checkbook	5
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	22
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
14	Handling of Customer's Complaint	1
15	Salary Loan	442
16	Claim of Remittance Proceeds	4
17	Domestic Bills Purchase Initiation/Availment	1
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Purchase of Over-the-Counter Check	1
20	Servicing of Modified Disbursement System Transactions	19
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
22	Bank Statement/Snapshot	76
23	Lifting of Hold-out on Deposit	1
24	Inquiry, Counseling and Processing of Loan	1
Total		3,359

3. Antique LC (ANTLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	348	84.06%
2. I know what a CC is but I did not see this office's CC.	5	1.21%
3. I learned of the CC only when I saw this office's CC.	56	13.53%
4. I do not know what a CC is and I did not see this office's CC.	5	1.21%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	387	93.48%
2. Somewhat easy to see	12	2.90%
3. Difficult to see	2	0.48%
4. Not visible at all	-	-
N/A	13	3.14%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	398	96.14%
2. Somewhat helped	2	0.48%
3. Did not help	-	-
N/A	14	3.38%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	398	14	2	0	0	0	414	99.52%
Service Quality Dimensions								
Responsiveness	393	18	3	0	0	0	414	99.28%
Reliability	394	18	2	0	0	0	414	99.52%
Access and Facilities	392	16	2	0	0	4	414	99.51%
Communication	383	25	3	0	0	3	414	99.27%
Costs	67	19	2	0	0	326	414	97.73%
Integrity	393	19	1	0	1	0	414	99.52%
Assurance	397	17	0	0	0	0	414	100.00%
Outcome	392	20	1	0	0	1	414	99.76%
Overall	2,811	152	14	0	1	334	3,312	99.50%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	382

External Services		Responses
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	29
4	Issuance of Letter of Guarantee	2
Total		414

4. Bacolod City Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	385	85.18%
2. I know what a CC is but I did not see this office's CC.	20	4.42%
3. I learned of the CC only when I saw this office's CC.	36	7.96%
4. I do not know what a CC is and I did not see this office's CC.	11	2.43%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	383	84.73%
2. Somewhat easy to see	52	11.50%
3. Difficult to see	-	-
4. Not visible at all	1	0.22%
N/A	16	3.54%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	388	85.84%
2. Somewhat helped	39	8.63%
3. Did not help	2	0.44%
N/A	23	5.09%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	421	28	3	0	0	0	452	99.34%
Service Quality Dimensions								
Responsiveness	402	42	5	1	2	0	452	98.23%
Reliability	408	42	2	0	0	0	452	99.56%
Access and Facilities	401	43	3	0	0	5	452	99.33%
Communication	368	71	7	3	0	3	452	97.77%
Costs	284	33	1	1	1	132	452	99.06%
Integrity	413	34	4	0	1	0	452	98.89%
Assurance	422	29	1	0	0	0	452	99.78%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	406	41	1	0	0	4	452	99.78%
Overall	3,104	335	24	5	4	144	3,616	99.05%

External Services		Responses
1	Opening of other Deposit Account	8
2	Request for ATM PIN Change	2
3	Request for Card Replacement	3
4	Cash Deposit - (Peso/Foreign Currencies)	20
5	Cash Withdrawal	14
6	Check Deposit - Peso	22
7	Check Encashment	97
8	Online Collection Payments	17
9	Request for Checkbook	3
10	Request for Fund Transfer	33
11	Request for Passbook Replacement	2
12	Updating of Bank Records - Change in Account Details/Type	49
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
14	Handling of Customer's Complaint	4
15	Salary Loan	59
16	Electronic Fund Transfer/Outgoing Remittance	2
17	Purchase of Over-the-Counter Check	9
18	Sale/Purchase of Foreign Currencies	1
19	Servicing of Modified Disbursement System Transactions	59
20	Trust/Treasury Placements	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
22	Bank Statement/Snapshot	13
23	Inquiry, Counseling and Processing of Loan	1
Total		452

5. Bacolod Cybercentre Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7,189	94.27%
2. I know what a CC is but I did not see this office's CC.	73	0.96%
3. I learned of the CC only when I saw this office's CC.	323	4.24%
4. I do not know what a CC is and I did not see this office's CC.	36	0.47%
N/A	-	-
Did not specify	5	0.07%
CC2. If aware of CC, would you say that the CC of this office was...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	7,219	94.73%
2. Somewhat easy to see	339	4.45%
3. Difficult to see	11	0.14%
4. Not visible at all	3	0.04%
N/A	49	0.64%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7,313	95.96%
2. Somewhat helped	253	3.32%
3. Did not help	4	0.05%
N/A	50	0.66%
Did not specify	1	0.01%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	7,189	416	16	2	3	0	7,626	99.72%
Service Quality Dimensions								
Responsiveness	6,940	631	36	10	6	3	7,626	99.32%
Reliability	7,086	519	19	1	1	0	7,626	99.72%
Access and Facilities	7,021	524	26	1	4	50	7,626	99.59%
Communication	6,932	620	36	0	2	36	7,626	99.50%
Costs	6,597	479	42	2	4	502	7,626	99.33%
Integrity	7,056	529	32	2	6	1	7,626	99.48%
Assurance	7,153	447	22	0	4	0	7,626	99.66%
Outcome	7,086	501	33	1	2	3	7,626	99.53%
Overall	55,871	4,250	246	17	29	595	61,008	99.52%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	490
2	Opening of other Deposit Account	474
3	Release of Captured Card	122
4	Request for ATM PIN Change	432
5	Request for Card Replacement	264
6	Cash Deposit - (Peso/Foreign Currencies)	693
7	Cash Withdrawal	450
8	Check Deposit - Peso	544
9	Check Deposit - Foreign Currency	8
10	Check Encashment	1,243
11	Online Collection Payments	304
12	Request for Checkbook	220
13	Request for Fund Transfer	325
14	Request for Passbook Replacement	26

External Services		Responses
15	Request for Stop Payment Order	3
16	Updating of Bank Records - Change in Account Details/Type	361
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	312
18	Handling of Customer's Complaint	22
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	3
20	Salary Loan	251
21	Bond Redemption and Interest Payment	1
22	Domestic Bills Purchase Initiation/Availment	13
23	Electronic Fund Transfer/Outgoing Remittance	38
24	Purchase of Over-the-Counter Check	3
25	Sale/Purchase of Foreign Currencies	20
26	Servicing of Modified Disbursement System Transactions	216
27	Trust/Treasury Placements	13
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	161
29	Bank Statement/Snapshot	333
30	Change of Name and Civil Status	278
31	Lifting of Hold-out on Deposit	1
32	Refund of Overpayment	1
33	Inquiry, Counseling and Processing of Loan	1
Total		7,626

6. Bacolod Lacson - Galo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,999	87.41%
2. I know what a CC is but I did not see this office's CC.	19	0.83%
3. I learned of the CC only when I saw this office's CC.	248	10.84%
4. I do not know what a CC is and I did not see this office's CC.	7	0.31%
N/A	12	0.52%
Did not specify	2	0.09%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,065	90.85%
2. Somewhat easy to see	185	8.14%
3. Difficult to see	4	0.18%
4. Not visible at all	1	0.04%
N/A	18	0.79%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,157	94.90%
2. Somewhat helped	98	4.31%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	2	0.09%
N/A	16	0.70%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,088	190	8	1	0	0	2,287	99.61%
Service Quality Dimensions								
Responsiveness	2,026	219	18	6	1	17	2,287	98.90%
Reliability	2,071	200	11	2	0	3	2,287	99.43%
Access and Facilities	2,062	198	16	2	0	9	2,287	99.21%
Communication	2,032	217	19	2	0	17	2,287	99.07%
Costs	2,016	181	27	8	0	55	2,287	98.43%
Integrity	2,099	165	14	6	0	3	2,287	99.12%
Assurance	2,123	154	5	3	1	1	2,287	99.61%
Outcome	2,074	181	15	4	1	12	2,287	99.12%
Overall	16,503	1,515	125	33	3	117	18,296	99.11%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	72
2	Opening of other Deposit Account	182
3	Request for ATM PIN Change	12
4	Request for Card Replacement	7
5	Cash Deposit - (Peso/Foreign Currencies)	805
6	Cash Withdrawal	144
7	Check Deposit - Peso	205
8	Check Deposit - Foreign Currency	1
9	Check Encashment	200
10	Online Collection Payments	438
11	Request for Checkbook	4
12	Request for Fund Transfer	4
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	88
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
16	Handling of Customer's Complaint	54
17	Salary Loan	5
18	Bond Redemption and Interest Payment	3
19	Domestic Bills Purchase Initiation/Availment	6
20	Electronic Fund Transfer/Outgoing Remittance	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
22	Bank Statement/Snapshot	11
23	Inquiry, Counseling and Processing of Loan	32

External Services		Responses
	Total	2,287

7. Bacolod North Drive Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,614	94.47%
2. I know what a CC is but I did not see this office's CC.	15	0.54%
3. I learned of the CC only when I saw this office's CC.	53	1.92%
4. I do not know what a CC is and I did not see this office's CC.	36	1.30%
N/A	2	0.07%
Did not specify	47	1.70%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,638	97.06%
2. Somewhat easy to see	35	1.29%
3. Difficult to see	7	0.26%
4. Not visible at all	-	-
N/A	36	1.32%
Did not specify	2	0.07%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,625	96.58%
2. Somewhat helped	44	1.62%
3. Did not help	2	0.07%
N/A	44	1.62%
Did not specify	3	0.11%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,686	78	2	0	0	1	2,767	99.93%
Service Quality Dimensions								
Responsiveness	2,654	97	8	1	1	6	2,767	99.64%
Reliability	2,661	101	5	0	0	0	2,767	99.82%
Access and Facilities	2,652	111	3	0	0	1	2,767	99.89%
Communication	2,615	130	5	0	0	17	2,767	99.82%
Costs	2,596	114	9	0	2	46	2,767	99.60%
Integrity	2,646	116	4	0	0	1	2,767	99.86%
Assurance	2,683	82	1	0	0	1	2,767	99.96%
Outcome	2,668	93	3	0	0	3	2,767	99.89%
Overall	21,175	844	38	1	3	75	22,136	99.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	265
2	Opening of other Deposit Account	229
3	Release of Captured Card	20
4	Request for ATM PIN Change	246
5	Request for Card Replacement	44
6	Cash Deposit - (Peso/Foreign Currencies)	147
7	Cash Withdrawal	30
8	Check Deposit - Peso	38
9	Check Deposit - Foreign Currency	9
10	Check Encashment	800
11	Online Collection Payments	33
12	Request for Checkbook	103
13	Request for Fund Transfer	19
14	Updating of Bank Records - Change in Account Details/Type	213
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	311
16	Handling of Customer's Complaint	17
17	Salary Loan	16
18	Electronic Fund Transfer/Outgoing Remittance	7
19	Purchase of Over-the-Counter Check	15
20	Sale/Purchase of Foreign Currencies	3
21	Trust/Treasury Placements	23
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	33
23	Bank Statement/Snapshot	145
24	Inquiry, Counseling and Processing of Loan	1
Total		2,767

8. Bacolod San Juan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	966	87.98%
2. I know what a CC is but I did not see this office's CC.	24	2.19%
3. I learned of the CC only when I saw this office's CC.	55	5.01%
4. I do not know what a CC is and I did not see this office's CC.	45	4.10%
N/A	-	-
Did not specify	8	0.73%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	959	87.98%
2. Somewhat easy to see	70	6.42%
3. Difficult to see	6	0.55%
4. Not visible at all	1	0.09%
N/A	53	4.86%
Did not specify	1	0.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	968	88.81%
2. Somewhat helped	63	5.78%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	4	0.37%
N/A	54	4.95%
Did not specify	1	0.09%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	984	108	5	1	0	0	1,098	99.45%
Service Quality Dimensions								
Responsiveness	951	129	11	4	1	2	1,098	98.54%
Reliability	976	118	4	0	0	0	1,098	99.64%
Access and Facilities	982	107	4	1	0	4	1,098	99.54%
Communication	962	120	12	1	0	3	1,098	98.81%
Costs	929	111	13	1	0	44	1,098	98.67%
Integrity	979	107	10	1	1	0	1,098	98.91%
Assurance	995	97	3	2	0	1	1,098	99.54%
Outcome	975	107	6	1	0	9	1,098	99.36%
Overall	7,749	896	63	11	2	63	8,784	99.13%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	11
2	Opening of other Deposit Account	7
3	Request for ATM PIN Change	3
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	429
6	Cash Withdrawal	68
7	Check Deposit - Peso	113
8	Check Encashment	139
9	Online Collection Payments	314
10	Request for Fund Transfer	3
11	Updating of Bank Records - Change in Account Details/Type	8
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Bank Statement/Snapshot	1
Total		1,098

9. Cadiz Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,596	87.79%
2. I know what a CC is but I did not see this office's CC.	50	2.75%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	87	4.79%
4. I do not know what a CC is and I did not see this office's CC.	71	3.91%
N/A	-	-
Did not specify	14	0.77%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,557	86.31%
2. Somewhat easy to see	144	7.98%
3. Difficult to see	11	0.61%
4. Not visible at all	7	0.39%
N/A	84	4.66%
Did not specify	1	0.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,587	87.97%
2. Somewhat helped	108	5.99%
3. Did not help	11	0.61%
N/A	96	5.32%
Did not specify	2	0.11%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,489	296	25	6	1	1	1,818	98.24%
Service Quality Dimensions								
Responsiveness	1,347	361	42	10	5	53	1,818	96.77%
Reliability	1,497	294	24	2	0	1	1,818	98.57%
Access and Facilities	1,477	299	24	1	2	15	1,818	98.50%
Communication	1,458	311	31	3	2	13	1,818	98.01%
Costs	1,312	303	27	9	1	166	1,818	97.76%
Integrity	1,518	265	29	3	1	2	1,818	98.18%
Assurance	1,556	238	15	5	1	3	1,818	98.84%
Outcome	1,508	267	22	5	1	15	1,818	98.45%
Overall	11,673	2,338	214	38	13	268	14,544	98.14%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	207
2	Opening of other Deposit Account	257
3	Release of Captured Card	2
4	Request for ATM PIN Change	16
5	Request for Card Replacement	19
6	Cash Deposit - (Peso/Foreign Currencies)	357
7	Cash Withdrawal	158
8	Check Deposit - Peso	40
9	Check Deposit - Foreign Currency	40

External Services		Responses
10	Check Encashment	274
11	Online Collection Payments	51
12	Request for Checkbook	2
13	Request for Fund Transfer	1
14	Updating of Bank Records - Change in Account Details/Type	39
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	59
16	Handling of Customer's Complaint	12
17	Salary Loan	77
18	Bond Redemption and Interest Payment	2
19	Claim of Remittance Proceeds	2
20	Electronic Fund Transfer/Outgoing Remittance	5
21	Servicing of Modified Disbursement System Transactions	14
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	8
23	Bank Statement/Snapshot	41
24	Application for LBP Credit Card Easy Pay Program	1
25	Change of Name and Civil Status	1
26	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
27	Reissuance of Credit Card	1
28	Settlement of Past Due Account	12
29	Inquiry, Counseling and Processing of Loan	115
30	Issuance of Certificate of Outstanding Balances and Interest Paid	1
31	Issuance of Certificate of Full Payment	3
Total		1,818

10. Capiz LC (CAPLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	464	90.27%
2. I know what a CC is but I did not see this office's CC.	12	2.33%
3. I learned of the CC only when I saw this office's CC.	34	6.61%
4. I do not know what a CC is and I did not see this office's CC.	4	0.78%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	449	87.35%
2. Somewhat easy to see	59	11.48%
3. Difficult to see	1	0.19%
4. Not visible at all	-	-
N/A	5	0.97%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	460	89.49%
2. Somewhat helped	49	9.53%
3. Did not help	-	-
N/A	5	0.97%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	467	43	4	0	0	0	514	99.22%
Service Quality Dimensions								
Responsiveness	440	70	4	0	0	0	514	99.22%
Reliability	451	60	3	0	0	0	514	99.42%
Access and Facilities	447	63	4	0	0	0	514	99.22%
Communication	441	66	6	0	0	1	514	98.83%
Costs	395	51	4	2	5	57	514	97.59%
Integrity	469	40	5	0	0	0	514	99.03%
Assurance	457	55	2	0	0	0	514	99.61%
Outcome	445	63	6	0	0	0	514	98.83%
Overall	3,545	468	34	2	5	58	4,112	98.99%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	512
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Letter of Guarantee	1
	Total	514

11. Caticlan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,452	92.80%
2. I know what a CC is but I did not see this office's CC.	38	1.02%
3. I learned of the CC only when I saw this office's CC.	100	2.69%
4. I do not know what a CC is and I did not see this office's CC.	130	3.49%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,475	93.41%
2. Somewhat easy to see	96	2.58%
3. Difficult to see	1	0.03%
4. Not visible at all	2	0.05%

Citizen's Charter Answers	Responses	Percentage
N/A	146	3.92%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,493	93.90%
2. Somewhat helped	78	2.10%
3. Did not help	1	0.03%
N/A	148	3.98%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,220	496	4	0	0	0	3,720	99.89%
Service Quality Dimensions								
Responsiveness	2,805	898	17	0	0	0	3,720	99.54%
Reliability	3,026	686	8	0	0	0	3,720	99.78%
Access and Facilities	2,883	740	15	6	0	76	3,720	99.42%
Communication	2,926	778	13	0	0	3	3,720	99.65%
Costs	1,036	349	9	4	2	2,320	3,720	98.93%
Integrity	3,068	636	14	0	0	2	3,720	99.62%
Assurance	2,975	735	10	0	0	0	3,720	99.73%
Outcome	2,899	805	13	2	0	1	3,720	99.60%
Overall	21,618	5,627	99	12	2	2,402	29,760	99.59%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	73
2	Opening of other Deposit Account	263
3	Release of Captured Card	2
4	Request for ATM PIN Change	513
5	Request for Card Replacement	22
6	Cash Deposit - (Peso/Foreign Currencies)	1,340
7	Cash Withdrawal	400
8	Check Deposit - Peso	482
9	Check Encashment	295
10	Online Collection Payments	43
11	Request for Checkbook	6
12	Request for Passbook Replacement	2
13	Updating of Bank Records - Change in Account Details/Type	186
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	61
15	Handling of Customer's Complaint	6
16	Salary Loan	1
17	Bond Redemption and Interest Payment	1
18	Claim of Remittance Proceeds	1

External Services		Responses
19	Electronic Fund Transfer/Outgoing Remittance	2
20	Purchase of Over-the-Counter Check	3
21	Bank Statement/Snapshot	12
22	Application for LBP Credit Card Easy Pay Program	1
23	Change of Name and Civil Status	5
Total		3,720

12. Culasi Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7,698	97.41%
2. I know what a CC is but I did not see this office's CC.	23	0.29%
3. I learned of the CC only when I saw this office's CC.	138	1.75%
4. I do not know what a CC is and I did not see this office's CC.	42	0.53%
N/A	-	-
Did not specify	2	0.03%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7,782	98.49%
2. Somewhat easy to see	61	0.77%
3. Difficult to see	3	0.04%
4. Not visible at all	4	0.05%
N/A	51	0.65%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7,763	98.25%
2. Somewhat helped	88	1.11%
3. Did not help	1	0.01%
N/A	49	0.62%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	7,650	248	4	0	1	0	7,903	99.94%
Service Quality Dimensions								
Responsiveness	7,497	383	14	2	1	6	7,903	99.78%
Reliability	7,591	306	3	0	1	2	7,903	99.95%
Access and Facilities	7,532	350	7	1	1	12	7,903	99.89%
Communication	7,487	376	15	0	1	24	7,903	99.80%
Costs	1,163	347	7	2	3	6,381	7,903	99.21%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	7,572	307	6	0	1	17	7,903	99.91%
Assurance	7,628	263	3	0	1	8	7,903	99.95%
Outcome	7,574	313	4	1	1	10	7,903	99.92%
Overall	54,044	2,645	59	6	10	6,460	63,224	99.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	102
2	Opening of other Deposit Account	162
3	Release of Captured Card	16
4	Request for ATM PIN Change	84
5	Request for Card Replacement	118
6	Cash Deposit - (Peso/Foreign Currencies)	2,252
7	Cash Withdrawal	845
8	Check Deposit - Peso	911
9	Check Deposit - Foreign Currency	2
10	Check Encashment	1,666
11	Online Collection Payments	704
12	Request for Checkbook	33
13	Request for Fund Transfer	49
14	Request for Passbook Replacement	5
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	40
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	124
18	Handling of Customer's Complaint	9
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
20	Salary Loan	513
21	Bond Redemption and Interest Payment	2
22	Domestic Bills Purchase Initiation/Availment	4
23	Electronic Fund Transfer/Outgoing Remittance	16
24	Release of Inward Returned Check	4
25	Sale/Purchase of Foreign Currencies	3
26	Servicing of Modified Disbursement System Transactions	132
27	Trust/Treasury Placements	1
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
29	Bank Statement/Snapshot	49
30	Change of Name and Civil Status	2
31	Refund of Overpayment	26
32	Settlement of Past Due Account	9
33	Inquiry, Counseling and Processing of Loan	11
Total		7,903

13. Estancia Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,315	92.27%
2. I know what a CC is but I did not see this office's CC.	50	1.99%
3. I learned of the CC only when I saw this office's CC.	64	2.55%
4. I do not know what a CC is and I did not see this office's CC.	80	3.19%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,288	91.19%
2. Somewhat easy to see	121	4.82%
3. Difficult to see	7	0.28%
4. Not visible at all	3	0.12%
N/A	90	3.59%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,311	92.11%
2. Somewhat helped	107	4.26%
3. Did not help	4	0.16%
N/A	87	3.47%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,244	236	23	3	3	0	2,509	98.84%
Service Quality Dimensions								
Responsiveness	2,151	303	37	7	8	3	2,509	97.92%
Reliability	2,255	231	18	0	4	1	2,509	99.12%
Access and Facilities	2,218	259	28	3	1	0	2,509	98.72%
Communication	2,202	269	31	2	2	3	2,509	98.60%
Costs	2,124	246	34	11	3	91	2,509	98.01%
Integrity	2,264	216	24	2	3	0	2,509	98.84%
Assurance	2,267	214	21	6	1	0	2,509	98.88%
Outcome	2,233	240	25	3	2	6	2,509	98.80%
Overall	17,714	1,978	218	34	24	104	20,072	98.62%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	93
2	Opening of other Deposit Account	136
3	Release of Captured Card	4

External Services		Responses
4	Request for ATM PIN Change	239
5	Request for Card Replacement	14
6	Cash Deposit - (Peso/Foreign Currencies)	726
7	Cash Withdrawal	172
8	Check Deposit - Peso	287
9	Check Encashment	627
10	Online Collection Payments	46
11	Request for Checkbook	5
12	Request for Passbook Replacement	2
13	Updating of Bank Records - Change in Account Details/Type	19
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
15	Handling of Customer's Complaint	6
16	Salary Loan	71
17	Electronic Fund Transfer/Outgoing Remittance	4
18	Release of Inward Returned Check	2
19	Bank Statement/Snapshot	32
20	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
21	Inquiry, Counseling and Processing of Loan	9
Total		2,509

14. Field Support Services Center VI – Iloilo

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	427	77.36%
2. I know what a CC is but I did not see this office's CC.	5	0.91%
3. I learned of the CC only when I saw this office's CC.	118	21.38%
4. I do not know what a CC is and I did not see this office's CC.	1	0.18%
N/A	-	-
Did not specify	1	0.18%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	466	84.57%
2. Somewhat easy to see	82	14.88%
3. Difficult to see	-	-
4. Not visible at all	2	0.36%
N/A	1	0.18%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	451	81.85%
2. Somewhat helped	90	16.33%
3. Did not help	5	0.91%

Citizen's Charter Answers	Responses	Percentage
N/A	5	0.91%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	506	44	2	0	0	0	552	99.64%
Service Quality Dimensions								
Responsiveness	474	75	3	0	0	0	552	99.46%
Reliability	484	64	4	0	0	0	552	99.28%
Access and Facilities	444	101	5	0	1	1	552	98.91%
Communication	466	78	4	0	0	4	552	99.27%
Costs	126	8	4	0	5	409	552	93.71%
Integrity	522	27	2	0	0	1	552	99.64%
Assurance	511	39	1	0	1	0	552	99.64%
Outcome	514	33	2	1	0	2	552	99.45%
Overall	3,541	425	25	1	7	417	4,416	99.17%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	257
2	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	118
3	Issuance of Certificate of Payment/s	4
4	Refund of Excess Payment	173
Total		552

15. Gaisano (Iloilo) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,603	81.25%
2. I know what a CC is but I did not see this office's CC.	53	2.69%
3. I learned of the CC only when I saw this office's CC.	122	6.18%
4. I do not know what a CC is and I did not see this office's CC.	48	2.43%
N/A	2	0.10%
Did not specify	145	7.35%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,572	86.09%
2. Somewhat easy to see	186	10.19%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	9	0.49%
4. Not visible at all	2	0.11%
N/A	55	3.01%
Did not specify	2	0.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,585	86.80%
2. Somewhat helped	170	9.31%
3. Did not help	2	0.11%
N/A	66	3.61%
Did not specify	3	0.16%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,735	235	2	1	0	0	1,973	99.85%
Service Quality Dimensions								
Responsiveness	1,580	374	8	1	1	9	1,973	99.49%
Reliability	1,727	239	2	1	0	4	1,973	99.85%
Access and Facilities	1,707	252	4	0	1	9	1,973	99.75%
Communication	1,630	304	6	1	2	30	1,973	99.54%
Costs	1,561	285	6	1	0	120	1,973	99.62%
Integrity	1,741	223	1	0	0	8	1,973	99.95%
Assurance	1,765	203	2	1	0	2	1,973	99.85%
Outcome	1,727	226	3	0	0	17	1,973	99.85%
Overall	13,438	2,106	32	5	4	199	15,784	99.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	231
2	Opening of other Deposit Account	118
3	Release of Captured Card	9
4	Request for ATM PIN Change	16
5	Request for Card Replacement	15
6	Cash Deposit - (Peso/Foreign Currencies)	254
7	Cash Withdrawal	297
8	Check Deposit - Peso	84
9	Check Deposit - Foreign Currency	1
10	Check Encashment	278
11	Online Collection Payments	122
12	Request for Checkbook	10
13	Request for Fund Transfer	20
14	Request for Passbook Replacement	3
15	Request for Stop Payment Order	6
16	Updating of Bank Records - Change in Account Details/Type	157

External Services		Responses
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	117
18	Handling of Customer's Complaint	16
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	3
20	Salary Loan	101
21	Bond Redemption and Interest Payment	3
22	Electronic Fund Transfer/Outgoing Remittance	3
23	Purchase of Over-the-Counter Check	8
24	Release of Inward Returned Check	15
25	Sale/Purchase of Foreign Currencies	11
26	Trust/Treasury Placements	14
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	25
28	Bank Statement/Snapshot	22
29	Change of Name and Civil Status	1
30	Inquiry, Counseling and Processing of Loan	10
31	Issuance of Certificate of Outstanding Balances and Interest Paid	3
Total		1,973

