



Land Bank of the Philippines

Client Satisfaction Measurement Report

Consolidated

2023 (1st Edition)



08 April 2024

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**:

We are pleased to submit the LANDBANK's **Consolidated 2023 Client Satisfaction Measurement (CSM) Report**.

Furthermore, I 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 ECPANGILINAN@landbank.com or phone at +63 (02) 8405-7310.

Thank you.

Sincerely,



ELCID C. PANGILINAN

Senior Vice President/Head, Strategy and Knowledge Management Group
Chairperson, Committee on Anti-Red Tape

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I. Overview:

The Land Bank of the Philippines (LANDBANK) is a government financial institution with a social mandate of promoting countryside development. 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 pursuit of its policy for quality, LANDBANK continuously measures its ability to deliver products and services that effectively address the needs and meet the expectations of its customers.

For 2023, 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.

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 a summary, LANDBANK’s 2023 CSM yielded the following results:

	Score
Number of Respondents	50,198
Satisfaction Rating	98.10%
Overall Score	97.89%

II. Scope:

a. Period Covered

The survey covered the completed transaction for all services in 2023. 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.

b. Geographic and Office Coverage

Geographic breakdown of respondents as follows:

Region	Count	%
Region I	1,409	3%
Region II	607	1%
Region III	11,497	23%
Region IV-A	5,993	12%
Region IV-B	1,828	4%
Region V	1,573	3%
Region VI	3,098	6%
Region VII	4,765	9%
Region VIII	2,636	5%
Region IX	311	1%
Region X	1,541	3%
Region XI	1,756	3%
Region XII	478	1%
Region XIII	389	1%
NCR	9,766	19%
CAR	406	1%
BARMM	2,145	4%
Total	50,198	100%

Office coverage distribution of respondents as follows:

Office	Count	%
Branch Banking Group		
Central Luzon	11,419	23%
East Visayas	6,919	14%
South West Luzon	5,383	11%
East Mindanao	4,512	9%
South East Luzon	3,864	8%
West Visayas	3,039	6%
North NCR	2,875	6%
South NCR	2,820	6%
North Luzon	2,271	5%
West Mindanao	1,798	4%
Total Branch Banking	44,900	89%
Lending Group		
Central Office	1,137	2%
Visayas	388	1%
North and Central Luzon	196	0.4%
Mindanao	191	0.4%
South Luzon	96	0.2%
Total Lending	2,008	4%
Central Office	3,290	7%
Total	50,198	100%

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

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

External Services		Total No. of Transactions	Minimum No. of Respondents	Actual No. of Respondents	%
1	Opening of Deposit Account	15,088,384	384	11,361	2,959%
2	ATM Card Requests	852,859	384	2,171	565%
3	Branch Over-the-Counter	43,970,147	384	26,175	6,816%
4	Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	832,236	384	1,157	301%
5	Branch Banking Loan Servicing	672,575	384	1,518	395%
6	Other Branch Products/Services	7,410,229	384	720	188%
7	Request for Branch Banking	1,100,810	384	1,153	300%
8	Regular Loan Processing	58,581	382	1,379	361%
9	Credit Card Services	2,075	324	334	103%
10	Loan Recovery Services	286	164	190	116%
11	Non-Borrowing Transactions	17	16	17	106%
12	Real and Other Properties Acquired/Acquired Assets	93	75	88	117%
13	Opening of Trust Accounts	223	141	223	158%
14	Trust Account Managements	13,387	373	1,166	313%
15	Agrarian Services	4,552	354	362	102%
16	Brokering / Distribution of Treasury Products	31,809	380	388	102%
17	Arranging of issuances of Investment Products	9	9	9	100%
18	Sourcing/Talent Acquisition	3,082	342	365	107%
19	Pre-Employment Assessment and Selection (Rank and File)	688	247	356	144%
20	Request for HR Records and Documents	54	47	54	115%
21	Complaints Management	78,414	382	1,012	264%
Total		70,120,510	5,924	50,198	847%

External services that had no clients in 2023 were the following:

Lending Services	
1	Zero - Issuance of Certification
2	Zero - Release of Collaterals via Loan Take-out (Full Payment) by other Financial Institutions
3	Zero - Execution and Issuance of Redemption Certificate
4	Zero - Refund of 10% of the Offered Price for Disapproved Negotiated Sales Offer
Treasury Services	
5	Zero - Investment Banking – Financial Advisory

The table below shows the list of clustered external services.

External Services
1. Opening of a Deposit Accounts
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
Closure of Deposit Account
Online Collection Payments
Reactivation/Closure of Dormant Deposit Account
Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSD TD)
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
Updating of Bank Records - Change in Account 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
Domestic Bills Purchase Initiation/Availment
Electronic Fund Transfer and Purchase of Over-the-Counter Check
Outgoing Remittance/Wire Transfer
Release of Inward Returned Check
Sale/Purchase of Foreign Currencies
Servicing of Modified Disbursement System Transactions
Trust/Treasury Placements

External Services
7. Request for Bank Documents
Request for Bank Certification/Statement of Account for Salary Loan
Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)
Printing/Reprinting of Bank Statement/Snapshot
Reprinting of Bank Statement not available in the Branch
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
Partial Release of Collaterals
Release of Collaterals as a Result of Full Payment
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
Declaration/Approval of Winning Bidder for Disposal via Public Bidding
Redemption and Acceptance of Full Payment of Redemption Price
Release of Repossessed Vehicles
Release of Sale Documents to ROPA Buyer
13. Opening of Trust Accounts
Escrow Accounts
Trust Accounts

External Services	
14. Trust Account Management	
	Additional Contribution / Reinvestment through Advance Copy of Letter of Instruction sent Via Email
	Additional Contribution / Reinvestment Physical Original Copy
	Account Withdrawal
	Account Closure/Termination
	Issuance of Bank Certification
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
16. Brokering / Distribution of Treasury Products	
	Brokering / Distribution of Peso-Denominated Corporate Bonds or LBP Issues in the Primary Market
	Brokering / Distribution of Peso-Denominated Corporate Bonds or LBP Issues in the Secondary Market (Purchase)
	Brokering / Distribution of Peso-Denominated Government Securities (GS) - Retail Treasury Bonds (RTBs) in the Primary Market
	Brokering / Distribution of Peso-Denominated Government Securities (GS) – Treasury Bills (T-Bills), Retail Treasury Bonds (RTBs) and Fixed Rate Treasury Notes (FXTNs), in the Primary Market
	Brokering / Distribution of Peso-Denominated Government Securities (GS) – Treasury Bills (T-Bills), Retail Treasury Bonds (RTBs) and Fixed Rate Treasury Notes (FXTNs), in the Secondary Market (Purchase)
	Brokering / Distribution of Peso-Denominated Government Securities (GS) – Treasury Bills (T-Bills), Retail Treasury Bonds (RTBs) and Fixed Rate Treasury Notes (FXTNs), in the Secondary Market (Sale)
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
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

d. Sampling

i. Applied Confidence Level and Margin of Error

As per ARTA's sampling calculator, sampling of LANDBANK's 2023 CSM survey applied a 95% Confidence Level and 5% Margin of Error to ensure result reliability.

ii. Response Rates

A total of 50,198 customers responded to the CSM survey. This is 847% of the 5,924 required minimum sample size based on ARTA's sampling calculator.

III. Methodology:

a. Mode of Survey Implementation

LANDBANK's 2023 CSM Survey was conducted through

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

- It is an in-house developed web-based application. Customers were asked to scan the unique QR Code posted in branches and other customer facing units' offices that serves as the key portal to enable all clients to access the CSM survey form. Customers may also access the CSM survey form online thru ***smiles.landbank.com*** shared to them by the LANDBANK stakeholders.

ii. Pen-and-Paper Survey for physical clients

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

iii. Telephone Survey for physical clients

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

b. Feedback and Collection Mechanism

The LANDBANK's 2023 CSM survey utilized the standard harmonized CSM questionnaire designed by ARTA which included questions on demographics, Citizen's Charter and 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

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

IV. Data and Interpretation

a. Demographic Profile

For the age distribution, 13% of the clients opted not to divulge their age. The largest age group with 40% belonged to 20-34 age range, demonstrating that young adults. Moreover, 28% of respondents were within the 35-49 age bracket, clients in their prime working and family-building years. Perceptions from clients aged 50-64 years old or 13% of respondents were also gathered, while 3% were contributed by the respondents aged 65 and above. Younger respondents, aged 19 and below constituted the 4% of the total respondents.

For the sex distribution, female clients had the big portion or 61% of the total respondents while male respondents accounted for 39%.

Demographics	Count	%
Age Group		
1. 19 or lower	1,791	4%
2. 20-34	19,905	40%
3. 35-49	13,969	28%
4. 50-64	6,771	13%
5. 65 or higher	1,338	3%
6. Did not specify	6,424	13%

Demographics	Count	%
Sex		
1. Male	19,338	39%
2. Female	30,588	61%
3. Did not specify	272	1%

For the region distribution of respondents, an estimate of 1 in 4 respondents (23%) were from Region III, while 1 in 5 respondents (19%) from National Capital Region. This was followed by Region IV-A with 12%.

D3. Region	Count	%
Region I	1,409	3%
Region II	607	1%
Region III	11,497	23%
Region IV-A	5,993	12%
Region IV-B	1,828	4%
Region V	1,573	3%
Region VI	3,098	6%
Region VII	4,765	9%
Region VIII	2,636	5%

D3. Region	Count	%
Region IX	311	1%
Region X	1,541	3%
Region XI	1,756	3%
Region XII	478	1%
Region XIII	389	1%
NCR	9,766	19%
CAR	406	1%
BARMM	2,145	4%
Total	50,198	100%

In terms of office group, Branch Banking Group got the lion's share of 89%, then followed by Central Office with 7% and Lending Group with 4%.

Office	Count	%
Branch Banking Group	44,900	89%
Central Office	3,290	7%
Lending Group	2,008	4%

For the customer type segment, most of the clients who visited the branches/ customer facing units' offices for their bank transactions were citizens or individual clients with 78%. Government clients came next with 12%. Least visits from business clients, with only 4%, was also observed.

D4. Customer Type	Count	%
1. Citizen	39,101	78%
2. Business	1,938	4%
3. Government	6,266	12%
4. Did not specify	2,893	6%

b. Citizen's Charter (CC) Results

Majority of respondents were aware of the existence of LANDBANK Citizen's Charter (CC) and have seen it in the branches/ customer facing units' offices. With 75%, a significant number of respondents knew what a CC is and noticed it physically in the branches/ customer facing units' offices. Its visibility in the branches/ customer facing units' offices were noticed easily by most of the respondents and also perceived its effectiveness in helping clients with their transactions.

This exhibited that LANBANK had an effective way in communicating the CC to its clients. A big slice of total respondents, representing 78%, perceived that the CC was easy to see, an indicator that the visibility of the CC is effective in reaching to clients. Additionally, 11% of respondents just learned the CC when they saw it in the branches/ customer facing units' offices. This indicated that visibility of CC in the branches/ customer facing units' offices is important to have a higher level of CC awareness. 7% of respondents claimed that the CC was somewhat easy to see.

Only 5% of respondents who did not know what a CC is and did not see one in the branches/ customer facing units' offices. Furthermore, a small portion of respondents or 3% knew the concept of a CC, but have not seen it in the branches/ customer facing units' offices.

The degree of effectiveness of the CC in clients' transactions varied. For the majority of respondents or 77%, they claimed that the CC helped them very much, which conveyed a positive customer experience for those who were aware of CC. Conversely, 8% of the total respondents realized that the CC was somewhat helpful to them, while a very small percentage or 1% claimed that the CC did not help them in their transactions. Overall, the respondents' perceptions on CC's effectiveness really generated positive impact.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	37,772	75%
2. I know what a CC is but I did not see this office's CC.	1,351	3%
3. I learned of the CC only when I saw this office's CC.	5,729	11%
4. I do not know what a CC is and I did not see this office's CC.	2,595	5%
N/A	367	1%
Did not specify	2,384	5%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	36,799	78%
2. Somewhat easy to see	3,464	7%
3. Difficult to see	351	1%
4. Not visible at all	209	0.44%
N/A	3,116	7%
Did not specify	3,508	7%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	36,471	77%
2. Somewhat helped	3,690	8%
3. Did not help	281	1%
N/A	3,303	7%
Did not specify	3,702	8%

c. Service Quality Dimension (SQD) Results

Clients of LANDBANK claimed that they were satisfied with the transaction that they availed, registering a **98.10% Overall Score**, equivalent to **Outstanding Rating**.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	43,282	5,917	342	177	436	44	50,198	98.10%

LANDBANK recorded an **Overall Score** based on the eight (8) Service Quality Dimensions (SQDs) of **97.89%**, which 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	39,724	8,611	864	249	598	152	50,198	96.58%
Reliability	40,334	6,473	396	87	207	2,701	50,198	98.55%
Access and Facilities	39,197	6,739	576	120	277	3,289	50,198	97.93%
Communication	38,216	7,636	771	129	254	3,192	50,198	97.54%
Costs	29,426	5,772	612	86	185	14,117	50,198	97.55%
Integrity	40,400	6,118	516	137	291	2,736	50,198	98.01%
Assurance	44,069	5,361	365	97	234	72	50,198	98.61%
Outcome	39,216	6,758	522	87	200	3,415	50,198	98.27%
Overall	310,582	53,468	4,622	992	2,246	29,674	401,584	97.89%

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

The **Responsiveness** dimension attained an **Overall Score of 96.58%**. A high level of responsiveness to clients' transactions was observed indicating that branches/ customer facing units are very much willing to help and prompt in attending to clients' needs and concerns.

The **Reliability** dimension achieved an **Overall Score of 98.55%**. A strong level of reliability in the delivery of services, showing that clients can rely on the branches/ customer facing units to provide the promised services dependably and accurately.

The **Access and Facilities** dimension recorded an **Overall Score of 97.93%**. 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 accomplished an **Overall Score of 97.54%**. It implied that effective, timely and clear communication practices to clients were carried out by branches/ customer facing units.

The **Cost** dimension obtained an **Overall Score of 97.55%**. It showed that clients perceived the costs associated with the service as reasonable and commensurate with the value received contributing to positive perceptions on value for money.

The **Integrity** dimension secured an **Overall Score of 98.01%**. It revealed that clients observed branches/ customer facing units as trustworthy, fair and just in dealing with clients.

The **Assurance** dimension reached an impressive **Overall Score of 98.61%**, the highest Overall Score among the eight (8) SQDs. It appeared that clients highly recognized the competence, courtesy, and good work relationships of the branches/ customer facing units to clients.

The **Outcome** dimension reaped an **Overall Score of 98.27%**. It displayed that results or outcomes of the services were achieved outstandingly by the clients from the branches/ customer facing units.

d. **Overall Score per Service**

Majority of the 21 combined services of LANDBANK garnered **Overall Scores of Outstanding Rating**.

Evaluated services with Overall Scores equivalent to Outstanding Rating comprised of 76% or 16 services, with *Trust Account Managements* being the highest rated service of 99.61%. This is followed by *Brokering / Distribution of Treasury Products* with 99.58%.

Very Satisfactory Rating were contributed by 19% or four (4) services and Satisfactory Rating by 5% or one (1) service.

External Services		Responses	Overall Score
1	Opening of Deposit Account	11,361	98.17%
2	ATM Card Requests	2,171	98.18%
3	Branch Over-the-Counter Transactions	26,175	98.08%
4	Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	1,157	94.54%
5	Branch Banking Loan Servicing	1,518	99.18%
6	Other Branch Products/Services	720	98.04%
7	Request for Branch Banking Documents	1,153	97.20%
8	Regular Loan Processing	1,379	94.83%
9	Credit Card Services	334	93.12%
10	Loan Recovery Services	190	90.35%
11	Non-Borrowing Transactions	17	99.25%
12	Real and Other Properties Acquired/Acquired Assets	88	95.53%
13	Opening of Trust Accounts	223	99.32%
14	Trust Account Managements	1,166	99.61%
15	Agrarian Services	362	98.30%
16	Brokering / Distribution of Treasury Products	388	99.58%
17	Arranging the issuances of Investment Products	9	98.48%
18	Sourcing/Talent Acquisition	365	97.61%
19	Pre-Employment Assessment and Selection (Rank and File)	356	96.33%
20	Request for HR Records and Documents	54	88.01%
21	Complaints Management	1,012	97.04%
	Total	50,198	97.89%

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 98.19%** and an **Overall Score of 98.17%**. With **Reliability** as the highest rated Service Quality Dimension (SQD), this indicated that respondents perceived this external service with strong level of reliability and accuracy 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
	10,019	1,127	60	36	109	10	11,361	98.19%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	9,223	1,717	184	62	148	27	11,361	96.52%
Reliability	9,124	1,109	69	15	50	994	11,361	98.71%
Access and Facilities	8,949	1,228	88	17	62	1,017	11,361	98.39%
Communication	8,793	1,370	111	22	55	1,010	11,361	98.18%
Costs	7,663	1,280	116	15	34	2,253	11,361	98.19%
Integrity	9,096	1,105	75	29	64	992	11,361	98.38%
Assurance	10,188	1,002	86	17	59	9	11,361	98.57%
Outcome	8,791	1,322	88	14	45	1,101	11,361	98.57%
Overall	71,827	10,133	817	191	517	7,403	90,888	98.17%

2. ATM Card Requests

The external service of **ATM Card Requests** attained an **Overall Satisfaction Rating of 98.20%** and an **Overall Score of 98.18%**. Among the 8 SQDs, **Reliability** was given the highest rating, demonstrating that respondents trusted that ATM Card Requests were received from branches/ customer facing units correctly.

<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
	1,929	203	7	10	22	0	2,171	98.20%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,819	295	12	11	31	3	2,171	97.51%
Reliability	1,898	243	15	3	9	3	2,171	98.75%
Access and Facilities	1,873	234	20	7	12	25	2,171	98.18%
Communication	1,810	288	24	18	12	19	2,171	97.49%
Costs	1,619	166	15	3	11	357	2,171	98.40%
Integrity	1,916	212	20	7	15	1	2,171	98.06%
Assurance	1,932	209	15	6	9	0	2,171	98.62%
Outcome	1,886	237	19	6	8	15	2,171	98.47%
Overall	14,753	1,884	140	61	107	423	17,368	98.18%

3. Branch Over-the-Counter Transactions

The external service of **Branch Over-the-Counter Transactions** gained an **Overall Satisfaction Rating of 98.24%** and an **Overall Score of 98.08%**. The **Reliability** dimension recorded the highest overall score, revealing that Branch Over-the-Counter Transactions were observed by the respondents as spot-on and properly executed.

<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
	22,553	3,140	164	82	213	23	26,175	98.24%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	20,782	4,532	407	121	279	54	26,175	96.91%
Reliability	20,814	3,511	166	41	104	1,539	26,175	98.74%
Access and Facilities	20,383	3,623	211	51	145	1,762	26,175	98.33%
Communication	19,748	4,080	336	32	124	1,855	26,175	97.98%
Costs	14,137	2,982	310	47	108	8,591	26,175	97.36%
Integrity	20,679	3,439	266	65	156	1,570	26,175	98.02%
Assurance	22,771	3,021	172	46	129	36	26,175	98.67%
Outcome	20,139	3,705	239	34	93	1,965	26,175	98.49%
Overall	159,453	28,893	2,107	437	1,138	17,372	209,400	98.08%

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

The external service of **Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)** realized an **Overall Satisfaction Rating of 94.30%** and an **Overall Score of 94.54%**. **Assurance** logged as the highest rated service dimension, presenting that this external service was highly acknowledged by the respondents in terms of the competence, courtesy and working relationship with the 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
	963	128	7	16	43	0	1,157	94.30%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	877	185	26	8	55	6	1,157	92.27%
Reliability	955	147	26	9	18	2	1,157	95.41%
Access and Facilities	891	165	24	14	28	35	1,157	94.12%
Communication	886	176	32	16	32	15	1,157	92.99%
Costs	598	129	21	2	10	397	1,157	95.66%
Integrity	948	147	18	13	28	3	1,157	94.89%
Assurance	979	133	16	11	16	2	1,157	96.28%
Outcome	922	152	26	6	24	27	1,157	95.04%
Overall	7,056	1,234	189	79	211	487	9,256	94.54%

5. Branch Banking Loan Servicing

The external service of **Branch Banking Loan Servicing** earned an **Overall Satisfaction Rating of 99.27%** and an **Overall Score of 99.18%**. Among the 8 SQDs, **Assurance** topped the list, showing that respondents received this external service with utmost courtesy and from the 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
	1,396	110	4	3	4	1	1,518	99.27%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,293	204	9	4	6	2	1,518	98.75%
Reliability	1,288	125	6	1	2	96	1,518	99.37%
Access and Facilities	1,266	136	6	4	2	104	1,518	99.15%
Communication	1,240	165	12	1	0	100	1,518	99.08%
Costs	883	142	8	1	1	483	1,518	99.03%
Integrity	1,286	128	5	3	3	93	1,518	99.23%
Assurance	1,424	87	1	4	1	1	1,518	99.60%
Outcome	1,250	153	7	3	1	104	1,518	99.22%
Overall	9,930	1,140	54	21	16	983	12,144	99.18%

6. Other Branch Products/Services

The external service of **Other Branch Products/Services** gained an **Overall Satisfaction Rating of 98.19%** and an **Overall Score of 98.04%**. **Assurance** dimension received the highest overall score among the 8 SQDs, indicating that respondents observed the capability, respectfulness and attentiveness of the staff rendering this external 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
	647	60	2	2	9	0	720	98.19%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	597	103	6	1	12	1	720	97.36%
Reliability	631	77	5	1	4	2	720	98.61%
Access and Facilities	610	92	3	1	5	9	720	98.73%
Communication	604	88	12	3	4	9	720	97.33%
Costs	423	73	12	1	3	208	720	96.88%
Integrity	628	74	9	3	5	1	720	97.64%
Assurance	652	60	1	2	4	1	720	99.03%
Outcome	623	80	8	0	3	6	720	98.46%
Overall	4,768	647	56	12	40	237	5,760	98.04%

7. Request for Branch Banking Documents

The external service of **Request for Branch Banking Documents** concluded an **Overall Satisfaction Rating of 97.14%** and an **Overall Score of 97.20%**. With **Reliability** as the topmost rated SQD, respondents claimed the whenever there's a request for branch banking documents, an assurance that on point and reliable services will be 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
	982	138	6	12	15	0	1,153	97.14%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	909	194	15	7	27	1	1,153	95.75%
Reliability	962	169	8	7	6	1	1,153	98.18%
Access and Facilities	926	178	13	10	8	18	1,153	97.27%
Communication	913	191	19	4	9	17	1,153	97.18%
Costs	799	163	22	7	4	158	1,153	96.68%
Integrity	964	158	12	10	9	0	1,153	97.31%
Assurance	1,010	116	13	7	7	0	1,153	97.66%
Outcome	956	155	18	3	7	14	1,153	97.54%
Overall	7,439	1,324	120	55	77	209	9,224	97.20%

8. Regular Loan Processing

The external service of **Regular Loan Processing** seized an **Overall Satisfaction Rating of 97.24%** and an **Overall Score of 94.83%**. **Assurance** dimension, being the highest rated overall score among the 8 SQDs, signified that respondents discerned the proficiency, courtesy and attentiveness of the staff rendering regular loan processing.