16. Guimaras Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,240	77.29%
2. I know what a CC is but I did not see this office's CC.	93	3.21%
3. I learned of the CC only when I saw this office's CC.	428	14.77%
4. I do not know what a CC is and I did not see this office's CC.	119	4.11%
N/A	-	-
Did not specify	18	0.62%
CC2. If aware of CC, would you say that the CC of this office was....?		
1. Easy to see	2,455	85.24%
2. Somewhat easy to see	280	9.72%
3. Difficult to see	14	0.49%
4. Not visible at all	4	0.14%
N/A	126	4.38%
Did not specify	1	0.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,810	62.85%
2. Somewhat helped	377	13.09%
3. Did not help	376	13.06%
N/A	315	10.94%
Did not specify	2	0.07%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,133	743	18	3	1	0	2,898	99.24%
Service Quality Dimensions								
Responsiveness	2,014	819	46	4	6	9	2,898	98.06%
Reliability	2,169	708	16	1	1	3	2,898	99.38%
Access and Facilities	2,139	724	24	0	0	11	2,898	99.17%
Communication	2,033	818	37	1	0	9	2,898	98.68%
Costs	1,464	599	60	2	2	771	2,898	96.99%
Integrity	2,144	724	24	1	3	2	2,898	99.03%
Assurance	2,202	678	15	1	1	1	2,898	99.41%
Outcome	2,145	721	26	1	1	4	2,898	99.03%
Overall	16,310	5,791	248	11	14	810	23,184	98.78%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	775
2	Opening of other Deposit Account	63
3	Release of Captured Card	15
4	Request for ATM PIN Change	12
5	Request for Card Replacement	40
6	Cash Deposit - (Peso/Foreign Currencies)	498
7	Cash Withdrawal	122
8	Check Deposit - Peso	171
9	Check Deposit - Foreign Currency	8
10	Check Encashment	339
11	Online Collection Payments	127
12	Request for Checkbook	15
13	Request for Passbook Replacement	5
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	364
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	121
17	Handling of Customer's Complaint	9
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	121
20	Bond Redemption and Interest Payment	1
21	Domestic Bills Purchase Initiation/Availment	1
22	Electronic Fund Transfer/Outgoing Remittance	3
23	Purchase of Over-the-Counter Check	2
24	Release of Inward Returned Check	6
25	Sale/Purchase of Foreign Currencies	16
26	Servicing of Modified Disbursement System Transactions	1
27	Trust/Treasury Placements	1
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	29
29	Bank Statement/Snapshot	14

External Services		Responses
30	Change of Name and Civil Status	15
31	Reissuance of Credit Card	1
32	Inquiry, Counseling and Processing of Loan	1
Total		2,898

17. Himamaylan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,995	83.16%
2. I know what a CC is but I did not see this office's CC.	61	2.54%
3. I learned of the CC only when I saw this office's CC.	163	6.79%
4. I do not know what a CC is and I did not see this office's CC.	180	7.50%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,027	84.49%
2. Somewhat easy to see	148	6.17%
3. Difficult to see	8	0.33%
4. Not visible at all	3	0.13%
N/A	213	8.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,048	85.37%
2. Somewhat helped	130	5.42%
3. Did not help	4	0.17%
N/A	217	9.05%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,051	323	21	1	3	0	2,399	98.96%
Service Quality Dimensions								
Responsiveness	1,914	426	49	3	5	2	2,399	97.62%
Reliability	2,009	367	20	0	1	2	2,399	99.12%
Access and Facilities	1,985	376	28	2	2	6	2,399	98.66%
Communication	1,976	383	35	0	3	2	2,399	98.41%
Costs	1,694	359	33	5	6	302	2,399	97.90%
Integrity	2,042	334	19	1	2	1	2,399	99.08%
Assurance	2,083	297	16	1	2	0	2,399	99.21%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	1,962	400	28	1	1	7	2,399	98.75%
Overall	15,665	2,942	228	13	22	322	19,192	98.61%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	190
2	Opening of other Deposit Account	623
3	Release of Captured Card	15
4	Request for ATM PIN Change	33
5	Request for Card Replacement	19
6	Cash Deposit - (Peso/Foreign Currencies)	448
7	Cash Withdrawal	173
8	Check Deposit - Peso	195
9	Check Encashment	322
10	Online Collection Payments	21
11	Request for Checkbook	5
12	Request for Fund Transfer	8
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	49
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	99
16	Handling of Customer's Complaint	2
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	27
19	Claim of Remittance Proceeds	92
20	Electronic Fund Transfer/Outgoing Remittance	1
21	Purchase of Over-the-Counter Check	1
22	Release of Inward Returned Check	1
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
25	Bank Statement/Snapshot	48
26	Application for LBP Credit Card Easy Pay Program	15
27	Change of Name and Civil Status	4
Total		2,399

18. Iloilo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,651	90.82%
2. I know what a CC is but I did not see this office's CC.	72	1.16%
3. I learned of the CC only when I saw this office's CC.	332	5.34%
4. I do not know what a CC is and I did not see this office's CC.	99	1.59%
N/A	-	-
Did not specify	68	1.09%

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,745	93.35%
2. Somewhat easy to see	258	4.19%
3. Difficult to see	20	0.32%
4. Not visible at all	9	0.15%
N/A	116	1.88%
Did not specify	6	0.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,853	95.11%
2. Somewhat helped	162	2.63%
3. Did not help	6	0.10%
N/A	124	2.01%
Did not specify	9	0.15%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,873	329	14	1	5	0	6,222	99.68%
Service Quality Dimensions								
Responsiveness	5,598	528	46	13	4	33	6,222	98.98%
Reliability	5,846	350	16	2	2	6	6,222	99.68%
Access and Facilities	5,780	395	20	4	1	22	6,222	99.60%
Communication	5,702	446	34	3	4	33	6,222	99.34%
Costs	4,153	345	28	4	5	1,687	6,222	99.18%
Integrity	5,878	314	16	7	1	6	6,222	99.61%
Assurance	5,937	262	15	1	4	3	6,222	99.68%
Outcome	5,848	343	14	1	2	14	6,222	99.73%
Overall	44,742	2,983	189	35	23	1,804	49,776	99.49%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	974
2	Opening of other Deposit Account	94
3	Release of Captured Card	12
4	Request for ATM PIN Change	212
5	Request for Card Replacement	94
6	Cash Deposit - (Peso/Foreign Currencies)	1,701
7	Cash Withdrawal	283
8	Check Deposit - Peso	532
9	Check Deposit - Foreign Currency	7
10	Check Encashment	1,383
11	Online Collection Payments	141
12	Request for Checkbook	24
13	Request for Fund Transfer	11

External Services		Responses
14	Request for Passbook Replacement	3
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	120
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	147
18	Handling of Customer's Complaint	16
19	Salary Loan	102
20	Claim of Remittance Proceeds	1
21	Domestic Bills Purchase Initiation/Availment	1
22	Electronic Fund Transfer/Outgoing Remittance	8
23	Purchase of Over-the-Counter Check	8
24	Servicing of Modified Disbursement System Transactions	110
25	Trust/Treasury Placements	4
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
27	Bank Statement/Snapshot	225
28	Application for LBP Credit Card Easy Pay Program	1
29	Change of Name and Civil Status	1
30	Inquiry, Counseling and Processing of Loan	1
31	Issuance of Letter of Guarantee	1
Total		6,222

19. Iloilo LC (ILOLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	308	95.06%
2. I know what a CC is but I did not see this office's CC.	2	0.62%
3. I learned of the CC only when I saw this office's CC.	7	2.16%
4. I do not know what a CC is and I did not see this office's CC.	7	2.16%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	310	95.68%
2. Somewhat easy to see	3	0.93%
3. Difficult to see	1	0.31%
4. Not visible at all	-	-
N/A	10	3.09%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	313	96.60%
2. Somewhat helped	-	-
3. Did not help	1	0.31%

Citizen's Charter Answers	Responses	Percentage
N/A	10	3.09%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	295	27	1	0	1	0	324	99.38%
Service Quality Dimensions								
Responsiveness	289	30	2	0	1	2	324	99.07%
Reliability	285	36	1	0	1	1	324	99.38%
Access and Facilities	174	37	3	0	1	109	324	98.14%
Communication	272	44	1	1	1	5	324	99.06%
Costs	150	30	4	0	2	138	324	96.77%
Integrity	296	26	1	0	1	0	324	99.38%
Assurance	291	31	0	0	1	1	324	99.69%
Outcome	289	30	3	0	1	1	324	98.76%
Overall	2,046	264	15	1	9	257	2,592	98.93%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	299
2	Issuance of Certificate of Full Payment	25
	Total	324

20. Janiuay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	752	67.69%
2. I know what a CC is but I did not see this office's CC.	33	2.97%
3. I learned of the CC only when I saw this office's CC.	231	20.79%
4. I do not know what a CC is and I did not see this office's CC.	95	8.55%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	852	76.69%
2. Somewhat easy to see	122	10.98%
3. Difficult to see	9	0.81%
4. Not visible at all	1	0.09%
N/A	127	11.43%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	867	78.04%
2. Somewhat helped	103	9.27%
3. Did not help	1	0.09%
N/A	140	12.60%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,018	87	5	1	0	0	1,111	99.46%
Service Quality Dimensions								
Responsiveness	948	148	13	2	0	0	1,111	98.65%
Reliability	996	112	2	0	1	0	1,111	99.73%
Access and Facilities	988	116	4	1	0	2	1,111	99.55%
Communication	974	130	6	0	0	1	1,111	99.46%
Costs	840	113	5	0	1	152	1,111	99.37%
Integrity	985	123	1	0	1	1	1,111	99.82%
Assurance	1,001	106	3	0	1	0	1,111	99.64%
Outcome	981	122	4	0	0	4	1,111	99.64%
Overall	7,713	970	38	3	4	160	8,888	99.48%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	32
2	Opening of other Deposit Account	503
3	Release of Captured Card	1
4	Request for ATM PIN Change	71
5	Request for Card Replacement	46
6	Cash Deposit - (Peso/Foreign Currencies)	43
7	Cash Withdrawal	108
8	Check Deposit - Peso	27
9	Check Encashment	25
10	Online Collection Payments	10
11	Request for Checkbook	3
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	155
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	25
15	Handling of Customer's Complaint	5
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	33
18	Sale/Purchase of Foreign Currencies	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
20	Bank Statement/Snapshot	13

External Services		Responses
21	Change of Name and Civil Status	4
22	Settlement of Past Due Account	1
Total		1,111

21. Jaro Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,843	83.64%
2. I know what a CC is but I did not see this office's CC.	127	3.74%
3. I learned of the CC only when I saw this office's CC.	131	3.85%
4. I do not know what a CC is and I did not see this office's CC.	298	8.77%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,797	82.29%
2. Somewhat easy to see	226	6.65%
3. Difficult to see	51	1.50%
4. Not visible at all	3	0.09%
N/A	322	9.47%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,799	82.35%
2. Somewhat helped	237	6.97%
3. Did not help	32	0.94%
N/A	331	9.74%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,852	520	21	2	4	0	3,399	99.21%
Service Quality Dimensions								
Responsiveness	2,436	684	228	44	6	1	3,399	91.82%
Reliability	2,731	645	19	2	1	1	3,399	99.35%
Access and Facilities	2,699	673	14	3	0	10	3,399	99.50%
Communication	2,682	679	25	4	2	7	3,399	99.09%
Costs	2,578	679	25	5	4	108	3,399	98.97%
Integrity	2,743	634	15	5	1	1	3,399	99.38%
Assurance	2,762	622	11	3	1	0	3,399	99.56%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	2,726	649	14	0	3	7	3,399	99.50%
Overall	21,357	5,265	351	66	18	135	27,192	98.39%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	32
2	Opening of other Deposit Account	991
3	Release of Captured Card	5
4	Request for ATM PIN Change	30
5	Request for Card Replacement	40
6	Cash Deposit - (Peso/Foreign Currencies)	76
7	Cash Withdrawal	308
8	Check Deposit - Peso	918
9	Check Deposit - Foreign Currency	1
10	Check Encashment	287
11	Online Collection Payments	11
12	Request for Checkbook	24
13	Request for Fund Transfer	9
14	Updating of Bank Records - Change in Account Details/Type	236
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	298
16	Handling of Customer's Complaint	11
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	53
19	Domestic Bills Purchase Initiation/Availment	3
20	Electronic Fund Transfer/Outgoing Remittance	4
21	Purchase of Over-the-Counter Check	1
22	Servicing of Modified Disbursement System Transactions	4
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	30
25	Bank Statement/Snapshot	19
26	Application for LBP Credit Card Easy Pay Program	2
27	Change of Name and Civil Status	3
28	Inquiry, Counseling and Processing of Loan	1
Total		3,399

22. Jaro Plaza Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,221	76.11%
2. I know what a CC is but I did not see this office's CC.	148	5.07%
3. I learned of the CC only when I saw this office's CC.	450	15.42%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	99	3.39%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,464	84.44%
2. Somewhat easy to see	319	10.93%
3. Difficult to see	23	0.79%
4. Not visible at all	2	0.07%
N/A	110	3.77%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,437	83.52%
2. Somewhat helped	270	9.25%
3. Did not help	3	0.10%
N/A	208	7.13%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,560	347	9	2	0	0	2,918	99.62%
Service Quality Dimensions								
Responsiveness	2,429	453	26	7	2	1	2,918	98.80%
Reliability	2,517	394	7	0	0	0	2,918	99.76%
Access and Facilities	2,482	412	15	2	1	6	2,918	99.38%
Communication	2,408	482	24	0	0	4	2,918	99.18%
Costs	2,120	352	86	91	0	269	2,918	93.32%
Integrity	2,502	397	18	0	1	0	2,918	99.35%
Assurance	2,560	346	10	2	0	0	2,918	99.59%
Outcome	2,458	431	20	0	0	9	2,918	99.31%
Overall	19,476	3,267	206	102	4	289	23,344	98.65%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	37
2	Opening of other Deposit Account	877
3	Release of Captured Card	6
4	Request for ATM PIN Change	174
5	Request for Card Replacement	15
6	Cash Deposit - (Peso/Foreign Currencies)	266
7	Cash Withdrawal	228
8	Check Deposit - Peso	226
9	Check Deposit - Foreign Currency	2
10	Check Encashment	332

External Services		Responses
11	Online Collection Payments	454
12	Request for Checkbook	15
13	Request for Fund Transfer	9
14	Request for Passbook Replacement	4
15	Updating of Bank Records - Change in Account Details/Type	80
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	46
17	Handling of Customer's Complaint	4
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	3
19	Salary Loan	17
20	Bond Redemption and Interest Payment	22
21	Claim of Remittance Proceeds	1
22	Electronic Fund Transfer/Outgoing Remittance	34
23	Purchase of Over-the-Counter Check	6
24	Release of Inward Returned Check	1
25	Sale/Purchase of Foreign Currencies	7
26	Trust/Treasury Placements	6
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
28	Bank Statement/Snapshot	36
29	Application for LBP Credit Card Easy Pay Program	3
30	Inquiry, Counseling and Processing of Loan	1
Total		2,918

23. Kabankalan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,228	86.59%
2. I know what a CC is but I did not see this office's CC.	65	1.74%
3. I learned of the CC only when I saw this office's CC.	173	4.64%
4. I do not know what a CC is and I did not see this office's CC.	152	4.08%
N/A	-	-
Did not specify	110	2.95%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,236	89.44%
2. Somewhat easy to see	186	5.14%
3. Difficult to see	16	0.44%
4. Not visible at all	2	0.06%
N/A	165	4.56%
Did not specify	13	0.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,322	91.82%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	114	3.15%
3. Did not help	3	0.08%
N/A	168	4.64%
Did not specify	11	0.30%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,167	534	23	1	3	0	3,728	99.28%
Service Quality Dimensions								
Responsiveness	2,878	770	45	8	9	18	3,728	98.33%
Reliability	3,188	510	23	2	4	1	3,728	99.22%
Access and Facilities	3,135	541	31	2	4	15	3,728	99.00%
Communication	3,106	562	41	4	4	11	3,728	98.68%
Costs	2,876	532	42	1	9	268	3,728	98.50%
Integrity	3,250	436	28	4	5	5	3,728	99.01%
Assurance	3,299	401	21	2	3	2	3,728	99.30%
Outcome	3,216	484	19	0	3	6	3,728	99.41%
Overall	24,948	4,236	250	23	41	326	29,824	98.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	463
2	Opening of other Deposit Account	308
3	Release of Captured Card	24
4	Request for ATM PIN Change	66
5	Request for Card Replacement	47
6	Cash Deposit - (Peso/Foreign Currencies)	317
7	Cash Withdrawal	410
8	Check Deposit - Peso	376
9	Check Encashment	505
10	Online Collection Payments	404
11	Request for Checkbook	27
12	Request for Fund Transfer	30
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	138
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	91
16	Handling of Customer's Complaint	28
17	Salary Loan	100
18	Bond Redemption and Interest Payment	11
19	Claim of Remittance Proceeds	11
20	Electronic Fund Transfer/Outgoing Remittance	3
21	Servicing of Modified Disbursement System Transactions	1
22	Trust/Treasury Placements	5

External Services		Responses
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
24	Bank Statement/Snapshot	316
25	Change of Name and Civil Status	7
26	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	2
27	Reissuance of Credit Card	4
28	Settlement of Past Due Account	3
29	Waiver of Credit Card Annual Fee	2
30	Inquiry, Counseling and Processing of Loan	19
Total		3,728

24. Kalibo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,711	91.84%
2. I know what a CC is but I did not see this office's CC.	61	2.07%
3. I learned of the CC only when I saw this office's CC.	108	3.66%
4. I do not know what a CC is and I did not see this office's CC.	68	2.30%
N/A	-	-
Did not specify	4	0.14%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,697	91.49%
2. Somewhat easy to see	158	5.36%
3. Difficult to see	10	0.34%
4. Not visible at all	5	0.17%
N/A	78	2.65%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,723	92.37%
2. Somewhat helped	132	4.48%
3. Did not help	4	0.14%
N/A	89	3.02%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,562	369	17	2	2	0	2,952	99.29%
Service Quality Dimensions								
Responsiveness	2,416	461	57	7	0	11	2,952	97.82%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	2,577	355	18	0	1	1	2,952	99.36%
Access and Facilities	2,518	384	29	2	0	19	2,952	98.94%
Communication	2,478	419	40	0	1	14	2,952	98.60%
Costs	2,189	375	29	5	11	343	2,952	98.28%
Integrity	2,590	321	33	2	2	4	2,952	98.74%
Assurance	2,645	292	11	1	3	0	2,952	99.49%
Outcome	2,583	342	15	1	1	10	2,952	99.42%
Overall	19,996	2,949	232	18	19	402	23,616	98.84%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	518
2	Opening of other Deposit Account	386
3	Release of Captured Card	30
4	Request for ATM PIN Change	25
5	Request for Card Replacement	18
6	Cash Deposit - (Peso/Foreign Currencies)	267
7	Cash Withdrawal	294
8	Check Deposit - Peso	218
9	Check Deposit - Foreign Currency	3
10	Check Encashment	700
11	Online Collection Payments	27
12	Request for Checkbook	13
13	Request for Fund Transfer	13
14	Request for Passbook Replacement	1
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	89
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	45
18	Handling of Customer's Complaint	8
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	198
21	Bond Redemption and Interest Payment	4
22	Claim of Remittance Proceeds	3
23	Electronic Fund Transfer/Outgoing Remittance	10
24	Servicing of Modified Disbursement System Transactions	8
25	Trust/Treasury Placements	3
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
27	Bank Statement/Snapshot	51
28	Application for LBP Credit Card Easy Pay Program	2
29	Change of Name and Civil Status	5
30	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
31	Waiver of Credit Card Annual Fee	1
32	Inquiry, Counseling and Processing of Loan	6
Total		2,952

25. Kalibo Plaza Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,170	99.36%
2. I know what a CC is but I did not see this office's CC.	1	0.02%
3. I learned of the CC only when I saw this office's CC.	12	0.29%
4. I do not know what a CC is and I did not see this office's CC.	14	0.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,172	99.40%
2. Somewhat easy to see	10	0.24%
3. Difficult to see	1	0.02%
4. Not visible at all	-	-
N/A	14	0.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,174	99.45%
2. Somewhat helped	9	0.21%
3. Did not help	-	-
N/A	14	0.33%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,177	19	0	0	1	0	4,197	99.98%
Service Quality Dimensions								
Responsiveness	4,171	22	3	0	1	0	4,197	99.90%
Reliability	4,176	20	1	0	0	0	4,197	99.98%
Access and Facilities	4,173	20	0	1	0	3	4,197	99.98%
Communication	4,172	21	2	0	1	1	4,197	99.93%
Costs	4,135	13	0	3	0	46	4,197	99.93%
Integrity	4,178	16	1	2	0	0	4,197	99.93%
Assurance	4,184	12	1	0	0	0	4,197	99.98%
Outcome	4,175	18	1	1	1	1	4,197	99.93%
Overall	33,364	142	9	7	3	51	33,576	99.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	412

External Services		Responses
2	Opening of other Deposit Account	120
3	Release of Captured Card	6
4	Request for ATM PIN Change	32
5	Request for Card Replacement	26
6	Cash Deposit - (Peso/Foreign Currencies)	1,205
7	Cash Withdrawal	263
8	Check Deposit - Peso	455
9	Check Encashment	389
10	Online Collection Payments	880
11	Request for Checkbook	4
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	238
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	80
15	Handling of Customer's Complaint	11
16	Salary Loan	11
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	8
19	Release of Inward Returned Check	1
20	Sale/Purchase of Foreign Currencies	1
21	Trust/Treasury Placements	6
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	13
23	Bank Statement/Snapshot	22
24	Change of Name and Civil Status	10
Total		4,197

26. La Carlota Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,862	81.55%
2. I know what a CC is but I did not see this office's CC.	16	0.34%
3. I learned of the CC only when I saw this office's CC.	848	17.91%
4. I do not know what a CC is and I did not see this office's CC.	10	0.21%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,556	96.20%
2. Somewhat easy to see	163	3.44%
3. Difficult to see	4	0.08%
4. Not visible at all	1	0.02%
N/A	12	0.25%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,330	91.43%
2. Somewhat helped	160	3.38%
3. Did not help	2	0.04%
N/A	244	5.15%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,581	154	0	0	1	0	4,736	99.98%
Service Quality Dimensions								
Responsiveness	4,376	352	6	0	1	1	4,736	99.85%
Reliability	4,509	225	0	0	2	0	4,736	99.96%
Access and Facilities	4,505	223	2	0	1	5	4,736	99.94%
Communication	4,387	305	2	1	1	40	4,736	99.91%
Costs	2,550	340	17	3	2	1,824	4,736	99.24%
Integrity	4,512	221	1	0	1	1	4,736	99.96%
Assurance	4,498	234	2	0	1	1	4,736	99.94%
Outcome	4,481	232	3	0	1	19	4,736	99.92%
Overall	33,818	2,132	33	4	10	1,891	37,888	99.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	690
2	Opening of other Deposit Account	818
3	Release of Captured Card	2
4	Request for ATM PIN Change	13
5	Request for Card Replacement	13
6	Cash Deposit - (Peso/Foreign Currencies)	962
7	Cash Withdrawal	312
8	Check Deposit - Peso	180
9	Check Encashment	603
10	Online Collection Payments	253
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	400
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	31
14	Handling of Customer's Complaint	6
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	398
17	Bond Redemption and Interest Payment	2
18	Electronic Fund Transfer/Outgoing Remittance	2
19	Sale/Purchase of Foreign Currencies	2

External Services		Responses
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
21	Bank Statement/Snapshot	36
22	Inquiry, Counseling and Processing of Loan	5
Total		4,736

27. Mandalagan-Bacolod Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,062	61.34%
2. I know what a CC is but I did not see this office's CC.	269	5.39%
3. I learned of the CC only when I saw this office's CC.	444	8.89%
4. I do not know what a CC is and I did not see this office's CC.	508	10.18%
N/A	51	1.02%
Did not specify	658	13.18%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,052	71.26%
2. Somewhat easy to see	537	12.54%
3. Difficult to see	67	1.56%
4. Not visible at all	27	0.63%
N/A	559	13.05%
Did not specify	41	0.96%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,217	75.11%
2. Somewhat helped	390	9.11%
3. Did not help	25	0.58%
N/A	599	13.99%
Did not specify	52	1.21%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,004	894	83	2	9	0	4,992	98.12%
Service Quality Dimensions								
Responsiveness	3,683	1,007	173	23	19	87	4,992	95.62%
Reliability	4,016	856	82	7	7	24	4,992	98.07%
Access and Facilities	3,930	900	85	8	8	61	4,992	97.95%
Communication	3,850	926	114	12	12	78	4,992	97.19%
Costs	3,661	879	111	21	16	304	4,992	96.84%
Integrity	4,032	829	99	7	7	18	4,992	97.73%
Assurance	4,126	778	63	6	7	12	4,992	98.47%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	4,003	837	74	8	4	66	4,992	98.25%
Overall	31,301	7,012	801	92	80	650	39,936	97.52%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	813
2	Opening of other Deposit Account	224
3	Release of Captured Card	8
4	Request for ATM PIN Change	209
5	Request for Card Replacement	58
6	Cash Deposit - (Peso/Foreign Currencies)	840
7	Cash Withdrawal	209
8	Check Deposit - Peso	140
9	Check Deposit - Foreign Currency	13
10	Check Encashment	1,989
11	Online Collection Payments	176
12	Request for Checkbook	8
13	Request for Fund Transfer	9
14	Request for Passbook Replacement	3
15	Updating of Bank Records - Change in Account Details/Type	76
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	77
17	Handling of Customer's Complaint	4
18	Salary Loan	10
19	Claim of Remittance Proceeds	1
20	Purchase of Over-the-Counter Check	1
21	Sale/Purchase of Foreign Currencies	3
22	Servicing of Modified Disbursement System Transactions	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	17
24	Bank Statement/Snapshot	93
25	Inquiry, Counseling and Processing of Loan	10
Total		4,992

28. Miag-ao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		

Citizen's Charter Answers	Responses	Percentage
1. I know what a CC is and I saw this office's CC.	3,322	95.08%
2. I know what a CC is but I did not see this office's CC.	33	0.94%
3. I learned of the CC only when I saw this office's CC.	87	2.49%
4. I do not know what a CC is and I did not see this office's CC.	52	1.49%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,299	94.42%
2. Somewhat easy to see	119	3.41%
3. Difficult to see	7	0.20%
4. Not visible at all	3	0.09%
N/A	64	1.83%
Did not specify	2	0.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,327	95.22%
2. Somewhat helped	97	2.78%
3. Did not help	5	0.14%
N/A	63	1.80%
Did not specify	2	0.06%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,362	129	2	0	1	0	3,494	99.91%
Service Quality Dimensions								
Responsiveness	3,211	258	19	3	2	1	3,494	99.31%
Reliability	3,316	175	1	1	1	0	3,494	99.91%
Access and Facilities	3,316	160	4	0	0	14	3,494	99.89%
Communication	3,258	222	8	0	1	5	3,494	99.74%
Costs	1,988	150	11	1	0	1,344	3,494	99.44%
Integrity	3,348	140	5	1	0	0	3,494	99.83%
Assurance	3,389	103	2	0	0	0	3,494	99.94%
Outcome	3,288	187	5	0	0	14	3,494	99.86%
Overall	25,114	1,395	55	6	4	1,378	27,952	99.76%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	127
2	Opening of other Deposit Account	296
3	Release of Captured Card	25
4	Request for ATM PIN Change	20
5	Request for Card Replacement	245
6	Cash Deposit - (Peso/Foreign Currencies)	738
7	Cash Withdrawal	188

External Services		Responses
8	Check Deposit - Peso	347
9	Check Deposit - Foreign Currency	14
10	Check Encashment	617
11	Online Collection Payments	224
12	Request for Checkbook	10
13	Request for Fund Transfer	18
14	Request for Passbook Replacement	4
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	238
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	61
18	Handling of Customer's Complaint	79
19	Salary Loan	125
20	Domestic Bills Purchase Initiation/Availment	1
21	Electronic Fund Transfer/Outgoing Remittance	12
22	Purchase of Over-the-Counter Check	3
23	Release of Inward Returned Check	17
24	Sale/Purchase of Foreign Currencies	12
25	Servicing of Modified Disbursement System Transactions	8
26	Trust/Treasury Placements	1
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
28	Bank Statement/Snapshot	13
29	Application for LBP Credit Card Easy Pay Program	1
30	Change of Name and Civil Status	5
31	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
32	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
33	Lifting of Hold-out on Deposit	3
34	Refund of Overpayment	1
35	Reissuance of Credit Card	24
36	Inquiry, Counseling and Processing of Loan	7
Total		3,494

29. Negros Occidental North LC (NECNLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7	58.33%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	3	25.00%
4. I do not know what a CC is and I did not see this office's CC.	2	16.67%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	66.67%
2. Somewhat easy to see	2	16.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	16.67%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	75.00%
2. Somewhat helped	1	8.33%
3. Did not help	-	-
N/A	2	16.67%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	9	2	0	1	0	0	12	91.67%
Service Quality Dimensions								
Responsiveness	9	2	0	1	0	0	12	91.67%
Reliability	10	1	1	0	0	0	12	91.67%
Access and Facilities	10	1	1	0	0	0	12	91.67%
Communication	9	1	1	1	0	0	12	83.33%
Costs	9	3	0	0	0	0	12	100.00%
Integrity	11	1	0	0	0	0	12	100.00%
Assurance	12	0	0	0	0	0	12	100.00%
Outcome	7	3	1	0	0	1	12	90.91%
Overall	77	12	4	2	0	1	96	93.68%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	10
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	1
	Total	12

30. Negros Occidental South LC (NECSLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	118	74.21%
2. I know what a CC is but I did not see this office's CC.	2	1.26%
3. I learned of the CC only when I saw this office's CC.	4	2.52%
4. I do not know what a CC is and I did not see this office's CC.	35	22.01%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	121	76.10%
2. Somewhat easy to see	2	1.26%
3. Difficult to see	1	0.63%
4. Not visible at all	-	-
N/A	35	22.01%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	121	76.10%
2. Somewhat helped	1	0.63%
3. Did not help	2	1.26%
N/A	35	22.01%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	144	12	1	2	0	0	159	98.11%
Service Quality Dimensions								
Responsiveness	140	16	1	0	2	0	159	98.11%
Reliability	140	17	1	0	1	0	159	98.74%
Access and Facilities	141	16	1	0	0	1	159	99.37%
Communication	140	17	2	0	0	0	159	98.74%
Costs	132	16	3	2	0	6	159	96.73%
Integrity	147	10	1	0	0	1	159	99.37%
Assurance	149	9	0	0	0	1	159	100.00%
Outcome	144	12	1	0	1	1	159	98.73%
Overall	1,133	113	10	2	4	10	1,272	98.73%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	148
2	Issuance of Certificate of Outstanding Balances and Interest Paid	9
3	Issuance of Certificate of Full Payment	2
Total		159

31. Passi Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,031	79.43%
2. I know what a CC is but I did not see this office's CC.	66	2.58%
3. I learned of the CC only when I saw this office's CC.	329	12.87%
4. I do not know what a CC is and I did not see this office's CC.	58	2.27%
N/A	9	0.35%
Did not specify	64	2.50%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,983	79.83%
2. Somewhat easy to see	423	17.03%
3. Difficult to see	12	0.48%
4. Not visible at all	4	0.16%
N/A	61	2.46%
Did not specify	1	0.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,007	80.80%
2. Somewhat helped	408	16.43%
3. Did not help	3	0.12%
N/A	65	2.62%
Did not specify	1	0.04%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,205	345	6	0	1	0	2,557	99.73%
Service Quality Dimensions								
Responsiveness	1,441	1,078	28	2	1	7	2,557	98.78%
Reliability	2,023	521	10	0	0	3	2,557	99.61%
Access and Facilities	1,904	571	13	0	1	68	2,557	99.44%
Communication	1,966	544	21	1	1	24	2,557	99.09%
Costs	954	319	14	1	0	1,269	2,557	98.84%
Integrity	2,151	392	9	0	2	3	2,557	99.57%
Assurance	2,175	370	10	1	0	1	2,557	99.57%
Outcome	2,133	401	12	2	1	8	2,557	99.41%
Overall	14,747	4,196	117	7	6	1,383	20,456	99.32%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	58
2	Opening of other Deposit Account	599
3	Request for ATM PIN Change	10

External Services		Responses
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	327
6	Cash Withdrawal	934
7	Check Deposit - Peso	32
8	Check Deposit - Foreign Currency	1
9	Check Encashment	358
10	Online Collection Payments	67
11	Request for Checkbook	4
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	5
14	Updating of Bank Records - Change in Account Details/Type	33
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
16	Handling of Customer's Complaint	4
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	92
19	Claim of Remittance Proceeds	4
20	Servicing of Modified Disbursement System Transactions	3
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	6
23	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
24	Inquiry, Counseling and Processing of Loan	4
Total		2,557

32. Plaza Libertad Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,862	97.38%
2. I know what a CC is but I did not see this office's CC.	18	0.36%
3. I learned of the CC only when I saw this office's CC.	87	1.74%
4. I do not know what a CC is and I did not see this office's CC.	26	0.52%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,895	98.04%
2. Somewhat easy to see	61	1.22%
3. Difficult to see	3	0.06%
4. Not visible at all	2	0.04%
N/A	32	0.64%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	4,899	98.12%
2. Somewhat helped	54	1.08%
3. Did not help	3	0.06%
N/A	37	0.74%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,900	78	8	1	6	0	4,993	99.70%
Service Quality Dimensions								
Responsiveness	4,838	133	9	4	9	0	4,993	99.56%
Reliability	4,876	104	8	2	2	1	4,993	99.76%
Access and Facilities	4,867	112	5	1	5	3	4,993	99.78%
Communication	4,835	137	12	1	2	6	4,993	99.70%
Costs	2,843	110	14	1	8	2,017	4,993	99.23%
Integrity	4,867	111	7	4	3	1	4,993	99.72%
Assurance	4,891	89	11	0	1	1	4,993	99.76%
Outcome	4,857	123	9	0	2	2	4,993	99.78%
Overall	36,874	919	75	13	32	2,031	39,944	99.68%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	78
2	Opening of other Deposit Account	26
3	Release of Captured Card	1
4	Request for ATM PIN Change	4
5	Request for Card Replacement	459
6	Cash Deposit - (Peso/Foreign Currencies)	899
7	Cash Withdrawal	585
8	Check Deposit - Peso	585
9	Check Deposit - Foreign Currency	1
10	Check Encashment	1,277
11	Online Collection Payments	788
12	Request for Checkbook	3
13	Request for Fund Transfer	6
14	Request for Passbook Replacement	5
15	Updating of Bank Records - Change in Account Details/Type	195
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
17	Handling of Customer's Complaint	2
18	Salary Loan	34
19	Claim of Remittance Proceeds	1
20	Purchase of Over-the-Counter Check	1
21	Sale/Purchase of Foreign Currencies	1

External Services		Responses
22	Servicing of Modified Disbursement System Transactions	12
23	Trust/Treasury Placements	1
24	Bank Statement/Snapshot	14
25	Change of Name and Civil Status	1
Total		4,993

33. Roxas (Capiz) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8,588	98.18%
2. I know what a CC is but I did not see this office's CC.	24	0.27%
3. I learned of the CC only when I saw this office's CC.	106	1.21%
4. I do not know what a CC is and I did not see this office's CC.	28	0.32%
N/A	-	-
Did not specify	1	0.01%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8,452	96.64%
2. Somewhat easy to see	256	2.93%
3. Difficult to see	1	0.01%
4. Not visible at all	-	-
N/A	36	0.41%
Did not specify	1	0.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8,206	93.83%
2. Somewhat helped	494	5.65%
3. Did not help	1	0.01%
N/A	44	0.50%
Did not specify	1	0.01%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	8,323	419	3	0	2	0	8,747	99.94%
Service Quality Dimensions								
Responsiveness	8,129	599	14	2	3	0	8,747	99.78%
Reliability	8,154	590	2	1	0	0	8,747	99.97%
Access and Facilities	8,135	571	8	0	1	32	8,747	99.90%
Communication	8,083	637	14	0	0	13	8,747	99.84%
Costs	3,359	375	20	7	7	4,979	8,747	99.10%
Integrity	8,195	537	8	0	2	5	8,747	99.89%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	8,303	438	3	1	2	0	8,747	99.93%
Outcome	8,194	540	7	0	2	4	8,747	99.90%
Overall	60,552	4,287	76	11	17	5,033	69,976	99.84%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	565
2	Opening of other Deposit Account	212
3	Release of Captured Card	123
4	Request for ATM PIN Change	190
5	Request for Card Replacement	150
6	Cash Deposit - (Peso/Foreign Currencies)	979
7	Cash Withdrawal	813
8	Check Deposit - Peso	701
9	Check Deposit - Foreign Currency	1
10	Check Encashment	2,734
11	Online Collection Payments	684
12	Request for Checkbook	46
13	Request for Fund Transfer	31
14	Request for Passbook Replacement	8
15	Updating of Bank Records - Change in Account Details/Type	746
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	191
17	Handling of Customer's Complaint	75
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	106
20	Bond Redemption and Interest Payment	13
21	Claim of Remittance Proceeds	2
22	Domestic Bills Purchase Initiation/Availment	39
23	Electronic Fund Transfer/Outgoing Remittance	4
24	Purchase of Over-the-Counter Check	5
25	Release of Inward Returned Check	8
26	Sale/Purchase of Foreign Currencies	2
27	Servicing of Modified Disbursement System Transactions	99
28	Trust/Treasury Placements	5
29	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	11
30	Bank Statement/Snapshot	144
31	Change of Name and Civil Status	47
32	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
33	Lifting of Hold-out on Deposit	1
34	Redemption of Reward Points	1
35	Refund of Overpayment	1
36	Reissuance of Credit Card	3
37	Inquiry, Counseling and Processing of Loan	4
Total		8,747

34. Sagay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	9,383	84.94%
2. I know what a CC is but I did not see this office's CC.	54	0.49%
3. I learned of the CC only when I saw this office's CC.	903	8.17%
4. I do not know what a CC is and I did not see this office's CC.	554	5.02%
N/A	-	-
Did not specify	152	1.38%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9,736	89.37%
2. Somewhat easy to see	570	5.23%
3. Difficult to see	28	0.26%
4. Not visible at all	-	-
N/A	557	5.11%
Did not specify	3	0.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9,763	89.62%
2. Somewhat helped	531	4.87%
3. Did not help	20	0.18%
N/A	574	5.27%
Did not specify	6	0.06%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	10,357	664	21	0	4	0	11,046	99.77%
Service Quality Dimensions								
Responsiveness	9,931	986	116	3	6	4	11,046	98.87%
Reliability	9,985	1,011	43	0	2	5	11,046	99.59%
Access and Facilities	9,981	1,029	26	1	3	6	11,046	99.73%
Communication	10,061	906	58	4	3	14	11,046	99.41%
Costs	9,176	718	88	0	6	1,058	11,046	99.06%
Integrity	10,036	958	39	4	5	4	11,046	99.57%
Assurance	10,146	851	41	5	2	1	11,046	99.57%
Outcome	10,138	848	50	0	2	8	11,046	99.53%
Overall	79,454	7,307	461	17	29	1,100	88,368	99.42%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	333

External Services		Responses
2	Opening of other Deposit Account	45
3	Release of Captured Card	44
4	Request for ATM PIN Change	980
5	Request for Card Replacement	373
6	Cash Deposit - (Peso/Foreign Currencies)	4,148
7	Cash Withdrawal	390
8	Check Deposit - Peso	529
9	Check Encashment	622
10	Online Collection Payments	373
11	Request for Checkbook	180
12	Request for Fund Transfer	343
13	Request for Passbook Replacement	81
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	333
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	217
17	Handling of Customer's Complaint	260
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
19	Salary Loan	655
20	Bond Redemption and Interest Payment	3
21	Claim of Remittance Proceeds	1
22	Electronic Fund Transfer/Outgoing Remittance	1
23	Purchase of Over-the-Counter Check	80
24	Sale/Purchase of Foreign Currencies	44
25	Servicing of Modified Disbursement System Transactions	146
26	Trust/Treasury Placements	4
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
28	Bank Statement/Snapshot	333
29	Change of Name and Civil Status	169
30	Refund of Overpayment	96
31	Reissuance of Credit Card	10
32	Settlement of Past Due Account	17
33	Inquiry, Counseling and Processing of Loan	230
Total		11,046

35. San Carlos (NO) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,276	95.80%
2. I know what a CC is but I did not see this office's CC.	7	0.53%
3. I learned of the CC only when I saw this office's CC.	34	2.55%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	15	1.13%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,268	95.20%
2. Somewhat easy to see	42	3.15%
3. Difficult to see	1	0.08%
4. Not visible at all	1	0.08%
N/A	20	1.50%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,276	95.80%
2. Somewhat helped	33	2.48%
3. Did not help	1	0.08%
N/A	22	1.65%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,134	194	2	0	2	0	1,332	99.70%
Service Quality Dimensions								
Responsiveness	1,120	203	6	1	2	0	1,332	99.32%
Reliability	1,129	199	2	0	2	0	1,332	99.70%
Access and Facilities	1,079	200	8	0	0	45	1,332	99.38%
Communication	1,112	211	7	1	1	0	1,332	99.32%
Costs	970	180	4	0	1	177	1,332	99.57%
Integrity	1,121	203	4	0	1	3	1,332	99.62%
Assurance	1,144	184	3	0	0	1	1,332	99.77%
Outcome	1,117	206	4	1	0	4	1,332	99.62%
Overall	8,792	1,586	38	3	7	230	10,656	99.54%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	126
2	Opening of other Deposit Account	18
3	Release of Captured Card	65
4	Request for ATM PIN Change	24
5	Request for Card Replacement	24
6	Cash Deposit - (Peso/Foreign Currencies)	309
7	Cash Withdrawal	57
8	Check Deposit - Peso	33
9	Check Deposit - Foreign Currency	2
10	Check Encashment	90

External Services		Responses
11	Online Collection Payments	12
12	Request for Checkbook	2
13	Updating of Bank Records - Change in Account Details/Type	159
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	222
15	Salary Loan	149
16	Bond Redemption and Interest Payment	4
17	Claim of Remittance Proceeds	2
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Servicing of Modified Disbursement System Transactions	1
20	Trust/Treasury Placements	3
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
22	Bank Statement/Snapshot	5
23	Change of Name and Civil Status	1
24	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2
25	Reissuance of Credit Card	5
26	Inquiry, Counseling and Processing of Loan	3
27	Issuance of Certificate of Outstanding Balances and Interest Paid	6
Total		1,332

36. Sara Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,759	89.20%
2. I know what a CC is but I did not see this office's CC.	34	1.72%
3. I learned of the CC only when I saw this office's CC.	130	6.59%
4. I do not know what a CC is and I did not see this office's CC.	35	1.77%
N/A	1	0.05%
Did not specify	13	0.66%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,762	89.99%
2. Somewhat easy to see	139	7.10%
3. Difficult to see	11	0.56%
4. Not visible at all	2	0.10%
N/A	43	2.20%
Did not specify	1	0.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,793	91.57%
2. Somewhat helped	112	5.72%
3. Did not help	1	0.05%
N/A	50	2.55%

Citizen's Charter Answers	Responses	Percentage
Did not specify	2	0.10%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,530	421	17	1	3	0	1,972	98.94%
Service Quality Dimensions								
Responsiveness	1,359	536	54	10	5	8	1,972	96.49%
Reliability	1,583	370	14	2	2	1	1,972	99.09%
Access and Facilities	1,527	407	31	2	2	3	1,972	98.22%
Communication	1,501	432	29	3	1	6	1,972	98.32%
Costs	1,471	399	31	0	6	65	1,972	98.06%
Integrity	1,575	364	21	9	3	0	1,972	98.33%
Assurance	1,634	323	10	3	1	1	1,972	99.29%
Outcome	1,606	346	14	1	1	4	1,972	99.19%
Overall	12,256	3,177	204	30	21	88	15,776	98.37%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	164
2	Opening of other Deposit Account	328
3	Release of Captured Card	7
4	Request for ATM PIN Change	17
5	Request for Card Replacement	26
6	Cash Deposit - (Peso/Foreign Currencies)	261
7	Cash Withdrawal	224
8	Check Deposit - Peso	124
9	Check Encashment	485
10	Online Collection Payments	25
11	Request for Checkbook	7
12	Request for Fund Transfer	5
13	Request for Passbook Replacement	4
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	50
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	58
17	Handling of Customer's Complaint	8
18	Salary Loan	83
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Purchase of Over-the-Counter Check	7
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	70
23	Application for LBP Credit Card Easy Pay Program	1
24	Change of Name and Civil Status	4
25	Inquiry, Counseling and Processing of Loan	11

External Services		Responses
	Total	1,972

37. Silay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,201	97.43%
2. I know what a CC is but I did not see this office's CC.	9	0.17%
3. I learned of the CC only when I saw this office's CC.	111	2.08%
4. I do not know what a CC is and I did not see this office's CC.	17	0.32%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,654	87.19%
2. Somewhat easy to see	22	0.41%
3. Difficult to see	3	0.06%
4. Not visible at all	-	-
N/A	21	0.39%
Did not specify	638	11.95%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,284	98.99%
2. Somewhat helped	21	0.39%
3. Did not help	-	-
N/A	19	0.36%
Did not specify	14	0.26%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,386	947	4	1	0	0	5,338	99.91%
Service Quality Dimensions								
Responsiveness	3,235	2,095	8	0	0	0	5,338	99.85%
Reliability	3,464	1,869	5	0	0	0	5,338	99.91%
Access and Facilities	3,206	2,128	2	1	0	1	5,338	99.94%
Communication	3,220	2,097	9	0	1	11	5,338	99.81%
Costs	1,701	75	2	1	9	3,550	5,338	99.33%
Integrity	3,598	1,735	2	0	1	2	5,338	99.94%
Assurance	3,305	2,028	3	0	2	0	5,338	99.91%
Outcome	3,302	2,031	3	0	0	2	5,338	99.94%
Overall	25,031	14,058	34	2	13	3,566	42,704	99.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	137
2	Opening of other Deposit Account	193
3	Release of Captured Card	80
4	Request for ATM PIN Change	353
5	Request for Card Replacement	80
6	Cash Deposit - (Peso/Foreign Currencies)	646
7	Cash Withdrawal	306
8	Check Deposit - Peso	322
9	Check Deposit - Foreign Currency	5
10	Check Encashment	1,902
11	Online Collection Payments	357
12	Request for Checkbook	28
13	Request for Fund Transfer	137
14	Request for Passbook Replacement	10
15	Updating of Bank Records - Change in Account Details/Type	132
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	80
17	Handling of Customer's Complaint	80
18	Salary Loan	108
19	Release of Inward Returned Check	5
20	Servicing of Modified Disbursement System Transactions	108
21	Trust/Treasury Placements	12
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	20
23	Bank Statement/Snapshot	107
24	Change of Name and Civil Status	19
25	Reissuance of Credit Card	2
26	Inquiry, Counseling and Processing of Loan	109
Total		5,338

38. Sipalay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,674	95.17%
2. I know what a CC is but I did not see this office's CC.	9	0.51%
3. I learned of the CC only when I saw this office's CC.	58	3.30%
4. I do not know what a CC is and I did not see this office's CC.	18	1.02%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,660	94.37%
2. Somewhat easy to see	78	4.43%
3. Difficult to see	2	0.11%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	1	0.06%
N/A	18	1.02%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,669	94.88%
2. Somewhat helped	70	3.98%
3. Did not help	-	-
N/A	20	1.14%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,712	47	0	0	0	0	1,759	100.00%
Service Quality Dimensions								
Responsiveness	1,658	89	9	0	1	2	1,759	99.43%
Reliability	1,701	56	2	0	0	0	1,759	99.89%
Access and Facilities	1,698	58	2	0	0	1	1,759	99.89%
Communication	1,692	65	2	0	0	0	1,759	99.89%
Costs	1,629	64	3	0	1	62	1,759	99.76%
Integrity	1,710	47	0	0	0	2	1,759	100.00%
Assurance	1,722	36	0	0	0	1	1,759	100.00%
Outcome	1,714	39	4	0	0	2	1,759	99.77%
Overall	13,524	454	22	0	2	70	14,072	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	330
2	Opening of other Deposit Account	24
3	Release of Captured Card	7
4	Request for ATM PIN Change	5
5	Request for Card Replacement	28
6	Cash Deposit - (Peso/Foreign Currencies)	451
7	Cash Withdrawal	169
8	Check Deposit - Peso	76
9	Check Encashment	493
10	Online Collection Payments	9
11	Request for Checkbook	7
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	25
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	31
16	Handling of Customer's Complaint	5
17	Salary Loan	61
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	2

External Services		Responses
20	Bank Statement/Snapshot	31
21	Application for LBP Credit Card Easy Pay Program	2
Total		1,759

39. Victorias Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,750	99.60%
2. I know what a CC is but I did not see this office's CC.	4	0.14%
3. I learned of the CC only when I saw this office's CC.	6	0.22%
4. I do not know what a CC is and I did not see this office's CC.	1	0.04%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,742	99.31%
2. Somewhat easy to see	13	0.47%
3. Difficult to see	3	0.11%
4. Not visible at all	1	0.04%
N/A	2	0.07%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,740	99.24%
2. Somewhat helped	15	0.54%
3. Did not help	2	0.07%
N/A	4	0.14%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,492	247	15	2	5	0	2,761	99.20%
Service Quality Dimensions								
Responsiveness	2,378	339	33	2	8	1	2,761	98.44%
Reliability	2,486	259	15	0	1	0	2,761	99.42%
Access and Facilities	2,445	299	13	0	2	2	2,761	99.46%
Communication	2,454	287	19	1	0	0	2,761	99.28%
Costs	2,375	262	13	0	2	109	2,761	99.43%
Integrity	2,485	256	13	3	4	0	2,761	99.28%
Assurance	2,508	240	11	2	0	0	2,761	99.53%
Outcome	2,485	263	9	1	2	1	2,761	99.57%
Overall	19,616	2,205	126	9	19	113	22,088	99.30%

External Services		Responses
1	Opening of other Deposit Account	360
2	Release of Captured Card	9
3	Request for ATM PIN Change	900
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	31
6	Cash Withdrawal	254
7	Check Deposit - Peso	94
8	Check Deposit - Foreign Currency	1
9	Check Encashment	803
10	Online Collection Payments	34
11	Request for Checkbook	2
12	Updating of Bank Records - Change in Account Details/Type	172
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
14	Handling of Customer's Complaint	2
15	Salary Loan	51
16	Claim of Remittance Proceeds	1
17	Domestic Bills Purchase Initiation/Availment	1
18	Electronic Fund Transfer/Outgoing Remittance	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	26
20	Bank Statement/Snapshot	3
21	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
22	Inquiry, Counseling and Processing of Loan	2
Total		2,761

CSM Results – Region VII

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	185,754	24,595	1,018	127	133	9	211,636	99.40%
Service Quality Dimensions								
Responsiveness	176,698	31,771	1,845	328	213	781	211,636	98.87%
Reliability	180,918	29,222	1,112	134	113	137	211,636	99.36%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	174,324	31,957	1,312	162	101	3,780	211,636	99.24%
Communication	175,381	33,206	1,796	195	115	943	211,636	99.00%
Costs	117,668	24,757	1,570	333	305	67,003	211,636	98.47%
Integrity	181,245	28,466	1,383	205	122	215	211,636	99.19%
Assurance	182,757	27,397	1,090	141	98	153	211,636	99.37%
Outcome	180,644	28,479	1,225	134	92	1,062	211,636	99.31%
Overall	1,369,635	235,255	11,333	1,632	1,159	74,074	1,693,088	99.13%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	177,546	83.89%
2. I know what a CC is but I did not see this office's CC.	3,654	1.73%
3. I learned of the CC only when I saw this office's CC.	24,498	11.58%
4. I do not know what a CC is and I did not see this office's CC.	3,999	1.89%
N/A	64	0.03%
Did not specify	1,875	0.89%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	192,491	91.79%
2. Somewhat easy to see	11,570	5.52%
3. Difficult to see	501	0.24%
4. Not visible at all	135	0.06%
N/A	4,893	2.33%
Did not specify	107	0.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	191,716	91.43%
2. Somewhat helped	11,888	5.67%
3. Did not help	234	0.11%
N/A	5,727	2.73%
Did not specify	132	0.06%

External Services	Responses	Overall Score
1 Opening of a Deposit Accounts	41,319	98.69%
2 ATM Card Requests	15,438	99.14%
3 Branch Over-the-Counter Transactions	139,682	99.23%
4 Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4,395	99.65%
5 Branch Banking Loan Servicing	2,511	99.59%
6 Other Branch Products/Services	4,056	99.52%
7 Request for Bank Documents	451	99.22%
8 Regular Loan Processing	1,099	99.04%
9 Credit Card Services	669	97.77%
10 Agrarian Services	1,086	99.78%
11 Complaints Management	930	98.83%
Total	211,636	99.13%

1. Bais Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,760	85.90%
2. I know what a CC is but I did not see this office's CC.	65	2.02%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	264	8.22%
4. I do not know what a CC is and I did not see this office's CC.	81	2.52%
N/A	-	-
Did not specify	43	1.34%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,931	92.46%
2. Somewhat easy to see	125	3.94%
3. Difficult to see	10	0.32%
4. Not visible at all	3	0.09%
N/A	91	2.87%
Did not specify	10	0.32%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,961	93.41%
2. Somewhat helped	94	2.97%
3. Did not help	5	0.16%
N/A	92	2.90%
Did not specify	18	0.57%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,919	268	19	3	3	1	3,213	99.22%
Service Quality Dimensions								
Responsiveness	2,650	374	42	11	3	133	3,213	98.18%
Reliability	2,859	320	20	5	3	6	3,213	99.13%
Access and Facilities	2,807	343	30	3	3	27	3,213	98.87%
Communication	2,765	377	45	2	4	20	3,213	98.40%
Costs	1,624	283	37	10	4	1,255	3,213	97.40%
Integrity	2,899	267	24	6	4	13	3,213	98.94%
Assurance	2,918	259	19	6	3	8	3,213	99.13%
Outcome	2,862	300	24	3	7	17	3,213	98.94%
Overall	21,384	2,523	241	46	31	1,479	25,704	98.69%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	849
2	Opening of other Deposit Account	172
3	Release of Captured Card	10
4	Request for ATM PIN Change	39
5	Request for Card Replacement	66
6	Cash Deposit - (Peso/Foreign Currencies)	396
7	Cash Withdrawal	494
8	Check Deposit - Peso	59
9	Check Deposit - Foreign Currency	10

External Services		Responses
10	Check Encashment	200
11	Online Collection Payments	81
12	Request for Checkbook	19
13	Request for Fund Transfer	5
14	Request for Passbook Replacement	2
15	Updating of Bank Records - Change in Account Details/Type	201
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	52
17	Handling of Customer's Complaint	59
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	307
20	Claim of Remittance Proceeds	3
21	Electronic Fund Transfer/Outgoing Remittance	2
22	Purchase of Over-the-Counter Check	6
23	Release of Inward Returned Check	8
24	Servicing of Modified Disbursement System Transactions	4
25	Trust/Treasury Placements	1
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	18
27	Bank Statement/Snapshot	86
28	Application for LBP Credit Card Easy Pay Program	27
29	Change of Name and Civil Status	4
30	Inquiry, Counseling and Processing of Loan	31
31	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		3,213