<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
	1,023	314	32	1	5	4	1,379	97.24%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	890	378	87	14	8	2	1,379	92.08%
Reliability	978	319	50	1	4	27	1,379	95.93%
Access and Facilities	906	329	88	5	4	47	1,379	92.72%
Communication	856	372	96	10	5	40	1,379	91.71%
Costs	726	297	49	5	1	301	1,379	94.90%
Integrity	1,073	230	45	0	1	30	1,379	96.59%
Assurance	1,152	198	26	0	2	1	1,379	97.97%
Outcome	971	318	38	2	4	46	1,379	96.70%
Overall	7,552	2,441	479	37	29	494	11,032	94.83%

9. Credit Card Services

The external service of **Credit Card Services** secured an **Overall Satisfaction Rating of 93.39%** and an **Overall Score of 93.12%**. Among the 8 SQDs, **Assurance** topped the list, showing that respondents perceived their transactions on credit card services as competent, and with utmost respect from the 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
	219	92	18	1	3	1	334	93.39%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	179	113	23	8	5	6	334	89.02%
Reliability	233	82	8	7	1	3	334	95.17%
Access and Facilities	223	69	27	2	3	10	334	90.12%
Communication	196	97	27	4	0	10	334	90.43%
Costs	114	56	11	2	2	149	334	91.89%
Integrity	253	65	8	3	2	3	334	96.07%
Assurance	266	58	7	0	0	3	334	97.89%
Outcome	222	76	13	4	3	16	334	93.71%
Overall	1,686	616	124	30	16	200	2,672	93.12%

10. Loan Recovery Services

The external service of **Loan Recovery Services** gathered an **Overall Satisfaction Rating of 92.63%** and an **Overall Score of 90.35%**. With **Reliability** as the highest rated SQD, respondents perceived that accurate and steadfast services were received 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
	112	64	13	1	0	0	190	92.63%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	95	74	20	1	0	0	190	88.95%
Reliability	104	73	10	1	0	2	190	94.15%
Access and Facilities	105	64	18	1	0	2	190	89.89%
Communication	98	61	27	1	1	2	190	84.57%
Costs	100	70	16	0	0	4	190	91.40%
Integrity	113	57	20	0	0	0	190	89.47%
Assurance	121	55	13	0	0	1	190	93.12%
Outcome	108	59	15	1	0	7	190	91.26%
Overall	844	513	139	5	1	18	1,520	90.35%

11. Non-Borrowing Transactions

The external service of **Non-Borrowing Transactions** reaped an **Overall Satisfaction Rating of 100.00%** and an **Overall Score of 99.25%**. Majority of the SQDs obtained a 100% overall score, signifying a remarkably high level of satisfaction of 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
	13	4	0	0	0	0	17	100.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	12	5	0	0	0	0	17	100.00%
Reliability	14	3	0	0	0	0	17	100.00%
Access and Facilities	13	4	0	0	0	0	17	100.00%
Communication	13	4	0	0	0	0	17	100.00%
Costs	11	3	1	0	0	2	17	93.33%
Integrity	13	4	0	0	0	0	17	100.00%
Assurance	14	3	0	0	0	0	17	100.00%
Outcome	13	4	0	0	0	0	17	100.00%
Overall	103	30	1	0	0	2	136	99.25%

12. Real and Other Properties Acquired/Acquired Assets

The external service of **Real and Other Properties Acquired/Acquired Assets** garnered an **Overall Satisfaction Rating of 97.73%** and an **Overall Score of 95.53%**. Most of the SQDs achieved an Outstanding level of Overall Scores, implying that respondents were mostly satisfied with 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
	70	16	2	0	0	0	88	97.73%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	46	35	7	0	0	0	88	92.05%
Reliability	67	19	1	0	1	0	88	97.73%
Access and Facilities	55	24	8	0	1	0	88	89.77%
Communication	56	28	3	0	0	1	88	96.55%
Costs	56	19	3	0	1	9	88	94.94%
Integrity	75	11	1	0	1	0	88	97.73%
Assurance	82	4	2	0	0	0	88	97.73%
Outcome	69	17	1	0	1	0	88	97.73%
Overall	506	157	26	0	5	10	704	95.53%

13. Opening of Trust Accounts

The external service of **Opening of Trust Accounts** generated an **Overall Satisfaction Rating of 100.00%** and an **Overall Score of 99.32%**. All of the SQDs achieved an Outstanding level of Overall Scores, suggesting that respondents were highly satisfied on opening of Trust accounts transactions.

<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
	193	28	0	0	0	2	223	100.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	191	28	3	0	0	1	223	98.65%
Reliability	193	28	0	0	0	2	223	100.00%
Access and Facilities	189	31	2	0	0	1	223	99.10%
Communication	182	32	7	0	0	2	223	96.83%
Costs	188	32	0	0	0	3	223	100.00%
Integrity	193	29	0	0	0	1	223	100.00%
Assurance	197	26	0	0	0	0	223	100.00%
Outcome	193	29	0	0	0	1	223	100.00%
Overall	1,526	235	12	0	0	11	1,784	99.32%

14. Trust Account Managements

The external service of **Trust Account Managements** impressively accomplished an **Overall Satisfaction Rating of 99.83%** and an **Overall Score of 99.61%**, signifying a remarkably high level of satisfaction of respondents who availed of this service. Looking into the 8 SQDs, **Reliability** emerged as the top rated dimension, an indicator of respondents' claim that error-free and dependable services were received for their transactions on managing Trust accounts.

<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
	1,073	91	2	0	0	0	1,166	99.83%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	991	159	5	0	2	9	1,166	99.39%
Reliability	1,051	112	1	0	0	2	1,166	99.91%
Access and Facilities	1,020	131	5	1	0	9	1,166	99.48%
Communication	979	165	8	4	0	10	1,166	98.96%
Costs	981	140	3	0	0	42	1,166	99.73%
Integrity	1,049	112	2	0	0	3	1,166	99.83%
Assurance	1,067	95	2	0	0	2	1,166	99.83%
Outcome	1,061	99	3	0	0	3	1,166	99.74%
Overall	8,199	1,013	29	5	2	80	9,328	99.61%

15. Agrarian Services

The external service of **Agrarian Services** reached an **Overall Satisfaction Rating of 98.90%** and an **Overall Score of 98.30%**. Among the 8 SQDs, **Assurance** topped the list, displaying that respondents perceived their transactions on agrarian services as competent, and dealt with 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
	328	30	3	0	1	0	362	98.90%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	289	58	5	1	5	4	362	96.93%
Reliability	304	55	2	0	0	1	362	99.45%
Access and Facilities	289	46	7	2	0	18	362	97.38%
Communication	282	58	7	0	1	14	362	97.70%
Costs	126	33	5	0	2	196	362	95.78%
Integrity	321	34	2	2	0	3	362	98.89%
Assurance	326	30	1	0	0	5	362	99.72%
Outcome	311	41	3	0	0	7	362	99.15%
Overall	2,248	355	32	5	8	248	2,896	98.30%

16. Brokering / Distribution of Treasury Products

The external service of **Brokering / Distribution of Treasury Products** fulfilled an **Overall Satisfaction Rating of 100.00%** and an **Overall Score of 99.58%**. All of the SQDs achieved an Outstanding level of Overall Scores, implying that respondents were highly satisfied on the transactions of brokering / distribution of Treasury 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
	278	110	0	0	0	0	388	100.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	218	163	4	0	0	3	388	98.96%
Reliability	249	138	1	0	0	0	388	99.74%
Access and Facilities	246	139	1	0	0	2	388	99.74%
Communication	216	167	4	0	0	1	388	98.97%
Costs	293	89	2	0	0	4	388	99.48%
Integrity	322	64	1	0	0	1	388	99.74%
Assurance	331	57	0	0	0	0	388	100.00%
Outcome	325	63	0	0	0	0	388	100.00%
Overall	2,200	880	13	0	0	11	3,104	99.58%

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 98.48%**. With the Outstanding level of Overall Scores obtained by the 8 SQDs, 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
	9	0	0	0	0	0	9	100.00%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	5	4	0	0	0	0	9	100.00%
Reliability	8	1	0	0	0	0	9	100.00%
Access and Facilities	7	0	0	0	0	2	9	100.00%
Communication	6	2	1	0	0	0	9	88.89%
Costs	7	0	0	0	0	2	9	100.00%
Integrity	8	0	0	0	0	1	9	100.00%
Assurance	9	0	0	0	0	0	9	100.00%
Outcome	8	0	0	0	0	1	9	100.00%
Overall	58	7	1	0	0	6	72	98.48%

18. Sourcing/Talent Acquisition

The external service of **Sourcing/Talent Acquisition** reached an **Overall Satisfaction Rating of 98.35%** and an **Overall Score of 97.61%**. 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
	301	56	4	1	1	2	365	98.35%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	271	71	11	1	1	10	365	96.34%
Reliability	298	53	6	0	1	7	365	98.04%
Access and Facilities	212	50	7	0	0	96	365	97.40%
Communication	263	67	8	0	1	26	365	97.35%
Costs	68	18	3	0	0	276	365	96.63%
Integrity	294	57	5	0	1	8	365	98.32%
Assurance	314	46	1	0	0	4	365	99.72%
Outcome	270	54	7	4	2	28	365	96.14%
Overall	1,990	416	48	5	6	455	2,920	97.61%

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 97.46%** and an **Overall Score of 96.33%**. **Assurance** topped the list of SQDs, signifying that the transactions on pre-employment assessment and selection (rank and file) was highly recognized as competent, and with courteous and helpful 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
	277	69	7	2	0	1	356	97.46%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	242	85	13	6	0	10	356	94.51%
Reliability	264	78	6	0	0	8	356	98.28%
Access and Facilities	210	69	10	0	0	67	356	96.54%
Communication	235	89	6	4	0	22	356	97.01%
Costs	66	20	3	0	0	267	356	96.63%
Integrity	252	81	13	1	0	9	356	95.97%
Assurance	281	67	3	0	0	5	356	99.15%
Outcome	226	71	18	6	0	35	356	92.52%
Overall	1,776	560	72	17	0	423	2,848	96.33%

20. Request for HR Records and Documents

The external service of **Request for HR Records and Documents** accomplished an **Overall Satisfaction Rating of 90.74%** and an **Overall Score of 88.01%**. With **Assurance** as the highest rated SQD, respondents observed that transactions on request for HR records and documents were rendered with competence, and respect from associates 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
	26	23	3	1	1	0	54	90.74%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	17	25	6	2	3	1	54	79.25%
Reliability	26	22	5	0	0	1	54	90.57%
Access and Facilities	18	20	5	1	0	10	54	86.36%
Communication	21	16	5	3	0	9	54	82.22%
Costs	8	6	1	0	0	39	54	93.33%
Integrity	27	21	2	1	0	3	54	94.12%
Assurance	30	19	3	0	0	2	54	94.23%
Outcome	27	20	6	0	1	0	54	87.04%
Overall	174	149	33	7	4	65	432	88.01%

21. Complaints Management

The complaints handling gathered an **Overall Satisfaction Rating of 97.33%** and an **Overall Score of 97.33%**. **Assurance** registered as the highest rated SQD, implying that services on complaints management were handled with competent and experienced, polite and helpful associates.

<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
	871	114	8	9	10	0	1,012	97.33%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	778	183	21	2	16	12	1,012	96.10%
Reliability	873	109	11	1	7	11	1,012	98.10%
Access and Facilities	806	107	33	4	7	55	1,012	95.40%
Communication	819	120	26	7	10	30	1,012	95.62%
Costs	560	54	11	3	8	376	1,012	96.54%
Integrity	890	90	12	0	6	14	1,012	98.20%
Assurance	923	75	3	4	7	0	1,012	98.62%
Outcome	845	103	13	4	8	39	1,012	97.43%
Overall	6,494	841	130	25	69	537	8,096	97.04%

V. Results of the Agency Action Plan reported in 2022

LANDBANK's CSM for 2022 was aligned with GCG's conduct of Nationwide Customer Satisfaction Survey.

VI. Continuous Improvement Plan

Service /Areas of Operations	Action Plan/Steps	Responsible Department/Unit/ Person	Timeline
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 	BBS and IT-PMD	4 th Quarter of 2024 to 4 th Quarter of 2025
	<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 	PAD, Branches Groups, Branch Heads, ODD	1 st Quarter to 4 th Quarter of 2024
ATM 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 	Branches, BBSD, Third Party Service Provider	Continuous
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. 	SMLG & LSD	4 th quarter of 2024
	<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 	All Lending Units and LPMG	Continuous
	<ul style="list-style-type: none"> Improve the release of documents in the Special Assets Department (within 60 days) 	Special Assets Department I and II	Continuous
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 	Enterprise System Dept; Offices concerned; Agrarian Dept	1st Quarter of 2025
Customer Care Operations	<ul style="list-style-type: none"> Implementation of Omni-Channel Contact Center Solution to provide seamless service to the Bank clients 	Customer Care Department	4th quarter of 2024
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 	Personnel Admin Dept. and Enterprise System Dept	Within 2024
Customer Service Delivery	<ul style="list-style-type: none"> Conduct of Customer Service Training Program to all employees 	Organization Devt Dept.	On-going

ANNEX A. CSM Results Per Region and Per Office

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>	8,173	1,319	117	43	100	14	9,766	97.33%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	7,359	1,855	269	68	146	69	9,766	95.02%
Reliability	7,488	1,414	129	22	52	661	9,766	97.77%
Access and Facilities	7,149	1,371	236	33	60	917	9,766	96.28%
Communication	6,999	1,602	268	51	54	792	9,766	95.84%
Costs	5,542	1,167	155	23	46	2,833	9,766	96.77%
Integrity	7,681	1,189	143	23	61	669	9,766	97.50%
Assurance	8,510	1,055	103	22	53	23	9,766	98.17%
Outcome	7,343	1,293	173	29	51	877	9,766	97.15%
Overall	58,071	10,946	1,476	271	523	6,841	78,128	96.82%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	6,488	66.43%
2. I know what a CC is but I did not see this office's CC.	498	5.10%
3. I learned of the CC only when I saw this office's CC.	864	8.85%
4. I do not know what a CC is and I did not see this office's CC.	720	7.37%
N/A	324	3.32%
Did not specify	872	8.93%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5,856	68.33%
2. Somewhat easy to see	806	9.40%
3. Difficult to see	124	1.45%
4. Not visible at all	92	1.07%
N/A	940	10.97%
Did not specify	752	8.77%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,589	65.22%
2. Somewhat helped	820	9.57%
3. Did not help	96	1.12%
N/A	1,007	11.75%
Did not specify	1,058	12.35%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	2,065	98.48%
2	ATM Card Requests	165	94.66%
3	Branch OTC Transactions	2,762	96.82%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	228	93.79%
5	Branch Banking Loan Servicing	106	99.74%
6	Other Branch Products/Services	172	98.66%
7	Request for Bank Documents	142	96.14%
8	Regular Loan Processing	508	88.08%
9	Credit Card Services	334	93.12%
10	Loan Recovery Services	190	90.35%
11	Non-Borrowing Transactions	17	99.25%
12	Real and Other Properties Acquired/Acquired Assets	88	95.53%
13	Opening of Trust Accounts	223	99.32%
14	Trust Account Management	1,166	99.61%
15	Agrarian Services	6	97.92%
16	Brokering / Distribution of Treasury Products	388	99.58%
17	Arranging the issuances of Investment Products	9	98.48%
18	Sourcing/Talent Acquisition	365	97.61%
19	Pre-Employment Assessment and Selection (Rank and File)	356	96.33%
20	Request for HR Records and Documents	54	88.01%
21	Complaints Management	422	95.37%

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.	10	55.56%
2. I know what a CC is but I did not see this office's CC.	1	5.56%
3. I learned of the CC only when I saw this office's CC.	4	22.22%
4. I do not know what a CC is and I did not see this office's CC.	3	16.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	14	77.78%
2. Somewhat easy to see	-	-
3. Difficult to see	1	5.56%
4. Not visible at all	-	-
N/A	3	16.67%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	66.67%
2. Somewhat helped	2	11.11%
3. Did not help	1	5.56%
N/A	3	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>	15	2	0	1	0	0	18	94.44%
Service Quality Dimensions								
Responsiveness	15	2	1	0	0	0	18	94.44%
Reliability	15	2	1	0	0	0	18	94.44%
Access and Facilities	16	1	1	0	0	0	18	94.44%
Communication	14	1	1	0	0	2	18	93.75%
Costs	8	1	0	0	0	9	18	100.00%
Integrity	15	2	0	0	0	1	18	100.00%
Assurance	17	0	1	0	0	0	18	94.44%
Outcome	14	2	0	0	0	2	18	100.00%
Overall	114	11	5	0	0	14	144	96.15%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	5
3	Cash Withdrawal	4
4	Check Deposit - Peso	3
5	Check Encashment	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
7	Salary Loan	1
8	Printing/Reprinting of Bank Statement/Snapshot	1
Total		18

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.	6	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	5	83.33%
2. Somewhat easy to see	1	16.67%
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	5	83.33%
2. Somewhat helped	1	16.67%
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>	5	1	0	0	0	0	6	100.00%
Service Quality Dimensions								
Responsiveness	6	0	0	0	0	0	6	100.00%
Reliability	6	0	0	0	0	0	6	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	5	0	1	0	0	0	6	83.33%
Communication	5	1	0	0	0	0	6	100.00%
Costs	5	1	0	0	0	0	6	100.00%
Integrity	6	0	0	0	0	0	6	100.00%
Assurance	5	1	0	0	0	0	6	100.00%
Outcome	5	1	0	0	0	0	6	100.00%
Overall	43	4	1	0	0	0	48	97.92%

External Services		Responses
1	Transfer/Conversion/Exchange/ Replacement of AR Bonds	1
2	Bond Redemption and Interest Payment	5
	Total	6

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.	330	73.99%
2. I know what a CC is but I did not see this office's CC.	19	4.26%
3. I learned of the CC only when I saw this office's CC.	53	11.88%
4. I do not know what a CC is and I did not see this office's CC.	27	6.05%
N/A	17	3.81%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	361	84.15%
2. Somewhat easy to see	21	4.90%
3. Difficult to see	1	0.23%
4. Not visible at all	-	-
N/A	31	7.23%
Did not specify	15	3.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	373	86.95%
2. Somewhat helped	13	3.03%
3. Did not help	-	-
N/A	31	7.23%
Did not specify	12	2.80%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	425	20	0	1	0	0	446	99.78%
Service Quality Dimensions								
Responsiveness	405	39	1	0	0	1	446	99.78%
Reliability	421	23	0	0	0	2	446	100.00%
Access and Facilities	415	24	0	0	0	7	446	100.00%
Communication	420	22	1	0	0	3	446	99.77%
Costs	313	24	1	0	1	107	446	99.41%
Integrity	419	25	0	0	0	2	446	100.00%
Assurance	423	23	0	0	0	0	446	100.00%
Outcome	417	25	0	0	0	4	446	100.00%
Overall	3,233	205	3	0	1	126	3,568	99.88%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	420
3	Request for ATM PIN Change	3
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	4
6	Cash Withdrawal	2
7	Online Collection Payments	2
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Details/Type	2
10	Updating of Bank Records - Change in Account Type	1
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
12	Salary Loan	2
Total		446