2. Balamban Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,393	80.98%
2. I know what a CC is but I did not see this office's CC.	146	3.48%
3. I learned of the CC only when I saw this office's CC.	263	6.28%
4. I do not know what a CC is and I did not see this office's CC.	388	9.26%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,499	83.51%
2. Somewhat easy to see	223	5.32%
3. Difficult to see	22	0.53%
4. Not visible at all	6	0.14%
N/A	440	10.50%
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,562	85.01%
2. Somewhat helped	181	4.32%
3. Did not help	1	0.02%
N/A	446	10.64%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,252	863	58	8	7	2	4,190	98.26%
Service Quality Dimensions								
Responsiveness	3,086	979	76	20	6	23	4,190	97.55%
Reliability	3,186	925	60	7	5	7	4,190	98.28%
Access and Facilities	3,115	974	73	13	5	10	4,190	97.82%
Communication	3,069	1,000	92	9	7	13	4,190	97.41%
Costs	2,904	917	102	16	8	243	4,190	96.81%
Integrity	3,147	933	92	7	8	3	4,190	97.44%
Assurance	3,174	913	84	11	5	3	4,190	97.61%
Outcome	3,134	932	88	7	4	25	4,190	97.62%
Overall	24,815	7,573	667	90	48	327	33,520	97.57%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	187
2	Opening of other Deposit Account	84
3	Release of Captured Card	3
4	Request for ATM PIN Change	354
5	Request for Card Replacement	79
6	Cash Deposit - (Peso/Foreign Currencies)	296
7	Cash Withdrawal	869
8	Check Deposit - Peso	71
9	Check Encashment	1,704
10	Online Collection Payments	27
11	Request for Checkbook	1
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	25
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
15	Handling of Customer's Complaint	9
16	Salary Loan	6
17	Domestic Bills Purchase Initiation/Availment	1
18	Electronic Fund Transfer/Outgoing Remittance	4
19	Servicing of Modified Disbursement System Transactions	5
20	Bank Statement/Snapshot	46

External Services		Responses
21	Application for LBP Credit Card Easy Pay Program	398
22	Inquiry, Counseling and Processing of Loan	16
Total		4,190

3. Banilad Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,575	93.41%
2. I know what a CC is but I did not see this office's CC.	10	0.17%
3. I learned of the CC only when I saw this office's CC.	332	5.56%
4. I do not know what a CC is and I did not see this office's CC.	51	0.85%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,848	97.99%
2. Somewhat easy to see	59	0.99%
3. Difficult to see	2	0.03%
4. Not visible at all	-	-
N/A	59	0.99%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,812	97.39%
2. Somewhat helped	93	1.56%
3. Did not help	1	0.02%
N/A	62	1.04%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,880	84	3	0	1	0	5,968	99.93%
Service Quality Dimensions								
Responsiveness	5,844	116	7	0	1	0	5,968	99.87%
Reliability	5,871	95	1	1	0	0	5,968	99.97%
Access and Facilities	5,865	95	3	0	1	4	5,968	99.93%
Communication	5,856	95	6	1	0	10	5,968	99.88%
Costs	4,246	87	3	2	27	1,603	5,968	99.27%
Integrity	5,873	86	8	0	0	1	5,968	99.87%
Assurance	5,888	78	1	0	1	0	5,968	99.97%
Outcome	5,853	99	5	0	1	10	5,968	99.90%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	45,296	751	34	4	31	1,628	47,744	99.85%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	199
2	Opening of other Deposit Account	411
3	Release of Captured Card	3
4	Request for ATM PIN Change	753
5	Request for Card Replacement	81
6	Cash Deposit - (Peso/Foreign Currencies)	1,189
7	Cash Withdrawal	341
8	Check Deposit - Peso	698
9	Check Deposit - Foreign Currency	1
10	Check Encashment	889
11	Online Collection Payments	638
12	Request for Checkbook	3
13	Request for Fund Transfer	41
14	Updating of Bank Records - Change in Account Details/Type	136
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	265
16	Handling of Customer's Complaint	8
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	47
19	Electronic Fund Transfer/Outgoing Remittance	4
20	Purchase of Over-the-Counter Check	4
21	Sale/Purchase of Foreign Currencies	3
22	Servicing of Modified Disbursement System Transactions	177
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	17
25	Bank Statement/Snapshot	53
26	Change of Name and Civil Status	4
27	Reissuance of Credit Card	1
Total		5,968

4. Bantayan (Cebu) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7,398	96.02%
2. I know what a CC is but I did not see this office's CC.	32	0.42%
3. I learned of the CC only when I saw this office's CC.	204	2.65%
4. I do not know what a CC is and I did not see this office's CC.	71	0.92%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7,472	96.98%
2. Somewhat easy to see	126	1.64%
3. Difficult to see	5	0.06%
4. Not visible at all	3	0.04%
N/A	99	1.28%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7,439	96.55%
2. Somewhat helped	166	2.15%
3. Did not help	4	0.05%
N/A	96	1.25%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	6,833	861	7	1	3	0	7,705	99.86%
Service Quality Dimensions								
Responsiveness	6,700	977	21	4	3	0	7,705	99.64%
Reliability	6,801	893	9	0	2	0	7,705	99.86%
Access and Facilities	6,749	939	12	1	2	2	7,705	99.81%
Communication	6,667	1,010	17	0	3	8	7,705	99.74%
Costs	3,508	831	18	4	4	3,340	7,705	99.40%
Integrity	6,805	866	24	4	3	3	7,705	99.60%
Assurance	6,853	838	9	0	2	3	7,705	99.86%
Outcome	6,688	982	22	1	3	9	7,705	99.66%
Overall	50,771	7,336	132	14	22	3,365	61,640	99.71%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	276
2	Opening of other Deposit Account	984
3	Release of Captured Card	78
4	Request for ATM PIN Change	430
5	Request for Card Replacement	502
6	Cash Deposit - (Peso/Foreign Currencies)	1,109
7	Cash Withdrawal	580
8	Check Deposit - Peso	702
9	Check Deposit - Foreign Currency	13
10	Check Encashment	1,255
11	Online Collection Payments	633

External Services		Responses
12	Request for Checkbook	122
13	Request for Fund Transfer	95
14	Request for Passbook Replacement	17
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	302
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	99
18	Handling of Customer's Complaint	125
19	Salary Loan	117
20	Claim of Remittance Proceeds	2
21	Electronic Fund Transfer/Outgoing Remittance	17
22	Purchase of Over-the-Counter Check	63
23	Release of Inward Returned Check	13
24	Sale/Purchase of Foreign Currencies	14
25	Trust/Treasury Placements	7
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	12
27	Bank Statement/Snapshot	53
28	Application for LBP Credit Card Easy Pay Program	5
29	Change of Name and Civil Status	3
30	Inquiry, Counseling and Processing of Loan	66
31	Issuance of Certificate of Outstanding Balances and Interest Paid	9
Total		7,705

5. Barili Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,815	70.32%
2. I know what a CC is but I did not see this office's CC.	40	0.74%
3. I learned of the CC only when I saw this office's CC.	1,542	28.42%
4. I do not know what a CC is and I did not see this office's CC.	5	0.09%
N/A	13	0.24%
Did not specify	10	0.18%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,108	94.56%
2. Somewhat easy to see	282	5.22%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	12	0.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,155	95.43%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	232	4.29%
3. Did not help	2	0.04%
N/A	12	0.22%
Did not specify	1	0.02%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,119	301	5	0	0	0	5,425	99.91%
Service Quality Dimensions								
Responsiveness	4,992	403	15	2	1	12	5,425	99.67%
Reliability	5,103	315	6	1	0	0	5,425	99.87%
Access and Facilities	4,958	330	5	0	0	132	5,425	99.91%
Communication	5,064	350	8	0	0	3	5,425	99.85%
Costs	3,720	319	7	2	0	1,377	5,425	99.78%
Integrity	5,129	291	2	1	0	2	5,425	99.94%
Assurance	5,149	274	2	0	0	0	5,425	99.96%
Outcome	5,122	294	5	1	0	3	5,425	99.89%
Overall	39,237	2,576	50	7	1	1,529	43,400	99.86%

External Services		Responses
1	Opening of other Deposit Account	1,365
2	Release of Captured Card	8
3	Request for ATM PIN Change	54
4	Request for Card Replacement	27
5	Cash Deposit - (Peso/Foreign Currencies)	1,313
6	Cash Withdrawal	276
7	Check Deposit - Peso	155
8	Check Deposit - Foreign Currency	1
9	Check Encashment	1,531
10	Online Collection Payments	146
11	Request for Checkbook	10
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	33
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	39
15	Handling of Customer's Complaint	18
16	Salary Loan	16
17	Bond Redemption and Interest Payment	1
18	Electronic Fund Transfer/Outgoing Remittance	2
19	Trust/Treasury Placements	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Bank Statement/Snapshot	16
22	Inquiry, Counseling and Processing of Loan	6

External Services	Responses
Total	5,425

6. Bayawan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,199	85.65%
2. I know what a CC is but I did not see this office's CC.	139	2.29%
3. I learned of the CC only when I saw this office's CC.	452	7.45%
4. I do not know what a CC is and I did not see this office's CC.	200	3.29%
N/A	23	0.38%
Did not specify	57	0.94%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,384	89.88%
2. Somewhat easy to see	324	5.41%
3. Difficult to see	32	0.53%
4. Not visible at all	9	0.15%
N/A	236	3.94%
Did not specify	5	0.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,497	91.77%
2. Somewhat helped	232	3.87%
3. Did not help	7	0.12%
N/A	241	4.02%
Did not specify	13	0.22%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,315	724	25	4	2	0	6,070	99.49%
Service Quality Dimensions								
Responsiveness	5,075	857	62	6	4	66	6,070	98.80%
Reliability	5,312	730	23	1	0	4	6,070	99.60%
Access and Facilities	5,252	755	40	1	1	21	6,070	99.31%
Communication	5,169	805	39	4	1	52	6,070	99.27%
Costs	3,685	701	49	5	22	1,608	6,070	98.30%
Integrity	5,343	674	36	4	0	13	6,070	99.34%
Assurance	5,387	650	22	2	1	8	6,070	99.59%
Outcome	5,321	705	29	1	1	13	6,070	99.49%
Overall	40,544	5,877	300	24	30	1,785	48,560	99.24%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	929
2	Opening of other Deposit Account	1,078
3	Release of Captured Card	10
4	Request for ATM PIN Change	177
5	Request for Card Replacement	193
6	Cash Deposit - (Peso/Foreign Currencies)	431
7	Cash Withdrawal	252
8	Check Deposit - Peso	196
9	Check Encashment	2,205
10	Online Collection Payments	125
11	Request for Checkbook	2
12	Request for Fund Transfer	5
13	Updating of Bank Records - Change in Account Details/Type	167
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	120
15	Handling of Customer's Complaint	35
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
17	Salary Loan	20
18	Bond Redemption and Interest Payment	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Sale/Purchase of Foreign Currencies	1
21	Servicing of Modified Disbursement System Transactions	4
22	Bank Statement/Snapshot	110
23	Inquiry, Counseling and Processing of Loan	7
Total		6,070

7. Bogo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,876	85.71%
2. I know what a CC is but I did not see this office's CC.	187	4.14%
3. I learned of the CC only when I saw this office's CC.	273	6.04%
4. I do not know what a CC is and I did not see this office's CC.	186	4.11%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,018	88.85%
2. Somewhat easy to see	305	6.74%
3. Difficult to see	1	0.02%
4. Not visible at all	3	0.07%
N/A	195	4.31%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,015	88.79%
2. Somewhat helped	304	6.72%
3. Did not help	3	0.07%
N/A	200	4.42%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,816	694	7	1	4	0	4,522	99.73%
Service Quality Dimensions								
Responsiveness	3,674	821	19	4	4	0	4,522	99.40%
Reliability	3,748	767	3	0	4	0	4,522	99.85%
Access and Facilities	3,668	838	10	0	2	4	4,522	99.73%
Communication	3,650	841	22	1	2	6	4,522	99.45%
Costs	2,792	611	25	4	4	1,086	4,522	99.04%
Integrity	3,706	789	19	2	3	3	4,522	99.47%
Assurance	3,776	727	14	2	2	1	4,522	99.60%
Outcome	3,608	855	29	1	1	28	4,522	99.31%
Overall	28,622	6,249	141	14	22	1,128	36,176	99.49%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	244
2	Opening of other Deposit Account	270
3	Release of Captured Card	3
4	Request for ATM PIN Change	84
5	Request for Card Replacement	168
6	Cash Deposit - (Peso/Foreign Currencies)	1,913
7	Cash Withdrawal	950
8	Check Deposit - Peso	195
9	Check Deposit - Foreign Currency	3
10	Check Encashment	140
11	Online Collection Payments	471
12	Request for Checkbook	2
13	Request for Fund Transfer	6
14	Updating of Bank Records - Change in Account Details/Type	22
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	15
16	Handling of Customer's Complaint	3
17	Salary Loan	8
18	Claim of Remittance Proceeds	1
19	Purchase of Over-the-Counter Check	4

External Services		Responses
20	Sale/Purchase of Foreign Currencies	3
21	Bank Statement/Snapshot	13
22	Change of Name and Civil Status	3
23	Inquiry, Counseling and Processing of Loan	1
Total		4,522

8. Bohol LC (BOHLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	109	86.51%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	15	11.90%
4. I do not know what a CC is and I did not see this office's CC.	2	1.59%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	117	92.86%
2. Somewhat easy to see	7	5.56%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	1.59%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	117	92.86%
2. Somewhat helped	6	4.76%
3. Did not help	-	-
N/A	3	2.38%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	118	6	2	0	0	0	126	98.41%
Service Quality Dimensions								
Responsiveness	113	11	2	0	0	0	126	98.41%
Reliability	115	10	1	0	0	0	126	99.21%
Access and Facilities	111	11	0	0	0	4	126	100.00%
Communication	112	14	0	0	0	0	126	100.00%
Costs	93	8	0	0	0	25	126	100.00%
Integrity	116	9	0	0	0	1	126	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	118	8	0	0	0	0	126	100.00%
Outcome	114	12	0	0	0	0	126	100.00%
Overall	892	83	3	0	0	30	1,008	99.69%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	96
2	Issuance of Certificate of Outstanding Balances and Interest Paid	10
3	Issuance of Certificate of Full Payment	16
4	Issuance of Letter of Guarantee	4
Total		126

9. C.P. Garcia Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6,226	97.17%
2. I know what a CC is but I did not see this office's CC.	12	0.19%
3. I learned of the CC only when I saw this office's CC.	163	2.54%
4. I do not know what a CC is and I did not see this office's CC.	6	0.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,027	78.46%
2. Somewhat easy to see	1,351	21.09%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	10	0.16%
Did not specify	19	0.30%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,366	68.14%
2. Somewhat helped	2,025	31.61%
3. Did not help	-	-
N/A	16	0.25%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,249	1,156	2	0	0	0	6,407	99.97%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	4,036	2,362	7	1	1	0	6,407	99.86%
Reliability	4,252	2,146	8	0	0	1	6,407	99.88%
Access and Facilities	1,822	1,905	20	0	0	2,660	6,407	99.47%
Communication	3,953	2,437	15	0	0	2	6,407	99.77%
Costs	957	1,126	24	0	1	4,299	6,407	98.81%
Integrity	4,061	2,333	10	2	0	1	6,407	99.81%
Assurance	3,682	2,705	9	0	0	11	6,407	99.86%
Outcome	3,694	2,704	6	0	0	3	6,407	99.91%
Overall	26,457	17,718	99	3	2	6,977	51,256	99.77%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1,052
2	Opening of other Deposit Account	153
3	Release of Captured Card	10
4	Request for ATM PIN Change	161
5	Request for Card Replacement	101
6	Cash Deposit - (Peso/Foreign Currencies)	1,555
7	Cash Withdrawal	453
8	Check Deposit - Peso	362
9	Check Deposit - Foreign Currency	6
10	Check Encashment	556
11	Online Collection Payments	892
12	Request for Checkbook	64
13	Request for Fund Transfer	15
14	Request for Passbook Replacement	12
15	Updating of Bank Records - Change in Account Details/Type	306
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	338
17	Handling of Customer's Complaint	10
18	Salary Loan	17
19	Domestic Bills Purchase Initiation/Availment	52
20	Electronic Fund Transfer/Outgoing Remittance	23
21	Release of Inward Returned Check	37
22	Sale/Purchase of Foreign Currencies	40
23	Servicing of Modified Disbursement System Transactions	23
24	Trust/Treasury Placements	10
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	19
26	Bank Statement/Snapshot	119
27	Change of Name and Civil Status	7
28	Inquiry, Counseling and Processing of Loan	14
Total		6,407

10. Camotes Island Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	9,573	94.92%
2. I know what a CC is but I did not see this office's CC.	384	3.81%
3. I learned of the CC only when I saw this office's CC.	84	0.83%
4. I do not know what a CC is and I did not see this office's CC.	44	0.44%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9,543	94.63%
2. Somewhat easy to see	469	4.65%
3. Difficult to see	23	0.23%
4. Not visible at all	1	0.01%
N/A	49	0.49%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9,626	95.45%
2. Somewhat helped	402	3.99%
3. Did not help	5	0.05%
N/A	52	0.52%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	8,798	1,126	159	1	1	0	10,085	98.40%
Service Quality Dimensions								
Responsiveness	8,843	972	262	6	2	0	10,085	97.32%
Reliability	9,123	874	87	0	1	0	10,085	99.13%
Access and Facilities	8,850	1,101	124	1	2	7	10,085	98.74%
Communication	8,758	1,165	155	5	1	1	10,085	98.40%
Costs	8,664	1,093	156	4	5	163	10,085	98.34%
Integrity	8,749	1,149	180	6	1	0	10,085	98.15%
Assurance	8,803	1,131	147	3	1	0	10,085	98.50%
Outcome	8,736	1,164	176	1	1	7	10,085	98.23%
Overall	70,526	8,649	1,287	26	14	178	80,680	98.35%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	283
2	Opening of other Deposit Account	1,352
3	Release of Captured Card	25
4	Request for ATM PIN Change	70

External Services		Responses
5	Request for Card Replacement	57
6	Cash Deposit - (Peso/Foreign Currencies)	3,000
7	Cash Withdrawal	896
8	Check Deposit - Peso	1,274
9	Check Deposit - Foreign Currency	3
10	Check Encashment	1,494
11	Online Collection Payments	416
12	Request for Checkbook	150
13	Request for Fund Transfer	10
14	Request for Passbook Replacement	5
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	191
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	160
18	Handling of Customer's Complaint	5
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4
20	Salary Loan	263
21	Bond Redemption and Interest Payment	7
22	Electronic Fund Transfer/Outgoing Remittance	66
23	Purchase of Over-the-Counter Check	11
24	Release of Inward Returned Check	12
25	Servicing of Modified Disbursement System Transactions	14
26	Trust/Treasury Placements	1
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	74
28	Bank Statement/Snapshot	197
29	Application for LBP Credit Card Easy Pay Program	8
30	Change of Name and Civil Status	7
31	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
32	Lifting of Hold-out on Deposit	4
33	Reissuance of Credit Card	1
34	Inquiry, Counseling and Processing of Loan	22
Total		10,085

11. Carbon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	571	13.51%
2. I know what a CC is but I did not see this office's CC.	6	0.14%
3. I learned of the CC only when I saw this office's CC.	3,641	86.14%
4. I do not know what a CC is and I did not see this office's CC.	9	0.21%
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,318	78.50%
2. Somewhat easy to see	899	21.27%
3. Difficult to see	1	0.02%
4. Not visible at all	-	-
N/A	9	0.21%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,046	48.40%
2. Somewhat helped	1,992	47.13%
3. Did not help	-	-
N/A	189	4.47%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,155	1,027	44	1	0	0	4,227	98.94%
Service Quality Dimensions								
Responsiveness	3,129	1,050	47	1	0	0	4,227	98.86%
Reliability	3,133	1,050	44	0	0	0	4,227	98.96%
Access and Facilities	3,126	1,057	44	0	0	0	4,227	98.96%
Communication	3,115	1,061	45	0	0	6	4,227	98.93%
Costs	313	42	3	0	1	3,868	4,227	98.89%
Integrity	3,147	1,032	45	0	0	3	4,227	98.93%
Assurance	3,154	1,029	44	0	0	0	4,227	98.96%
Outcome	3,116	1,064	47	0	0	0	4,227	98.89%
Overall	22,233	7,385	319	1	1	3,877	33,816	98.93%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	437
2	Opening of other Deposit Account	38
3	Release of Captured Card	10
4	Request for ATM PIN Change	158
5	Request for Card Replacement	13
6	Cash Deposit - (Peso/Foreign Currencies)	1,598
7	Cash Withdrawal	224
8	Check Deposit - Peso	217
9	Check Encashment	221
10	Online Collection Payments	994
11	Request for Checkbook	22
12	Request for Fund Transfer	6

External Services		Responses
13	Updating of Bank Records - Change in Account Details/Type	36
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	76
15	Handling of Customer's Complaint	11
16	Salary Loan	14
17	Electronic Fund Transfer/Outgoing Remittance	2
18	Purchase of Over-the-Counter Check	5
19	Release of Inward Returned Check	1
20	Trust/Treasury Placements	2
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	135
23	Application for LBP Credit Card Easy Pay Program	1
24	Change of Name and Civil Status	1
25	Inquiry, Counseling and Processing of Loan	4
Total		4,227

12. Carcar Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	7,883	91.30%
2. I know what a CC is but I did not see this office's CC.	76	0.88%
3. I learned of the CC only when I saw this office's CC.	550	6.37%
4. I do not know what a CC is and I did not see this office's CC.	125	1.45%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8,147	94.36%
2. Somewhat easy to see	311	3.60%
3. Difficult to see	19	0.22%
4. Not visible at all	6	0.07%
N/A	151	1.75%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8,116	94.00%
2. Somewhat helped	353	4.09%
3. Did not help	6	0.07%
N/A	159	1.84%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	7,217	1,352	63	2	0	0	8,634	99.25%
Service Quality Dimensions								
Responsiveness	6,855	1,604	154	8	2	11	8,634	98.10%
Reliability	7,049	1,497	84	0	0	4	8,634	99.03%
Access and Facilities	6,920	1,586	84	9	0	35	8,634	98.92%
Communication	6,878	1,594	133	2	5	22	8,634	98.37%
Costs	6,354	1,477	98	8	6	691	8,634	98.59%
Integrity	7,113	1,412	94	4	1	10	8,634	98.85%
Assurance	7,189	1,361	72	2	1	9	8,634	99.13%
Outcome	7,078	1,452	85	4	0	15	8,634	98.97%
Overall	55,436	11,983	804	37	15	797	69,072	98.75%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	402
2	Opening of other Deposit Account	1,122
3	Release of Captured Card	220
4	Request for ATM PIN Change	302
5	Request for Card Replacement	171
6	Cash Deposit - (Peso/Foreign Currencies)	1,897
7	Cash Withdrawal	683
8	Check Deposit - Peso	563
9	Check Deposit - Foreign Currency	1
10	Check Encashment	2,151
11	Online Collection Payments	284
12	Request for Checkbook	10
13	Request for Fund Transfer	14
14	Request for Passbook Replacement	2
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	212
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	168
18	Handling of Customer's Complaint	204
19	Salary Loan	89
20	Bond Redemption and Interest Payment	1
21	Claim of Remittance Proceeds	7
22	Electronic Fund Transfer/Outgoing Remittance	6
23	Servicing of Modified Disbursement System Transactions	2
24	Trust/Treasury Placements	1
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	11
26	Bank Statement/Snapshot	81
27	Change of Name and Civil Status	9
28	Inquiry, Counseling and Processing of Loan	16
29	Issuance of Letter of Guarantee	3
Total		8,634

13. Cebu APM Centrale Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,773	75.45%
2. I know what a CC is but I did not see this office's CC.	54	2.30%
3. I learned of the CC only when I saw this office's CC.	436	18.55%
4. I do not know what a CC is and I did not see this office's CC.	86	3.66%
N/A	-	-
Did not specify	1	0.04%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,080	88.55%
2. Somewhat easy to see	147	6.26%
3. Difficult to see	14	0.60%
4. Not visible at all	3	0.13%
N/A	105	4.47%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,079	88.51%
2. Somewhat helped	137	5.83%
3. Did not help	1	0.04%
N/A	130	5.53%
Did not specify	2	0.09%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,122	218	9	0	1	0	2,350	99.57%
Service Quality Dimensions								
Responsiveness	2,032	272	31	4	5	6	2,350	98.29%
Reliability	2,088	250	9	1	1	1	2,350	99.53%
Access and Facilities	2,069	254	12	2	1	12	2,350	99.36%
Communication	2,010	311	18	1	1	9	2,350	99.15%
Costs	1,686	262	20	5	3	374	2,350	98.58%
Integrity	2,092	246	9	0	1	2	2,350	99.57%
Assurance	2,133	209	6	1	1	0	2,350	99.66%
Outcome	2,051	252	13	0	1	33	2,350	99.40%
Overall	16,161	2,056	118	14	14	437	18,800	99.20%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	134
2	Opening of other Deposit Account	158
3	Release of Captured Card	7
4	Request for ATM PIN Change	63

External Services		Responses
5	Request for Card Replacement	31
6	Cash Deposit - (Peso/Foreign Currencies)	738
7	Cash Withdrawal	306
8	Check Deposit - Peso	261
9	Check Encashment	184
10	Online Collection Payments	201
11	Request for Checkbook	13
12	Request for Fund Transfer	4
13	Updating of Bank Records - Change in Account Details/Type	94
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	97
15	Handling of Customer's Complaint	3
16	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
17	Salary Loan	2
18	Domestic Bills Purchase Initiation/Availment	1
19	Electronic Fund Transfer/Outgoing Remittance	9
20	Purchase of Over-the-Counter Check	5
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
22	Bank Statement/Snapshot	26
23	Application for LBP Credit Card Easy Pay Program	1
24	Reissuance of Credit Card	2
25	Inquiry, Counseling and Processing of Loan	2
Total		2,350

14. Cebu BOC Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,652	98.07%
2. I know what a CC is but I did not see this office's CC.	7	0.19%
3. I learned of the CC only when I saw this office's CC.	47	1.26%
4. I do not know what a CC is and I did not see this office's CC.	18	0.48%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,622	97.26%
2. Somewhat easy to see	73	1.96%
3. Difficult to see	1	0.03%
4. Not visible at all	1	0.03%
N/A	27	0.73%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	3,587	96.32%
2. Somewhat helped	105	2.82%
3. Did not help	1	0.03%
N/A	31	0.83%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,655	66	0	0	3	0	3,724	99.92%
Service Quality Dimensions								
Responsiveness	3,613	106	0	0	3	2	3,724	99.92%
Reliability	3,641	81	0	0	2	0	3,724	99.95%
Access and Facilities	3,622	100	0	0	2	0	3,724	99.95%
Communication	3,608	113	0	0	2	1	3,724	99.95%
Costs	3,556	115	2	0	2	49	3,724	99.89%
Integrity	3,616	103	3	0	2	0	3,724	99.87%
Assurance	3,635	84	3	0	2	0	3,724	99.87%
Outcome	3,613	106	0	0	2	3	3,724	99.95%
Overall	28,904	808	8	0	17	55	29,792	99.92%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	34
2	Opening of other Deposit Account	70
3	Request for ATM PIN Change	4
4	Request for Card Replacement	13
5	Cash Deposit - (Peso/Foreign Currencies)	2,000
6	Cash Withdrawal	246
7	Check Deposit - Peso	329
8	Check Deposit - Foreign Currency	1
9	Check Encashment	124
10	Online Collection Payments	763
11	Request for Fund Transfer	4
12	Request for Passbook Replacement	1
13	Updating of Bank Records - Change in Account Details/Type	26
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	25
15	Handling of Customer's Complaint	6
16	Salary Loan	31
17	Bond Redemption and Interest Payment	1
18	Electronic Fund Transfer/Outgoing Remittance	4
19	Purchase of Over-the-Counter Check	33
20	Trust/Treasury Placements	2
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1

External Services		Responses
22	Bank Statement/Snapshot	5
23	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	1
Total		3,724

15. Cebu North LC (CEBNLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	186	96.37%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	6	3.11%
4. I do not know what a CC is and I did not see this office's CC.	1	0.52%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	187	96.89%
2. Somewhat easy to see	4	2.07%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	1.04%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	185	95.85%
2. Somewhat helped	6	3.11%
3. Did not help	-	-
N/A	2	1.04%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	182	11	0	0	0	0	193	100.00%
Service Quality Dimensions								
Responsiveness	173	17	2	0	0	1	193	98.96%
Reliability	177	15	1	0	0	0	193	99.48%
Access and Facilities	176	14	0	1	0	2	193	99.48%
Communication	177	14	0	1	0	1	193	99.48%
Costs	10	4	0	0	0	179	193	100.00%
Integrity	181	11	1	0	0	0	193	99.48%
Assurance	184	9	0	0	0	0	193	100.00%
Outcome	180	12	1	0	0	0	193	99.48%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	1,258	96	5	2	0	183	1,544	99.49%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	176
2	Issuance of Certificate of Full Payment	17
	Total	193

16. Cebu South LC (CEBSLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	62	40.79%
2. I know what a CC is but I did not see this office's CC.	10	6.58%
3. I learned of the CC only when I saw this office's CC.	19	12.50%
4. I do not know what a CC is and I did not see this office's CC.	61	40.13%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	64	42.11%
2. Somewhat easy to see	24	15.79%
3. Difficult to see	3	1.97%
4. Not visible at all	-	-
N/A	61	40.13%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	60	39.47%
2. Somewhat helped	29	19.08%
3. Did not help	1	0.66%
N/A	62	40.79%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	145	7	0	0	0	0	152	100.00%
Service Quality Dimensions								
Responsiveness	142	10	0	0	0	0	152	100.00%
Reliability	138	13	1	0	0	0	152	99.34%
Access and Facilities	126	22	1	0	0	3	152	99.33%
Communication	81	52	17	0	0	2	152	88.67%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	37	9	0	0	1	105	152	97.87%
Integrity	127	19	6	0	0	0	152	96.05%
Assurance	118	29	5	0	0	0	152	96.71%
Outcome	86	61	5	0	0	0	152	96.71%
Overall	855	215	35	0	1	110	1,216	96.75%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	150
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	1
	Total	152

17. Cebu-Mango Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,309	28.78%
2. I know what a CC is but I did not see this office's CC.	8	0.18%
3. I learned of the CC only when I saw this office's CC.	3,229	71.00%
4. I do not know what a CC is and I did not see this office's CC.	2	0.04%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,541	99.85%
2. Somewhat easy to see	4	0.09%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	0.07%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,528	99.56%
2. Somewhat helped	12	0.26%
3. Did not help	1	0.02%
N/A	7	0.15%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,529	17	0	1	1	0	4,548	99.96%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	4,520	25	0	1	2	0	4,548	99.93%
Reliability	4,526	22	0	0	0	0	4,548	100.00%
Access and Facilities	4,524	21	0	1	1	1	4,548	99.96%
Communication	4,505	36	4	0	0	3	4,548	99.91%
Costs	2,275	11	0	0	0	2,262	4,548	100.00%
Integrity	4,535	7	1	0	0	5	4,548	99.98%
Assurance	4,541	7	0	0	0	0	4,548	100.00%
Outcome	4,529	18	1	0	0	0	4,548	99.98%
Overall	33,955	147	6	2	3	2,271	36,384	99.97%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	899
2	Opening of other Deposit Account	259
3	Release of Captured Card	8
4	Request for ATM PIN Change	297
5	Request for Card Replacement	184
6	Cash Deposit - (Peso/Foreign Currencies)	160
7	Cash Withdrawal	265
8	Check Deposit - Peso	95
9	Check Deposit - Foreign Currency	1
10	Check Encashment	718
11	Online Collection Payments	55
12	Updating of Bank Records - Change in Account Details/Type	626
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	653
14	Handling of Customer's Complaint	50
15	Salary Loan	8
16	Claim of Remittance Proceeds	1
17	Purchase of Over-the-Counter Check	14
18	Trust/Treasury Placements	2
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	62
20	Bank Statement/Snapshot	181
21	Change of Name and Civil Status	10
Total		4,548

18. Cebu-Osmeña Blvd. Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,240	76.53%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	36	0.53%
3. I learned of the CC only when I saw this office's CC.	1,525	22.27%
4. I do not know what a CC is and I did not see this office's CC.	46	0.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6,607	96.49%
2. Somewhat easy to see	176	2.57%
3. Difficult to see	4	0.06%
4. Not visible at all	3	0.04%
N/A	57	0.83%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6,614	96.60%
2. Somewhat helped	156	2.28%
3. Did not help	2	0.03%
N/A	75	1.10%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	6,291	536	9	2	9	0	6,847	99.71%
Service Quality Dimensions								
Responsiveness	6,172	605	43	4	19	4	6,847	99.04%
Reliability	6,275	544	18	1	7	2	6,847	99.62%
Access and Facilities	6,239	562	18	2	5	21	6,847	99.63%
Communication	6,185	611	31	3	7	10	6,847	99.40%
Costs	5,854	530	29	4	6	424	6,847	99.39%
Integrity	6,266	544	29	1	7	0	6,847	99.46%
Assurance	6,328	494	17	3	5	0	6,847	99.63%
Outcome	6,269	546	16	1	4	11	6,847	99.69%
Overall	49,588	4,436	201	19	60	472	54,776	99.48%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1,004
2	Opening of other Deposit Account	224
3	Release of Captured Card	91
4	Request for ATM PIN Change	215
5	Request for Card Replacement	182
6	Cash Deposit - (Peso/Foreign Currencies)	695
7	Cash Withdrawal	498
8	Check Deposit - Peso	510

External Services		Responses
9	Check Deposit - Foreign Currency	1
10	Check Encashment	1,447
11	Online Collection Payments	848
12	Request for Checkbook	64
13	Request for Fund Transfer	48
14	Request for Passbook Replacement	3
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	316
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	209
18	Handling of Customer's Complaint	4
19	Salary Loan	271
20	Electronic Fund Transfer/Outgoing Remittance	6
21	Purchase of Over-the-Counter Check	2
22	Servicing of Modified Disbursement System Transactions	14
23	Trust/Treasury Placements	6
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	22
25	Bank Statement/Snapshot	112
26	Application for LBP Credit Card Easy Pay Program	3
27	Change of Name and Civil Status	11
28	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2
29	Settlement of Past Due Account	21
30	Inquiry, Counseling and Processing of Loan	14
31	Issuance of Certificate of Full Payment	2
Total		6,847

19. Consolacion Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,442	93.42%
2. I know what a CC is but I did not see this office's CC.	47	0.99%
3. I learned of the CC only when I saw this office's CC.	197	4.14%
4. I do not know what a CC is and I did not see this office's CC.	63	1.32%
N/A	-	-
Did not specify	6	0.13%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,454	93.79%
2. Somewhat easy to see	191	4.02%
3. Difficult to see	15	0.32%
4. Not visible at all	4	0.08%
N/A	84	1.77%

Citizen's Charter Answers	Responses	Percentage
Did not specify	1	0.02%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,508	94.93%
2. Somewhat helped	151	3.18%
3. Did not help	5	0.11%
N/A	83	1.75%
Did not specify	2	0.04%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,205	515	29	3	3	0	4,755	99.26%
Service Quality Dimensions								
Responsiveness	3,757	890	65	10	9	24	4,755	98.22%
Reliability	4,110	601	35	3	3	3	4,755	99.14%
Access and Facilities	4,007	671	49	6	2	20	4,755	98.80%
Communication	3,823	839	67	5	3	18	4,755	98.42%
Costs	3,238	686	79	10	10	732	4,755	97.54%
Integrity	4,170	541	32	2	3	7	4,755	99.22%
Assurance	4,265	449	28	6	3	4	4,755	99.22%
Outcome	4,105	593	33	5	2	17	4,755	99.16%
Overall	31,475	5,270	388	47	35	825	38,040	98.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	253
2	Opening of other Deposit Account	963
3	Release of Captured Card	6
4	Request for ATM PIN Change	1,171
5	Request for Card Replacement	100
6	Cash Deposit - (Peso/Foreign Currencies)	570
7	Cash Withdrawal	142
8	Check Deposit - Peso	195
9	Check Deposit - Foreign Currency	1
10	Check Encashment	392
11	Online Collection Payments	472
12	Request for Checkbook	3
13	Request for Fund Transfer	8
14	Request for Passbook Replacement	2
15	Updating of Bank Records - Change in Account Details/Type	128
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	125
17	Handling of Customer's Complaint	2
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	28

External Services		Responses
20	Claim of Remittance Proceeds	1
21	Electronic Fund Transfer/Outgoing Remittance	3
22	Purchase of Over-the-Counter Check	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	15
24	Bank Statement/Snapshot	162
25	Change of Name and Civil Status	11
Total		4,755

20. Dalaguete Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,076	75.97%
2. I know what a CC is but I did not see this office's CC.	15	0.37%
3. I learned of the CC only when I saw this office's CC.	757	18.70%
4. I do not know what a CC is and I did not see this office's CC.	201	4.96%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,549	87.65%
2. Somewhat easy to see	66	1.63%
3. Difficult to see	6	0.15%
4. Not visible at all	2	0.05%
N/A	426	10.52%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,565	88.05%
2. Somewhat helped	55	1.36%
3. Did not help	1	0.02%
N/A	428	10.57%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,894	151	3	0	1	0	4,049	99.90%
Service Quality Dimensions								
Responsiveness	3,867	179	3	0	0	0	4,049	99.93%
Reliability	3,881	163	5	0	0	0	4,049	99.88%
Access and Facilities	3,865	169	9	0	0	6	4,049	99.78%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	3,813	224	11	0	0	1	4,049	99.73%
Costs	1,418	62	6	0	2	2,561	4,049	99.46%
Integrity	3,830	191	24	2	1	1	4,049	99.33%
Assurance	3,880	159	8	0	1	1	4,049	99.78%
Outcome	3,864	178	4	1	0	2	4,049	99.88%
Overall	28,418	1,325	70	3	4	2,572	32,392	99.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	97
2	Opening of other Deposit Account	169
3	Release of Captured Card	2
4	Request for ATM PIN Change	27
5	Request for Card Replacement	155
6	Cash Deposit - (Peso/Foreign Currencies)	1,665
7	Cash Withdrawal	417
8	Check Deposit - Peso	390
9	Check Deposit - Foreign Currency	18
10	Check Encashment	665
11	Online Collection Payments	91
12	Request for Checkbook	19
13	Request for Fund Transfer	36
14	Request for Passbook Replacement	1
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	44
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	44
18	Handling of Customer's Complaint	4
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	7
20	Salary Loan	79
21	Bond Redemption and Interest Payment	1
22	Claim of Remittance Proceeds	9
23	Domestic Bills Purchase Initiation/Availment	3
24	Electronic Fund Transfer/Outgoing Remittance	22
25	Purchase of Over-the-Counter Check	6
26	Servicing of Modified Disbursement System Transactions	1
27	Trust/Treasury Placements	1
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	11
29	Bank Statement/Snapshot	52
30	Change of Name and Civil Status	2
31	Waiver of Credit Card Annual Fee	1
32	Inquiry, Counseling and Processing of Loan	8
Total		4,049

21. Danao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6,737	93.43%
2. I know what a CC is but I did not see this office's CC.	50	0.69%
3. I learned of the CC only when I saw this office's CC.	85	1.18%
4. I do not know what a CC is and I did not see this office's CC.	339	4.70%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6,717	93.15%
2. Somewhat easy to see	138	1.91%
3. Difficult to see	4	0.06%
4. Not visible at all	2	0.03%
N/A	350	4.85%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6,760	93.75%
2. Somewhat helped	99	1.37%
3. Did not help	-	-
N/A	352	4.88%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	6,741	465	4	1	0	0	7,211	99.93%
Service Quality Dimensions								
Responsiveness	6,578	616	13	1	0	3	7,211	99.81%
Reliability	6,629	579	3	0	0	0	7,211	99.96%
Access and Facilities	6,519	605	12	0	0	75	7,211	99.83%
Communication	6,554	627	9	0	0	21	7,211	99.87%
Costs	2,447	211	7	1	12	4,533	7,211	99.25%
Integrity	6,604	593	11	0	0	3	7,211	99.85%
Assurance	6,649	549	10	0	0	3	7,211	99.86%
Outcome	6,556	607	4	0	0	44	7,211	99.94%
Overall	48,536	4,387	69	2	12	4,682	57,688	99.84%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	636
2	Opening of other Deposit Account	899
3	Release of Captured Card	31
4	Request for ATM PIN Change	217

External Services		Responses
5	Request for Card Replacement	15
6	Cash Deposit - (Peso/Foreign Currencies)	1,519
7	Cash Withdrawal	739
8	Check Deposit - Peso	736
9	Check Deposit - Foreign Currency	8
10	Check Encashment	1,581
11	Online Collection Payments	533
12	Request for Checkbook	5
13	Request for Fund Transfer	24
14	Updating of Bank Records - Change in Account Details/Type	41
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	37
16	Handling of Customer's Complaint	57
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	6
18	Salary Loan	44
19	Bond Redemption and Interest Payment	1
20	Claim of Remittance Proceeds	4
21	Domestic Bills Purchase Initiation/Availment	1
22	Electronic Fund Transfer/Outgoing Remittance	8
23	Purchase of Over-the-Counter Check	5
24	Release of Inward Returned Check	19
25	Sale/Purchase of Foreign Currencies	10
26	Servicing of Modified Disbursement System Transactions	21
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
28	Bank Statement/Snapshot	10
29	Application for LBP Credit Card Easy Pay Program	1
30	Lifting of Hold-out on Deposit	1
Total		7,211

22. Downtown Dumaguete Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,535	80.88%
2. I know what a CC is but I did not see this office's CC.	153	2.73%
3. I learned of the CC only when I saw this office's CC.	415	7.40%
4. I do not know what a CC is and I did not see this office's CC.	301	5.37%
N/A	7	0.12%
Did not specify	196	3.50%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,604	85.20%
2. Somewhat easy to see	382	7.07%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	50	0.93%
4. Not visible at all	20	0.37%
N/A	328	6.07%
Did not specify	20	0.37%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,628	85.64%
2. Somewhat helped	380	7.03%
3. Did not help	12	0.22%
N/A	354	6.55%
Did not specify	30	0.56%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,031	1,489	76	5	6	0	5,607	98.45%
Service Quality Dimensions								
Responsiveness	3,700	1,677	151	24	15	40	5,607	96.59%
Reliability	3,806	1,666	109	5	6	15	5,607	97.85%
Access and Facilities	3,776	1,671	99	7	5	49	5,607	98.00%
Communication	3,644	1,748	123	6	7	79	5,607	97.54%
Costs	2,636	1,237	131	10	28	1,565	5,607	95.82%
Integrity	3,861	1,636	89	3	9	9	5,607	98.20%
Assurance	3,863	1,647	79	1	8	9	5,607	98.43%
Outcome	3,772	1,694	79	4	6	52	5,607	98.40%
Overall	29,058	12,976	860	60	84	1,818	44,856	97.67%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	381
2	Opening of other Deposit Account	312
3	Release of Captured Card	6
4	Request for ATM PIN Change	242
5	Request for Card Replacement	43
6	Cash Deposit - (Peso/Foreign Currencies)	1,315
7	Cash Withdrawal	322
8	Check Deposit - Peso	373
9	Check Deposit - Foreign Currency	8
10	Check Encashment	945
11	Online Collection Payments	1,290
12	Request for Checkbook	17
13	Request for Fund Transfer	5
14	Request for Passbook Replacement	1
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	118

External Services		Responses
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	72
18	Handling of Customer's Complaint	5
19	Salary Loan	21
20	Bond Redemption and Interest Payment	2
21	Domestic Bills Purchase Initiation/Availment	11
22	Electronic Fund Transfer/Outgoing Remittance	6
23	Purchase of Over-the-Counter Check	4
24	Release of Inward Returned Check	5
25	Sale/Purchase of Foreign Currencies	8
26	Trust/Treasury Placements	2
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
28	Bank Statement/Snapshot	84
29	Reissuance of Credit Card	1
30	Inquiry, Counseling and Processing of Loan	1
Total		5,607

23. Dumaguete Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,382	59.35%
2. I know what a CC is but I did not see this office's CC.	220	3.86%
3. I learned of the CC only when I saw this office's CC.	413	7.25%
4. I do not know what a CC is and I did not see this office's CC.	267	4.69%
N/A	11	0.19%
Did not specify	1,405	24.66%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,360	78.47%
2. Somewhat easy to see	482	11.26%
3. Difficult to see	71	1.66%
4. Not visible at all	16	0.37%
N/A	330	7.71%
Did not specify	23	0.54%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,242	75.71%
2. Somewhat helped	471	11.00%
3. Did not help	49	1.14%
N/A	489	11.42%
Did not specify	31	0.72%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,475	943	178	52	45	5	5,698	95.17%
Service Quality Dimensions								
Responsiveness	4,229	1,043	190	98	57	81	5,698	93.86%
Reliability	4,345	1,005	182	69	44	53	5,698	94.77%
Access and Facilities	4,168	997	191	73	30	239	5,698	94.61%
Communication	4,177	974	204	93	36	214	5,698	93.93%
Costs	3,646	904	181	91	51	825	5,698	93.37%
Integrity	4,415	949	178	95	35	26	5,698	94.57%
Assurance	4,465	946	164	71	35	17	5,698	95.25%
Outcome	4,385	925	180	62	31	115	5,698	95.11%
Overall	33,830	7,743	1,470	652	319	1,570	45,584	94.45%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1,116
2	Opening of other Deposit Account	1,042
3	Release of Captured Card	5
4	Request for ATM PIN Change	434
5	Request for Card Replacement	48
6	Cash Deposit - (Peso/Foreign Currencies)	759
7	Cash Withdrawal	171
8	Check Deposit - Peso	120
9	Check Encashment	1,373
10	Online Collection Payments	135
11	Request for Checkbook	10
12	Request for Fund Transfer	9
13	Updating of Bank Records - Change in Account Details/Type	155
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	92
15	Handling of Customer's Complaint	42
16	Salary Loan	54
17	Bond Redemption and Interest Payment	3
18	Claim of Remittance Proceeds	3
19	Electronic Fund Transfer/Outgoing Remittance	4
20	Release of Inward Returned Check	1
21	Servicing of Modified Disbursement System Transactions	2
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
24	Bank Statement/Snapshot	74
25	Application for LBP Credit Card Easy Pay Program	2
26	Inquiry, Counseling and Processing of Loan	38
27	Issuance of Certificate of Full Payment	1
Total		5,698

24. Field Support Services Center VII-A – Cebu

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	222	100.00%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	-	-
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	222	100.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	221	99.55%
2. Somewhat helped	1	0.45%
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	219	3	0	0	0	0	222	100.00%
Service Quality Dimensions								
Responsiveness	220	2	0	0	0	0	222	100.00%
Reliability	220	2	0	0	0	0	222	100.00%
Access and Facilities	220	2	0	0	0	0	222	100.00%
Communication	220	2	0	0	0	0	222	100.00%
Costs	7	2	0	0	0	213	222	100.00%
Integrity	220	2	0	0	0	0	222	100.00%
Assurance	220	2	0	0	0	0	222	100.00%
Outcome	220	2	0	0	0	0	222	100.00%
Overall	1,547	16	0	0	0	213	1,776	100.00%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	1
2	Payment of Land Transfer Claim Proceeds	29
3	Valuation of Landholdings under RA 6657/RA 9700	2

External Services		Responses
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	177
5	Refund of Excess Payment	9
6	Bond Redemption and Interest Payment	4
Total		222

25. Field Support Services Center VII-B – Bacolod

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	805	93.17%
2. I know what a CC is but I did not see this office's CC.	45	5.21%
3. I learned of the CC only when I saw this office's CC.	13	1.50%
4. I do not know what a CC is and I did not see this office's CC.	1	0.12%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	802	92.82%
2. Somewhat easy to see	59	6.83%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	0.35%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	812	93.98%
2. Somewhat helped	49	5.67%
3. Did not help	-	-
N/A	3	0.35%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	697	167	0	0	0	0	864	100.00%
Service Quality Dimensions								
Responsiveness	600	259	1	2	2	0	864	99.42%
Reliability	682	181	1	0	0	0	864	99.88%
Access and Facilities	617	241	2	0	0	4	864	99.77%
Communication	626	230	4	1	0	3	864	99.42%
Costs	13	2	0	0	1	848	864	93.75%
Integrity	702	160	1	0	0	1	864	99.88%
Assurance	747	117	0	0	0	0	864	100.00%
Outcome	716	145	2	0	0	1	864	99.77%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	4,703	1,335	11	3	3	857	6,912	99.72%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	87
2	Payment of Land Transfer Claim Proceeds	268
3	Valuation of Landholdings under RA 6657/RA 9700	184
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	46
5	Issuance of Certification on Status of AR Bond	65
6	Refund of Excess Payment	4
7	Transfer/Conversion/Exchange/ Replacement of AR Bonds	9
8	Bond Redemption and Interest Payment	201
Total		864

26. Gov. M. Cuenco Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,037	66.79%
2. I know what a CC is but I did not see this office's CC.	22	0.72%
3. I learned of the CC only when I saw this office's CC.	964	31.61%
4. I do not know what a CC is and I did not see this office's CC.	27	0.89%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,243	73.54%
2. Somewhat easy to see	766	25.11%
3. Difficult to see	9	0.30%
4. Not visible at all	1	0.03%
N/A	31	1.02%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,143	70.26%
2. Somewhat helped	873	28.62%
3. Did not help	2	0.07%
N/A	32	1.05%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,167	875	3	4	1	0	3,050	99.74%
Service Quality Dimensions								
Responsiveness	2,146	887	11	4	1	1	3,050	99.48%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	2,154	886	10	0	0	0	3,050	99.67%
Access and Facilities	2,151	887	10	0	0	2	3,050	99.67%
Communication	2,158	875	14	1	0	2	3,050	99.51%
Costs	1,752	241	12	0	1	1,044	3,050	99.35%
Integrity	2,632	400	18	0	0	0	3,050	99.41%
Assurance	2,649	396	5	0	0	0	3,050	99.84%
Outcome	2,578	455	11	0	0	6	3,050	99.64%
Overall	18,220	5,027	91	5	2	1,055	24,400	99.58%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	43
2	Opening of other Deposit Account	115
3	Request for ATM PIN Change	11
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	1,263
6	Cash Withdrawal	85
7	Check Deposit - Peso	546
8	Check Deposit - Foreign Currency	1
9	Check Encashment	744
10	Online Collection Payments	183
11	Request for Checkbook	2
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	19
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
15	Handling of Customer's Complaint	2
16	Salary Loan	3
17	Electronic Fund Transfer/Outgoing Remittance	1
18	Purchase of Over-the-Counter Check	4
19	Sale/Purchase of Foreign Currencies	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
21	Bank Statement/Snapshot	10
22	Application for LBP Credit Card Easy Pay Program	2
23	Inquiry, Counseling and Processing of Loan	1
Total		3,050

27. Guihulngan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	13,660	88.07%
2. I know what a CC is but I did not see this office's CC.	1,322	8.52%
3. I learned of the CC only when I saw this office's CC.	224	1.44%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	240	1.55%
N/A	4	0.03%
Did not specify	61	0.39%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	12,586	81.48%
2. Somewhat easy to see	2,463	15.95%
3. Difficult to see	104	0.67%
4. Not visible at all	11	0.07%
N/A	267	1.73%
Did not specify	15	0.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14,479	93.74%
2. Somewhat helped	677	4.38%
3. Did not help	13	0.08%
N/A	262	1.70%
Did not specify	15	0.10%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	12,639	2,752	106	8	6	0	15,511	99.23%
Service Quality Dimensions								
Responsiveness	11,119	3,955	154	23	12	248	15,511	98.76%
Reliability	11,148	4,137	192	19	6	9	15,511	98.60%
Access and Facilities	10,238	4,807	198	15	9	244	15,511	98.55%
Communication	10,171	4,904	285	22	11	118	15,511	97.93%
Costs	8,982	4,380	199	84	49	1,817	15,511	97.58%
Integrity	11,904	3,369	160	15	11	52	15,511	98.80%
Assurance	12,832	2,500	111	5	2	61	15,511	99.24%
Outcome	13,119	2,263	85	15	6	23	15,511	99.32%
Overall	89,513	30,315	1,384	198	106	2,572	124,088	98.61%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2,035
2	Opening of other Deposit Account	4,061
3	Release of Captured Card	7
4	Request for ATM PIN Change	1,266
5	Request for Card Replacement	25
6	Cash Deposit - (Peso/Foreign Currencies)	2,292
7	Cash Withdrawal	2,478
8	Check Deposit - Peso	716
9	Check Deposit - Foreign Currency	79
10	Check Encashment	2,271
11	Online Collection Payments	29

External Services		Responses
12	Request for Checkbook	4
13	Request for Fund Transfer	4
14	Request for Passbook Replacement	5
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	79
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
18	Handling of Customer's Complaint	1
19	Salary Loan	114
20	Claim of Remittance Proceeds	3
21	Servicing of Modified Disbursement System Transactions	5
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
23	Bank Statement/Snapshot	17
24	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
25	Inquiry, Counseling and Processing of Loan	9
Total		15,511

28. Jagna (Bohol) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,071	97.99%
2. I know what a CC is but I did not see this office's CC.	21	0.41%
3. I learned of the CC only when I saw this office's CC.	72	1.39%
4. I do not know what a CC is and I did not see this office's CC.	11	0.21%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,056	97.70%
2. Somewhat easy to see	107	2.07%
3. Difficult to see	1	0.02%
4. Not visible at all	-	-
N/A	11	0.21%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,061	97.80%
2. Somewhat helped	102	1.97%
3. Did not help	-	-
N/A	12	0.23%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,644	523	6	0	1	1	5,175	99.86%
Service Quality Dimensions								
Responsiveness	4,267	896	7	3	1	1	5,175	99.79%
Reliability	4,273	896	2	0	1	3	5,175	99.94%
Access and Facilities	4,051	1,111	11	0	0	2	5,175	99.79%
Communication	4,199	958	10	0	0	8	5,175	99.81%
Costs	224	105	8	3	10	4,825	5,175	94.00%
Integrity	4,289	875	9	0	0	2	5,175	99.83%
Assurance	4,401	763	10	1	0	0	5,175	99.79%
Outcome	4,228	939	6	0	0	2	5,175	99.88%
Overall	29,932	6,543	63	7	12	4,843	41,400	99.78%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	19
2	Opening of other Deposit Account	372
3	Release of Captured Card	7
4	Request for ATM PIN Change	81
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	1,383
7	Cash Withdrawal	1,036
8	Check Deposit - Peso	263
9	Check Deposit - Foreign Currency	2
10	Check Encashment	1,822
11	Online Collection Payments	33
12	Request for Checkbook	8
13	Request for Fund Transfer	5
14	Updating of Bank Records - Change in Account Details/Type	60
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	11
16	Salary Loan	56
17	Claim of Remittance Proceeds	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
19	Bank Statement/Snapshot	4
Total		5,175

29. Jones Avenue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,057	95.26%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	8	0.19%
3. I learned of the CC only when I saw this office's CC.	183	4.30%
4. I do not know what a CC is and I did not see this office's CC.	11	0.26%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,056	95.23%
2. Somewhat easy to see	64	1.50%
3. Difficult to see	-	-
4. Not visible at all	1	0.02%
N/A	138	3.24%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,069	95.54%
2. Somewhat helped	49	1.15%
3. Did not help	1	0.02%
N/A	140	3.29%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,109	148	1	0	1	0	4,259	99.95%
Service Quality Dimensions								
Responsiveness	4,062	192	3	1	1	0	4,259	99.88%
Reliability	4,089	169	1	0	0	0	4,259	99.98%
Access and Facilities	4,072	184	0	0	1	2	4,259	99.98%
Communication	4,022	196	29	0	0	12	4,259	99.32%
Costs	3,068	113	11	1	2	1,064	4,259	99.56%
Integrity	4,124	132	2	0	1	0	4,259	99.93%
Assurance	4,124	133	1	0	0	1	4,259	99.98%
Outcome	4,096	157	1	0	0	5	4,259	99.98%
Overall	31,657	1,276	48	2	5	1,084	34,072	99.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	351
2	Opening of other Deposit Account	85
3	Release of Captured Card	47
4	Request for ATM PIN Change	119
5	Request for Card Replacement	51
6	Cash Deposit - (Peso/Foreign Currencies)	1,192
7	Cash Withdrawal	140
8	Check Deposit - Peso	433