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.	2	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.	1	33.33%
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	100.00%

Citizen's Charter Answers	Responses	Percentage
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	3	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>	2	1	0	0	0	0	3	100.00%
Service Quality Dimensions								
Responsiveness	2	1	0	0	0	0	3	100.00%
Reliability	2	1	0	0	0	0	3	100.00%
Access and Facilities	2	1	0	0	0	0	3	100.00%
Communication	2	1	0	0	0	0	3	100.00%
Costs	1	1	0	0	0	1	3	100.00%
Integrity	2	1	0	0	0	0	3	100.00%
Assurance	2	1	0	0	0	0	3	100.00%
Outcome	2	1	0	0	0	0	3	100.00%
Overall	15	8	0	0	0	1	24	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	2
2	Online Collection Payments	1
Total		3

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.	12	85.71%
2. I know what a CC is but I did not see this office's CC.	1	7.14%
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	7.14%

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	9	64.29%
2. Somewhat easy to see	1	7.14%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	7.14%
Did not specify	3	21.43%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	64.29%
2. Somewhat helped	1	7.14%
3. Did not help	-	-
N/A	1	7.14%
Did not specify	3	21.43%

	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>	14	0	0	0	0	0	14	100.00%
Service Quality Dimensions								
Responsiveness	14	0	0	0	0	0	14	100.00%
Reliability	10	1	0	0	0	3	14	100.00%
Access and Facilities	11	0	0	0	0	3	14	100.00%
Communication	10	1	0	0	0	3	14	100.00%
Costs	9	1	0	0	0	4	14	100.00%
Integrity	11	0	0	0	0	3	14	100.00%
Assurance	13	1	0	0	0	0	14	100.00%
Outcome	10	1	0	0	0	3	14	100.00%
Overall	88	5	0	0	0	19	112	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	4
2	Cash Withdrawal	1
3	Check Deposit - Peso	7
4	Request for Fund Transfer	1
5	Salary Loan	1
Total		14

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.	28	80.00%
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.	3	8.57%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	5.71%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	31	93.94%
2. Somewhat easy to see	1	3.03%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	3.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	29	87.88%
2. Somewhat helped	1	3.03%
3. Did not help	-	-
N/A	1	3.03%
Did not specify	2	6.06%

	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>	33	1	0	0	0	1	35	100.00%
Service Quality Dimensions								
Responsiveness	29	5	0	0	0	1	35	100.00%
Reliability	32	3	0	0	0	0	35	100.00%
Access and Facilities	34	1	0	0	0	0	35	100.00%
Communication	30	4	0	0	0	1	35	100.00%
Costs	21	1	1	0	1	11	35	91.67%
Integrity	34	1	0	0	0	0	35	100.00%
Assurance	33	2	0	0	0	0	35	100.00%
Outcome	29	3	0	0	1	2	35	96.97%
Overall	242	20	1	0	2	15	280	98.87%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	10

External Services		Responses
3	Cash Withdrawal	8
4	Check Deposit - Peso	5
5	Check Encashment	6
6	Electronic Fund Transfer and Purchase of Over-the-Counter Check	3
Total		35

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.	21	67.74%
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	22.58%
4. I do not know what a CC is and I did not see this office's CC.	3	9.68%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18	58.06%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	9.68%
Did not specify	10	32.26%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	51.61%
2. Somewhat helped	2	6.45%
3. Did not help	-	-
N/A	3	9.68%
Did not specify	10	32.26%

	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>	30	1	0	0	0	0	31	100.00%
Service Quality Dimensions								
Responsiveness	30	1	0	0	0	0	31	100.00%
Reliability	26	0	0	0	0	5	31	100.00%
Access and Facilities	26	0	0	0	0	5	31	100.00%
Communication	24	1	1	0	0	5	31	96.15%
Costs	24	1	0	0	0	6	31	100.00%
Integrity	25	1	0	0	0	5	31	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	30	1	0	0	0	0	31	100.00%
Outcome	25	0	0	0	0	6	31	100.00%
Overall	210	5	1	0	0	32	248	99.54%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	10
3	Cash Withdrawal	5
4	Check Deposit - Peso	7
5	Check Encashment	3
6	Request for Checkbook	1
7	Request for Bank Certification/Statement of Account for Salary Loan	3
	Total	31

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.	30	88.24%
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	11.76%
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	31	91.18%
2. Somewhat easy to see	1	2.94%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	5.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	26	76.47%
2. Somewhat helped	3	8.82%
3. Did not help	-	-
N/A	3	8.82%
Did not specify	2	5.88%

	Strongly Agree	Agree	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	0	1	0	0	0	34	97.06%
Service Quality Dimensions								
Responsiveness	32	2	0	0	0	0	34	100.00%
Reliability	30	2	0	0	0	2	34	100.00%
Access and Facilities	30	2	0	0	0	2	34	100.00%
Communication	29	3	0	0	0	2	34	100.00%
Costs	25	1	0	1	0	7	34	96.30%
Integrity	30	2	0	0	0	2	34	100.00%
Assurance	34	0	0	0	0	0	34	100.00%
Outcome	30	1	1	0	0	2	34	96.88%
Overall	240	13	1	1	0	17	272	99.22%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	3
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Cash Withdrawal	1
5	Reactivation/Closure of Dormant Deposit Account	2
6	Request for Checkbook	5
7	Updating of Bank Records - Change in Account Details/Type	3
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
9	Handling of Customer's Complaint	2
10	Sale/Purchase of Foreign Currencies	2
11	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
12	Printing/Reprinting of Bank Statement/Snapshot	1
Total		34

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.	30	90.91%
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	3.03%
4. I do not know what a CC is and I did not see this office's CC.	1	3.03%
N/A	1	3.03%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	21	65.63%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	5	15.63%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	3.13%
Did not specify	5	15.63%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	21	65.63%
2. Somewhat helped	5	15.63%
3. Did not help	-	-
N/A	1	3.13%
Did not specify	5	15.63%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	31	2	0	0	0	0	33	100.00%
Service Quality Dimensions								
Responsiveness	27	5	1	0	0	0	33	96.97%
Reliability	26	1	0	0	0	6	33	100.00%
Access and Facilities	23	4	0	0	0	6	33	100.00%
Communication	24	3	0	0	0	6	33	100.00%
Costs	18	7	0	0	0	8	33	100.00%
Integrity	23	4	0	0	0	6	33	100.00%
Assurance	31	1	0	0	1	0	33	96.97%
Outcome	21	4	0	0	0	8	33	100.00%
Overall	193	29	1	0	1	40	264	99.11%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	5
4	Check Deposit - Peso	4
5	Check Encashment	2
6	Online Collection Payments	1
7	Reactivation/Closure of Dormant Deposit Account	1
8	Request for Checkbook	2
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	3
11	Updating of Bank Records - Change in Account Type	1
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
13	Outgoing Remittance/Wire Transfer	1

External Services		Responses
14	Printing/Reprinting of Bank Statement/Snapshot	1
Total		33

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.	1	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	-	-
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	100.00%
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	-	-
Did not specify	1	100.00%

	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>	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	0	0	0	0	0	1	1	-
Overall	6	0	0	0	0	2	8	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
Total		1

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.	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.	4	19.05%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	-	-
Did not specify	2	9.52%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	47.37%
2. Somewhat easy to see	10	52.63%
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	9	47.37%
2. Somewhat helped	10	52.63%
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>	15	5	1	0	0	0	21	95.24%
Service Quality Dimensions								
Responsiveness	4	15	2	0	0	0	21	90.48%
Reliability	12	8	0	0	1	0	21	95.24%
Access and Facilities	8	10	2	0	1	0	21	85.71%
Communication	8	13	0	0	0	0	21	100.00%
Costs	14	6	1	0	0	0	21	95.24%
Integrity	17	3	0	0	1	0	21	95.24%
Assurance	20	0	1	0	0	0	21	95.24%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	16	4	0	0	1	0	21	95.24%
Overall	99	59	6	0	4	0	168	94.05%

External Services		Responses
1	Conduct of Public Bidding	15
2	Release of Repossessed Vehicles	6
Total		21

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.	47	47.96%
2. I know what a CC is but I did not see this office's CC.	4	4.08%
3. I learned of the CC only when I saw this office's CC.	20	20.41%
4. I do not know what a CC is and I did not see this office's CC.	21	21.43%
N/A	6	6.12%
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	9	9.78%
3. Difficult to see	3	3.26%
4. Not visible at all	1	1.09%
N/A	21	22.83%
Did not specify	8	8.70%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	48	52.17%
2. Somewhat helped	7	7.61%
3. Did not help	2	2.17%
N/A	27	29.35%
Did not specify	8	8.70%

	Strongly Agree	Agree	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	28	3	1	0	0	98	95.92%
Service Quality Dimensions								
Responsiveness	56	30	9	1	1	1	98	88.66%
Reliability	58	33	1	0	0	6	98	98.91%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	62	26	3	0	0	7	98	96.70%
Communication	58	24	9	0	0	7	98	90.11%
Costs	47	30	3	1	0	17	98	95.06%
Integrity	64	25	3	0	0	6	98	96.74%
Assurance	75	23	0	0	0	0	98	100.00%
Outcome	62	23	4	0	0	9	98	95.51%
Overall	482	214	32	2	1	53	784	95.21%

External Services		Responses
1	Opening of other Deposit Account	30
2	Request for Card Replacement	5
3	Cash Deposit - (Peso/Foreign Currencies)	11
4	Cash Withdrawal	14
5	Check Deposit - Peso	13
6	Check Encashment	11
7	Closure of Deposit Account	1
8	Online Collection Payments	4
9	Reactivation/Closure of Dormant Deposit Account	2
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	3
12	Updating of Bank Records - Change in Account Type	1
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		98

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.	91	65.00%
2. I know what a CC is but I did not see this office's CC.	5	3.57%
3. I learned of the CC only when I saw this office's CC.	22	15.71%
4. I do not know what a CC is and I did not see this office's CC.	12	8.57%
N/A	10	7.14%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	101	77.69%
2. Somewhat easy to see	8	6.15%
3. Difficult to see	1	0.77%
4. Not visible at all	-	-
N/A	14	10.77%
Did not specify	6	4.62%

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	99	76.15%
2. Somewhat helped	8	6.15%
3. Did not help	-	-
N/A	14	10.77%
Did not specify	9	6.92%

	Strongly Agree	Agree	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	12	0	0	1	0	140	99.29%
Service Quality Dimensions								
Responsiveness	109	25	1	0	3	2	140	97.10%
Reliability	122	16	1	0	0	1	140	99.28%
Access and Facilities	122	12	1	0	1	4	140	98.53%
Communication	121	16	1	1	0	1	140	98.56%
Costs	92	15	2	1	1	29	140	96.40%
Integrity	128	10	1	0	0	1	140	99.28%
Assurance	131	8	1	0	0	0	140	99.29%
Outcome	121	14	1	1	0	3	140	98.54%
Overall	946	116	9	3	5	41	1,120	98.42%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	99
3	Request for ATM PIN Change	3
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	4
6	Cash Withdrawal	3
7	Check Deposit - Peso	3
8	Check Encashment	1
9	Online Collection Payments	5
10	Request for Fund Transfer	2
11	Updating of Bank Records - Change in Account Details/Type	4
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Salary Loan	3
14	Outgoing Remittance/Wire Transfer	1
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
16	Printing/Reprinting of Bank Statement/Snapshot	1
Total		140

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.	20	71.43%
2. I know what a CC is but I did not see this office's CC.	2	7.14%
3. I learned of the CC only when I saw this office's CC.	3	10.71%
4. I do not know what a CC is and I did not see this office's CC.	2	7.14%
N/A	1	3.57%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17	62.96%
2. Somewhat easy to see	2	7.41%
3. Difficult to see	1	3.70%
4. Not visible at all	-	-
N/A	3	11.11%
Did not specify	4	14.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	59.26%
2. Somewhat helped	2	7.41%
3. Did not help	1	3.70%
N/A	5	18.52%
Did not specify	3	11.11%

	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>	26	1	0	0	1	0	28	96.43%
Service Quality Dimensions								
Responsiveness	25	1	0	0	2	0	28	92.86%
Reliability	25	1	0	0	0	2	28	100.00%
Access and Facilities	24	1	0	1	0	2	28	96.15%
Communication	24	0	1	1	0	2	28	92.31%
Costs	19	0	0	0	1	8	28	95.00%
Integrity	24	0	1	0	1	2	28	92.31%
Assurance	26	1	0	0	0	1	28	100.00%
Outcome	22	1	1	0	0	4	28	95.83%
Overall	189	5	3	2	4	21	224	95.57%

External Services		Responses
1	Opening of other Deposit Account	17

External Services		Responses
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Check Deposit - Peso	2
4	Check Encashment	2
5	Reactivation/Closure of Dormant Deposit Account	1
6	Updating of Bank Records - Change in Account Details/Type	2
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
8	Salary Loan	1
Total		28

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.	19	73.08%
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	15.38%
4. I do not know what a CC is and I did not see this office's CC.	1	3.85%
N/A	2	7.69%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	20	83.33%
2. Somewhat easy to see	1	4.17%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	8.33%
Did not specify	1	4.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19	79.17%
2. Somewhat helped	2	8.33%
3. Did not help	-	-
N/A	2	8.33%
Did not specify	1	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>	24	2	0	0	0	0	26	100.00%
Service Quality Dimensions								
Responsiveness	23	2	1	0	0	0	26	96.15%
Reliability	25	1	0	0	0	0	26	100.00%
Access and Facilities	24	2	0	0	0	0	26	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	22	4	0	0	0	0	26	100.00%
Costs	19	3	1	0	0	3	26	95.65%
Integrity	23	3	0	0	0	0	26	100.00%
Assurance	23	3	0	0	0	0	26	100.00%
Outcome	23	2	0	0	0	1	26	100.00%
Overall	182	20	2	0	0	4	208	99.02%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	11
3	Cash Withdrawal	2
4	Check Deposit - Peso	4
5	Check Encashment	2
6	Online Collection Payments	1
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Type	1
9	Domestic Bills Purchase Initiation/Availment	1
10	Trust/Treasury Placements	1
	Total	26

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.	2	28.57%
2. I know what a CC is but I did not see this office's CC.	1	14.29%
3. I learned of the CC only when I saw this office's CC.	1	14.29%
4. I do not know what a CC is and I did not see this office's CC.	3	42.86%
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	14.29%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	14.29%
N/A	4	57.14%
Did not specify	1	14.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	14.29%
2. Somewhat helped	-	-
3. Did not help	1	14.29%

Citizen's Charter Answers	Responses	Percentage
N/A	4	57.14%
Did not specify	1	14.29%

	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>	5	1	0	0	1	0	7	85.71%
Service Quality Dimensions								
Responsiveness	5	1	0	0	1	0	7	85.71%
Reliability	3	2	0	0	1	1	7	83.33%
Access and Facilities	3	2	0	0	1	1	7	83.33%
Communication	2	1	2	0	1	1	7	50.00%
Costs	1	2	1	0	1	2	7	60.00%
Integrity	3	2	0	0	1	1	7	83.33%
Assurance	6	0	0	0	1	0	7	85.71%
Outcome	3	2	0	0	1	1	7	83.33%
Overall	26	12	3	0	8	7	56	77.55%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Withdrawal	2
3	Check Deposit - Peso	1
4	Updating of Bank Records - Change in Account Details/Type	2
Total		7

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.	212	64.83%
2. I know what a CC is but I did not see this office's CC.	27	8.26%
3. I learned of the CC only when I saw this office's CC.	45	13.76%
4. I do not know what a CC is and I did not see this office's CC.	34	10.40%
N/A	9	2.75%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	229	72.01%
2. Somewhat easy to see	30	9.43%
3. Difficult to see	3	0.94%
4. Not visible at all	2	0.63%

Citizen's Charter Answers	Responses	Percentage
N/A	41	12.89%
Did not specify	13	4.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	235	73.90%
2. Somewhat helped	27	8.49%
3. Did not help	2	0.63%
N/A	44	13.84%
Did not specify	10	3.14%

	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>	285	32	2	1	7	0	327	96.94%
Service Quality Dimensions								
Responsiveness	267	45	8	0	7	0	327	95.41%
Reliability	280	38	3	1	5	0	327	97.25%
Access and Facilities	276	37	6	1	4	3	327	96.60%
Communication	271	49	0	1	6	0	327	97.86%
Costs	201	39	6	0	2	79	327	96.77%
Integrity	282	38	3	0	4	0	327	97.86%
Assurance	284	36	2	1	3	1	327	98.16%
Outcome	274	44	4	0	4	1	327	97.55%
Overall	2,135	326	32	4	35	84	2,616	97.20%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	155
2	Opening of other Deposit Account	104
3	Release of Captured Card	2
4	Request for ATM PIN Change	2
5	Request for Card Replacement	6
6	Cash Deposit - (Peso/Foreign Currencies)	3
7	Cash Withdrawal	4
8	Check Deposit - Peso	4
9	Closure of Deposit Account	1
10	Request for Checkbook	1
11	Updating of Bank Records - Change in Account Details/Type	7
12	Updating of Bank Records - Change in Account Type	1
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	22
14	Handling of Customer's Complaint	8
15	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
16	Servicing of Modified Disbursement System Transactions	1

External Services		Responses
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
18	Printing/Reprinting of Bank Statement/Snapshot	1
Total		327

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.	24	68.57%
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. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	10	28.57%
Did not specify	1	2.86%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17	70.83%
2. Somewhat easy to see	1	4.17%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	6	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	70.83%
2. Somewhat helped	1	4.17%
3. Did not help	-	-
N/A	-	-
Did not specify	6	25.00%

	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>	33	1	1	0	0	0	35	97.14%
Service Quality Dimensions								
Responsiveness	25	9	0	1	0	0	35	97.14%
Reliability	26	2	0	1	0	6	35	96.55%
Access and Facilities	19	2	1	0	0	13	35	95.45%
Communication	16	11	2	0	0	6	35	93.10%
Costs	13	2	0	0	1	19	35	93.75%
Integrity	26	3	0	0	0	6	35	100.00%
Assurance	33	1	0	0	0	1	35	100.00%
Outcome	20	7	1	0	0	7	35	96.43%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	178	37	4	2	1	58	280	96.85%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	9
3	Release of Captured Card	3
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	2
6	Cash Withdrawal	2
7	Check Deposit - Peso	3
8	Online Collection Payments	1
9	Updating of Bank Records - Change in Account Details/Type	3
10	Handling of Customer's Complaint	7
11	Servicing of Modified Disbursement System Transactions	1
Total		35

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.	11	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	6	54.55%
2. Somewhat easy to see	2	18.18%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	27.27%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	63.64%
2. Somewhat helped	-	-
3. Did not help	1	9.09%
N/A	-	-
Did not specify	3	27.27%

	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>	10	1	0	0	0	0	11	100.00%
Service Quality Dimensions								
Responsiveness	11	0	0	0	0	0	11	100.00%
Reliability	8	0	0	0	0	3	11	100.00%
Access and Facilities	6	2	0	0	0	3	11	100.00%
Communication	6	2	0	0	0	3	11	100.00%
Costs	4	1	0	0	0	6	11	100.00%
Integrity	8	0	0	0	0	3	11	100.00%
Assurance	11	0	0	0	0	0	11	100.00%
Outcome	7	1	0	0	0	3	11	100.00%
Overall	61	6	0	0	0	21	88	100.00%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Check Deposit - Peso	2
4	Check Encashment	1
Total		11

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.	16	69.57%
2. I know what a CC is but I did not see this office's CC.	1	4.35%
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.	3	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	16	69.57%
2. Somewhat easy to see	1	4.35%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	17.39%
Did not specify	2	8.70%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	65.22%
2. Somewhat helped	3	13.04%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	3	13.04%
Did not specify	2	8.70%

	Strongly Agree	Agree	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	2	0	0	0	0	23	100.00%
Service Quality Dimensions								
Responsiveness	17	6	0	0	0	0	23	100.00%
Reliability	21	2	0	0	0	0	23	100.00%
Access and Facilities	12	1	0	0	0	10	23	100.00%
Communication	17	6	0	0	0	0	23	100.00%
Costs	11	1	0	0	0	11	23	100.00%
Integrity	21	2	0	0	0	0	23	100.00%
Assurance	21	2	0	0	0	0	23	100.00%
Outcome	21	2	0	0	0	0	23	100.00%
Overall	141	22	0	0	0	21	184	100.00%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	5
3	Cash Withdrawal	5
4	Check Deposit - Peso	1
5	Check Encashment	2
6	Request for Fund Transfer	2
7	Handling of Customer's Complaint	5
Total		23

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.	8	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...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	5	62.50%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	37.50%
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	2	25.00%
3. Did not help	-	-
N/A	-	-
Did not specify	3	37.50%