External Services		Responses
9	Check Deposit - Foreign Currency	2
10	Check Encashment	599
11	Online Collection Payments	495
12	Request for Checkbook	13
13	Request for Fund Transfer	20
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	199
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	316
17	Handling of Customer's Complaint	62
18	Salary Loan	37
19	Claim of Remittance Proceeds	2
20	Electronic Fund Transfer/Outgoing Remittance	4
21	Purchase of Over-the-Counter Check	1
22	Release of Inward Returned Check	1
23	Sale/Purchase of Foreign Currencies	3
24	Trust/Treasury Placements	1
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	13
26	Bank Statement/Snapshot	68
27	Change of Name and Civil Status	2
28	Inquiry, Counseling and Processing of Loan	2
Total		4,259

30. Lapu-lapu Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,451	96.80%
2. I know what a CC is but I did not see this office's CC.	13	0.51%
3. I learned of the CC only when I saw this office's CC.	40	1.58%
4. I do not know what a CC is and I did not see this office's CC.	28	1.11%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,471	97.59%
2. Somewhat easy to see	23	0.91%
3. Difficult to see	4	0.16%
4. Not visible at all	-	-
N/A	34	1.34%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,471	97.59%
2. Somewhat helped	25	0.99%
3. Did not help	1	0.04%
N/A	35	1.38%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	249	2,274	5	1	3	0	2,532	99.64%
Service Quality Dimensions								
Responsiveness	228	2,292	6	3	3	0	2,532	99.53%
Reliability	242	2,286	2	0	2	0	2,532	99.84%
Access and Facilities	243	2,281	5	1	2	0	2,532	99.68%
Communication	237	2,288	4	0	2	1	2,532	99.76%
Costs	211	2,276	8	2	0	35	2,532	99.60%
Integrity	250	2,276	3	0	2	1	2,532	99.80%
Assurance	256	2,269	5	1	1	0	2,532	99.72%
Outcome	243	2,282	3	1	1	2	2,532	99.80%
Overall	1,910	18,250	36	8	13	39	20,256	99.72%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	364
3	Release of Captured Card	6
4	Request for ATM PIN Change	143
5	Request for Card Replacement	92
6	Cash Deposit - (Peso/Foreign Currencies)	348
7	Cash Withdrawal	443
8	Check Deposit - Peso	377
9	Check Deposit - Foreign Currency	4
10	Check Encashment	490
11	Online Collection Payments	12
12	Request for Checkbook	13
13	Request for Fund Transfer	7
14	Request for Passbook Replacement	3
15	Updating of Bank Records - Change in Account Details/Type	27
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	102
17	Handling of Customer's Complaint	1
18	Salary Loan	49
19	Claim of Remittance Proceeds	3
20	Purchase of Over-the-Counter Check	2
21	Servicing of Modified Disbursement System Transactions	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	13
23	Bank Statement/Snapshot	24
24	Application for LBP Credit Card Easy Pay Program	1
25	Change of Name and Civil Status	2

External Services		Responses
26	Inquiry, Counseling and Processing of Loan	1
	Total	2,532

31. Mabolo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,114	96.60%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	145	3.40%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,256	99.93%
2. Somewhat easy to see	3	0.07%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,252	99.84%
2. Somewhat helped	7	0.16%
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,880	378	1	0	0	0	4,259	99.98%
Service Quality Dimensions								
Responsiveness	3,197	1,057	5	0	0	0	4,259	99.88%
Reliability	3,123	1,130	6	0	0	0	4,259	99.86%
Access and Facilities	2,661	1,589	9	0	0	0	4,259	99.79%
Communication	2,695	1,553	11	0	0	0	4,259	99.74%
Costs	2,837	1,408	13	0	0	1	4,259	99.69%
Integrity	2,512	1,730	16	1	0	0	4,259	99.60%
Assurance	2,428	1,807	24	0	0	0	4,259	99.44%
Outcome	2,695	1,544	20	0	0	0	4,259	99.53%
Overall	22,148	11,818	104	1	0	1	34,072	99.69%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	58
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	1,552
5	Cash Withdrawal	72
6	Check Deposit - Peso	1,234
7	Check Encashment	952
8	Online Collection Payments	379
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
10	Handling of Customer's Complaint	1
11	Salary Loan	1
12	Domestic Bills Purchase Initiation/Availment	1
13	Sale/Purchase of Foreign Currencies	1
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
15	Bank Statement/Snapshot	1
Total		4,259

32. Mactan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,742	97.75%
2. I know what a CC is but I did not see this office's CC.	6	0.21%
3. I learned of the CC only when I saw this office's CC.	28	1.00%
4. I do not know what a CC is and I did not see this office's CC.	9	0.32%
N/A	-	-
Did not specify	20	0.71%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,758	99.03%
2. Somewhat easy to see	17	0.61%
3. Difficult to see	-	-
4. Not visible at all	1	0.04%
N/A	9	0.32%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,761	99.14%
2. Somewhat helped	13	0.47%
3. Did not help	-	-
N/A	10	0.36%

Citizen's Charter Answers	Responses	Percentage
Did not specify	1	0.04%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,793	9	1	0	2	0	2,805	99.89%
Service Quality Dimensions								
Responsiveness	2,786	18	0	0	0	1	2,805	100.00%
Reliability	2,789	11	2	2	1	0	2,805	99.82%
Access and Facilities	2,787	14	1	0	0	3	2,805	99.96%
Communication	2,782	17	3	0	0	3	2,805	99.89%
Costs	969	46	24	1	1	1,764	2,805	97.50%
Integrity	2,788	11	1	1	1	3	2,805	99.89%
Assurance	2,794	8	0	1	1	1	2,805	99.93%
Outcome	2,786	13	0	1	0	5	2,805	99.96%
Overall	20,481	138	31	6	4	1,780	22,440	99.80%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	197
2	Opening of other Deposit Account	29
3	Release of Captured Card	4
4	Request for ATM PIN Change	31
5	Request for Card Replacement	32
6	Cash Deposit - (Peso/Foreign Currencies)	1,006
7	Cash Withdrawal	382
8	Check Deposit - Peso	423
9	Check Deposit - Foreign Currency	7
10	Check Encashment	189
11	Online Collection Payments	318
12	Request for Fund Transfer	10
13	Updating of Bank Records - Change in Account Details/Type	29
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	56
15	Handling of Customer's Complaint	35
16	Salary Loan	1
17	Claim of Remittance Proceeds	3
18	Domestic Bills Purchase Initiation/Availment	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Sale/Purchase of Foreign Currencies	3
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	15
22	Bank Statement/Snapshot	12
23	Inquiry, Counseling and Processing of Loan	21
	Total	2,805

33. Mandaue Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,915	64.32%
2. I know what a CC is but I did not see this office's CC.	43	0.71%
3. I learned of the CC only when I saw this office's CC.	1,893	31.10%
4. I do not know what a CC is and I did not see this office's CC.	236	3.88%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,491	90.21%
2. Somewhat easy to see	334	5.49%
3. Difficult to see	6	0.10%
4. Not visible at all	2	0.03%
N/A	254	4.17%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,330	87.56%
2. Somewhat helped	498	8.18%
3. Did not help	1	0.02%
N/A	258	4.24%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,651	424	4	5	3	0	6,087	99.80%
Service Quality Dimensions								
Responsiveness	5,556	501	18	8	4	0	6,087	99.51%
Reliability	5,596	487	2	1	1	0	6,087	99.93%
Access and Facilities	5,582	476	3	0	2	24	6,087	99.92%
Communication	5,121	863	14	0	1	88	6,087	99.75%
Costs	4,336	440	18	4	1	1,288	6,087	99.52%
Integrity	5,589	485	8	0	1	4	6,087	99.85%
Assurance	5,649	430	3	1	3	1	6,087	99.88%
Outcome	5,557	509	7	0	1	13	6,087	99.87%
Overall	42,986	4,191	73	14	14	1,418	48,696	99.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	768
2	Opening of other Deposit Account	208

External Services		Responses
3	Release of Captured Card	76
4	Request for ATM PIN Change	1,685
5	Request for Card Replacement	188
6	Cash Deposit - (Peso/Foreign Currencies)	531
7	Cash Withdrawal	381
8	Check Deposit - Peso	305
9	Check Deposit - Foreign Currency	3
10	Check Encashment	657
11	Online Collection Payments	510
12	Request for Checkbook	25
13	Request for Fund Transfer	2
14	Updating of Bank Records - Change in Account Details/Type	187
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	235
16	Handling of Customer's Complaint	98
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	27
19	Bond Redemption and Interest Payment	1
20	Claim of Remittance Proceeds	6
21	Domestic Bills Purchase Initiation/Availment	1
22	Electronic Fund Transfer/Outgoing Remittance	7
23	Purchase of Over-the-Counter Check	21
24	Sale/Purchase of Foreign Currencies	1
25	Trust/Treasury Placements	1
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	47
27	Bank Statement/Snapshot	100
28	Application for LBP Credit Card Easy Pay Program	2
29	Change of Name and Civil Status	2
30	Settlement of Past Due Account	1
31	Inquiry, Counseling and Processing of Loan	8
32	Issuance of Certificate of Outstanding Balances and Interest Paid	1
33	Issuance of Letter of Guarantee	1
Total		6,087

34. Mandaue City Hall Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6,083	87.16%
2. I know what a CC is but I did not see this office's CC.	140	2.01%
3. I learned of the CC only when I saw this office's CC.	416	5.96%
4. I do not know what a CC is and I did not see this office's CC.	317	4.54%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	23	0.33%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6,165	88.63%
2. Somewhat easy to see	383	5.51%
3. Difficult to see	32	0.46%
4. Not visible at all	14	0.20%
N/A	359	5.16%
Did not specify	3	0.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6,209	89.26%
2. Somewhat helped	350	5.03%
3. Did not help	19	0.27%
N/A	375	5.39%
Did not specify	3	0.04%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,638	1,259	70	8	4	0	6,979	98.83%
Service Quality Dimensions								
Responsiveness	5,386	1,334	179	16	15	49	6,979	96.97%
Reliability	5,625	1,255	81	4	4	10	6,979	98.72%
Access and Facilities	5,546	1,299	99	3	6	26	6,979	98.45%
Communication	5,478	1,330	120	14	4	33	6,979	98.01%
Costs	5,186	1,219	110	25	9	430	6,979	97.80%
Integrity	5,612	1,245	90	11	5	16	6,979	98.48%
Assurance	5,751	1,144	70	7	4	3	6,979	98.84%
Outcome	5,544	1,298	90	6	4	37	6,979	98.56%
Overall	44,128	10,124	839	86	51	604	55,832	98.23%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	271
2	Opening of other Deposit Account	648
3	Release of Captured Card	15
4	Request for ATM PIN Change	103
5	Request for Card Replacement	33
6	Cash Deposit - (Peso/Foreign Currencies)	1,826
7	Cash Withdrawal	1,029
8	Check Deposit - Peso	1,264
9	Check Deposit - Foreign Currency	9
10	Check Encashment	1,167
11	Online Collection Payments	347

External Services		Responses
12	Request for Checkbook	6
13	Request for Fund Transfer	33
14	Request for Passbook Replacement	1
15	Request for Stop Payment Order	1
16	Updating of Bank Records - Change in Account Details/Type	45
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	17
18	Handling of Customer's Complaint	17
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4
20	Salary Loan	64
21	Bond Redemption and Interest Payment	3
22	Claim of Remittance Proceeds	9
23	Domestic Bills Purchase Initiation/Availment	5
24	Electronic Fund Transfer/Outgoing Remittance	19
25	Purchase of Over-the-Counter Check	3
26	Sale/Purchase of Foreign Currencies	1
27	Servicing of Modified Disbursement System Transactions	2
28	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
29	Bank Statement/Snapshot	8
30	Application for LBP Credit Card Easy Pay Program	2
31	Lifting of Hold-out on Deposit	2
32	Settlement of Past Due Account	5
33	Inquiry, Counseling and Processing of Loan	11
Total		6,979

35. Moalboal (Cebu) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,587	55.87%
2. I know what a CC is but I did not see this office's CC.	16	0.25%
3. I learned of the CC only when I saw this office's CC.	2,805	43.69%
4. I do not know what a CC is and I did not see this office's CC.	12	0.19%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6,362	99.10%
2. Somewhat easy to see	35	0.55%
3. Difficult to see	5	0.08%
4. Not visible at all	1	0.02%
N/A	17	0.26%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6,360	99.07%
2. Somewhat helped	37	0.58%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	1	0.02%
N/A	22	0.34%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	6,342	72	0	0	6	0	6,420	99.91%
Service Quality Dimensions								
Responsiveness	6,288	115	8	1	8	0	6,420	99.74%
Reliability	6,320	93	2	0	5	0	6,420	99.89%
Access and Facilities	6,287	116	3	0	5	9	6,420	99.88%
Communication	6,263	137	8	1	5	6	6,420	99.78%
Costs	560	89	2	1	5	5,763	6,420	98.78%
Integrity	6,327	83	2	0	6	2	6,420	99.88%
Assurance	6,334	79	1	0	6	0	6,420	99.89%
Outcome	6,289	115	6	1	5	4	6,420	99.81%
Overall	44,668	827	32	4	45	5,784	51,360	99.82%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1,158
2	Opening of other Deposit Account	1,160
3	Release of Captured Card	6
4	Request for ATM PIN Change	226
5	Request for Card Replacement	26
6	Cash Deposit - (Peso/Foreign Currencies)	822
7	Cash Withdrawal	119
8	Check Deposit - Peso	511
9	Check Encashment	1,747
10	Online Collection Payments	258
11	Request for Checkbook	21
12	Request for Fund Transfer	4
13	Request for Stop Payment Order	1
14	Updating of Bank Records - Change in Account Details/Type	125
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	17
16	Handling of Customer's Complaint	2
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	36
19	Bond Redemption and Interest Payment	1
20	Electronic Fund Transfer/Outgoing Remittance	1
21	Release of Inward Returned Check	1
22	Servicing of Modified Disbursement System Transactions	2
23	Bank Statement/Snapshot	175

External Services		Responses
	Total	6,420

36. Naga City (Cebu) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,664	91.79%
2. I know what a CC is but I did not see this office's CC.	36	0.71%
3. I learned of the CC only when I saw this office's CC.	300	5.90%
4. I do not know what a CC is and I did not see this office's CC.	81	1.59%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,831	95.08%
2. Somewhat easy to see	140	2.76%
3. Difficult to see	14	0.28%
4. Not visible at all	4	0.08%
N/A	92	1.81%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,799	94.45%
2. Somewhat helped	173	3.40%
3. Did not help	9	0.18%
N/A	100	1.97%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,589	457	30	2	3	0	5,081	99.31%
Service Quality Dimensions								
Responsiveness	3,584	1,421	61	10	5	0	5,081	98.50%
Reliability	4,445	610	24	0	2	0	5,081	99.49%
Access and Facilities	3,806	1,239	24	1	2	9	5,081	99.47%
Communication	4,356	673	41	2	2	7	5,081	99.11%
Costs	3,418	1,023	30	1	4	605	5,081	99.22%
Integrity	4,452	587	35	3	4	0	5,081	99.17%
Assurance	4,160	889	28	1	3	0	5,081	99.37%
Outcome	4,419	598	35	2	2	25	5,081	99.23%
Overall	32,640	7,040	278	20	24	646	40,648	99.20%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	513
2	Opening of other Deposit Account	1,711
3	Release of Captured Card	53
4	Request for ATM PIN Change	57
5	Request for Card Replacement	221
6	Cash Deposit - (Peso/Foreign Currencies)	925
7	Cash Withdrawal	329
8	Check Deposit - Peso	194
9	Check Deposit - Foreign Currency	1
10	Check Encashment	284
11	Online Collection Payments	299
12	Request for Checkbook	47
13	Request for Fund Transfer	7
14	Updating of Bank Records - Change in Account Details/Type	58
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	100
16	Handling of Customer's Complaint	16
17	Salary Loan	43
18	Bond Redemption and Interest Payment	1
19	Claim of Remittance Proceeds	4
20	Domestic Bills Purchase Initiation/Availment	1
21	Electronic Fund Transfer/Outgoing Remittance	12
22	Purchase of Over-the-Counter Check	5
23	Sale/Purchase of Foreign Currencies	53
24	Trust/Treasury Placements	15
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	23
26	Bank Statement/Snapshot	68
27	Application for LBP Credit Card Easy Pay Program	33
28	Change of Name and Civil Status	1
29	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	3
30	Reissuance of Credit Card	1
31	Inquiry, Counseling and Processing of Loan	2
32	Issuance of Letter of Guarantee	1
Total		5,081

37. Negros Oriental LC (NERLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	226	76.87%
2. I know what a CC is but I did not see this office's CC.	4	1.36%
3. I learned of the CC only when I saw this office's CC.	45	15.31%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	19	6.46%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	267	90.82%
2. Somewhat easy to see	7	2.38%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	20	6.80%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	268	91.16%
2. Somewhat helped	6	2.04%
3. Did not help	-	-
N/A	20	6.80%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	208	85	1	0	0	0	294	99.66%
Service Quality Dimensions								
Responsiveness	195	97	1	1	0	0	294	99.32%
Reliability	206	88	0	0	0	0	294	100.00%
Access and Facilities	204	87	3	0	0	0	294	98.98%
Communication	192	93	7	0	0	2	294	97.60%
Costs	162	59	4	0	0	69	294	98.22%
Integrity	213	80	1	0	0	0	294	99.66%
Assurance	215	78	1	0	0	0	294	99.66%
Outcome	200	92	2	0	0	0	294	99.32%
Overall	1,587	674	19	1	0	71	2,352	99.12%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	292
2	Issuance of Certificate of Full Payment	2
	Total	294

38. Plaza Independencia Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,390	92.49%
2. I know what a CC is but I did not see this office's CC.	10	0.39%
3. I learned of the CC only when I saw this office's CC.	164	6.35%
4. I do not know what a CC is and I did not see this office's CC.	20	0.77%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,526	97.76%
2. Somewhat easy to see	28	1.08%
3. Difficult to see	3	0.12%
4. Not visible at all	1	0.04%
N/A	26	1.01%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,535	98.10%
2. Somewhat helped	19	0.74%
3. Did not help	1	0.04%
N/A	29	1.12%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,550	29	3	0	2	0	2,584	99.81%
Service Quality Dimensions								
Responsiveness	2,535	39	3	2	3	2	2,584	99.69%
Reliability	2,553	28	1	1	1	0	2,584	99.88%
Access and Facilities	2,546	31	3	0	1	3	2,584	99.85%
Communication	2,541	33	3	1	1	5	2,584	99.81%
Costs	1,449	23	2	1	1	1,108	2,584	99.73%
Integrity	2,549	29	2	2	1	1	2,584	99.81%
Assurance	2,559	21	3	0	1	0	2,584	99.85%
Outcome	2,546	33	3	0	1	1	2,584	99.85%
Overall	19,278	237	20	7	10	1,120	20,672	99.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	190
2	Opening of other Deposit Account	187
3	Release of Captured Card	6
4	Request for ATM PIN Change	663
5	Request for Card Replacement	97
6	Cash Deposit - (Peso/Foreign Currencies)	125

External Services		Responses
7	Cash Withdrawal	235
8	Check Deposit - Peso	89
9	Check Encashment	273
10	Online Collection Payments	54
11	Request for Checkbook	11
12	Request for Fund Transfer	38
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	275
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	198
16	Handling of Customer's Complaint	23
17	Salary Loan	25
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	2
20	Purchase of Over-the-Counter Check	2
21	Servicing of Modified Disbursement System Transactions	1
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
24	Bank Statement/Snapshot	78
25	Application for LBP Credit Card Easy Pay Program	1
26	Change of Name and Civil Status	1
Total		2,584

39. Siquijor (Larena) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,581	89.32%
2. I know what a CC is but I did not see this office's CC.	133	3.32%
3. I learned of the CC only when I saw this office's CC.	185	4.61%
4. I do not know what a CC is and I did not see this office's CC.	77	1.92%
N/A	-	-
Did not specify	33	0.82%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,591	90.32%
2. Somewhat easy to see	265	6.66%
3. Difficult to see	16	0.40%
4. Not visible at all	10	0.25%
N/A	91	2.29%
Did not specify	3	0.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,638	91.50%
2. Somewhat helped	224	5.63%
3. Did not help	9	0.23%

Citizen's Charter Answers	Responses	Percentage
N/A	96	2.41%
Did not specify	9	0.23%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,252	691	50	12	4	0	4,009	98.35%
Service Quality Dimensions								
Responsiveness	3,026	810	90	24	8	51	4,009	96.92%
Reliability	3,264	677	43	10	4	11	4,009	98.57%
Access and Facilities	3,201	707	57	14	4	26	4,009	98.12%
Communication	3,170	710	78	12	4	35	4,009	97.63%
Costs	2,877	645	74	19	11	383	4,009	97.13%
Integrity	3,303	629	47	16	5	9	4,009	98.30%
Assurance	3,356	595	43	9	2	4	4,009	98.65%
Outcome	3,262	669	44	11	3	20	4,009	98.55%
Overall	25,459	5,442	476	115	41	539	32,072	98.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	445
2	Opening of other Deposit Account	45
3	Release of Captured Card	1
4	Request for ATM PIN Change	50
5	Request for Card Replacement	18
6	Cash Deposit - (Peso/Foreign Currencies)	398
7	Cash Withdrawal	361
8	Check Deposit - Peso	239
9	Check Deposit - Foreign Currency	5
10	Check Encashment	1,900
11	Online Collection Payments	125
12	Request for Checkbook	21
13	Request for Fund Transfer	4
14	Request for Passbook Replacement	2
15	Updating of Bank Records - Change in Account Details/Type	126
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	87
17	Salary Loan	64
18	Bond Redemption and Interest Payment	2
19	Claim of Remittance Proceeds	6
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Purchase of Over-the-Counter Check	1
22	Servicing of Modified Disbursement System Transactions	2
23	Trust/Treasury Placements	1
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4

External Services		Responses
25	Bank Statement/Snapshot	89
26	Inquiry, Counseling and Processing of Loan	11
	Total	4,009

40. Tagbilaran Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,709	90.75%
2. I know what a CC is but I did not see this office's CC.	68	1.08%
3. I learned of the CC only when I saw this office's CC.	374	5.95%
4. I do not know what a CC is and I did not see this office's CC.	140	2.23%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,888	93.59%
2. Somewhat easy to see	215	3.42%
3. Difficult to see	10	0.16%
4. Not visible at all	2	0.03%
N/A	176	2.80%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,493	87.32%
2. Somewhat helped	254	4.04%
3. Did not help	44	0.70%
N/A	500	7.95%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,814	461	13	0	3	0	6,291	99.75%
Service Quality Dimensions								
Responsiveness	5,589	625	57	13	5	2	6,291	98.81%
Reliability	5,744	524	19	0	3	1	6,291	99.65%
Access and Facilities	5,664	589	29	1	2	6	6,291	99.49%
Communication	5,592	628	57	3	1	10	6,291	99.03%
Costs	3,295	472	41	8	5	2,470	6,291	98.59%
Integrity	5,689	546	43	5	5	3	6,291	99.16%
Assurance	5,796	463	28	1	2	1	6,291	99.51%
Outcome	5,653	602	27	0	1	8	6,291	99.55%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	43,022	4,449	301	31	24	2,501	50,328	99.26%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	467
2	Opening of other Deposit Account	794
3	Release of Captured Card	2
4	Request for ATM PIN Change	76
5	Request for Card Replacement	63
6	Cash Deposit - (Peso/Foreign Currencies)	604
7	Cash Withdrawal	176
8	Check Deposit - Peso	560
9	Check Encashment	2,457
10	Online Collection Payments	136
11	Request for Checkbook	23
12	Request for Fund Transfer	6
13	Request for Passbook Replacement	2
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	671
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	88
17	Handling of Customer's Complaint	4
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	41
20	Bond Redemption and Interest Payment	1
21	Claim of Remittance Proceeds	1
22	Electronic Fund Transfer/Outgoing Remittance	2
23	Purchase of Over-the-Counter Check	4
24	Servicing of Modified Disbursement System Transactions	4
25	Trust/Treasury Placements	1
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
27	Bank Statement/Snapshot	56
28	Application for LBP Credit Card Easy Pay Program	42
29	Change of Name and Civil Status	5
Total		6,291

41. Tagbilaran City Hall Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	5,348	99.07%
2. I know what a CC is but I did not see this office's CC.	9	0.17%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	20	0.37%
4. I do not know what a CC is and I did not see this office's CC.	21	0.39%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,351	99.13%
2. Somewhat easy to see	22	0.41%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	25	0.46%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,354	99.18%
2. Somewhat helped	15	0.28%
3. Did not help	2	0.04%
N/A	27	0.50%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	5,375	18	2	0	3	0	5,398	99.91%
Service Quality Dimensions								
Responsiveness	5,370	24	0	1	3	0	5,398	99.93%
Reliability	5,374	20	3	0	1	0	5,398	99.93%
Access and Facilities	5,306	20	3	0	0	69	5,398	99.94%
Communication	5,355	29	3	0	1	10	5,398	99.93%
Costs	3,981	24	2	0	1	1,390	5,398	99.93%
Integrity	5,374	17	3	2	1	1	5,398	99.89%
Assurance	5,377	17	2	1	1	0	5,398	99.93%
Outcome	5,366	23	3	0	1	5	5,398	99.93%
Overall	41,503	174	19	4	9	1,475	43,184	99.92%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	121
2	Opening of other Deposit Account	1,073
3	Release of Captured Card	1
4	Request for ATM PIN Change	178
5	Request for Card Replacement	123
6	Cash Deposit - (Peso/Foreign Currencies)	1,172
7	Cash Withdrawal	368
8	Check Deposit - Peso	191
9	Check Encashment	679

External Services		Responses
10	Online Collection Payments	559
11	Request for Checkbook	14
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	6
14	Updating of Bank Records - Change in Account Details/Type	362
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	246
16	Handling of Customer's Complaint	1
17	Salary Loan	76
18	Electronic Fund Transfer/Outgoing Remittance	4
19	Purchase of Over-the-Counter Check	8
20	Sale/Purchase of Foreign Currencies	3
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	19
22	Bank Statement/Snapshot	191
23	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	1
24	Inquiry, Counseling and Processing of Loan	1
Total		5,398

42. Talibon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	9,881	87.12%
2. I know what a CC is but I did not see this office's CC.	16	0.14%
3. I learned of the CC only when I saw this office's CC.	1,396	12.31%
4. I do not know what a CC is and I did not see this office's CC.	49	0.43%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	11,161	98.40%
2. Somewhat easy to see	127	1.12%
3. Difficult to see	2	0.02%
4. Not visible at all	-	-
N/A	52	0.46%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11,118	98.03%
2. Somewhat helped	170	1.50%
3. Did not help	-	-
N/A	54	0.48%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	11,228	113	0	0	1	0	11,342	99.99%
Service Quality Dimensions								
Responsiveness	11,162	177	1	0	1	1	11,342	99.98%
Reliability	11,228	112	0	1	0	1	11,342	99.99%
Access and Facilities	11,214	120	0	0	0	8	11,342	100.00%
Communication	11,119	137	2	1	0	83	11,342	99.97%
Costs	5,605	204	6	0	3	5,524	11,342	99.85%
Integrity	11,234	105	0	0	0	3	11,342	100.00%
Assurance	11,249	93	0	0	0	0	11,342	100.00%
Outcome	11,223	113	0	0	1	5	11,342	99.99%
Overall	84,034	1,061	9	2	5	5,625	90,736	99.98%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	698
2	Opening of other Deposit Account	622
3	Release of Captured Card	8
4	Request for ATM PIN Change	604
5	Request for Card Replacement	130
6	Cash Deposit - (Peso/Foreign Currencies)	2,313
7	Cash Withdrawal	1,726
8	Check Deposit - Peso	538
9	Check Encashment	3,068
10	Online Collection Payments	266
11	Request for Checkbook	30
12	Request for Fund Transfer	8
13	Request for Passbook Replacement	5
14	Updating of Bank Records - Change in Account Details/Type	525
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	163
16	Handling of Customer's Complaint	5
17	Salary Loan	380
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Purchase of Over-the-Counter Check	2
20	Sale/Purchase of Foreign Currencies	3
21	Servicing of Modified Disbursement System Transactions	3
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
24	Bank Statement/Snapshot	231
25	Application for LBP Credit Card Easy Pay Program	1
26	Change of Name and Civil Status	4
27	Inquiry, Counseling and Processing of Loan	2
Total		11,342

43. Toledo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,762	88.98%
2. I know what a CC is but I did not see this office's CC.	26	0.84%
3. I learned of the CC only when I saw this office's CC.	211	6.80%
4. I do not know what a CC is and I did not see this office's CC.	88	2.84%
N/A	6	0.19%
Did not specify	11	0.35%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,695	87.30%
2. Somewhat easy to see	285	9.23%
3. Difficult to see	3	0.10%
4. Not visible at all	3	0.10%
N/A	95	3.08%
Did not specify	6	0.19%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,361	76.48%
2. Somewhat helped	604	19.57%
3. Did not help	22	0.71%
N/A	95	3.08%
Did not specify	5	0.16%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,274	815	14	1	0	0	3,104	99.52%
Service Quality Dimensions								
Responsiveness	2,165	896	16	7	4	16	3,104	99.13%
Reliability	2,203	881	8	2	4	6	3,104	99.55%
Access and Facilities	2,127	948	10	5	5	9	3,104	99.35%
Communication	2,000	1,063	27	2	4	8	3,104	98.93%
Costs	1,741	330	14	4	2	1,013	3,104	99.04%
Integrity	2,221	846	18	10	1	8	3,104	99.06%
Assurance	2,208	877	10	4	1	4	3,104	99.52%
Outcome	2,194	880	19	5	2	4	3,104	99.16%
Overall	16,859	6,721	122	39	23	1,068	24,832	99.23%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	528
2	Opening of other Deposit Account	260
3	Release of Captured Card	5
4	Request for ATM PIN Change	446

External Services		Responses
5	Request for Card Replacement	23
6	Cash Deposit - (Peso/Foreign Currencies)	538
7	Cash Withdrawal	247
8	Check Deposit - Peso	199
9	Check Encashment	628
10	Online Collection Payments	159
11	Request for Checkbook	1
12	Request for Fund Transfer	2
13	Updating of Bank Records - Change in Account Details/Type	28
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
15	Handling of Customer's Complaint	1
16	Salary Loan	6
17	Bond Redemption and Interest Payment	1
18	Claim of Remittance Proceeds	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
20	Bank Statement/Snapshot	14
Total		3,104

44. Tubigon (Bohol) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,255	95.79%
2. I know what a CC is but I did not see this office's CC.	15	0.44%
3. I learned of the CC only when I saw this office's CC.	83	2.44%
4. I do not know what a CC is and I did not see this office's CC.	45	1.32%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,300	97.12%
2. Somewhat easy to see	42	1.24%
3. Difficult to see	4	0.12%
4. Not visible at all	1	0.03%
N/A	51	1.50%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,299	97.09%
2. Somewhat helped	44	1.29%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	1	0.03%
N/A	54	1.59%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,252	142	4	0	0	0	3,398	99.88%
Service Quality Dimensions								
Responsiveness	3,209	179	9	1	0	0	3,398	99.71%
Reliability	3,233	163	2	0	0	0	3,398	99.94%
Access and Facilities	3,231	161	6	0	0	0	3,398	99.82%
Communication	3,217	167	9	1	0	4	3,398	99.71%
Costs	1,155	107	8	1	2	2,125	3,398	99.14%
Integrity	3,237	156	3	0	0	2	3,398	99.91%
Assurance	3,254	142	2	0	0	0	3,398	99.94%
Outcome	2,735	171	5	0	0	487	3,398	99.83%
Overall	23,271	1,246	44	3	2	2,618	27,184	99.80%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	168
2	Opening of other Deposit Account	587
3	Release of Captured Card	156
4	Request for ATM PIN Change	81
5	Request for Card Replacement	64
6	Cash Deposit - (Peso/Foreign Currencies)	943
7	Cash Withdrawal	254
8	Check Deposit - Peso	233
9	Check Encashment	579
10	Online Collection Payments	135
11	Request for Checkbook	12
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	71
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	34
16	Handling of Customer's Complaint	1
17	Salary Loan	15
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Purchase of Over-the-Counter Check	2
20	Sale/Purchase of Foreign Currencies	7
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	48
Total		3,398

45. USC North Campus Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	214	80.45%
2. I know what a CC is but I did not see this office's CC.	4	1.50%
3. I learned of the CC only when I saw this office's CC.	25	9.40%
4. I do not know what a CC is and I did not see this office's CC.	14	5.26%
N/A	-	-
Did not specify	9	3.38%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	216	84.05%
2. Somewhat easy to see	17	6.61%
3. Difficult to see	5	1.95%
4. Not visible at all	1	0.39%
N/A	16	6.23%
Did not specify	2	0.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	215	83.66%
2. Somewhat helped	17	6.61%
3. Did not help	1	0.39%
N/A	22	8.56%
Did not specify	2	0.78%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	243	20	2	1	0	0	266	98.87%
Service Quality Dimensions								
Responsiveness	228	29	3	3	0	3	266	97.72%
Reliability	239	25	2	0	0	0	266	99.25%
Access and Facilities	236	28	0	2	0	0	266	99.25%
Communication	234	22	6	1	0	3	266	97.34%
Costs	177	23	7	2	0	57	266	95.69%
Integrity	239	22	4	0	0	1	266	98.49%
Assurance	246	19	0	1	0	0	266	99.62%
Outcome	239	21	4	0	0	2	266	98.48%
Overall	1,838	189	26	9	0	66	2,128	98.30%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	19

External Services		Responses
3	Request for Card Replacement	3
4	Cash Deposit - (Peso/Foreign Currencies)	59
5	Cash Withdrawal	59
6	Check Deposit - Peso	30
7	Check Encashment	65
8	Online Collection Payments	11
9	Request for Checkbook	3
10	Updating of Bank Records - Change in Account Details/Type	6
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
12	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
13	Bond Redemption and Interest Payment	1
14	Electronic Fund Transfer/Outgoing Remittance	1
15	Bank Statement/Snapshot	1
Total		266

CSM Results – Region VIII

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	56,571	6,225	505	68	46	11	63,426	99.02%
Service Quality Dimensions								
Responsiveness	51,590	10,663	808	162	81	122	63,426	98.34%
Reliability	54,304	8,532	446	72	34	38	63,426	99.13%
Access and Facilities	54,292	8,388	493	40	38	175	63,426	99.10%
Communication	53,321	8,117	945	405	304	334	63,426	97.38%
Costs	38,442	6,719	856	92	108	17,209	63,426	97.72%
Integrity	54,183	8,535	533	63	46	66	63,426	98.99%
Assurance	55,994	7,051	270	42	30	39	63,426	99.46%
Outcome	54,622	8,213	336	37	39	179	63,426	99.35%
Overall	416,748	66,218	4,687	913	680	18,162	507,408	98.72%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	53,585	84.48%
2. I know what a CC is but I did not see this office's CC.	716	1.13%
3. I learned of the CC only when I saw this office's CC.	7,482	11.80%
4. I do not know what a CC is and I did not see this office's CC.	1,177	1.86%
N/A	30	0.05%
Did not specify	436	0.69%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	58,317	92.63%
2. Somewhat easy to see	3,029	4.81%
3. Difficult to see	169	0.27%
4. Not visible at all	57	0.09%
N/A	1,365	2.17%
Did not specify	23	0.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	57,296	91.00%

2. Somewhat helped	2,530	4.02%
3. Did not help	67	0.11%
N/A	3,034	4.82%
Did not specify	33	0.05%

46. Allen Branch

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	10,878	98.78%
2	ATM Card Requests	2,346	99.44%
3	Branch Over-the-Counter Transactions	40,963	98.51%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1,825	99.19%
5	Branch Banking Loan Servicing	1,171	99.28%
6	Other Branch Products/Services	3,767	99.46%
7	Request for Bank Documents	467	99.87%
8	Regular Loan Processing	894	99.59%
9	Credit Card Services	266	98.30%
10	Agrarian Services	481	99.52%
11	Complaints Management	368	99.02%
Total		63,426	98.72%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	896	22.08%
2. I know what a CC is but I did not see this office's CC.	21	0.52%
3. I learned of the CC only when I saw this office's CC.	3,097	76.32%
4. I do not know what a CC is and I did not see this office's CC.	44	1.08%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,921	96.62%
2. Somewhat easy to see	65	1.60%
3. Difficult to see	20	0.49%
4. Not visible at all	2	0.05%
N/A	50	1.23%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,925	96.72%
2. Somewhat helped	83	2.05%
3. Did not help	2	0.05%
N/A	48	1.18%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,575	462	19	2	0	0	4,058	99.48%
Service Quality Dimensions								
Responsiveness	2,814	1,204	34	3	3	0	4,058	99.01%
Reliability	3,052	995	9	1	0	1	4,058	99.75%
Access and Facilities	2,983	1,039	31	2	0	3	4,058	99.19%
Communication	2,790	1,212	44	2	1	9	4,058	98.84%
Costs	1,678	1,254	365	10	5	746	4,058	88.53%
Integrity	3,086	933	32	3	0	4	4,058	99.14%
Assurance	3,531	506	18	1	0	2	4,058	99.53%
Outcome	3,252	764	31	0	0	11	4,058	99.23%
Overall	23,186	7,907	564	22	9	776	32,464	98.12%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	66
2	Opening of other Deposit Account	265
3	Release of Captured Card	5
4	Request for ATM PIN Change	35
5	Request for Card Replacement	46
6	Cash Deposit - (Peso/Foreign Currencies)	1,434
7	Cash Withdrawal	856
8	Check Deposit - Peso	353
9	Check Deposit - Foreign Currency	1
10	Check Encashment	717
11	Online Collection Payments	79
12	Request for Checkbook	10
13	Request for Fund Transfer	4
14	Updating of Bank Records - Change in Account Details/Type	7
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	48
16	Handling of Customer's Complaint	3
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
18	Salary Loan	24
19	Claim of Remittance Proceeds	21
20	Electronic Fund Transfer/Outgoing Remittance	4
21	Purchase of Over-the-Counter Check	2
22	Release of Inward Returned Check	7
23	Sale/Purchase of Foreign Currencies	1
24	Servicing of Modified Disbursement System Transactions	2
25	Trust/Treasury Placements	1
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
27	Bank Statement/Snapshot	45
28	Change of Name and Civil Status	10
29	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	2

External Services		Responses
30	Inquiry, Counseling and Processing of Loan	4
31	Issuance of Letter of Guarantee	2
Total		4,058

47. Baybay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,092	91.61%
2. I know what a CC is but I did not see this office's CC.	28	2.35%
3. I learned of the CC only when I saw this office's CC.	42	3.52%
4. I do not know what a CC is and I did not see this office's CC.	30	2.52%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,095	91.86%
2. Somewhat easy to see	51	4.28%
3. Difficult to see	7	0.59%
4. Not visible at all	2	0.17%
N/A	37	3.10%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,098	92.11%
2. Somewhat helped	46	3.86%
3. Did not help	3	0.25%
N/A	45	3.78%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,044	125	16	6	1	0	1,192	98.07%
Service Quality Dimensions								
Responsiveness	984	164	29	13	1	1	1,192	96.39%
Reliability	1,049	123	12	6	1	1	1,192	98.40%
Access and Facilities	1,041	128	15	6	0	2	1,192	98.24%
Communication	1,017	145	20	4	1	5	1,192	97.89%
Costs	849	123	14	7	3	196	1,192	97.59%
Integrity	1,054	120	13	3	2	0	1,192	98.49%
Assurance	1,068	105	10	6	3	0	1,192	98.41%
Outcome	1,052	119	15	2	1	3	1,192	98.49%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	8,114	1,027	128	47	12	208	9,536	98.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	109
2	Opening of other Deposit Account	84
3	Release of Captured Card	8
4	Request for ATM PIN Change	32
5	Request for Card Replacement	34
6	Cash Deposit - (Peso/Foreign Currencies)	152
7	Cash Withdrawal	97
8	Check Deposit - Peso	108
9	Check Encashment	260
10	Online Collection Payments	42
11	Request for Checkbook	11
12	Request for Fund Transfer	9
13	Request for Passbook Replacement	3
14	Updating of Bank Records - Change in Account Details/Type	29
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	64
16	Handling of Customer's Complaint	1
17	Salary Loan	20
18	Electronic Fund Transfer/Outgoing Remittance	3
19	Sale/Purchase of Foreign Currencies	5
20	Servicing of Modified Disbursement System Transactions	41
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
22	Bank Statement/Snapshot	72
23	Inquiry, Counseling and Processing of Loan	2
Total		1,192

48. Borongan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,007	89.16%
2. I know what a CC is but I did not see this office's CC.	59	2.62%
3. I learned of the CC only when I saw this office's CC.	119	5.29%
4. I do not know what a CC is and I did not see this office's CC.	66	2.93%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,977	87.83%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	174	7.73%
3. Difficult to see	17	0.76%
4. Not visible at all	8	0.36%
N/A	75	3.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,953	86.76%
2. Somewhat helped	136	6.04%
3. Did not help	12	0.53%
N/A	150	6.66%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,945	272	29	3	2	0	2,251	98.49%
Service Quality Dimensions								
Responsiveness	1,742	436	47	7	5	14	2,251	97.36%
Reliability	1,932	294	21	2	2	0	2,251	98.89%
Access and Facilities	1,848	346	31	3	4	19	2,251	98.30%
Communication	1,797	362	37	3	4	48	2,251	98.00%
Costs	1,065	238	26	4	9	909	2,251	97.09%
Integrity	1,919	286	31	6	2	7	2,251	98.26%
Assurance	2,002	231	12	2	1	3	2,251	99.33%
Outcome	1,920	294	21	1	2	13	2,251	98.93%
Overall	14,225	2,487	226	28	29	1,013	18,008	98.33%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	256
2	Opening of other Deposit Account	231
3	Release of Captured Card	24
4	Request for ATM PIN Change	171
5	Request for Card Replacement	46
6	Cash Deposit - (Peso/Foreign Currencies)	268
7	Cash Withdrawal	123
8	Check Deposit - Peso	99
9	Check Encashment	276
10	Online Collection Payments	47
11	Request for Checkbook	9
12	Request for Fund Transfer	4
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	254
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	91

External Services		Responses
16	Handling of Customer's Complaint	26
17	Salary Loan	107
18	Bond Redemption and Interest Payment	1
19	Claim of Remittance Proceeds	1
20	Domestic Bills Purchase Initiation/Availment	1
21	Electronic Fund Transfer/Outgoing Remittance	4
22	Purchase of Over-the-Counter Check	3
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
24	Bank Statement/Snapshot	189
25	Application for LBP Credit Card Easy Pay Program	2
26	Change of Name and Civil Status	1
27	Inquiry, Counseling and Processing of Loan	7
28	Issuance of Letter of Guarantee	1
Total		2,251

49. Bureau Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,732	94.47%
2. I know what a CC is but I did not see this office's CC.	15	0.52%
3. I learned of the CC only when I saw this office's CC.	61	2.11%
4. I do not know what a CC is and I did not see this office's CC.	84	2.90%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,745	94.92%
2. Somewhat easy to see	45	1.56%
3. Difficult to see	7	0.24%
4. Not visible at all	4	0.14%
N/A	91	3.15%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,767	95.68%
2. Somewhat helped	25	0.86%
3. Did not help	3	0.10%
N/A	97	3.35%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,811	76	3	1	1	0	2,892	99.83%
Service Quality Dimensions								
Responsiveness	2,750	122	11	5	4	0	2,892	99.31%
Reliability	2,807	80	5	0	0	0	2,892	99.83%
Access and Facilities	2,807	80	2	0	0	3	2,892	99.93%
Communication	2,786	90	9	0	0	7	2,892	99.69%
Costs	2,786	78	11	2	0	15	2,892	99.55%
Integrity	2,824	65	2	0	1	0	2,892	99.90%
Assurance	2,837	51	3	0	1	0	2,892	99.86%
Outcome	2,804	85	3	0	0	0	2,892	99.90%
Overall	22,401	651	46	7	6	25	23,136	99.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	89
2	Opening of other Deposit Account	550
3	Release of Captured Card	24
4	Request for ATM PIN Change	229
5	Request for Card Replacement	45
6	Cash Deposit - (Peso/Foreign Currencies)	578
7	Cash Withdrawal	71
8	Check Deposit - Peso	17
9	Check Deposit - Foreign Currency	1
10	Check Encashment	22
11	Online Collection Payments	8
12	Request for Checkbook	88
13	Request for Fund Transfer	101
14	Request for Passbook Replacement	1
15	Request for Stop Payment Order	4
16	Updating of Bank Records - Change in Account Details/Type	224
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	186
18	Handling of Customer's Complaint	69
19	Salary Loan	53
20	Claim of Remittance Proceeds	2
21	Electronic Fund Transfer/Outgoing Remittance	5
22	Release of Inward Returned Check	17
23	Sale/Purchase of Foreign Currencies	1
24	Servicing of Modified Disbursement System Transactions	1
25	Trust/Treasury Placements	6
26	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	75
27	Bank Statement/Snapshot	273
28	Application for LBP Credit Card Easy Pay Program	10
29	Change of Name and Civil Status	22

External Services		Responses
30	Inquiry, Counseling and Processing of Loan	56
31	Issuance of Certificate of Outstanding Balances and Interest Paid	64
	Total	2,892

50. Calbayog Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,517	87.32%
2. I know what a CC is but I did not see this office's CC.	44	0.85%
3. I learned of the CC only when I saw this office's CC.	533	10.30%
4. I do not know what a CC is and I did not see this office's CC.	79	1.53%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,955	95.79%
2. Somewhat easy to see	108	2.09%
3. Difficult to see	8	0.15%
4. Not visible at all	2	0.04%
N/A	100	1.93%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,390	65.53%
2. Somewhat helped	180	3.48%
3. Did not help	1	0.02%
N/A	1,602	30.97%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,934	215	21	2	1	0	5,173	99.54%
Service Quality Dimensions								
Responsiveness	4,841	292	36	1	3	0	5,173	99.23%
Reliability	4,929	230	13	0	1	0	5,173	99.73%
Access and Facilities	4,886	260	22	1	2	2	5,173	99.52%
Communication	4,868	270	25	2	1	7	5,173	99.46%
Costs	2,452	209	23	7	5	2,477	5,173	98.70%
Integrity	4,908	235	24	3	1	2	5,173	99.46%
Assurance	4,967	192	12	1	1	0	5,173	99.73%
Outcome	4,901	245	16	2	2	7	5,173	99.61%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	36,752	1,933	171	17	16	2,495	41,384	99.48%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	378
2	Opening of other Deposit Account	791
3	Release of Captured Card	17
4	Request for ATM PIN Change	63
5	Request for Card Replacement	127
6	Cash Deposit - (Peso/Foreign Currencies)	386
7	Cash Withdrawal	157
8	Check Deposit - Peso	228
9	Check Encashment	431
10	Online Collection Payments	63
11	Request for Checkbook	133
12	Request for Fund Transfer	13
13	Request for Passbook Replacement	4
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	660
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	304
17	Handling of Customer's Complaint	57
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	55
20	Bond Redemption and Interest Payment	1
21	Claim of Remittance Proceeds	1
22	Electronic Fund Transfer/Outgoing Remittance	4
23	Purchase of Over-the-Counter Check	4
24	Servicing of Modified Disbursement System Transactions	1
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	22
26	Bank Statement/Snapshot	1,255
27	Application for LBP Credit Card Easy Pay Program	6
28	Change of Name and Civil Status	1
29	Lifting of Hold-out on Deposit	1
30	Reissuance of Credit Card	1
31	Waiver of Credit Card Annual Fee	1
32	Inquiry, Counseling and Processing of Loan	5
33	Issuance of Letter of Guarantee	1
Total		5,173

51. Carigara Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,424	97.63%
2. I know what a CC is but I did not see this office's CC.	15	0.43%
3. I learned of the CC only when I saw this office's CC.	40	1.14%
4. I do not know what a CC is and I did not see this office's CC.	12	0.34%
N/A	2	0.06%
Did not specify	14	0.40%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,425	98.11%
2. Somewhat easy to see	45	1.29%
3. Difficult to see	2	0.06%
4. Not visible at all	-	-
N/A	17	0.49%
Did not specify	2	0.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,445	98.68%
2. Somewhat helped	26	0.74%
3. Did not help	-	-
N/A	18	0.52%
Did not specify	2	0.06%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,372	126	7	1	0	1	3,507	99.77%
Service Quality Dimensions								
Responsiveness	3,327	159	13	2	0	6	3,507	99.57%
Reliability	3,363	140	4	0	0	0	3,507	99.89%
Access and Facilities	3,350	146	9	0	0	2	3,507	99.74%
Communication	3,329	155	17	1	0	5	3,507	99.49%
Costs	3,237	126	11	1	0	132	3,507	99.64%
Integrity	3,370	120	14	1	0	2	3,507	99.57%
Assurance	3,383	114	8	2	0	0	3,507	99.71%
Outcome	3,375	116	8	0	3	5	3,507	99.69%
Overall	26,734	1,076	84	7	3	152	28,056	99.66%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	315
2	Opening of other Deposit Account	355
3	Release of Captured Card	84
4	Request for ATM PIN Change	175
5	Request for Card Replacement	111
6	Cash Deposit - (Peso/Foreign Currencies)	491

External Services		Responses
7	Cash Withdrawal	337
8	Check Deposit - Peso	318
9	Check Deposit - Foreign Currency	44
10	Check Encashment	361
11	Online Collection Payments	168
12	Request for Checkbook	34
13	Request for Fund Transfer	90
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	203
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	27
17	Handling of Customer's Complaint	26
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	5
19	Salary Loan	299
20	Electronic Fund Transfer/Outgoing Remittance	1
21	Release of Inward Returned Check	41
22	Sale/Purchase of Foreign Currencies	1
23	Servicing of Modified Disbursement System Transactions	13
24	Bank Statement/Snapshot	7
Total		3,507

52. Catarman Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,637	91.35%
2. I know what a CC is but I did not see this office's CC.	8	0.16%
3. I learned of the CC only when I saw this office's CC.	423	8.33%
4. I do not know what a CC is and I did not see this office's CC.	8	0.16%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,718	92.95%
2. Somewhat easy to see	342	6.74%
3. Difficult to see	3	0.06%
4. Not visible at all	2	0.04%
N/A	11	0.22%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,742	93.42%
2. Somewhat helped	316	6.23%
3. Did not help	5	0.10%
N/A	13	0.26%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,954	890	197	27	8	0	5,076	95.43%
Service Quality Dimensions								
Responsiveness	1,997	2,820	159	75	24	1	5,076	94.92%
Reliability	2,827	2,035	157	46	9	2	5,076	95.82%
Access and Facilities	3,587	1,383	86	7	8	5	5,076	98.01%
Communication	3,170	764	414	360	279	89	5,076	78.89%
Costs	685	201	7	12	42	4,129	5,076	93.56%
Integrity	2,741	2,232	89	7	4	3	5,076	98.03%
Assurance	3,556	1,498	15	3	3	1	5,076	99.59%
Outcome	3,026	2,030	14	3	3	0	5,076	99.61%
Overall	21,589	12,963	941	513	372	4,230	40,608	94.98%

External Services		Responses
1	Opening of other Deposit Account	897
2	Request for ATM PIN Change	8
3	Request for Card Replacement	7
4	Cash Deposit - (Peso/Foreign Currencies)	1,009
5	Cash Withdrawal	970
6	Check Deposit - Peso	768
7	Check Deposit - Foreign Currency	1
8	Check Encashment	1,169
9	Online Collection Payments	4
10	Request for Checkbook	2
11	Request for Fund Transfer	5
12	Updating of Bank Records - Change in Account Details/Type	161
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
14	Handling of Customer's Complaint	3
15	Salary Loan	39
16	Electronic Fund Transfer/Outgoing Remittance	5
17	Servicing of Modified Disbursement System Transactions	3
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
19	Bank Statement/Snapshot	12
Total		5,076

53. Catbalogan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,574	87.67%
2. I know what a CC is but I did not see this office's CC.	68	2.32%
3. I learned of the CC only when I saw this office's CC.	183	6.23%
4. I do not know what a CC is and I did not see this office's CC.	111	3.78%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,513	85.59%
2. Somewhat easy to see	281	9.57%
3. Difficult to see	18	0.61%
4. Not visible at all	6	0.20%
N/A	118	4.02%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,636	89.78%
2. Somewhat helped	170	5.79%
3. Did not help	9	0.31%
N/A	121	4.12%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,429	488	11	3	5	0	2,936	99.35%
Service Quality Dimensions								
Responsiveness	2,311	578	33	5	5	4	2,936	98.53%
Reliability	2,439	473	21	0	1	2	2,936	99.25%
Access and Facilities	2,415	495	18	1	1	6	2,936	99.32%
Communication	2,424	473	33	1	1	4	2,936	98.81%
Costs	2,338	481	25	2	2	88	2,936	98.98%
Integrity	2,442	460	29	3	1	1	2,936	98.88%
Assurance	2,479	445	10	1	0	1	2,936	99.63%
Outcome	2,475	440	16	1	2	2	2,936	99.35%
Overall	19,323	3,845	185	14	13	108	23,488	99.09%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	126
2	Opening of other Deposit Account	213
3	Release of Captured Card	12
4	Request for ATM PIN Change	44
5	Request for Card Replacement	43
6	Cash Deposit - (Peso/Foreign Currencies)	478

External Services		Responses
7	Cash Withdrawal	145
8	Check Deposit - Peso	143
9	Check Encashment	1,040
10	Online Collection Payments	120
11	Request for Checkbook	3
12	Request for Fund Transfer	8
13	Request for Passbook Replacement	1
14	Request for Stop Payment Order	2
15	Updating of Bank Records - Change in Account Details/Type	372
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	46
17	Handling of Customer's Complaint	8
18	Salary Loan	25
19	Electronic Fund Transfer/Outgoing Remittance	2
20	Sale/Purchase of Foreign Currencies	1
21	Servicing of Modified Disbursement System Transactions	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
23	Bank Statement/Snapshot	89
24	Application for LBP Credit Card Easy Pay Program	1
25	Inquiry, Counseling and Processing of Loan	6
Total		2,936