	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>	8	0	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	4	3	0	0	1	0	8	87.50%
Reliability	3	1	0	0	0	4	8	100.00%
Access and Facilities	3	1	0	0	0	4	8	100.00%
Communication	3	1	0	0	0	4	8	100.00%
Costs	2	1	0	0	0	5	8	100.00%
Integrity	2	2	0	0	0	4	8	100.00%
Assurance	7	1	0	0	0	0	8	100.00%
Outcome	2	2	0	0	0	4	8	100.00%
Overall	26	12	0	0	1	25	64	97.44%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	5
2	Cash Withdrawal	2
3	Online Collection Payments	1
	Total	8

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.	7	70.00%
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.	1	10.00%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	20.00%
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	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	37.50%
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	1	12.50%
N/A	-	-
Did not specify	2	25.00%

	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>	8	0	0	1	1	0	10	80.00%
Service Quality Dimensions								
Responsiveness	8	0	0	1	1	0	10	80.00%
Reliability	5	1	0	0	0	4	10	100.00%
Access and Facilities	5	0	1	1	0	3	10	71.43%
Communication	5	1	0	0	0	4	10	100.00%
Costs	4	1	0	0	0	5	10	100.00%
Integrity	5	0	0	1	0	4	10	83.33%
Assurance	8	1	1	0	0	0	10	90.00%
Outcome	5	0	0	1	0	4	10	83.33%
Overall	45	4	2	4	1	24	80	87.50%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	4
2	Cash Withdrawal	1

External Services		Responses
3	Check Deposit - Peso	3
4	Online Collection Payments	1
5	Request for Fund Transfer	1
Total		10

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.	6	66.67%
2. I know what a CC is but I did not see this office's CC.	3	33.33%
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	8	88.89%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	11.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	88.89%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	11.11%

	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>	9	0	0	0	0	0	9	100.00%
Service Quality Dimensions								
Responsiveness	9	0	0	0	0	0	9	100.00%
Reliability	8	0	0	0	0	1	9	100.00%
Access and Facilities	7	0	0	0	0	2	9	100.00%
Communication	8	0	0	0	0	1	9	100.00%
Costs	6	0	0	0	0	3	9	100.00%
Integrity	8	0	0	0	0	1	9	100.00%
Assurance	9	0	0	0	0	0	9	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	8	0	0	0	0	1	9	100.00%
Overall	63	0	0	0	0	9	72	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Deposit - Peso	2
4	Updating of Bank Records - Change in Account Details/Type	3
	Total	9

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.	10	90.91%
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	1	9.09%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1	10.00%
2. Somewhat easy to see	1	10.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	8	80.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	10.00%
2. Somewhat helped	1	10.00%
3. Did not help	-	-
N/A	-	-
Did not specify	8	80.00%

	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>	10	0	0	0	1	0	11	90.91%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	8	0	1	1	1	0	11	72.73%
Reliability	2	0	0	0	0	9	11	100.00%
Access and Facilities	2	0	0	0	0	9	11	100.00%
Communication	2	0	0	0	0	9	11	100.00%
Costs	2	0	0	0	0	9	11	100.00%
Integrity	2	0	0	0	0	9	11	100.00%
Assurance	10	0	0	0	1	0	11	90.91%
Outcome	2	0	0	0	0	9	11	100.00%
Overall	30	0	1	1	2	54	88	88.24%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	6
Total		11

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.	31	79.49%
2. I know what a CC is but I did not see this office's CC.	2	5.13%
3. I learned of the CC only when I saw this office's CC.	4	10.26%
4. I do not know what a CC is and I did not see this office's CC.	2	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	26	66.67%
2. Somewhat easy to see	6	15.38%
3. Difficult to see	1	2.56%
4. Not visible at all	1	2.56%
N/A	2	5.13%
Did not specify	3	7.69%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	24	61.54%
2. Somewhat helped	7	17.95%
3. Did not help	3	7.69%
N/A	3	7.69%
Did not specify	2	5.13%

	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>	28	3	1	2	5	0	39	79.49%
Service Quality Dimensions								
Responsiveness	24	7	0	0	8	0	39	79.49%
Reliability	26	4	3	1	3	2	39	81.08%
Access and Facilities	29	3	2	0	3	2	39	86.49%
Communication	27	5	0	1	3	3	39	88.89%
Costs	20	3	1	0	2	13	39	88.46%
Integrity	26	4	3	1	3	2	39	81.08%
Assurance	30	4	1	2	2	0	39	87.18%
Outcome	26	6	0	2	2	3	39	88.89%
Overall	208	36	10	7	26	25	312	85.02%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	3
4	Check Deposit - Peso	4
5	Check Encashment	2
6	Closure of Deposit Account	5
7	Online Collection Payments	1
8	Reactivation/Closure of Dormant Deposit Account	3
9	Request for Checkbook	1
10	Request for Fund Transfer	3
11	Updating of Bank Records - Change in Account Details/Type	2
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
13	Salary Loan	1
14	Sale/Purchase of Foreign Currencies	2
15	Servicing of Modified Disbursement System Transactions	2
16	Printing/Reprinting of Bank Statement/Snapshot	2
Total		39

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.	65	89.04%
2. I know what a CC is but I did not see this office's CC.	1	1.37%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	2	2.74%
4. I do not know what a CC is and I did not see this office's CC.	3	4.11%
N/A	2	2.74%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	56	78.87%
2. Somewhat easy to see	3	4.23%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	5.63%
Did not specify	8	11.27%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	58	81.69%
2. Somewhat helped	-	-
3. Did not help	1	1.41%
N/A	3	4.23%
Did not specify	9	12.68%

	Strongly Agree	Agree	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	5	0	0	1	0	73	98.63%
Service Quality Dimensions								
Responsiveness	65	6	1	0	1	0	73	97.26%
Reliability	61	3	0	0	1	8	73	98.46%
Access and Facilities	57	6	0	0	1	9	73	98.44%
Communication	56	7	0	0	1	9	73	98.44%
Costs	50	5	0	0	1	17	73	98.21%
Integrity	61	3	0	0	1	8	73	98.46%
Assurance	69	3	0	0	1	0	73	98.63%
Outcome	60	4	0	0	1	8	73	98.46%
Overall	479	37	1	0	8	59	584	98.29%

External Services		Responses
1	Opening of other Deposit Account	20
2	Request for ATM PIN Change	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	4
5	Cash Withdrawal	14
6	Check Deposit - Peso	10
7	Check Encashment	5

External Services		Responses
8	Online Collection Payments	2
9	Reactivation/Closure of Dormant Deposit Account	2
10	Request for Fund Transfer	4
11	Updating of Bank Records - Change in Account Details/Type	2
12	Updating of Bank Records - Change in Account Type	2
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
14	Salary Loan	1
15	Servicing of Modified Disbursement System Transactions	1
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
Total		73

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.	93	86.92%
2. I know what a CC is but I did not see this office's CC.	5	4.67%
3. I learned of the CC only when I saw this office's CC.	6	5.61%
4. I do not know what a CC is and I did not see this office's CC.	2	1.87%
N/A	-	-
Did not specify	1	0.93%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	97	91.51%
2. Somewhat easy to see	6	5.66%
3. Difficult to see	1	0.94%
4. Not visible at all	-	-
N/A	2	1.89%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	96	90.57%
2. Somewhat helped	8	7.55%
3. Did not help	-	-
N/A	2	1.89%
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>	85	22	0	0	0	0	107	100.00%
Service Quality Dimensions								
Responsiveness	75	31	1	0	0	0	107	99.07%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	82	23	2	0	0	0	107	98.13%
Access and Facilities	80	24	2	0	0	1	107	98.11%
Communication	82	23	2	0	0	0	107	98.13%
Costs	74	25	2	0	0	6	107	98.02%
Integrity	84	22	1	0	0	0	107	99.07%
Assurance	82	24	1	0	0	0	107	99.07%
Outcome	78	26	2	0	0	1	107	98.11%
Overall	637	198	13	0	0	8	856	98.47%

External Services		Responses
1	Opening of other Deposit Account	10
2	Release of Captured Card	7
3	Request for ATM PIN Change	2
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	10
6	Cash Withdrawal	5
7	Check Deposit - Peso	4
8	Check Encashment	1
9	Closure of Deposit Account	2
10	Online Collection Payments	1
11	Reactivation/Closure of Dormant Deposit Account	3
12	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSD TD)	2
13	Request for Fund Transfer	3
14	Request for Passbook Replacement	12
15	Request for Stop Payment Order	15
16	Updating of Bank Records - Change in Account Details/Type	11
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
18	Salary Loan	3
19	Bond Redemption and Interest Payment	2
20	Domestic Bills Purchase Initiation/Availment	2
21	Outgoing Remittance/Wire Transfer	3
22	Release of Inward Returned Check	1
23	Sale/Purchase of Foreign Currencies	2
24	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
25	Reprinting of Bank Statement not available in the Branch	1
	Total	107

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.	2	33.33%
2. I know what a CC is but I did not see this office's CC.	2	33.33%
3. I learned of the CC only when I saw this office's CC.	1	16.67%
4. I do not know what a CC is and I did not see this office's CC.	1	16.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	33.33%
2. Somewhat easy to see	1	16.67%
3. Difficult to see	1	16.67%
4. Not visible at all	1	16.67%
N/A	1	16.67%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	16.67%
2. Somewhat helped	2	33.33%
3. Did not help	1	16.67%
N/A	2	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>	1	2	0	0	3	0	6	50.00%
Service Quality Dimensions								
Responsiveness	1	1	1	0	3	0	6	33.33%
Reliability	1	3	0	0	2	0	6	66.67%
Access and Facilities	1	3	0	0	2	0	6	66.67%
Communication	1	3	0	0	2	0	6	66.67%
Costs	1	1	1	0	2	1	6	40.00%
Integrity	2	2	0	0	2	0	6	66.67%
Assurance	2	2	0	0	2	0	6	66.67%
Outcome	1	2	1	0	2	0	6	50.00%
Overall	10	17	3	0	17	1	48	57.45%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Cash Withdrawal	1

External Services		Responses
3	Online Collection Payments	1
4	Request for Fund Transfer	1
5	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
6	Servicing of Modified Disbursement System Transactions	1
Total		6

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.	16	80.00%
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.	1	5.00%
4. I do not know what a CC is and I did not see this office's CC.	1	5.00%
N/A	2	10.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	44.44%
2. Somewhat easy to see	3	16.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.56%
Did not specify	6	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	50.00%
2. Somewhat helped	2	11.11%
3. Did not help	-	-
N/A	1	5.56%
Did not specify	6	33.33%

	Strongly Agree	Agree	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	1	1	1	0	0	20	90.00%
Service Quality Dimensions								
Responsiveness	17	1	0	2	0	0	20	90.00%
Reliability	11	2	1	0	0	6	20	92.86%
Access and Facilities	12	1	0	0	1	6	20	92.86%
Communication	11	2	0	0	1	6	20	92.86%
Costs	10	1	1	0	0	8	20	91.67%
Integrity	12	1	1	0	0	6	20	92.86%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	17	3	0	0	0	0	20	100.00%
Outcome	12	1	1	0	0	6	20	92.86%
Overall	102	12	4	2	2	38	160	93.44%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	3
4	Check Deposit - Peso	2
5	Check Encashment	1
6	Online Collection Payments	6
7	Updating of Bank Records - Change in Account Details/Type	2
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
9	Printing/Reprinting of Bank Statement/Snapshot	1
Total		20

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.	241	84.86%
2. I know what a CC is but I did not see this office's CC.	9	3.17%
3. I learned of the CC only when I saw this office's CC.	12	4.23%
4. I do not know what a CC is and I did not see this office's CC.	11	3.87%
N/A	11	3.87%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	188	68.86%
2. Somewhat easy to see	17	6.23%
3. Difficult to see	2	0.73%
4. Not visible at all	6	2.20%
N/A	14	5.13%
Did not specify	46	16.85%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	199	72.89%
2. Somewhat helped	13	4.76%
3. Did not help	4	1.47%
N/A	16	5.86%
Did not specify	41	15.02%

	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>	244	27	2	6	5	0	284	95.42%
Service Quality Dimensions								
Responsiveness	215	50	6	5	8	0	284	93.31%
Reliability	178	56	3	3	3	41	284	96.30%
Access and Facilities	180	53	2	1	3	45	284	97.49%
Communication	186	39	4	2	4	49	284	95.74%
Costs	124	26	3	0	1	130	284	97.40%
Integrity	203	27	7	3	3	41	284	94.65%
Assurance	235	37	4	1	6	1	284	96.11%
Outcome	182	50	5	0	3	44	284	96.67%
Overall	1,503	338	34	15	31	351	2,272	95.84%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	39
3	Request for ATM PIN Change	1
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	89
6	Cash Withdrawal	31
7	Check Deposit - Peso	32
8	Check Encashment	39
9	Online Collection Payments	2
10	Reactivation/Closure of Dormant Deposit Account	2
11	Request for Checkbook	2
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	7
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
15	Handling of Customer's Complaint	1
16	Salary Loan	15
17	Request for Bank Certification/Statement of Account for Salary Loan	2
18	Bond Redemption and Interest Payment	1
19	Outgoing Remittance/Wire Transfer	1
20	Trust/Treasury Placements	1
21	Printing/Reprinting of Bank Statement/Snapshot	4
Total		284

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.	19	73.08%
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	11.54%
4. I do not know what a CC is and I did not see this office's CC.	3	11.54%
N/A	1	3.85%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	20	80.00%
2. Somewhat easy to see	1	4.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	12.00%
Did not specify	1	4.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19	76.00%
2. Somewhat helped	2	8.00%
3. Did not help	-	-
N/A	3	12.00%
Did not specify	1	4.00%

	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>	24	1	0	0	1	0	26	96.15%
Service Quality Dimensions								
Responsiveness	21	4	0	0	1	0	26	96.15%
Reliability	23	2	0	0	0	1	26	100.00%
Access and Facilities	22	2	0	1	0	1	26	96.00%
Communication	23	1	0	1	0	1	26	96.00%
Costs	8	3	0	1	0	14	26	91.67%
Integrity	23	1	0	1	0	1	26	96.00%
Assurance	24	1	0	1	0	0	26	96.15%
Outcome	22	0	0	0	1	3	26	95.65%
Overall	166	14	0	5	2	21	208	96.26%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	5

External Services		Responses
3	Cash Withdrawal	8
4	Check Deposit - Peso	3
5	Check Encashment	4
6	Request for Fund Transfer	1
7	Updating of Bank Records - Change in Account Details/Type	1
8	Servicing of Modified Disbursement System Transactions	2
9	Printing/Reprinting of Bank Statement/Snapshot	1
Total		26

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.	14	73.68%
2. I know what a CC is but I did not see this office's CC.	1	5.26%
3. I learned of the CC only when I saw this office's CC.	3	15.79%
4. I do not know what a CC is and I did not see this office's CC.	1	5.26%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	11	57.89%
2. Somewhat easy to see	2	10.53%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.26%
Did not specify	5	26.32%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	68.42%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	5.26%
Did not specify	5	26.32%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	18	1	0	0	0	0	19	100.00%
Service Quality Dimensions								
Responsiveness	19	0	0	0	0	0	19	100.00%
Reliability	14	0	0	0	0	5	19	100.00%
Access and Facilities	13	1	0	0	0	5	19	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	13	1	0	0	0	5	19	100.00%
Costs	13	0	0	0	0	6	19	100.00%
Integrity	14	0	0	0	0	5	19	100.00%
Assurance	19	0	0	0	0	0	19	100.00%
Outcome	14	0	0	0	0	5	19	100.00%
Overall	119	2	0	0	0	31	152	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Withdrawal	2
3	Check Deposit - Peso	5
4	Check Encashment	1
5	Reactivation/Closure of Dormant Deposit Account	1
6	Request for Checkbook	6
7	Request for Fund Transfer	2
Total		19

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.	4	80.00%
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.	1	20.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	40.00%
2. Somewhat easy to see	1	20.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	20.00%
Did not specify	1	20.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	20.00%
2. Somewhat helped	3	60.00%
3. Did not help	-	-
N/A	1	20.00%
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	2	0	1	0	5	40.00%
Service Quality Dimensions								
Responsiveness	1	1	0	0	3	0	5	40.00%
Reliability	1	4	0	0	0	0	5	100.00%
Access and Facilities	1	2	1	0	1	0	5	60.00%
Communication	1	4	0	0	0	0	5	100.00%
Costs	1	2	0	0	0	2	5	100.00%
Integrity	2	2	1	0	0	0	5	80.00%
Assurance	2	2	1	0	0	0	5	80.00%
Outcome	1	3	0	0	0	1	5	100.00%
Overall	10	20	3	0	4	3	40	81.08%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Check Deposit - Peso	1
4	Check Encashment	1
Total		5

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.	9	64.29%
2. I know what a CC is but I did not see this office's CC.	1	7.14%
3. I learned of the CC only when I saw this office's CC.	2	14.29%
4. I do not know what a CC is and I did not see this office's CC.	2	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	6	42.86%
2. Somewhat easy to see	2	14.29%
3. Difficult to see	3	21.43%
4. Not visible at all	-	-
N/A	2	14.29%
Did not specify	1	7.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	35.71%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	5	35.71%
3. Did not help	1	7.14%
N/A	2	14.29%
Did not specify	1	7.14%

	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>	8	1	1	0	4	0	14	64.29%
Service Quality Dimensions								
Responsiveness	8	2	0	0	4	0	14	71.43%
Reliability	8	2	0	0	2	2	14	83.33%
Access and Facilities	6	3	1	0	3	1	14	69.23%
Communication	6	2	2	0	3	1	14	61.54%
Costs	7	1	2	0	2	2	14	66.67%
Integrity	7	1	3	0	2	1	14	61.54%
Assurance	9	1	2	0	2	0	14	71.43%
Outcome	7	2	1	0	3	1	14	69.23%
Overall	58	14	11	0	21	8	112	69.23%

External Services		Responses
1	Opening of other Deposit Account	7
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Check Deposit - Peso	1
5	Online Collection Payments	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		14

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.	19	82.61%
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	17.39%
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...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	12	52.17%
2. Somewhat easy to see	1	4.35%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	10	43.48%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	52.17%
2. Somewhat helped	1	4.35%
3. Did not help	-	-
N/A	-	-
Did not specify	10	43.48%

	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>	23	0	0	0	0	0	23	100.00%
Service Quality Dimensions								
Responsiveness	21	2	0	0	0	0	23	100.00%
Reliability	13	0	0	0	0	10	23	100.00%
Access and Facilities	13	0	0	0	0	10	23	100.00%
Communication	13	0	0	0	0	10	23	100.00%
Costs	10	1	0	0	0	12	23	100.00%
Integrity	13	0	0	0	0	10	23	100.00%
Assurance	23	0	0	0	0	0	23	100.00%
Outcome	12	0	0	0	0	11	23	100.00%
Overall	118	3	0	0	0	63	184	100.00%

External Services		Responses
1	Opening of other Deposit Account	8
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	1
4	Check Deposit - Peso	4
5	Check Encashment	1
6	Online Collection Payments	1
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Updating of Bank Records - Change in Account Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Printing/Reprinting of Bank Statement/Snapshot	1
Total		23

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.	-	-
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	1.23%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	80	98.77%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	-	-
2. Somewhat easy to see	1	100.00%
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	-	-
2. Somewhat helped	1	100.00%
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>	45	28	6	1	0	1	81	91.25%
Service Quality Dimensions								
Responsiveness	28	34	13	6	0	0	81	76.54%
Reliability	56	18	5	0	0	2	81	93.67%
Access and Facilities	44	21	12	2	0	2	81	82.28%
Communication	52	13	10	2	1	3	81	83.33%
Costs	42	12	2	0	0	25	81	96.43%
Integrity	61	14	2	0	0	4	81	97.40%
Assurance	68	11	2	0	0	0	81	97.53%
Outcome	60	9	2	1	0	9	81	95.83%
Overall	411	132	48	11	1	45	648	90.05%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1

External Services		Responses
2	Issuance of Certificate of Outstanding Balances and Interest Paid	74
3	Issuance of Certificate of Full Payment	6
Total		81

37. 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.	1	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	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	1	0	0	0	0	0	1	100.00%
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	8	0	0	0	0	0	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
Total		1

38. 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.	1	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	-	-
2. Somewhat easy to see	1	100.00%
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	-	-
2. Somewhat helped	1	100.00%
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	0	1	0	0	0	0	1	100.00%
Communication	0	1	0	0	0	0	1	100.00%
Costs	0	1	0	0	0	0	1	100.00%
Integrity	1	0	0	0	0	0	1	100.00%
Assurance	1	0	0	0	0	0	1	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	1	0	0	0	0	0	1	100.00%
Overall	5	3	0	0	0	0	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
	Total	1