54. Field Support Services Center VIII – Tacloban

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	460	95.63%
2. I know what a CC is but I did not see this office's CC.	1	0.21%
3. I learned of the CC only when I saw this office's CC.	12	2.49%
4. I do not know what a CC is and I did not see this office's CC.	2	0.42%
N/A	1	0.21%
Did not specify	5	1.04%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	444	93.47%
2. Somewhat easy to see	28	5.89%
3. Difficult to see	-	-
4. Not visible at all	1	0.21%
N/A	2	0.42%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	457	96.21%
2. Somewhat helped	14	2.95%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	4	0.84%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	468	13	0	0	0	0	481	100.00%
Service Quality Dimensions								
Responsiveness	452	14	5	2	1	7	481	98.31%
Reliability	461	19	0	0	0	1	481	100.00%
Access and Facilities	440	21	0	0	0	20	481	100.00%
Communication	447	15	2	1	0	16	481	99.35%
Costs	21	7	2	0	0	451	481	93.33%
Integrity	464	12	0	1	0	4	481	99.79%
Assurance	472	9	0	0	0	0	481	100.00%
Outcome	460	12	2	0	0	7	481	99.58%
Overall	3,217	109	11	4	1	506	3,848	99.52%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	1
2	Payment of Land Transfer Claim Proceeds	255
3	Valuation of Landholdings under RA 6657/RA 9700	16
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	164
5	Issuance of Certificate of Payment/s	5
6	Refund of Excess Payment	17
7	Transfer/Conversion/Exchange/ Replacement of AR Bonds	23
Total		481

55. Guiuan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,835	86.90%
2. I know what a CC is but I did not see this office's CC.	76	1.37%
3. I learned of the CC only when I saw this office's CC.	513	9.22%
4. I do not know what a CC is and I did not see this office's CC.	140	2.52%
N/A	-	-
Did not specify	-	-

Citizen's Charter Answers	Responses	Percentage
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,964	89.22%
2. Somewhat easy to see	418	7.51%
3. Difficult to see	15	0.27%
4. Not visible at all	5	0.09%
N/A	162	2.91%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,944	88.86%
2. Somewhat helped	403	7.24%
3. Did not help	7	0.13%
N/A	210	3.77%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	4,773	764	24	1	2	0	5,564	99.51%
Service Quality Dimensions								
Responsiveness	4,449	1,045	59	7	3	1	5,564	98.76%
Reliability	4,609	923	21	1	1	9	5,564	99.59%
Access and Facilities	4,528	966	33	2	1	34	5,564	99.35%
Communication	4,404	1,041	62	5	1	51	5,564	98.77%
Costs	2,073	901	82	12	12	2,484	5,564	96.56%
Integrity	4,526	979	43	2	2	12	5,564	99.15%
Assurance	4,605	927	24	1	2	5	5,564	99.51%
Outcome	4,458	1,004	35	2	1	64	5,564	99.31%
Overall	33,652	7,786	359	32	23	2,660	44,512	99.01%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	150
2	Opening of other Deposit Account	229
3	Release of Captured Card	27
4	Request for ATM PIN Change	18
5	Request for Card Replacement	181
6	Cash Deposit - (Peso/Foreign Currencies)	709
7	Cash Withdrawal	426
8	Check Deposit - Peso	502
9	Check Deposit - Foreign Currency	4
10	Check Encashment	1,719
11	Online Collection Payments	461
12	Request for Checkbook	205
13	Request for Fund Transfer	4

External Services		Responses
14	Request for Passbook Replacement	2
15	Request for Stop Payment Order	8
16	Updating of Bank Records - Change in Account Details/Type	126
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	77
18	Handling of Customer's Complaint	55
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
20	Salary Loan	197
21	Electronic Fund Transfer/Outgoing Remittance	4
22	Purchase of Over-the-Counter Check	2
23	Release of Inward Returned Check	33
24	Sale/Purchase of Foreign Currencies	2
25	Servicing of Modified Disbursement System Transactions	16
26	Trust/Treasury Placements	1
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
28	Bank Statement/Snapshot	364
29	Application for LBP Credit Card Easy Pay Program	20
30	Change of Name and Civil Status	1
31	Refund of Overpayment	5
32	Reissuance of Credit Card	1
33	Settlement of Past Due Account	3
34	Inquiry, Counseling and Processing of Loan	7
35	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		5,564

56. Hilongos Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	714	47.66%
2. I know what a CC is but I did not see this office's CC.	6	0.40%
3. I learned of the CC only when I saw this office's CC.	775	51.74%
4. I do not know what a CC is and I did not see this office's CC.	3	0.20%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,471	98.20%
2. Somewhat easy to see	22	1.47%
3. Difficult to see	1	0.07%
4. Not visible at all	1	0.07%
N/A	3	0.20%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		

Citizen's Charter Answers	Responses	Percentage
1. Helped very much	1,479	98.73%
2. Somewhat helped	14	0.93%
3. Did not help	-	-
N/A	5	0.33%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,394	100	3	1	0	0	1,498	99.73%
Service Quality Dimensions								
Responsiveness	1,288	206	4	0	0	0	1,498	99.73%
Reliability	1,333	165	0	0	0	0	1,498	100.00%
Access and Facilities	1,268	228	2	0	0	0	1,498	99.87%
Communication	1,308	187	3	0	0	0	1,498	99.80%
Costs	1,279	207	2	0	0	10	1,498	99.87%
Integrity	1,296	198	3	0	1	0	1,498	99.73%
Assurance	1,296	201	1	0	0	0	1,498	99.93%
Outcome	1,320	177	1	0	0	0	1,498	99.93%
Overall	10,388	1,569	16	0	1	10	11,984	99.86%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	406
2	Opening of other Deposit Account	74
3	Release of Captured Card	2
4	Request for ATM PIN Change	10
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	131
7	Cash Withdrawal	86
8	Check Deposit - Peso	177
9	Check Deposit - Foreign Currency	1
10	Check Encashment	345
11	Online Collection Payments	5
12	Request for Checkbook	4
13	Request for Fund Transfer	3
14	Updating of Bank Records - Change in Account Details/Type	202
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
16	Handling of Customer's Complaint	2
17	Salary Loan	9
18	Claim of Remittance Proceeds	4
19	Electronic Fund Transfer/Outgoing Remittance	2
20	Sale/Purchase of Foreign Currencies	3
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	10

External Services		Responses
22	Bank Statement/Snapshot	6
Total		1,498

57. Leyte LC (LEYLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	197	82.43%
2. I know what a CC is but I did not see this office's CC.	19	7.95%
3. I learned of the CC only when I saw this office's CC.	21	8.79%
4. I do not know what a CC is and I did not see this office's CC.	2	0.84%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	102	42.68%
2. Somewhat easy to see	133	55.65%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	1.67%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	127	53.14%
2. Somewhat helped	104	43.51%
3. Did not help	-	-
N/A	8	3.35%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	218	21	0	0	0	0	239	100.00%
Service Quality Dimensions								
Responsiveness	199	37	0	2	0	1	239	99.16%
Reliability	170	69	0	0	0	0	239	100.00%
Access and Facilities	144	86	2	0	0	7	239	99.14%
Communication	144	89	3	0	0	3	239	98.73%
Costs	151	65	0	0	0	23	239	100.00%
Integrity	151	86	0	1	0	1	239	99.58%
Assurance	166	73	0	0	0	0	239	100.00%
Outcome	171	67	0	0	0	1	239	100.00%
Overall	1,296	572	5	3	0	36	1,912	99.57%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	137
2	Issuance of Certificate of Outstanding Balances and Interest Paid	10
3	Issuance of Certificate of Full Payment	91
4	Issuance of Letter of Guarantee	1
Total		239

58. Maasin Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,883	86.16%
2. I know what a CC is but I did not see this office's CC.	30	0.90%
3. I learned of the CC only when I saw this office's CC.	398	11.89%
4. I do not know what a CC is and I did not see this office's CC.	35	1.05%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,199	95.61%
2. Somewhat easy to see	80	2.39%
3. Difficult to see	3	0.09%
4. Not visible at all	2	0.06%
N/A	62	1.85%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,210	95.94%
2. Somewhat helped	72	2.15%
3. Did not help	2	0.06%
N/A	62	1.85%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,180	142	17	3	4	0	3,346	99.28%
Service Quality Dimensions								
Responsiveness	3,104	194	37	4	7	0	3,346	98.57%
Reliability	3,182	144	18	1	1	0	3,346	99.40%
Access and Facilities	3,152	166	25	1	1	1	3,346	99.19%
Communication	3,150	167	25	2	1	1	3,346	99.16%
Costs	1,948	139	21	2	4	1,232	3,346	98.72%
Integrity	3,171	149	22	1	2	1	3,346	99.25%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	3,186	139	20	0	1	0	3,346	99.37%
Outcome	3,150	170	20	4	1	1	3,346	99.25%
Overall	24,043	1,268	188	15	18	1,236	26,768	99.13%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	605
2	Opening of other Deposit Account	506
3	Release of Captured Card	15
4	Request for ATM PIN Change	47
5	Request for Card Replacement	52
6	Cash Deposit - (Peso/Foreign Currencies)	545
7	Cash Withdrawal	251
8	Check Deposit - Peso	148
9	Check Encashment	483
10	Online Collection Payments	46
11	Request for Checkbook	25
12	Request for Fund Transfer	30
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	251
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	198
16	Handling of Customer's Complaint	18
17	Salary Loan	29
18	Domestic Bills Purchase Initiation/Availment	2
19	Electronic Fund Transfer/Outgoing Remittance	4
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	7
21	Bank Statement/Snapshot	40
22	Application for LBP Credit Card Easy Pay Program	22
23	Change of Name and Civil Status	3
24	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	7
25	Inquiry, Counseling and Processing of Loan	9
26	Issuance of Certificate of Full Payment	1
Total		3,346

59. Naval Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,696	86.18%
2. I know what a CC is but I did not see this office's CC.	43	2.18%
3. I learned of the CC only when I saw this office's CC.	141	7.16%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	80	4.07%
N/A	-	-
Did not specify	8	0.41%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,679	85.66%
2. Somewhat easy to see	165	8.42%
3. Difficult to see	11	0.56%
4. Not visible at all	3	0.15%
N/A	102	5.20%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,687	86.07%
2. Somewhat helped	162	8.27%
3. Did not help	4	0.20%
N/A	107	5.46%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,584	362	18	2	1	1	1,968	98.93%
Service Quality Dimensions								
Responsiveness	1,452	456	50	3	3	4	1,968	97.15%
Reliability	1,556	403	8	0	1	0	1,968	99.54%
Access and Facilities	1,515	424	21	0	1	7	1,968	98.88%
Communication	1,485	456	23	1	1	2	1,968	98.73%
Costs	1,158	375	20	1	2	412	1,968	98.52%
Integrity	1,513	410	38	4	3	0	1,968	97.71%
Assurance	1,587	365	14	1	1	0	1,968	99.19%
Outcome	1,495	441	24	1	2	5	1,968	98.62%
Overall	11,761	3,330	198	11	14	430	15,744	98.54%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	41
2	Opening of other Deposit Account	265
3	Release of Captured Card	11
4	Request for ATM PIN Change	22
5	Request for Card Replacement	36
6	Cash Deposit - (Peso/Foreign Currencies)	258
7	Cash Withdrawal	151
8	Check Deposit - Peso	171
9	Check Deposit - Foreign Currency	2
10	Check Encashment	503

External Services		Responses
11	Online Collection Payments	39
12	Request for Checkbook	36
13	Request for Fund Transfer	11
14	Request for Passbook Replacement	3
15	Updating of Bank Records - Change in Account Details/Type	108
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	62
17	Handling of Customer's Complaint	2
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	5
19	Salary Loan	75
20	Electronic Fund Transfer/Outgoing Remittance	2
21	Purchase of Over-the-Counter Check	1
22	Servicing of Modified Disbursement System Transactions	8
23	Trust/Treasury Placements	6
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
25	Bank Statement/Snapshot	123
26	Application for LBP Credit Card Easy Pay Program	1
27	Change of Name and Civil Status	6
28	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	5
29	Lifting of Hold-out on Deposit	1
30	Redemption of Reward Points	2
31	Inquiry, Counseling and Processing of Loan	6
Total		1,968

60. Ormoc Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,940	85.65%
2. I know what a CC is but I did not see this office's CC.	4	0.18%
3. I learned of the CC only when I saw this office's CC.	320	14.13%
4. I do not know what a CC is and I did not see this office's CC.	1	0.04%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,918	84.68%
2. Somewhat easy to see	321	14.17%
3. Difficult to see	6	0.26%
4. Not visible at all	2	0.09%
N/A	18	0.79%

Citizen's Charter Answers	Responses	Percentage
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,010	88.74%
2. Somewhat helped	237	10.46%
3. Did not help	1	0.04%
N/A	17	0.75%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,585	617	63	0	0	0	2,265	97.22%
Service Quality Dimensions								
Responsiveness	1,377	757	128	1	0	2	2,265	94.30%
Reliability	1,599	607	59	0	0	0	2,265	97.40%
Access and Facilities	1,506	673	81	0	0	5	2,265	96.42%
Communication	1,505	674	86	0	0	0	2,265	96.20%
Costs	1,512	612	64	0	0	77	2,265	97.07%
Integrity	1,644	546	74	0	0	1	2,265	96.73%
Assurance	1,703	523	39	0	0	0	2,265	98.28%
Outcome	1,677	539	47	0	0	2	2,265	97.92%
Overall	12,523	4,931	578	1	0	87	18,120	96.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	416
2	Opening of other Deposit Account	158
3	Release of Captured Card	13
4	Request for ATM PIN Change	54
5	Request for Card Replacement	21
6	Cash Deposit - (Peso/Foreign Currencies)	189
7	Cash Withdrawal	75
8	Check Deposit - Peso	135
9	Check Deposit - Foreign Currency	3
10	Check Encashment	198
11	Online Collection Payments	70
12	Request for Checkbook	17
13	Request for Fund Transfer	6
14	Request for Passbook Replacement	5
15	Request for Stop Payment Order	9
16	Updating of Bank Records - Change in Account Details/Type	465
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	46
18	Handling of Customer's Complaint	4
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	8

External Services		Responses
20	Salary Loan	53
21	Bond Redemption and Interest Payment	5
22	Claim of Remittance Proceeds	6
23	Domestic Bills Purchase Initiation/Availment	3
24	Electronic Fund Transfer/Outgoing Remittance	9
25	Purchase of Over-the-Counter Check	4
26	Release of Inward Returned Check	3
27	Sale/Purchase of Foreign Currencies	5
28	Servicing of Modified Disbursement System Transactions	2
29	Trust/Treasury Placements	3
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	14
31	Bank Statement/Snapshot	185
32	Application for LBP Credit Card Easy Pay Program	4
33	Change of Name and Civil Status	4
34	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	4
35	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	3
36	Lifting of Hold-out on Deposit	3
37	Redemption of Reward Points	4
38	Refund of Overpayment	3
39	Reissuance of Credit Card	3
40	Settlement of Past Due Account	8
41	Waiver of Credit Card Annual Fee	3
42	Inquiry, Counseling and Processing of Loan	24
43	Issuance of Certificate of Outstanding Balances and Interest Paid	5
44	Issuance of Certificate of Full Payment	5
45	Issuance of Letter of Guarantee	8
Total		2,265

61. Paranas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,051	72.32%
2. I know what a CC is but I did not see this office's CC.	173	6.10%
3. I learned of the CC only when I saw this office's CC.	107	3.77%
4. I do not know what a CC is and I did not see this office's CC.	114	4.02%
N/A	23	0.81%
Did not specify	368	12.98%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,055	84.05%
2. Somewhat easy to see	217	8.88%
3. Difficult to see	31	1.27%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	6	0.25%
N/A	120	4.91%
Did not specify	16	0.65%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,139	87.48%
2. Somewhat helped	150	6.13%
3. Did not help	6	0.25%
N/A	124	5.07%
Did not specify	26	1.06%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,366	402	37	10	12	9	2,836	97.91%
Service Quality Dimensions								
Responsiveness	2,192	500	57	20	8	59	2,836	96.94%
Reliability	2,302	444	50	13	11	16	2,836	97.38%
Access and Facilities	2,266	472	52	16	9	21	2,836	97.26%
Communication	2,228	500	57	17	9	25	2,836	97.05%
Costs	2,178	441	47	18	14	138	2,836	97.07%
Integrity	2,329	404	54	19	16	14	2,836	96.85%
Assurance	2,331	410	50	17	9	19	2,836	97.30%
Outcome	2,343	388	47	14	14	30	2,836	97.33%
Overall	18,169	3,559	414	134	90	322	22,688	97.15%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	392
2	Opening of other Deposit Account	10
3	Release of Captured Card	1
4	Request for ATM PIN Change	7
5	Request for Card Replacement	33
6	Cash Deposit - (Peso/Foreign Currencies)	740
7	Cash Withdrawal	162
8	Check Deposit - Peso	88
9	Check Deposit - Foreign Currency	1
10	Check Encashment	1,090
11	Online Collection Payments	23
12	Request for Checkbook	7
13	Request for Fund Transfer	4
14	Updating of Bank Records - Change in Account Details/Type	53
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
16	Salary Loan	29
17	Bond Redemption and Interest Payment	12

External Services		Responses
18	Claim of Remittance Proceeds	1
19	Electronic Fund Transfer/Outgoing Remittance	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Bank Statement/Snapshot	163
22	Inquiry, Counseling and Processing of Loan	6
Total		2,836

62.Samar LC (SAMLIC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	52	100.00%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	-	-
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	51	98.08%
2. Somewhat easy to see	1	1.92%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	52	100.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	47	5	0	0	0	0	52	100.00%
Service Quality Dimensions								
Responsiveness	38	14	0	0	0	0	52	100.00%
Reliability	41	11	0	0	0	0	52	100.00%
Access and Facilities	39	12	0	0	0	1	52	100.00%
Communication	44	7	0	0	0	1	52	100.00%
Costs	40	10	0	0	0	2	52	100.00%
Integrity	40	12	0	0	0	0	52	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	43	9	0	0	0	0	52	100.00%
Outcome	43	9	0	0	0	0	52	100.00%
Overall	328	84	0	0	0	4	416	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	48
2	Issuance of Certificate of Full Payment	4
	Total	52

63.San Juan (Southern Leyte) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,949	95.44%
2. I know what a CC is but I did not see this office's CC.	8	0.26%
3. I learned of the CC only when I saw this office's CC.	127	4.11%
4. I do not know what a CC is and I did not see this office's CC.	6	0.19%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,052	98.77%
2. Somewhat easy to see	28	0.91%
3. Difficult to see	1	0.03%
4. Not visible at all	-	-
N/A	9	0.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,071	99.39%
2. Somewhat helped	8	0.26%
3. Did not help	1	0.03%
N/A	10	0.32%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,993	95	1	0	1	0	3,090	99.94%
Service Quality Dimensions								
Responsiveness	2,876	209	4	0	1	0	3,090	99.84%
Reliability	2,948	141	0	0	1	0	3,090	99.97%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	2,932	156	1	0	1	0	3,090	99.94%
Communication	2,914	153	2	0	1	20	3,090	99.90%
Costs	1,274	71	1	0	1	1,743	3,090	99.85%
Integrity	2,942	139	1	0	1	7	3,090	99.94%
Assurance	2,939	150	0	0	1	0	3,090	99.97%
Outcome	2,944	141	2	0	1	2	3,090	99.90%
Overall	21,769	1,160	11	0	8	1,772	24,720	99.92%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	333
2	Opening of other Deposit Account	162
3	Release of Captured Card	3
4	Request for ATM PIN Change	29
5	Request for Card Replacement	25
6	Cash Deposit - (Peso/Foreign Currencies)	501
7	Cash Withdrawal	1,014
8	Check Deposit - Peso	246
9	Check Deposit - Foreign Currency	1
10	Check Encashment	304
11	Online Collection Payments	66
12	Request for Checkbook	39
13	Request for Fund Transfer	2
14	Request for Passbook Replacement	1
15	Updating of Bank Records - Change in Account Details/Type	119
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	41
17	Handling of Customer's Complaint	7
18	Salary Loan	17
19	Electronic Fund Transfer/Outgoing Remittance	2
20	Purchase of Over-the-Counter Check	2
21	Sale/Purchase of Foreign Currencies	6
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	12
24	Bank Statement/Snapshot	157
Total		3,090

64. Sogod Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,345	77.48%
2. I know what a CC is but I did not see this office's CC.	14	0.81%
3. I learned of the CC only when I saw this office's CC.	276	15.90%
4. I do not know what a CC is and I did not see this office's CC.	101	5.82%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,396	80.41%
2. Somewhat easy to see	220	12.67%
3. Difficult to see	7	0.40%
4. Not visible at all	4	0.23%
N/A	109	6.28%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,481	85.31%
2. Somewhat helped	137	7.89%
3. Did not help	8	0.46%
N/A	110	6.34%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,299	406	24	3	4	0	1,736	98.21%
Service Quality Dimensions								
Responsiveness	1,210	453	55	4	7	7	1,736	96.18%
Reliability	1,316	390	27	0	2	1	1,736	98.33%
Access and Facilities	1,267	426	33	0	5	5	1,736	97.80%
Communication	1,249	442	36	2	2	5	1,736	97.69%
Costs	995	377	96	2	5	261	1,736	93.02%
Integrity	1,318	373	37	2	6	0	1,736	97.41%
Assurance	1,338	376	15	3	3	1	1,736	98.79%
Outcome	1,317	387	22	1	2	7	1,736	98.55%
Overall	10,010	3,224	321	14	32	287	13,888	97.30%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	346
2	Opening of other Deposit Account	138
3	Release of Captured Card	12
4	Request for ATM PIN Change	12
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	90
7	Cash Withdrawal	140
8	Check Deposit - Peso	89
9	Check Deposit - Foreign Currency	1
10	Check Encashment	702
11	Online Collection Payments	67

External Services		Responses
12	Request for Checkbook	3
13	Request for Fund Transfer	1
14	Updating of Bank Records - Change in Account Details/Type	36
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	18
16	Handling of Customer's Complaint	25
17	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
18	Salary Loan	18
19	Claim of Remittance Proceeds	3
20	Electronic Fund Transfer/Outgoing Remittance	11
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Bank Statement/Snapshot	9
23	Change of Name and Civil Status	1
24	Lifting of Hold-out on Deposit	1
25	Settlement of Past Due Account	1
26	Inquiry, Counseling and Processing of Loan	2
Total		1,736

65. Southern Leyte LC (SLELC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	327	93.97%
2. I know what a CC is but I did not see this office's CC.	-	-
3. I learned of the CC only when I saw this office's CC.	17	4.89%
4. I do not know what a CC is and I did not see this office's CC.	2	0.57%
N/A	-	-
Did not specify	2	0.57%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	338	97.69%
2. Somewhat easy to see	6	1.73%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	0.58%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	331	95.66%
2. Somewhat helped	13	3.76%
3. Did not help	-	-
N/A	2	0.58%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	331	15	2	0	0	0	348	99.43%
Service Quality Dimensions								
Responsiveness	324	23	1	0	0	0	348	99.71%
Reliability	329	17	0	0	0	2	348	100.00%
Access and Facilities	308	18	0	0	0	22	348	100.00%
Communication	320	22	0	0	0	6	348	100.00%
Costs	291	9	0	0	0	48	348	100.00%
Integrity	335	13	0	0	0	0	348	100.00%
Assurance	334	14	0	0	0	0	348	100.00%
Outcome	320	22	0	0	0	6	348	100.00%
Overall	2,561	138	1	0	0	84	2,784	99.96%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	270
2	Issuance of Certificate of Outstanding Balances and Interest Paid	53
3	Issuance of Certificate of Full Payment	23
4	Issuance of Letter of Guarantee	2
Total		348

66. Tacloban - Zamora Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6,390	99.47%
2. I know what a CC is but I did not see this office's CC.	19	0.30%
3. I learned of the CC only when I saw this office's CC.	12	0.19%
4. I do not know what a CC is and I did not see this office's CC.	3	0.05%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6,403	99.67%
2. Somewhat easy to see	16	0.25%
3. Difficult to see	-	-
4. Not visible at all	1	0.02%
N/A	4	0.06%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6,411	99.80%
2. Somewhat helped	7	0.11%
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	6	0.09%
Did not specify	-	-

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	6,398	24	0	1	1	0	6,424	99.97%
Service Quality Dimensions								
Responsiveness	6,383	37	3	0	1	0	6,424	99.94%
Reliability	6,389	30	3	0	1	1	6,424	99.94%
Access and Facilities	6,392	28	1	0	2	1	6,424	99.95%
Communication	6,390	30	2	0	1	1	6,424	99.95%
Costs	6,375	34	2	1	0	12	6,424	99.95%
Integrity	6,396	22	3	1	2	0	6,424	99.91%
Assurance	6,389	30	1	1	3	0	6,424	99.92%
Outcome	6,395	21	1	2	4	1	6,424	99.89%
Overall	51,109	232	16	5	14	16	51,392	99.93%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	295
2	Opening of other Deposit Account	352
3	Request for ATM PIN Change	21
4	Cash Deposit - (Peso/Foreign Currencies)	2,003
5	Cash Withdrawal	738
6	Check Deposit - Peso	491
7	Check Encashment	1,141
8	Online Collection Payments	1,189
9	Request for Fund Transfer	3
10	Updating of Bank Records - Change in Account Details/Type	138
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	41
12	Salary Loan	8
13	Domestic Bills Purchase Initiation/Availment	1
14	Electronic Fund Transfer/Outgoing Remittance	1
15	Purchase of Over-the-Counter Check	1
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		6,424

67. Tacloban Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,390	86.13%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	48	1.73%
3. I learned of the CC only when I saw this office's CC.	117	4.22%
4. I do not know what a CC is and I did not see this office's CC.	214	7.71%
N/A	-	-
Did not specify	6	0.22%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,373	85.70%
2. Somewhat easy to see	155	5.60%
3. Difficult to see	7	0.25%
4. Not visible at all	6	0.22%
N/A	227	8.20%
Did not specify	1	0.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,416	87.25%
2. Somewhat helped	116	4.19%
3. Did not help	3	0.11%
N/A	233	8.41%
Did not specify	1	0.04%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,480	280	10	2	3	0	2,775	99.46%
Service Quality Dimensions								
Responsiveness	2,333	388	35	6	4	9	2,775	98.37%
Reliability	2,459	296	15	2	2	1	2,775	99.32%
Access and Facilities	2,409	331	24	1	3	7	2,775	98.99%
Communication	2,340	378	36	4	0	17	2,775	98.55%
Costs	2,019	278	28	6	3	441	2,775	98.41%
Integrity	2,439	312	16	6	2	0	2,775	99.14%
Assurance	2,495	262	13	2	1	2	2,775	99.42%
Outcome	2,456	299	8	4	1	7	2,775	99.53%
Overall	18,950	2,544	175	31	16	484	22,200	98.98%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	377
2	Opening of other Deposit Account	459
3	Release of Captured Card	61
4	Request for ATM PIN Change	42
5	Request for Card Replacement	40
6	Cash Deposit - (Peso/Foreign Currencies)	155
7	Cash Withdrawal	245
8	Check Deposit - Peso	195

External Services		Responses
9	Check Encashment	537
10	Online Collection Payments	20
11	Request for Checkbook	170
12	Request for Fund Transfer	6
13	Updating of Bank Records - Change in Account Details/Type	118
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	167
15	Handling of Customer's Complaint	45
16	Salary Loan	20
17	Claim of Remittance Proceeds	2
18	Electronic Fund Transfer/Outgoing Remittance	4
19	Sale/Purchase of Foreign Currencies	2
20	Servicing of Modified Disbursement System Transactions	1
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
23	Bank Statement/Snapshot	23
24	Application for LBP Credit Card Easy Pay Program	75
25	Change of Name and Civil Status	1
Total		2,775

68. Tacloban Real Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,477	93.49%
2. I know what a CC is but I did not see this office's CC.	17	0.46%
3. I learned of the CC only when I saw this office's CC.	148	3.98%
4. I do not know what a CC is and I did not see this office's CC.	40	1.08%
N/A	4	0.11%
Did not specify	33	0.89%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,523	95.68%
2. Somewhat easy to see	108	2.93%
3. Difficult to see	5	0.14%
4. Not visible at all	-	-
N/A	42	1.14%
Did not specify	4	0.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,525	95.74%
2. Somewhat helped	111	3.01%
3. Did not help	-	-
N/A	42	1.14%