39. 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.	195	57.52%
2. I know what a CC is but I did not see this office's CC.	43	12.68%
3. I learned of the CC only when I saw this office's CC.	25	7.37%
4. I do not know what a CC is and I did not see this office's CC.	22	6.49%
N/A	23	6.78%
Did not specify	31	9.14%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	167	58.60%
2. Somewhat easy to see	46	16.14%
3. Difficult to see	11	3.86%
4. Not visible at all	8	2.81%
N/A	53	18.60%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	161	56.49%
2. Somewhat helped	53	18.60%
3. Did not help	9	3.16%
N/A	61	21.40%
Did not specify	1	0.35%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	222	93	18	1	4	1	339	93.20%
Service Quality Dimensions								
Responsiveness	182	114	23	8	6	6	339	88.89%
Reliability	236	83	8	7	2	3	339	94.94%
Access and Facilities	225	70	28	3	3	10	339	89.67%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	198	98	28	4	1	10	339	89.97%
Costs	116	57	12	2	2	150	339	91.53%
Integrity	256	67	8	3	2	3	339	96.13%
Assurance	269	59	8	0	0	3	339	97.62%
Outcome	224	78	13	4	4	16	339	93.50%
Overall	1,706	626	128	31	20	201	2,712	92.87%

External Services		Responses
1	Application for LBP Credit Card Easy Pay Program	98
2	Change of Name and Civil Status	9
3	Increase/Decrease of Credit card Limit or Upgrade/Downgrade of Credit Card Type	51
4	Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation	32
5	Lifting of Hold-out on Deposit	6
6	Redemption of Reward Points	62
7	Refund of Overpayment	14
8	Reissuance of Credit Card	22
9	Settlement of Past Due Account	6
10	Waiver of Credit Card Annual Fee	34
11	Inquiry, Counseling and Processing of Loan	4
12	Issuance of Certificate of Full Payment	1
Total		339

40. 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.	15	75.00%
2. I know what a CC is but I did not see this office's CC.	4	20.00%
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	5.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	40.00%
2. Somewhat easy to see	1	5.00%
3. Difficult to see	1	5.00%
4. Not visible at all	1	5.00%
N/A	2	10.00%
Did not specify	7	35.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	40.00%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	1	5.00%
3. Did not help	1	5.00%
N/A	3	15.00%
Did not specify	7	35.00%

	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>	15	1	0	0	4	0	20	80.00%
Service Quality Dimensions								
Responsiveness	13	3	0	0	4	0	20	80.00%
Reliability	10	1	1	0	2	6	20	78.57%
Access and Facilities	11	1	0	0	2	6	20	85.71%
Communication	9	3	1	0	0	7	20	92.31%
Costs	8	3	0	0	0	9	20	100.00%
Integrity	10	2	1	0	1	6	20	85.71%
Assurance	15	3	0	2	0	0	20	90.00%
Outcome	10	3	1	0	0	6	20	92.86%
Overall	86	19	4	2	9	40	160	87.50%

External Services		Responses
1	Opening of other Deposit Account	7
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Cash Withdrawal	1
5	Check Deposit - Peso	4
6	Online Collection Payments	1
7	Updating of Bank Records - Change in Account Details/Type	2
8	Salary Loan	2
Total		20

41. 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.	79	21.53%
2. I know what a CC is but I did not see this office's CC.	28	7.63%
3. I learned of the CC only when I saw this office's CC.	12	3.27%
4. I do not know what a CC is and I did not see this office's CC.	75	20.44%
N/A	2	0.54%

Citizen's Charter Answers	Responses	Percentage
Did not specify	171	46.59%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	64	32.99%
2. Somewhat easy to see	21	10.82%
3. Difficult to see	6	3.09%
4. Not visible at all	4	2.06%
N/A	99	51.03%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	44	22.68%
2. Somewhat helped	37	19.07%
3. Did not help	6	3.09%
N/A	107	55.15%
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	64	6	4	0	0	367	97.28%
Service Quality Dimensions								
Responsiveness	235	110	16	2	2	2	367	94.52%
Reliability	295	60	4	0	0	8	367	98.89%
Access and Facilities	261	55	27	2	0	22	367	91.59%
Communication	267	62	20	4	0	14	367	93.20%
Costs	99	30	6	2	4	226	367	91.49%
Integrity	307	44	4	0	0	12	367	98.87%
Assurance	327	36	2	2	0	0	367	98.91%
Outcome	289	45	9	2	0	22	367	96.81%
Overall	2,080	442	88	14	6	306	2,936	95.89%

External Services		Responses
1	Handling of Customer's Complaint	367
	Total	367

42. DECS Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	80.00%
2. I know what a CC is but I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	2	20.00%
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	7	70.00%
2. Somewhat easy to see	2	20.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	10.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	90.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	10.00%

	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>	8	2	0	0	0	0	10	100.00%
Service Quality Dimensions								
Responsiveness	8	2	0	0	0	0	10	100.00%
Reliability	8	2	0	0	0	0	10	100.00%
Access and Facilities	8	2	0	0	0	0	10	100.00%
Communication	6	3	0	0	0	1	10	100.00%
Costs	5	3	0	0	0	2	10	100.00%
Integrity	8	2	0	0	0	0	10	100.00%
Assurance	8	2	0	0	0	0	10	100.00%
Outcome	8	2	0	0	0	0	10	100.00%
Overall	59	18	0	0	0	3	80	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	3
2	Check Deposit - Peso	3
3	Check Encashment	1
4	Online Collection Payments	1
5	Servicing of Modified Disbursement System Transactions	2
Total		10

43. 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.	26	96.30%
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	3.70%
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	25	92.59%
2. Somewhat easy to see	1	3.70%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	3.70%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	85.19%
2. Somewhat helped	3	11.11%
3. Did not help	-	-
N/A	-	-
Did not specify	1	3.70%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	27	0	0	0	0	0	27	100.00%
Service Quality Dimensions								
Responsiveness	27	0	0	0	0	0	27	100.00%
Reliability	27	0	0	0	0	0	27	100.00%
Access and Facilities	27	0	0	0	0	0	27	100.00%
Communication	26	1	0	0	0	0	27	100.00%
Costs	19	0	0	0	0	8	27	100.00%
Integrity	27	0	0	0	0	0	27	100.00%
Assurance	27	0	0	0	0	0	27	100.00%
Outcome	27	0	0	0	0	0	27	100.00%
Overall	207	1	0	0	0	8	216	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	12

External Services		Responses
3	Request for ATM PIN Change	1
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	3
6	Check Deposit - Peso	1
7	Check Encashment	1
8	Updating of Bank Records - Change in Account Details/Type	3
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Printing/Reprinting of Bank Statement/Snapshot	2
Total		27

44. 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.	7	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	4	57.14%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	42.86%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	57.14%
2. Somewhat helped	1	14.29%
3. Did not help	-	-
N/A	-	-
Did not specify	2	28.57%

	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>	7	0	0	0	0	0	7	100.00%
Service Quality Dimensions								
Responsiveness	7	0	0	0	0	0	7	100.00%
Reliability	5	0	0	0	0	2	7	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	5	0	0	0	0	2	7	100.00%
Communication	5	0	0	0	0	2	7	100.00%
Costs	4	0	0	0	0	3	7	100.00%
Integrity	5	0	0	0	0	2	7	100.00%
Assurance	7	0	0	0	0	0	7	100.00%
Outcome	5	0	0	0	0	2	7	100.00%
Overall	43	0	0	0	0	13	56	100.00%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Check Deposit - Peso	2
4	Salary Loan	1
	Total	7

45. 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.	1	50.00%
2. I know what a CC is but I did not see this office's CC.	1	50.00%
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	1	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	50.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	50.00%

	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>	2	0	0	0	0	0	2	100.00%
Service Quality Dimensions								
Responsiveness	1	1	0	0	0	0	2	100.00%
Reliability	1	0	0	0	0	1	2	100.00%
Access and Facilities	1	0	0	0	0	1	2	100.00%
Communication	0	1	0	0	0	1	2	100.00%
Costs	0	1	0	0	0	1	2	100.00%
Integrity	1	0	0	0	0	1	2	100.00%
Assurance	2	0	0	0	0	0	2	100.00%
Outcome	1	0	0	0	0	1	2	100.00%
Overall	7	3	0	0	0	6	16	100.00%

External Services		Responses
1	Cash Withdrawal	1
2	Check Deposit - Peso	1
Total		2

46. 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.	70	70.00%
2. I know what a CC is but I did not see this office's CC.	3	3.00%
3. I learned of the CC only when I saw this office's CC.	8	8.00%
4. I do not know what a CC is and I did not see this office's CC.	14	14.00%
N/A	5	5.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	73	76.84%
2. Somewhat easy to see	4	4.21%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	14	14.74%
Did not specify	4	4.21%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	72	75.79%
2. Somewhat helped	7	7.37%
3. Did not help	-	-
N/A	15	15.79%
Did not specify	1	1.05%

	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>	91	8	0	0	1	0	100	99.00%
Service Quality Dimensions								
Responsiveness	87	9	2	0	1	1	100	96.97%
Reliability	90	7	0	0	1	2	100	98.98%
Access and Facilities	88	9	0	0	1	2	100	98.98%
Communication	88	9	0	0	1	2	100	98.98%
Costs	63	7	0	0	1	29	100	98.59%
Integrity	87	10	0	0	1	2	100	98.98%
Assurance	92	7	0	0	1	0	100	99.00%
Outcome	87	9	0	0	1	3	100	98.97%
Overall	682	67	2	0	8	41	800	98.68%

External Services		Responses
1	Opening of other Deposit Account	88
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	3
5	Check Deposit - Peso	2
6	Check Encashment	1
7	Online Collection Payments	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
9	Salary Loan	1
Total		100

47. DOTC Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	71.43%
2. I know what a CC is but I did not see this office's CC.	1	14.29%
3. I learned of the CC only when I saw this office's CC.	1	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	4	57.14%
2. Somewhat easy to see	2	28.57%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	14.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	57.14%
2. Somewhat helped	2	28.57%
3. Did not help	-	-
N/A	-	-
Did not specify	1	14.29%

	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>	4	3	0	0	0	0	7	100.00%
Service Quality Dimensions								
Responsiveness	4	2	1	0	0	0	7	85.71%
Reliability	4	1	0	0	0	2	7	100.00%
Access and Facilities	5	1	0	0	0	1	7	100.00%
Communication	5	1	0	0	0	1	7	100.00%
Costs	4	1	0	0	0	2	7	100.00%
Integrity	4	2	0	0	0	1	7	100.00%
Assurance	5	2	0	0	0	0	7	100.00%
Outcome	4	2	0	0	0	1	7	100.00%
Overall	35	12	1	0	0	8	56	97.92%

External Services		Responses
1	Opening of other Deposit Account	7
	Total	7

48. 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.	23	82.14%
2. I know what a CC is but I did not see this office's CC.	1	3.57%
3. I learned of the CC only when I saw this office's CC.	1	3.57%
4. I do not know what a CC is and I did not see this office's CC.	3	10.71%
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	67.86%
2. Somewhat easy to see	4	14.29%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	14.29%
Did not specify	1	3.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19	67.86%
2. Somewhat helped	4	14.29%
3. Did not help	-	-
N/A	4	14.29%
Did not specify	1	3.57%

	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>	23	2	1	1	1	0	28	89.29%
Service Quality Dimensions								
Responsiveness	22	4	0	0	2	0	28	92.86%
Reliability	25	0	1	0	0	2	28	96.15%
Access and Facilities	23	3	0	0	1	1	28	96.30%
Communication	21	4	0	0	2	1	28	92.59%
Costs	13	4	0	0	1	10	28	94.44%
Integrity	21	5	0	0	1	1	28	96.30%
Assurance	23	4	0	0	1	0	28	96.43%
Outcome	21	3	0	0	2	2	28	92.31%
Overall	169	27	1	0	10	17	224	94.69%

External Services		Responses
1	Opening of other Deposit Account	1
2	Request for ATM PIN Change	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	4
5	Cash Withdrawal	4
6	Check Deposit - Peso	5
7	Check Encashment	2
8	Closure of Deposit Account	1
9	Online Collection Payments	1
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	2

External Services		Responses
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Salary Loan	1
14	Outgoing Remittance/Wire Transfer	1
15	Servicing of Modified Disbursement System Transactions	2
Total		28

49. East 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.	1	1.61%
2. I know what a CC is but I did not see this office's CC.	1	1.61%
3. I learned of the CC only when I saw this office's CC.	3	4.84%
4. I do not know what a CC is and I did not see this office's CC.	6	9.68%
N/A	51	82.26%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1	9.09%
2. Somewhat easy to see	2	18.18%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	7	63.64%
Did not specify	1	9.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	9.09%
2. Somewhat helped	2	18.18%
3. Did not help	-	-
N/A	7	63.64%
Did not specify	1	9.09%

	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>	35	25	2	0	0	0	62	96.77%
Service Quality Dimensions								
Responsiveness	29	32	1	0	0	0	62	98.39%
Reliability	33	28	1	0	0	0	62	98.39%
Access and Facilities	34	24	3	0	0	1	62	95.08%
Communication	26	28	5	1	0	2	62	90.00%
Costs	30	22	6	0	0	4	62	89.66%
Integrity	41	19	2	0	0	0	62	96.77%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	43	19	0	0	0	0	62	100.00%
Outcome	33	27	1	0	0	1	62	98.36%
Overall	269	199	19	1	0	8	496	95.90%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	11
2	Issuance of Certificate of Outstanding Balances and Interest Paid	10
3	Issuance of Certificate of Full Payment	29
4	Issuance of Letter of Guarantee	12
	Total	62

50. 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.	2	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	2	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	2	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>	2	0	0	0	0	0	2	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	2	0	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	15	0	0	0	0	1	16	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	1
Total		2

51. 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.	22	81.48%
2. I know what a CC is but I did not see this office's CC.	1	3.70%
3. I learned of the CC only when I saw this office's CC.	1	3.70%
4. I do not know what a CC is and I did not see this office's CC.	2	7.41%
N/A	1	3.70%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	13	50.00%
2. Somewhat easy to see	4	15.38%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	11.54%
Did not specify	6	23.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	46.15%
2. Somewhat helped	4	15.38%
3. Did not help	-	-
N/A	4	15.38%
Did not specify	6	23.08%

	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>	24	1	2	0	0	0	27	92.59%
Service Quality Dimensions								
Responsiveness	24	3	0	0	0	0	27	100.00%
Reliability	17	3	0	0	0	7	27	100.00%
Access and Facilities	16	1	0	2	0	8	27	89.47%
Communication	16	2	2	0	0	7	27	90.00%
Costs	13	3	0	0	0	11	27	100.00%
Integrity	16	3	0	0	1	7	27	95.00%
Assurance	24	0	1	0	2	0	27	88.89%
Outcome	16	1	2	0	0	8	27	89.47%
Overall	142	16	5	2	3	48	216	94.05%

External Services		Responses
1	Opening of other Deposit Account	10
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	2
4	Check Deposit - Peso	2
5	Request for Fund Transfer	1
6	Updating of Bank Records - Change in Account Details/Type	1
7	Updating of Bank Records - Change in Account Type	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
9	Request for Bank Certification/Statement of Account for Salary Loan	1
10	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
11	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
Total		27

52. 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.	20	80.00%
2. I know what a CC is but I did not see this office's CC.	1	4.00%
3. I learned of the CC only when I saw this office's CC.	3	12.00%
4. I do not know what a CC is and I did not see this office's CC.	1	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	23	92.00%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.00%
Did not specify	1	4.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	22	88.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	4.00%
Did not specify	2	8.00%

	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>	24	1	0	0	0	0	25	100.00%
Service Quality Dimensions								
Responsiveness	23	2	0	0	0	0	25	100.00%
Reliability	24	1	0	0	0	0	25	100.00%
Access and Facilities	23	1	0	0	0	1	25	100.00%
Communication	23	2	0	0	0	0	25	100.00%
Costs	16	3	0	0	0	6	25	100.00%
Integrity	24	1	0	0	0	0	25	100.00%
Assurance	24	1	0	0	0	0	25	100.00%
Outcome	24	1	0	0	0	0	25	100.00%
Overall	181	12	0	0	0	7	200	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	3
5	Cash Withdrawal	1
6	Check Deposit - Peso	3
7	Check Encashment	2
8	Online Collection Payments	1
9	Request for Checkbook	1
10	Updating of Bank Records - Change in Account Details/Type	1
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
12	Servicing of Modified Disbursement System Transactions	7
Total		25

53. 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.	89	93.68%
2. I know what a CC is but I did not see this office's CC.	2	2.11%
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	3.16%
N/A	1	1.05%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	39	41.49%
2. Somewhat easy to see	11	11.70%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	4.26%
Did not specify	40	42.55%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	44	46.81%
2. Somewhat helped	4	4.26%
3. Did not help	1	1.06%
N/A	5	5.32%
Did not specify	40	42.55%

	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>	90	4	0	0	1	0	95	98.95%
Service Quality Dimensions								
Responsiveness	79	11	3	1	1	0	95	94.74%
Reliability	57	5	0	0	1	32	95	98.41%
Access and Facilities	58	4	0	0	1	32	95	98.41%
Communication	56	5	1	0	1	32	95	96.83%
Costs	41	4	0	0	0	50	95	100.00%
Integrity	60	2	0	0	0	33	95	100.00%
Assurance	92	2	1	0	0	0	95	98.95%
Outcome	58	2	0	0	1	34	95	98.36%
Overall	501	35	5	1	5	213	760	97.99%

External Services		Responses
1	Opening of other Deposit Account	38
2	Release of Captured Card	1

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	9
4	Cash Withdrawal	4
5	Check Deposit - Peso	9
6	Check Encashment	8
7	Online Collection Payments	2
8	Request for Fund Transfer	8
9	Updating of Bank Records - Change in Account Details/Type	6
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
11	Salary Loan	1
12	Servicing of Modified Disbursement System Transactions	1
Total		95

54. 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.	20	80.00%
2. I know what a CC is but I did not see this office's CC.	1	4.00%
3. I learned of the CC only when I saw this office's CC.	1	4.00%
4. I do not know what a CC is and I did not see this office's CC.	1	4.00%
N/A	2	8.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15	65.22%
2. Somewhat easy to see	2	8.70%
3. Difficult to see	1	4.35%
4. Not visible at all	1	4.35%
N/A	1	4.35%
Did not specify	3	13.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	73.91%
2. Somewhat helped	1	4.35%
3. Did not help	1	4.35%
N/A	1	4.35%
Did not specify	3	13.04%

	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>	18	2	1	2	2	0	25	80.00%
Service Quality Dimensions								

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	16	2	1	2	4	0	25	72.00%
Reliability	15	5	2	0	1	2	25	86.96%
Access and Facilities	16	4	1	1	1	2	25	86.96%
Communication	14	3	1	3	1	3	25	77.27%
Costs	11	1	1	2	1	9	25	75.00%
Integrity	17	2	2	1	1	2	25	82.61%
Assurance	18	3	0	2	2	0	25	84.00%
Outcome	16	2	3	1	1	2	25	78.26%
Overall	123	22	11	12	12	20	200	80.56%

External Services		Responses
1	Opening of other Deposit Account	5
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	4
5	Check Deposit - Peso	3
6	Check Encashment	1
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
8	Handling of Customer's Complaint	1
9	Salary Loan	1
10	Request for Bank Certification/Statement of Account for Salary Loan	1
11	Servicing of Modified Disbursement System Transactions	1
	Total	25

55. 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.	28	96.55%
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	3.45%
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	11	37.93%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	3.45%
Did not specify	17	58.62%

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	13	44.83%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	3.45%
Did not specify	15	51.72%

	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>	29	0	0	0	0	0	29	100.00%
Service Quality Dimensions								
Responsiveness	28	1	0	0	0	0	29	100.00%
Reliability	14	0	0	0	0	15	29	100.00%
Access and Facilities	14	0	0	0	0	15	29	100.00%
Communication	14	0	0	0	0	15	29	100.00%
Costs	13	0	0	0	0	16	29	100.00%
Integrity	14	0	0	0	0	15	29	100.00%
Assurance	29	0	0	0	0	0	29	100.00%
Outcome	14	0	0	0	0	15	29	100.00%
Overall	140	1	0	0	0	91	232	100.00%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	7
3	Cash Withdrawal	2
4	Check Deposit - Peso	4
5	Check Encashment	2
6	Online Collection Payments	1
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Details/Type	3
9	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
10	Printing/Reprinting of Bank Statement/Snapshot	1
11	Reprinting of Bank Statement not available in the Branch	1
Total		29

56. 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.	23	46.94%
2. I know what a CC is but I did not see this office's CC.	2	4.08%
3. I learned of the CC only when I saw this office's CC.	12	24.49%
4. I do not know what a CC is and I did not see this office's CC.	11	22.45%
N/A	1	2.04%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	28	58.33%
2. Somewhat easy to see	5	10.42%
3. Difficult to see	1	2.08%
4. Not visible at all	-	-
N/A	11	22.92%
Did not specify	3	6.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	27	56.25%
2. Somewhat helped	4	8.33%
3. Did not help	1	2.08%
N/A	14	29.17%
Did not specify	2	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>	38	7	1	1	2	0	49	91.84%
Service Quality Dimensions								
Responsiveness	35	6	3	3	2	0	49	83.67%
Reliability	40	6	0	0	0	3	49	100.00%
Access and Facilities	40	5	1	0	0	3	49	97.83%
Communication	35	9	0	1	0	4	49	97.78%
Costs	32	7	2	0	0	8	49	95.12%
Integrity	40	6	0	0	0	3	49	100.00%
Assurance	39	7	0	2	1	0	49	93.88%
Outcome	37	7	1	0	0	4	49	97.78%
Overall	298	53	7	6	3	25	392	95.64%

External Services		Responses
1	Opening of other Deposit Account	32
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	5

External Services		Responses
4	Check Deposit - Peso	1
5	Check Encashment	2
6	Updating of Bank Records - Change in Account Details/Type	2
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
8	Handling of Customer's Complaint	1
9	Servicing of Modified Disbursement System Transactions	1
Total		49

57. 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.	15	88.24%
2. I know what a CC is but I did not see this office's CC.	1	5.88%
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	1	5.88%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	50.00%
2. Somewhat easy to see	1	6.25%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	7	43.75%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	43.75%
2. Somewhat helped	2	12.50%
3. Did not help	-	-
N/A	-	-
Did not specify	7	43.75%

	Strongly Agree	Agree	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	2	0	0	0	0	17	100.00%
Service Quality Dimensions								
Responsiveness	13	4	0	0	0	0	17	100.00%
Reliability	10	1	0	0	0	6	17	100.00%
Access and Facilities	10	0	0	0	0	7	17	100.00%
Communication	10	1	0	0	0	6	17	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	8	1	0	0	0	8	17	100.00%
Integrity	10	1	0	0	0	6	17	100.00%
Assurance	14	3	0	0	0	0	17	100.00%
Outcome	10	1	0	0	0	6	17	100.00%
Overall	85	12	0	0	0	39	136	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	5
2	Check Deposit - Peso	5
3	Check Encashment	4
4	Online Collection Payments	1
5	Request for Fund Transfer	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
	Total	17

58. 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.	2	40.00%
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.	2	40.00%
N/A	1	20.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	50.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	50.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	50.00%
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>	3	2	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	3	2	0	0	0	0	5	100.00%
Reliability	3	2	0	0	0	0	5	100.00%
Access and Facilities	2	3	0	0	0	0	5	100.00%
Communication	2	2	0	0	0	1	5	100.00%
Costs	2	1	0	0	0	2	5	100.00%
Integrity	3	2	0	0	0	0	5	100.00%
Assurance	3	2	0	0	0	0	5	100.00%
Outcome	2	3	0	0	0	0	5	100.00%
Overall	20	17	0	0	0	3	40	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	4
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
Total		5

59. 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.	41	85.42%
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	6.25%
4. I do not know what a CC is and I did not see this office's CC.	3	6.25%
N/A	1	2.08%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	28	59.57%
2. Somewhat easy to see	1	2.13%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	6.38%
Did not specify	15	31.91%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	27	57.45%
2. Somewhat helped	2	4.26%
3. Did not help	-	-
N/A	3	6.38%
Did not specify	15	31.91%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	36	11	0	0	0	1	48	100.00%
Service Quality Dimensions								
Responsiveness	31	15	0	0	0	2	48	100.00%
Reliability	27	7	0	0	0	14	48	100.00%
Access and Facilities	24	10	0	0	0	14	48	100.00%
Communication	26	8	0	0	0	14	48	100.00%
Costs	23	8	0	0	0	17	48	100.00%
Integrity	27	7	0	0	0	14	48	100.00%
Assurance	38	10	0	0	0	0	48	100.00%
Outcome	24	8	1	0	0	15	48	96.97%
Overall	220	73	1	0	0	90	384	99.66%

External Services		Responses
1	Opening of other Deposit Account	33
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	1
4	Check Deposit - Peso	2
5	Check Encashment	1
6	Online Collection Payments	6
7	Request for Fund Transfer	1
Total		48

60. 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.	10	90.91%
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	9.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	81.82%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	1	9.09%
Did not specify	1	9.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	81.82%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	9.09%
Did not specify	1	9.09%

	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>	11	0	0	0	0	0	11	100.00%
Service Quality Dimensions								
Responsiveness	11	0	0	0	0	0	11	100.00%
Reliability	10	0	0	0	0	1	11	100.00%
Access and Facilities	10	0	0	0	0	1	11	100.00%
Communication	10	0	0	0	0	1	11	100.00%
Costs	9	1	0	0	0	1	11	100.00%
Integrity	10	0	0	0	0	1	11	100.00%
Assurance	11	0	0	0	0	0	11	100.00%
Outcome	9	1	0	0	0	1	11	100.00%
Overall	80	2	0	0	0	6	88	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	6
3	Cash Withdrawal	1
4	Check Deposit - Peso	3
Total		11

61. 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.	6	85.71%
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	14.29%
4. I do not know what a CC is and I did not see this office's CC.	-	-
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	1	14.29%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	6	85.71%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	14.29%
2. Somewhat helped	1	14.29%
3. Did not help	-	-
N/A	-	-
Did not specify	5	71.43%

	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>	6	0	1	0	0	0	7	85.71%
Service Quality Dimensions								
Responsiveness	6	0	0	1	0	0	7	85.71%
Reliability	1	0	1	0	0	5	7	50.00%
Access and Facilities	1	0	1	0	0	5	7	50.00%
Communication	1	0	1	0	0	5	7	50.00%
Costs	1	0	1	0	0	5	7	50.00%
Integrity	1	0	0	1	0	5	7	50.00%
Assurance	6	0	0	1	0	0	7	85.71%
Outcome	1	0	1	0	0	5	7	50.00%
Overall	18	0	5	3	0	30	56	69.23%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	2
4	Check Encashment	1
5	Online Collection Payments	1
Total		7

62. 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.	16	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	14	87.50%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	12.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	87.50%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	2	12.50%

	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>	14	1	0	0	0	1	16	100.00%
Service Quality Dimensions								
Responsiveness	14	2	0	0	0	0	16	100.00%
Reliability	14	1	0	0	0	1	16	100.00%
Access and Facilities	14	1	0	0	0	1	16	100.00%
Communication	14	1	0	0	0	1	16	100.00%
Costs	11	1	0	0	0	4	16	100.00%
Integrity	14	1	0	0	0	1	16	100.00%
Assurance	15	1	0	0	0	0	16	100.00%
Outcome	14	1	0	0	0	1	16	100.00%
Overall	110	9	0	0	0	9	128	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	6
2	Cash Withdrawal	1

External Services		Responses
3	Check Deposit - Peso	4
4	Check Encashment	1
5	Online Collection Payments	2
6	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
Total		16

63. 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.	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	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	58.33%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	8.33%
N/A	2	16.67%
Did not specify	2	16.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	41.67%
2. Somewhat helped	2	16.67%
3. Did not help	1	8.33%
N/A	2	16.67%
Did not specify	2	16.67%

	Strongly Agree	Agree	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	4	0	0	1	0	12	91.67%
Service Quality Dimensions								
Responsiveness	7	4	0	0	1	0	12	91.67%
Reliability	7	3	0	0	0	2	12	100.00%
Access and Facilities	8	2	0	0	0	2	12	100.00%
Communication	8	1	0	0	0	3	12	100.00%
Costs	3	0	0	0	0	9	12	100.00%
Integrity	8	1	1	0	0	2	12	90.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	9	2	0	1	0	0	12	91.67%
Outcome	7	2	0	1	0	2	12	90.00%
Overall	57	15	1	2	1	20	96	94.74%

External Services		Responses
1	Opening of other Deposit Account	8
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Check Deposit - Peso	2
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		12

64. 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.	96	85.71%
2. I know what a CC is but I did not see this office's CC.	4	3.57%
3. I learned of the CC only when I saw this office's CC.	8	7.14%
4. I do not know what a CC is and I did not see this office's CC.	2	1.79%
N/A	2	1.79%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	79	71.82%
2. Somewhat easy to see	9	8.18%
3. Difficult to see	-	-
4. Not visible at all	1	0.91%
N/A	2	1.82%
Did not specify	19	17.27%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	88	80.00%
2. Somewhat helped	4	3.64%
3. Did not help	-	-
N/A	2	1.82%
Did not specify	16	14.55%

	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>	107	3	0	1	1	0	112	98.21%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	104	7	0	1	0	0	112	99.11%
Reliability	92	3	2	0	0	15	112	97.94%
Access and Facilities	92	2	2	1	0	15	112	96.91%
Communication	90	4	2	1	0	15	112	96.91%
Costs	61	9	1	0	1	40	112	97.22%
Integrity	91	3	2	0	1	15	112	96.91%
Assurance	108	2	1	1	0	0	112	98.21%
Outcome	90	4	3	0	0	15	112	96.91%
Overall	728	34	13	4	2	115	896	97.57%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	42
3	Release of Captured Card	1
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	13
6	Cash Withdrawal	5
7	Check Deposit - Peso	6
8	Check Encashment	4
9	Reactivation/Closure of Dormant Deposit Account	1
10	Request for Fund Transfer	3
11	Updating of Bank Records - Change in Account Details/Type	12
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
13	Salary Loan	1
14	Electronic Fund Transfer and Purchase of Over-the-Counter Check	3
15	Sale/Purchase of Foreign Currencies	2
16	Reprinting of Bank Statement not available in the Branch	1
Total		112

65. 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.	73	68.87%
2. I know what a CC is but I did not see this office's CC.	5	4.72%
3. I learned of the CC only when I saw this office's CC.	13	12.26%
4. I do not know what a CC is and I did not see this office's CC.	13	12.26%
N/A	2	1.89%
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	74	71.15%
2. Somewhat easy to see	11	10.58%
3. Difficult to see	1	0.96%
4. Not visible at all	1	0.96%
N/A	14	13.46%
Did not specify	3	2.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	73	70.19%
2. Somewhat helped	10	9.62%
3. Did not help	-	-
N/A	19	18.27%
Did not specify	2	1.92%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	98	8	0	0	0	0	106	100.00%
Service Quality Dimensions								
Responsiveness	89	15	2	0	0	0	106	98.11%
Reliability	93	13	0	0	0	0	106	100.00%
Access and Facilities	90	14	0	0	0	2	106	100.00%
Communication	89	11	4	0	0	2	106	96.15%
Costs	63	11	2	0	0	30	106	97.37%
Integrity	92	14	0	0	0	0	106	100.00%
Assurance	101	4	1	0	0	0	106	99.06%
Outcome	93	9	1	0	0	3	106	99.03%
Overall	710	91	10	0	0	37	848	98.77%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	38
3	Release of Captured Card	3
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	23
6	Cash Withdrawal	2
7	Check Deposit - Peso	11
8	Check Encashment	4
9	Online Collection Payments	5
10	Reactivation/Closure of Dormant Deposit Account	1
11	Request for Fund Transfer	1

External Services		Responses
12	Updating of Bank Records - Change in Account Details/Type	1
13	Updating of Bank Records - Change in Account Type	3
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
15	Request for Bank Certification/Statement of Account for Salary Loan	1
16	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
18	Printing/Reprinting of Bank Statement/Snapshot	1
Total		106

66. 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.	21	80.77%
2. I know what a CC is but I did not see this office's CC.	2	7.69%
3. I learned of the CC only when I saw this office's CC.	2	7.69%
4. I do not know what a CC is and I did not see this office's CC.	1	3.85%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	22	84.62%
2. Somewhat easy to see	3	11.54%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	3.85%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	21	80.77%
2. Somewhat helped	4	15.38%
3. Did not help	-	-
N/A	1	3.85%
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>	25	1	0	0	0	0	26	100.00%
Service Quality Dimensions								
Responsiveness	21	4	0	0	0	1	26	100.00%
Reliability	24	2	0	0	0	0	26	100.00%
Access and Facilities	25	1	0	0	0	0	26	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	22	4	0	0	0	0	26	100.00%
Costs	23	2	0	0	0	1	26	100.00%
Integrity	26	0	0	0	0	0	26	100.00%
Assurance	26	0	0	0	0	0	26	100.00%
Outcome	25	1	0	0	0	0	26	100.00%
Overall	192	14	0	0	0	2	208	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	14
4	Cash Withdrawal	2
5	Check Encashment	4
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
7	Claim of Remittance Proceeds	1
8	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		26

67. 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.	256	81.79%
2. I know what a CC is but I did not see this office's CC.	10	3.19%
3. I learned of the CC only when I saw this office's CC.	24	7.67%
4. I do not know what a CC is and I did not see this office's CC.	14	4.47%
N/A	9	2.88%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	226	74.34%
2. Somewhat easy to see	25	8.22%
3. Difficult to see	2	0.66%
4. Not visible at all	-	-
N/A	17	5.59%
Did not specify	34	11.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	229	75.33%
2. Somewhat helped	19	6.25%
3. Did not help	2	0.66%
N/A	19	6.25%
Did not specify	35	11.51%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	288	22	1	0	2	0	313	99.04%
Service Quality Dimensions								
Responsiveness	273	30	4	3	2	1	313	97.12%
Reliability	261	18	0	0	2	32	313	99.29%
Access and Facilities	263	15	0	0	2	33	313	99.29%
Communication	255	23	1	0	2	32	313	98.93%
Costs	233	19	2	0	2	57	313	98.44%
Integrity	259	20	0	0	2	32	313	99.29%
Assurance	297	13	1	0	2	0	313	99.04%
Outcome	255	20	0	0	2	36	313	99.28%
Overall	2,096	158	8	3	16	223	2,504	98.82%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	224
3	Release of Captured Card	2
4	Request for ATM PIN Change	10
5	Request for Card Replacement	3
6	Cash Deposit - (Peso/Foreign Currencies)	5
7	Cash Withdrawal	6
8	Check Deposit - Peso	2
9	Check Encashment	2
10	Closure of Deposit Account	4
11	Reactivation/Closure of Dormant Deposit Account	1
12	Request for Checkbook	1
13	Request for Fund Transfer	1
14	Updating of Bank Records - Change in Account Details/Type	21
15	Updating of Bank Records - Change in Account Type	4
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
17	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
18	Trust/Treasury Placements	2
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
20	Printing/Reprinting of Bank Statement/Snapshot	8
Total		313

68. 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.	60	73.17%
2. I know what a CC is but I did not see this office's CC.	2	2.44%
3. I learned of the CC only when I saw this office's CC.	7	8.54%
4. I do not know what a CC is and I did not see this office's CC.	9	10.98%
N/A	4	4.88%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	58	74.36%
2. Somewhat easy to see	9	11.54%
3. Difficult to see	-	-
4. Not visible at all	1	1.28%
N/A	9	11.54%
Did not specify	1	1.28%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	55	70.51%
2. Somewhat helped	13	16.67%
3. Did not help	-	-
N/A	9	11.54%
Did not specify	1	1.28%

	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>	67	13	1	0	1	0	82	97.56%
Service Quality Dimensions								
Responsiveness	59	17	4	1	1	0	82	92.68%
Reliability	68	12	0	0	0	2	82	100.00%
Access and Facilities	68	10	2	0	0	2	82	97.50%
Communication	61	15	3	0	0	3	82	96.20%
Costs	51	7	1	0	1	22	82	96.67%
Integrity	69	11	0	0	0	2	82	100.00%
Assurance	72	10	0	0	0	0	82	100.00%
Outcome	62	13	3	0	0	4	82	96.15%
Overall	510	95	13	1	2	35	656	97.42%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	24

External Services		Responses
3	Cash Withdrawal	10
4	Check Deposit - Peso	9
5	Check Encashment	10
6	Online Collection Payments	19
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
8	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
9	Sale/Purchase of Foreign Currencies	1
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
Total		82

69. 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.	6	85.71%
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	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	6	85.71%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	14.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	85.71%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	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>	6	0	0	0	1	0	7	85.71%
Service Quality Dimensions								
Responsiveness	6	0	0	0	1	0	7	85.71%
Reliability	5	1	0	0	1	0	7	85.71%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	6	1	0	0	0	0	7	100.00%
Communication	4	1	1	0	1	0	7	71.43%
Costs	3	1	0	0	1	2	7	80.00%
Integrity	6	1	0	0	0	0	7	100.00%
Assurance	6	1	0	0	0	0	7	100.00%
Outcome	6	0	0	0	0	1	7	100.00%
Overall	42	6	1	0	4	3	56	90.57%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	3
2	Cash Withdrawal	2
3	Check Encashment	1
4	Request for Checkbook	1
	Total	7

70. 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.	56	91.80%
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	4.92%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	3.28%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	53	89.83%
2. Somewhat easy to see	3	5.08%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	5.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	51	86.44%
2. Somewhat helped	5	8.47%
3. Did not help	-	-
N/A	-	-
Did not specify	3	5.08%

	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>	54	7	0	0	0	0	61	100.00%
Service Quality Dimensions								
Responsiveness	47	14	0	0	0	0	61	100.00%
Reliability	55	5	0	0	0	1	61	100.00%
Access and Facilities	54	6	0	0	0	1	61	100.00%
Communication	52	7	0	0	0	2	61	100.00%
Costs	46	6	1	0	0	8	61	98.11%
Integrity	52	7	0	1	0	1	61	98.33%
Assurance	55	6	0	0	0	0	61	100.00%
Outcome	51	8	1	0	0	1	61	98.33%
Overall	412	59	2	1	0	14	488	99.37%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	8
3	Cash Withdrawal	8
4	Check Deposit - Peso	2
5	Check Deposit - Foreign Currency	1
6	Check Encashment	3
7	Online Collection Payments	5
8	Request for Checkbook	4
9	Request for Fund Transfer	4
10	Request for Passbook Replacement	1
11	Updating of Bank Records - Change in Account Details/Type	3
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Sale/Purchase of Foreign Currencies	16
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
Total		61

71. 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.	17	68.00%
2. I know what a CC is but I did not see this office's CC.	2	8.00%
3. I learned of the CC only when I saw this office's CC.	4	16.00%
4. I do not know what a CC is and I did not see this office's CC.	2	8.00%
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	18	72.00%
2. Somewhat easy to see	4	16.00%
3. Difficult to see	1	4.00%
4. Not visible at all	-	-
N/A	2	8.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	72.00%
2. Somewhat helped	5	20.00%
3. Did not help	-	-
N/A	2	8.00%
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>	22	3	0	0	0	0	25	100.00%
Service Quality Dimensions								
Responsiveness	16	7	0	0	1	1	25	95.83%
Reliability	19	6	0	0	0	0	25	100.00%
Access and Facilities	21	4	0	0	0	0	25	100.00%
Communication	17	6	2	0	0	0	25	92.00%
Costs	15	4	0	0	1	5	25	95.00%
Integrity	21	3	1	0	0	0	25	96.00%
Assurance	22	3	0	0	0	0	25	100.00%
Outcome	21	2	0	0	1	1	25	95.83%
Overall	152	35	3	0	3	7	200	96.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	3
3	Cash Deposit - (Peso/Foreign Currencies)	11
4	Cash Withdrawal	5
5	Check Deposit - Peso	1
6	Check Encashment	2
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		25

72. 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.	74	39.15%
2. I know what a CC is but I did not see this office's CC.	19	10.05%
3. I learned of the CC only when I saw this office's CC.	27	14.29%
4. I do not know what a CC is and I did not see this office's CC.	18	9.52%
N/A	18	9.52%
Did not specify	33	17.46%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	69	50.00%
2. Somewhat easy to see	38	27.54%
3. Difficult to see	11	7.97%
4. Not visible at all	-	-
N/A	20	14.49%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	73	52.90%
2. Somewhat helped	43	31.16%
3. Did not help	-	-
N/A	22	15.94%
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>	111	64	13	1	0	0	189	92.59%
Service Quality Dimensions								
Responsiveness	94	74	20	1	0	0	189	88.89%
Reliability	103	73	10	1	0	2	189	94.12%
Access and Facilities	104	64	18	1	0	2	189	89.84%
Communication	97	61	27	1	1	2	189	84.49%
Costs	99	70	16	0	0	4	189	91.35%
Integrity	112	57	20	0	0	0	189	89.42%
Assurance	120	55	13	0	0	1	189	93.09%
Outcome	107	59	15	1	0	7	189	91.21%
Overall	836	513	139	5	1	18	1,512	90.29%

External Services		Responses
1	Partial Release of Collaterals	1
2	Release of Collaterals as a Result of Full Payment	40
3	Settlement and Release of Underlying Collaterals of LBP-Rediscounted Loan Obligations of Borrowers of Closed Banks under PDIC Receivership/Liquidation	1

External Services		Responses
4	Settlement of Loan Obligations by Delinquent Borrowers	147
	Total	189

73. 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.	2	50.00%
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.	1	25.00%
4. I do not know what a CC is and I did not see this office's CC.	1	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	3	75.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	25.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	75.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	25.00%
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>	4	0	0	0	0	0	4	100.00%
Service Quality Dimensions								
Responsiveness	3	1	0	0	0	0	4	100.00%
Reliability	4	0	0	0	0	0	4	100.00%
Access and Facilities	4	0	0	0	0	0	4	100.00%
Communication	3	1	0	0	0	0	4	100.00%
Costs	4	0	0	0	0	0	4	100.00%
Integrity	4	0	0	0	0	0	4	100.00%
Assurance	4	0	0	0	0	0	4	100.00%
Outcome	4	0	0	0	0	0	4	100.00%
Overall	30	2	0	0	0	0	32	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	2
2	Issuance of Certificate of Full Payment	1
3	Partial Release of Collaterals	1
Total		4

74. LTO Extension Office

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	12	92.31%
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	7.69%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4	30.77%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	7.69%
Did not specify	8	61.54%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	30.77%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	7.69%
Did not specify	8	61.54%

	Strongly Agree	Agree	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	1	0	0	0	0	13	100.00%
Service Quality Dimensions								
Responsiveness	10	3	0	0	0	0	13	100.00%
Reliability	4	0	0	0	0	9	13	100.00%
Access and Facilities	4	0	0	0	0	9	13	100.00%
Communication	4	0	0	0	0	9	13	100.00%
Costs	4	0	0	0	0	9	13	100.00%
Integrity	4	0	0	0	0	9	13	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	13	0	0	0	0	0	13	100.00%
Outcome	4	0	0	0	0	9	13	100.00%
Overall	47	3	0	0	0	54	104	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	8
3	Cash Withdrawal	1
4	Check Deposit - Peso	1
5	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		13

75. 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.	9	90.00%
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.	1	10.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	30.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	10.00%
Did not specify	6	60.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	30.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	10.00%
Did not specify	6	60.00%

	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>	10	0	0	0	0	0	10	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	7	2	0	0	1	0	10	90.00%
Reliability	4	0	0	0	0	6	10	100.00%
Access and Facilities	4	0	0	0	0	6	10	100.00%
Communication	4	0	0	0	0	6	10	100.00%
Costs	3	0	0	0	0	7	10	100.00%
Integrity	4	0	0	0	0	6	10	100.00%
Assurance	10	0	0	0	0	0	10	100.00%
Outcome	4	0	0	0	0	6	10	100.00%
Overall	40	2	0	0	1	37	80	97.67%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	2
4	Check Deposit - Peso	1
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
6	Salary Loan	2
Total		10

76. 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.	3	75.00%
2. I know what a CC is but I did not see this office's CC.	1	25.00%
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	1	25.00%
2. Somewhat easy to see	1	25.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	25.00%
2. Somewhat helped	1	25.00%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	-	-
Did not specify	2	50.00%

	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>	3	1	0	0	0	0	4	100.00%
Service Quality Dimensions								
Responsiveness	3	1	0	0	0	0	4	100.00%
Reliability	1	1	0	0	0	2	4	100.00%
Access and Facilities	2	0	0	0	0	2	4	100.00%
Communication	1	1	0	0	0	2	4	100.00%
Costs	1	1	0	0	0	2	4	100.00%
Integrity	1	1	0	0	0	2	4	100.00%
Assurance	3	0	1	0	0	0	4	75.00%
Outcome	1	1	0	0	0	2	4	100.00%
Overall	13	6	1	0	0	12	32	95.00%

External Services		Responses
1	Check Deposit - Peso	3
2	Reprinting of Bank Statement not available in the Branch	1
Total		4

77. 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.	17	85.00%
2. I know what a CC is but I did not see this office's CC.	1	5.00%
3. I learned of the CC only when I saw this office's CC.	1	5.00%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	5.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	47.37%
2. Somewhat easy to see	4	21.05%
3. Difficult to see	-	-
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	1	5.26%
Did not specify	5	26.32%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	47.37%
2. Somewhat helped	2	10.53%
3. Did not help	-	-
N/A	3	15.79%
Did not specify	5	26.32%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	18	1	1	0	0	0	20	95.00%
Service Quality Dimensions								
Responsiveness	16	2	2	0	0	0	20	90.00%
Reliability	15	2	0	0	0	3	20	100.00%
Access and Facilities	15	1	1	0	0	3	20	94.12%
Communication	15	2	0	0	0	3	20	100.00%
Costs	14	1	0	0	0	5	20	100.00%
Integrity	15	2	0	0	0	3	20	100.00%
Assurance	19	0	1	0	0	0	20	95.00%
Outcome	14	2	1	0	0	3	20	94.12%
Overall	123	12	5	0	0	20	160	96.43%

External Services		Responses
1	Opening of other Deposit Account	14
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	1
4	Check Encashment	1
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
6	Trust/Treasury Placements	1
Total		20

78. 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.	22	68.75%
2. I know what a CC is but I did not see this office's CC.	2	6.25%
3. I learned of the CC only when I saw this office's CC.	3	9.38%

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	6.25%
N/A	3	9.38%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	23	79.31%
2. Somewhat easy to see	1	3.45%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	10.34%
Did not specify	2	6.90%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	79.31%
2. Somewhat helped	3	10.34%
3. Did not help	-	-
N/A	3	10.34%
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>	29	2	1	0	0	0	32	96.88%
Service Quality Dimensions								
Responsiveness	26	5	1	0	0	0	32	96.88%
Reliability	24	7	1	0	0	0	32	96.88%
Access and Facilities	25	6	1	0	0	0	32	96.88%
Communication	26	4	2	0	0	0	32	93.75%
Costs	21	6	1	0	0	4	32	96.43%
Integrity	28	3	1	0	0	0	32	96.88%
Assurance	26	5	1	0	0	0	32	96.88%
Outcome	25	5	1	0	0	1	32	96.77%
Overall	201	41	9	0	0	5	256	96.41%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	11
3	Cash Withdrawal	2
4	Check Deposit - Peso	10
5	Check Encashment	1
6	Online Collection Payments	6
Total		32

79. 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.	13	61.90%
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	23.81%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	3	14.29%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	16	88.89%
2. Somewhat easy to see	1	5.56%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	5.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	83.33%
2. Somewhat helped	2	11.11%
3. Did not help	-	-
N/A	-	-
Did not specify	1	5.56%

	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>	19	2	0	0	0	0	21	100.00%
Service Quality Dimensions								
Responsiveness	14	6	1	0	0	0	21	95.24%
Reliability	18	2	0	0	0	1	21	100.00%
Access and Facilities	18	2	0	0	0	1	21	100.00%
Communication	14	5	0	0	0	2	21	100.00%
Costs	10	2	2	0	0	7	21	85.71%
Integrity	16	4	0	0	0	1	21	100.00%
Assurance	20	1	0	0	0	0	21	100.00%
Outcome	16	3	0	0	0	2	21	100.00%
Overall	126	25	3	0	0	14	168	98.05%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	4

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	5
4	Cash Withdrawal	4
5	Check Encashment	1
6	Online Collection Payments	2
7	Request for Fund Transfer	3
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		21

80. 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.	19	76.00%
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.	3	12.00%
4. I do not know what a CC is and I did not see this office's CC.	3	12.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	16	64.00%
2. Somewhat easy to see	3	12.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	16.00%
Did not specify	2	8.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	60.00%
2. Somewhat helped	4	16.00%
3. Did not help	-	-
N/A	4	16.00%
Did not specify	2	8.00%

	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>	20	5	0	0	0	0	25	100.00%
Service Quality Dimensions								
Responsiveness	18	4	3	0	0	0	25	88.00%
Reliability	17	6	0	0	0	2	25	100.00%
Access and Facilities	17	5	1	0	0	2	25	95.65%
Communication	19	4	0	0	0	2	25	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	14	4	1	1	0	5	25	90.00%
Integrity	18	4	0	0	0	3	25	100.00%
Assurance	23	2	0	0	0	0	25	100.00%
Outcome	19	4	0	0	0	2	25	100.00%
Overall	145	33	5	1	0	16	200	96.74%

External Services		Responses
1	Opening of other Deposit Account	5
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	6
5	Check Deposit - Peso	3
6	Check Encashment	2
7	Online Collection Payments	1
8	Request for Fund Transfer	2
9	Updating of Bank Records - Change in Account Details/Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Salary Loan	1
12	Printing/Reprinting of Bank Statement/Snapshot	1
	Total	25

81. 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.	8	66.67%
2. I know what a CC is but I did not see this office's CC.	2	16.67%
3. I learned of the CC only when I saw this office's CC.	1	8.33%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	8.33%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	54.55%
2. Somewhat easy to see	-	-
3. Difficult to see	1	9.09%
4. Not visible at all	1	9.09%
N/A	-	-
Did not specify	3	27.27%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	54.55%
2. Somewhat helped	2	18.18%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	1	9.09%
Did not specify	2	18.18%

	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>	10	2	0	0	0	0	12	100.00%
Service Quality Dimensions								
Responsiveness	9	2	1	0	0	0	12	91.67%
Reliability	8	1	0	0	0	3	12	100.00%
Access and Facilities	8	1	0	0	0	3	12	100.00%
Communication	8	1	0	0	0	3	12	100.00%
Costs	7	1	0	0	0	4	12	100.00%
Integrity	8	1	0	0	0	3	12	100.00%
Assurance	10	2	0	0	0	0	12	100.00%
Outcome	8	1	0	0	0	3	12	100.00%
Overall	66	10	1	0	0	19	96	98.70%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	6
3	Release of Captured Card	1
4	Cash Withdrawal	1
5	Check Encashment	1
6	Request for Fund Transfer	1
7	Salary Loan	1
Total		12

82. 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.	13	92.86%
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.	1	7.14%
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...?		

Citizen's Charter Answers	Responses	Percentage
1. Easy to see	6	42.86%
2. Somewhat easy to see	-	-
3. Difficult to see	1	7.14%
4. Not visible at all	-	-
N/A	-	-
Did not specify	7	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	50.00%
2. Somewhat helped	-	-
3. Did not help	1	7.14%
N/A	-	-
Did not specify	6	42.86%

	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>	11	2	0	1	0	0	14	92.86%
Service Quality Dimensions								
Responsiveness	9	4	1	0	0	0	14	92.86%
Reliability	5	3	0	0	0	6	14	100.00%
Access and Facilities	6	2	0	0	0	6	14	100.00%
Communication	5	2	0	0	0	7	14	100.00%
Costs	5	2	0	0	0	7	14	100.00%
Integrity	5	2	1	0	0	6	14	87.50%
Assurance	11	2	0	1	0	0	14	92.86%
Outcome	6	2	0	0	0	6	14	100.00%
Overall	52	19	2	1	0	38	112	95.95%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	2
4	Check Encashment	1
5	Closure of Deposit Account	1
6	Request for Fund Transfer	1
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
8	Salary Loan	1
Total		14

83. 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.	6	85.71%
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	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	1	14.29%
2. Somewhat easy to see	1	14.29%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	14.29%
Did not specify	4	57.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	14.29%
2. Somewhat helped	1	14.29%
3. Did not help	-	-
N/A	1	14.29%
Did not specify	4	57.14%

	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>	2	2	0	1	2	0	7	57.14%
Service Quality Dimensions								
Responsiveness	2	2	0	0	3	0	7	57.14%
Reliability	1	1	1	0	0	4	7	66.67%
Access and Facilities	1	1	1	0	0	4	7	66.67%
Communication	1	0	2	0	0	4	7	33.33%
Costs	0	1	1	0	0	5	7	50.00%
Integrity	1	1	1	0	0	4	7	66.67%
Assurance	2	2	3	0	0	0	7	57.14%
Outcome	0	2	1	0	0	4	7	66.67%
Overall	8	10	10	0	3	25	56	58.06%

External Services		Responses
1	Opening of other Deposit Account	5
2	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		7

84. 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.	176	71.54%
2. I know what a CC is but I did not see this office's CC.	2	0.81%
3. I learned of the CC only when I saw this office's CC.	26	10.57%
4. I do not know what a CC is and I did not see this office's CC.	3	1.22%
N/A	32	13.01%
Did not specify	7	2.85%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	183	88.41%
2. Somewhat easy to see	11	5.31%
3. Difficult to see	-	-
4. Not visible at all	1	0.48%
N/A	9	4.35%
Did not specify	3	1.45%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	166	80.19%
2. Somewhat helped	30	14.49%
3. Did not help	1	0.48%
N/A	6	2.90%
Did not specify	4	1.93%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	239	7	0	0	0	0	246	100.00%
Service Quality Dimensions								
Responsiveness	222	19	0	2	1	2	246	98.77%
Reliability	226	15	0	0	0	5	246	100.00%
Access and Facilities	230	11	1	0	0	4	246	99.59%
Communication	221	15	2	0	0	8	246	99.16%
Costs	194	19	1	0	1	31	246	99.07%
Integrity	232	10	1	0	0	3	246	99.59%
Assurance	240	6	0	0	0	0	246	100.00%
Outcome	219	18	0	0	0	9	246	100.00%
Overall	1,784	113	5	2	2	62	1,968	99.53%

External Services		Responses
1	Opening of other Deposit Account	20
2	Release of Captured Card	1

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	46
4	Cash Withdrawal	17
5	Check Deposit - Peso	26
6	Check Encashment	9
7	Online Collection Payments	101
8	Request for Fund Transfer	4
9	Updating of Bank Records - Change in Account Details/Type	4
10	Handling of Customer's Complaint	1
11	Salary Loan	1
12	Sale/Purchase of Foreign Currencies	1
13	Servicing of Modified Disbursement System Transactions	15
Total		246

85. 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.	42	76.36%
2. I know what a CC is but I did not see this office's CC.	3	5.45%
3. I learned of the CC only when I saw this office's CC.	4	7.27%
4. I do not know what a CC is and I did not see this office's CC.	6	10.91%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	45	81.82%
2. Somewhat easy to see	1	1.82%
3. Difficult to see	-	-
4. Not visible at all	1	1.82%
N/A	6	10.91%
Did not specify	2	3.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	45	81.82%
2. Somewhat helped	1	1.82%
3. Did not help	1	1.82%
N/A	6	10.91%
Did not specify	2	3.64%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	51	3	0	0	1	0	55	98.18%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	52	3	0	0	0	0	55	100.00%
Reliability	50	3	0	0	0	2	55	100.00%
Access and Facilities	49	3	0	0	0	3	55	100.00%
Communication	50	2	0	0	0	3	55	100.00%
Costs	42	5	0	0	0	8	55	100.00%
Integrity	52	0	0	0	1	2	55	98.11%
Assurance	53	1	1	0	0	0	55	98.18%
Outcome	48	2	1	0	0	4	55	98.04%
Overall	396	19	2	0	1	22	440	99.28%

External Services		Responses
1	Opening of other Deposit Account	6
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	6
5	Check Deposit - Peso	5
6	Check Encashment	1
7	Online Collection Payments	1
8	Updating of Bank Records - Change in Account Details/Type	4
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
10	Claim of Remittance Proceeds	1
11	Electronic Fund Transfer and Purchase of Over-the-Counter Check	8
12	Sale/Purchase of Foreign Currencies	12
Total		55

86. 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.	1	33.33%
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.	-	-
4. I do not know what a CC is and I did not see this office's CC.	1	33.33%
N/A	1	33.33%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	1	50.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	50.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	50.00%
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	1	0	3	66.67%
Service Quality Dimensions								
Responsiveness	2	0	0	0	1	0	3	66.67%
Reliability	2	0	1	0	0	0	3	66.67%
Access and Facilities	1	0	0	0	1	1	3	50.00%
Communication	2	0	0	0	1	0	3	66.67%
Costs	0	0	0	0	0	3	3	-
Integrity	2	0	0	0	1	0	3	66.67%
Assurance	2	0	0	0	1	0	3	66.67%
Outcome	1	0	0	0	1	1	3	50.00%
Overall	12	0	1	0	6	5	24	63.16%

External Services		Responses
1	Request for Card Replacement	1
2	Cash Withdrawal	1
3	Check Deposit - Peso	1
Total		3

87. 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.	70	53.85%
2. I know what a CC is but I did not see this office's CC.	6	4.62%
3. I learned of the CC only when I saw this office's CC.	37	28.46%
4. I do not know what a CC is and I did not see this office's CC.	13	10.00%
N/A	4	3.08%

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	89	70.63%
2. Somewhat easy to see	12	9.52%
3. Difficult to see	4	3.17%
4. Not visible at all	-	-
N/A	14	11.11%
Did not specify	7	5.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	94	74.60%
2. Somewhat helped	9	7.14%
3. Did not help	3	2.38%
N/A	14	11.11%
Did not specify	6	4.76%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	123	6	0	0	1	0	130	99.23%
Service Quality Dimensions								
Responsiveness	113	16	0	0	1	0	130	99.23%
Reliability	118	5	1	1	0	5	130	98.40%
Access and Facilities	118	6	0	1	0	5	130	99.20%
Communication	110	12	0	1	0	7	130	99.19%
Costs	98	14	0	1	0	17	130	99.12%
Integrity	111	12	0	1	0	6	130	99.19%
Assurance	120	8	0	1	1	0	130	98.46%
Outcome	110	12	0	1	0	7	130	99.19%
Overall	898	85	1	7	2	47	1,040	98.99%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	68
3	Request for Card Replacement	3
4	Cash Deposit - (Peso/Foreign Currencies)	10
5	Cash Withdrawal	14
6	Check Encashment	3
7	Closure of Deposit Account	2
8	Online Collection Payments	9
9	Updating of Bank Records - Change in Account Details/Type	7
10	Updating of Bank Records - Change in Account Type	2

External Services		Responses
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
12	Handling of Customer's Complaint	1
13	Printing/Reprinting of Bank Statement/Snapshot	2
Total		130

88. 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.	11	61.11%
2. I know what a CC is but I did not see this office's CC.	1	5.56%
3. I learned of the CC only when I saw this office's CC.	2	11.11%
4. I do not know what a CC is and I did not see this office's CC.	3	16.67%
N/A	1	5.56%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	10	58.82%
2. Somewhat easy to see	1	5.88%
3. Difficult to see	1	5.88%
4. Not visible at all	1	5.88%
N/A	3	17.65%
Did not specify	1	5.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	58.82%
2. Somewhat helped	2	11.76%
3. Did not help	2	11.76%
N/A	3	17.65%
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>	14	2	0	1	1	0	18	88.89%
Service Quality Dimensions								
Responsiveness	14	1	0	1	2	0	18	83.33%
Reliability	14	2	1	0	0	1	18	94.12%
Access and Facilities	15	1	1	0	0	1	18	94.12%
Communication	14	1	1	0	0	2	18	93.75%
Costs	11	2	1	0	0	4	18	92.86%
Integrity	15	1	0	0	1	1	18	94.12%
Assurance	15	1	2	0	0	0	18	88.89%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	13	2	1	0	0	2	18	93.75%
Overall	111	11	7	1	3	11	144	91.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	7
3	Release of Captured Card	1
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	1
6	Check Deposit - Peso	2
7	Online Collection Payments	1
Total		18

89. 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.	19	90.48%
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	4.76%
N/A	1	4.76%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	35.00%
2. Somewhat easy to see	1	5.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.00%
Did not specify	11	55.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	30.00%
2. Somewhat helped	2	10.00%
3. Did not help	-	-
N/A	1	5.00%
Did not specify	11	55.00%

	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>	17	1	2	0	1	0	21	85.71%
Service Quality Dimensions								
Responsiveness	14	3	0	0	4	0	21	80.95%
Reliability	8	1	1	0	0	11	21	90.00%
Access and Facilities	8	1	1	0	1	10	21	81.82%
Communication	8	1	1	0	1	10	21	81.82%
Costs	8	1	0	0	0	12	21	100.00%
Integrity	7	0	1	0	3	10	21	63.64%
Assurance	16	2	1	0	2	0	21	85.71%
Outcome	7	2	1	0	0	11	21	90.00%
Overall	76	11	6	0	11	64	168	83.65%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	5
3	Cash Withdrawal	5
4	Check Deposit - Peso	3
5	Check Encashment	1
6	Updating of Bank Records - Change in Account Details/Type	1
7	Trust/Treasury Placements	2
Total		21

90. 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.	10	50.00%
2. I know what a CC is but I did not see this office's CC.	1	5.00%
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.	8	40.00%
N/A	1	5.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	36.84%
2. Somewhat easy to see	2	10.53%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	8	42.11%
Did not specify	2	10.53%
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	8	42.11%
2. Somewhat helped	3	15.79%
3. Did not help	-	-
N/A	8	42.11%
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>	9	11	0	0	0	0	20	100.00%
Service Quality Dimensions								
Responsiveness	11	9	0	0	0	0	20	100.00%
Reliability	12	8	0	0	0	0	20	100.00%
Access and Facilities	11	9	0	0	0	0	20	100.00%
Communication	9	11	0	0	0	0	20	100.00%
Costs	6	6	0	0	0	8	20	100.00%
Integrity	10	9	0	0	0	1	20	100.00%
Assurance	11	9	0	0	0	0	20	100.00%
Outcome	10	4	1	0	0	5	20	93.33%
Overall	80	65	1	0	0	14	160	99.32%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	20
Total		20

91. 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.	13	81.25%
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	6.25%
4. I do not know what a CC is and I did not see this office's CC.	2	12.50%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	10	62.50%
2. Somewhat easy to see	1	6.25%
3. Difficult to see	-	-
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	2	12.50%
Did not specify	3	18.75%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	68.75%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	12.50%
Did not specify	3	18.75%

	Strongly Agree	Agree	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	1	0	16	93.75%
Service Quality Dimensions								
Responsiveness	13	2	0	0	1	0	16	93.75%
Reliability	12	0	0	0	0	4	16	100.00%
Access and Facilities	12	0	0	0	0	4	16	100.00%
Communication	10	0	0	0	0	6	16	100.00%
Costs	9	1	0	1	0	5	16	90.91%
Integrity	12	0	0	0	0	4	16	100.00%
Assurance	15	0	0	0	1	0	16	93.75%
Outcome	11	1	0	0	0	4	16	100.00%
Overall	94	4	0	1	2	27	128	97.03%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	7
4	Check Deposit - Peso	3
5	Check Encashment	4
Total		16

92. 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.	28	73.68%
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	7.89%
4. I do not know what a CC is and I did not see this office's CC.	4	10.53%

Citizen's Charter Answers	Responses	Percentage
N/A	3	7.89%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18	51.43%
2. Somewhat easy to see	4	11.43%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	14.29%
Did not specify	8	22.86%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	51.43%
2. Somewhat helped	4	11.43%
3. Did not help	-	-
N/A	5	14.29%
Did not specify	8	22.86%

	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>	33	3	1	0	1	0	38	94.74%
Service Quality Dimensions								
Responsiveness	26	8	2	0	1	1	38	91.89%
Reliability	27	3	0	0	0	8	38	100.00%
Access and Facilities	25	4	0	0	0	9	38	100.00%
Communication	22	6	2	0	0	8	38	93.33%
Costs	18	4	1	0	0	15	38	95.65%
Integrity	24	5	1	0	1	7	38	93.55%
Assurance	32	5	1	0	0	0	38	97.37%
Outcome	24	6	0	0	0	8	38	100.00%
Overall	198	41	7	0	2	56	304	96.37%

External Services		Responses
1	Opening of other Deposit Account	12
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	5
4	Cash Withdrawal	6
5	Check Deposit - Peso	1
6	Check Encashment	3
7	Closure of Deposit Account	1
8	Online Collection Payments	2
9	Updating of Bank Records - Change in Account Type	2

External Services		Responses
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
11	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
12	Printing/Reprinting of Bank Statement/Snapshot	1
Total		38

93. 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.	19	67.86%
2. I know what a CC is but I did not see this office's CC.	1	3.57%
3. I learned of the CC only when I saw this office's CC.	6	21.43%
4. I do not know what a CC is and I did not see this office's CC.	1	3.57%
N/A	-	-
Did not specify	1	3.57%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	23	85.19%
2. Somewhat easy to see	2	7.41%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	7.41%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	22	81.48%
2. Somewhat helped	2	7.41%
3. Did not help	-	-
N/A	3	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>	26	2	0	0	0	0	28	100.00%
Service Quality Dimensions								
Responsiveness	25	3	0	0	0	0	28	100.00%
Reliability	24	4	0	0	0	0	28	100.00%
Access and Facilities	26	2	0	0	0	0	28	100.00%
Communication	26	2	0	0	0	0	28	100.00%
Costs	23	3	0	0	0	2	28	100.00%
Integrity	26	2	0	0	0	0	28	100.00%
Assurance	25	3	0	0	0	0	28	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	26	2	0	0	0	0	28	100.00%
Overall	201	21	0	0	0	2	224	100.00%

External Services		Responses
1	Opening of other Deposit Account	9
2	Cash Deposit - (Peso/Foreign Currencies)	6
3	Cash Withdrawal	3
4	Check Deposit - Peso	1
5	Check Encashment	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
7	Handling of Customer's Complaint	1
8	Trust/Treasury Placements	6
	Total	28

94. NAIA Arrival EO

Citizen's Charter Answers	Responses	Percentage
CC1. 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	80.00%
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	1	20.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	50.00%
2. Somewhat easy to see	1	25.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	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>	5	0	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	5	0	0	0	0	0	5	100.00%
Reliability	5	0	0	0	0	0	5	100.00%
Access and Facilities	5	0	0	0	0	0	5	100.00%
Communication	4	0	0	0	0	1	5	100.00%
Costs	0	0	0	0	0	5	5	-
Integrity	4	1	0	0	0	0	5	100.00%
Assurance	5	0	0	0	0	0	5	100.00%
Outcome	2	1	0	0	0	2	5	100.00%
Overall	30	2	0	0	0	8	40	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	2
2	Cash Withdrawal	1
3	Check Deposit - Peso	1
4	Updating of Bank Records - Change in Account Details/Type	1
Total		5

95. NAIA Terminal III Extension Office

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	89	79.46%
2. I know what a CC is but I did not see this office's CC.	1	0.89%
3. I learned of the CC only when I saw this office's CC.	4	3.57%
4. I do not know what a CC is and I did not see this office's CC.	6	5.36%
N/A	12	10.71%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	41	41.00%
2. Somewhat easy to see	6	6.00%
3. Difficult to see	1	1.00%
4. Not visible at all	-	-
N/A	7	7.00%
Did not specify	45	45.00%
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	39	39.00%
2. Somewhat helped	6	6.00%
3. Did not help	-	-
N/A	9	9.00%
Did not specify	46	46.00%

	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>	99	12	0	1	0	0	112	99.11%
Service Quality Dimensions								
Responsiveness	89	18	2	1	2	0	112	95.54%
Reliability	54	7	1	0	0	50	112	98.39%
Access and Facilities	55	6	0	1	0	50	112	98.39%
Communication	54	6	0	0	0	52	112	100.00%
Costs	41	6	2	0	0	63	112	95.92%
Integrity	55	7	0	1	0	49	112	98.41%
Assurance	99	12	0	0	1	0	112	99.11%
Outcome	51	7	1	0	1	52	112	96.67%
Overall	498	69	6	3	4	316	896	97.76%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	78
3	Cash Withdrawal	15
4	Check Deposit - Peso	6
5	Check Encashment	1
6	Online Collection Payments	4
7	Request for Fund Transfer	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		112

96. 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.	6	85.71%
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	14.29%

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	28.57%
2. Somewhat easy to see	-	-
3. Difficult to see	1	14.29%
4. Not visible at all	-	-
N/A	1	14.29%
Did not specify	3	42.86%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	28.57%
2. Somewhat helped	1	14.29%
3. Did not help	-	-
N/A	1	14.29%
Did not specify	3	42.86%

	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>	4	1	1	0	1	0	7	71.43%
Service Quality Dimensions								
Responsiveness	1	4	1	0	1	0	7	71.43%
Reliability	1	1	1	0	1	3	7	50.00%
Access and Facilities	0	2	1	0	1	3	7	50.00%
Communication	1	1	1	0	1	3	7	50.00%
Costs	0	2	1	0	1	3	7	50.00%
Integrity	1	1	1	0	1	3	7	50.00%
Assurance	4	1	1	0	1	0	7	71.43%
Outcome	1	1	1	0	1	3	7	50.00%
Overall	9	13	8	0	8	18	56	57.89%

External Services		Responses
1	Opening of other Deposit Account	2
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	1
5	Check Deposit - Peso	1
6	Handling of Customer's Complaint	1
Total		7

97. 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.	15	93.75%
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	1	6.25%
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	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	6	40.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	60.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	6	40.00%

	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>	16	0	0	0	0	0	16	100.00%
Service Quality Dimensions								
Responsiveness	14	2	0	0	0	0	16	100.00%
Reliability	10	0	0	0	0	6	16	100.00%
Access and Facilities	10	0	0	0	0	6	16	100.00%
Communication	10	0	0	0	0	6	16	100.00%
Costs	7	0	0	0	0	9	16	100.00%
Integrity	10	0	0	0	0	6	16	100.00%
Assurance	16	0	0	0	0	0	16	100.00%
Outcome	10	0	0	0	0	6	16	100.00%
Overall	87	2	0	0	0	39	128	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	6
2	Cash Withdrawal	2

External Services		Responses
3	Check Deposit - Peso	5
4	Check Encashment	2
5	Request for Fund Transfer	1
Total		16

98. 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.	74	98.67%
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.	-	-
N/A	1	1.33%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	71	95.95%
2. Somewhat easy to see	1	1.35%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	2.70%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	71	95.95%
2. Somewhat helped	1	1.35%
3. Did not help	-	-
N/A	-	-
Did not specify	2	2.70%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	46	28	0	1	0	0	75	98.67%
Service Quality Dimensions								
Responsiveness	46	28	0	1	0	0	75	98.67%
Reliability	44	28	0	0	1	2	75	98.63%
Access and Facilities	45	27	0	0	0	3	75	100.00%
Communication	42	30	0	0	0	3	75	100.00%
Costs	18	6	0	0	0	51	75	100.00%
Integrity	44	29	0	0	0	2	75	100.00%
Assurance	46	29	0	0	0	0	75	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	43	28	0	0	0	4	75	100.00%
Overall	328	205	0	1	1	65	600	99.63%

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	29
4	Cash Deposit - (Peso/Foreign Currencies)	9
5	Check Deposit - Peso	5
6	Check Encashment	5
7	Online Collection Payments	4
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Details/Type	5
10	Sale/Purchase of Foreign Currencies	1
11	Trust/Treasury Placements	1
Total		75

99. 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.	32	86.49%
2. I know what a CC is but I did not see this office's CC.	1	2.70%
3. I learned of the CC only when I saw this office's CC.	2	5.41%
4. I do not know what a CC is and I did not see this office's CC.	2	5.41%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	20	54.05%
2. Somewhat easy to see	2	5.41%
3. Difficult to see	1	2.70%
4. Not visible at all	1	2.70%
N/A	3	8.11%
Did not specify	10	27.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	20	54.05%
2. Somewhat helped	2	5.41%
3. Did not help	2	5.41%
N/A	3	8.11%
Did not specify	10	27.03%

	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>	30	4	0	2	1	0	37	91.89%
Service Quality Dimensions								
Responsiveness	27	4	1	2	3	0	37	83.78%
Reliability	17	4	1	1	1	13	37	87.50%
Access and Facilities	17	4	1	0	1	14	37	91.30%
Communication	19	3	0	1	1	13	37	91.67%
Costs	8	4	0	0	1	24	37	92.31%
Integrity	19	2	1	0	3	12	37	84.00%
Assurance	30	4	2	0	1	0	37	91.89%
Outcome	18	3	1	0	1	14	37	91.30%
Overall	155	28	7	4	12	90	296	88.83%

External Services		Responses
1	Opening of other Deposit Account	2
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	10
4	Check Deposit - Peso	8
5	Check Encashment	8
6	Online Collection Payments	3
7	Request for Fund Transfer	4
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		37

100. 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.	12	80.00%
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.	2	13.33%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	6.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	11	78.57%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	3	21.43%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	50.00%
2. Somewhat helped	4	28.57%
3. Did not help	-	-
N/A	-	-
Did not specify	3	21.43%

	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>	15	0	0	0	0	0	15	100.00%
Service Quality Dimensions								
Responsiveness	14	0	0	0	1	0	15	93.33%
Reliability	11	0	0	0	0	4	15	100.00%
Access and Facilities	10	1	0	0	0	4	15	100.00%
Communication	7	4	0	0	0	4	15	100.00%
Costs	5	3	0	0	0	7	15	100.00%
Integrity	8	3	0	0	0	4	15	100.00%
Assurance	15	0	0	0	0	0	15	100.00%
Outcome	5	3	0	0	0	7	15	100.00%
Overall	75	14	0	0	1	30	120	98.89%

External Services		Responses
1	Opening of other Deposit Account	9
2	Cash Withdrawal	1
3	Check Deposit - Peso	2
4	Check Encashment	3
Total		15

101. North 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.	8	6.06%
2. I know what a CC is but I did not see this office's CC.	1	0.76%
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.	2	1.52%
N/A	121	91.67%

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	7	63.64%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	9.09%
N/A	3	27.27%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	63.64%
2. Somewhat helped	1	9.09%
3. Did not help	-	-
N/A	3	27.27%
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>	64	56	11	0	1	0	132	90.91%
Service Quality Dimensions								
Responsiveness	52	47	28	3	2	0	132	75.00%
Reliability	51	53	26	1	1	0	132	78.79%
Access and Facilities	50	56	22	2	1	1	132	80.92%
Communication	47	56	26	2	1	0	132	78.03%
Costs	44	32	13	2	0	41	132	83.52%
Integrity	98	30	4	0	0	0	132	96.97%
Assurance	100	26	6	0	0	0	132	95.45%
Outcome	67	48	14	1	1	1	132	87.79%
Overall	509	348	139	11	6	43	1,056	84.60%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	3
2	Issuance of Certificate of Outstanding Balances and Interest Paid	61
3	Issuance of Certificate of Full Payment	35
4	Issuance of Letter of Guarantee	33
Total		132

102. 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.	9	81.82%
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.	2	18.18%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5	45.45%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	18.18%
Did not specify	4	36.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	45.45%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	18.18%
Did not specify	4	36.36%

	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>	11	0	0	0	0	0	11	100.00%
Service Quality Dimensions								
Responsiveness	10	1	0	0	0	0	11	100.00%
Reliability	7	0	0	0	0	4	11	100.00%
Access and Facilities	7	0	0	0	0	4	11	100.00%
Communication	7	0	0	0	0	4	11	100.00%
Costs	5	1	0	0	0	5	11	100.00%
Integrity	6	1	0	0	0	4	11	100.00%
Assurance	11	0	0	0	0	0	11	100.00%
Outcome	6	1	0	0	0	4	11	100.00%
Overall	59	4	0	0	0	25	88	100.00%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	3

External Services		Responses
3	Check Deposit - Peso	1
4	Reactivation/Closure of Dormant Deposit Account	1
Total		11

103. 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.	23	69.70%
2. I know what a CC is but I did not see this office's CC.	2	6.06%
3. I learned of the CC only when I saw this office's CC.	1	3.03%
4. I do not know what a CC is and I did not see this office's CC.	5	15.15%
N/A	2	6.06%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18	58.06%
2. Somewhat easy to see	4	12.90%
3. Difficult to see	-	-
4. Not visible at all	2	6.45%
N/A	5	16.13%
Did not specify	2	6.45%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	51.61%
2. Somewhat helped	6	19.35%
3. Did not help	1	3.23%
N/A	6	19.35%
Did not specify	2	6.45%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	25	0	0	0	8	0	33	75.76%
Service Quality Dimensions								
Responsiveness	20	3	2	0	8	0	33	69.70%
Reliability	22	4	0	1	3	3	33	86.67%
Access and Facilities	20	2	1	0	5	5	33	78.57%
Communication	21	3	2	0	4	3	33	80.00%
Costs	12	2	0	0	4	15	33	77.78%
Integrity	22	3	0	1	5	2	33	80.65%
Assurance	26	0	2	0	5	0	33	78.79%
Outcome	22	2	2	0	3	4	33	82.76%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Overall	165	19	9	2	37	32	264	79.31%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	9
3	Cash Withdrawal	3
4	Check Deposit - Peso	2
5	Check Encashment	2
6	Online Collection Payments	2
7	Updating of Bank Records - Change in Account Details/Type	3
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
9	Salary Loan	1
10	Request for Bank Certification/Statement of Account for Salary Loan	1
11	Outgoing Remittance/Wire Transfer	1
12	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
13	Printing/Reprinting of Bank Statement/Snapshot	1
Total		33

104. 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.	3	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	2	66.67%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	66.67%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	33.33%

	Strongly Agree	Agree	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	0	0	0	0	0	3	100.00%
Service Quality Dimensions								
Responsiveness	3	0	0	0	0	0	3	100.00%
Reliability	2	0	0	0	0	1	3	100.00%
Access and Facilities	2	0	0	0	0	1	3	100.00%
Communication	2	0	0	0	0	1	3	100.00%
Costs	2	0	0	0	0	1	3	100.00%
Integrity	2	0	0	0	0	1	3	100.00%
Assurance	3	0	0	0	0	0	3	100.00%
Outcome	2	0	0	0	0	1	3	100.00%
Overall	18	0	0	0	0	6	24	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	2
	Total	3

105. 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.	8	80.00%
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.	1	10.00%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	10.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	33.33%
2. Somewhat easy to see	3	33.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	44.44%
2. Somewhat helped	1	11.11%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	1	11.11%
N/A	-	-
Did not specify	3	33.33%

	Strongly Agree	Agree	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	0	0	0	0	0	10	100.00%
Service Quality Dimensions								
Responsiveness	7	3	0	0	0	0	10	100.00%
Reliability	7	0	0	0	0	3	10	100.00%
Access and Facilities	7	0	0	0	0	3	10	100.00%
Communication	7	0	0	0	0	3	10	100.00%
Costs	5	0	0	0	0	5	10	100.00%
Integrity	7	0	0	0	0	3	10	100.00%
Assurance	9	1	0	0	0	0	10	100.00%
Outcome	6	0	0	0	0	4	10	100.00%
Overall	55	4	0	0	0	21	80	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	1
4	Check Deposit - Peso	1
5	Online Collection Payments	1
6	Updating of Bank Records - Change in Account Details/Type	1
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		10

106. 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.	16	94.12%
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	5.88%
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	10	58.82%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.88%
Did not specify	6	35.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	47.06%
2. Somewhat helped	1	5.88%
3. Did not help	1	5.88%
N/A	1	5.88%
Did not specify	6	35.29%

	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>	14	2	1	0	0	0	17	94.12%
Service Quality Dimensions								
Responsiveness	13	3	0	1	0	0	17	94.12%
Reliability	12	1	0	0	0	4	17	100.00%
Access and Facilities	11	0	0	1	0	5	17	91.67%
Communication	12	0	1	0	0	4	17	92.31%
Costs	11	0	0	0	0	6	17	100.00%
Integrity	12	1	0	0	0	4	17	100.00%
Assurance	15	2	0	0	0	0	17	100.00%
Outcome	11	1	0	0	0	5	17	100.00%
Overall	97	8	1	2	0	28	136	97.22%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	2
5	Check Encashment	1
6	Online Collection Payments	1
7	Request for Checkbook	4
Total		17

107. 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.	4	33.33%
2. I know what a CC is but I did not see this office's CC.	3	25.00%
3. I learned of the CC only when I saw this office's CC.	1	8.33%
4. I do not know what a CC is and I did not see this office's CC.	2	16.67%
N/A	2	16.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4	40.00%
2. Somewhat easy to see	1	10.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	50.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	70.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	3	30.00%
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>	9	3	0	0	0	0	12	100.00%
Service Quality Dimensions								
Responsiveness	7	4	1	0	0	0	12	91.67%
Reliability	8	3	0	0	0	1	12	100.00%
Access and Facilities	8	2	0	0	0	2	12	100.00%
Communication	9	0	1	0	0	2	12	90.00%
Costs	3	1	0	0	0	8	12	100.00%
Integrity	7	4	0	0	0	1	12	100.00%
Assurance	12	0	0	0	0	0	12	100.00%
Outcome	6	5	0	0	0	1	12	100.00%
Overall	60	19	2	0	0	15	96	97.53%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	2
2	Online Collection Payments	1

External Services		Responses
3	Reactivation/Closure of Dormant Deposit Account	4
4	Request for Fund Transfer	2
5	Updating of Bank Records - Change in Account Details/Type	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		12

108. 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.	25	54.35%
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	36.96%
4. I do not know what a CC is and I did not see this office's CC.	1	2.17%
N/A	3	6.52%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	25	58.14%
2. Somewhat easy to see	1	2.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	6.98%
Did not specify	14	32.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	34.88%
2. Somewhat helped	8	18.60%
3. Did not help	-	-
N/A	6	13.95%
Did not specify	14	32.56%

	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>	46	0	0	0	0	0	46	100.00%
Service Quality Dimensions								
Responsiveness	44	2	0	0	0	0	46	100.00%
Reliability	36	1	0	0	0	9	46	100.00%
Access and Facilities	36	1	0	0	0	9	46	100.00%
Communication	34	3	0	0	0	9	46	100.00%
Costs	24	3	2	1	0	16	46	90.00%
Integrity	35	2	0	0	0	9	46	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	46	0	0	0	0	0	46	100.00%
Outcome	33	3	0	0	0	10	46	100.00%
Overall	288	15	2	1	0	62	368	99.02%

External Services		Responses
1	Opening of other Deposit Account	18
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	6
4	Check Deposit - Peso	8
5	Check Encashment	5
6	Request for Checkbook	3
7	Request for Fund Transfer	3
8	Updating of Bank Records - Change in Account Details/Type	1
9	Outgoing Remittance/Wire Transfer	1
Total		46

109. 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	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	-	-
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	100.00%
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	-	-
Did not specify	2	100.00%

	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>	2	0	0	0	0	0	2	100.00%
Service Quality Dimensions								
Responsiveness	2	0	0	0	0	0	2	100.00%
Reliability	0	0	0	0	0	2	2	-
Access and Facilities	0	0	0	0	0	2	2	-
Communication	0	0	0	0	0	2	2	-
Costs	0	0	0	0	0	2	2	-
Integrity	0	0	0	0	0	2	2	-
Assurance	1	1	0	0	0	0	2	100.00%
Outcome	0	0	0	0	0	2	2	-
Overall	3	1	0	0	0	12	16	100.00%

External Services		Responses
1	Cash Withdrawal	2
Total		2

110. 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.	30	81.08%
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	8.11%
4. I do not know what a CC is and I did not see this office's CC.	1	2.70%
N/A	3	8.11%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	16	47.06%
2. Somewhat easy to see	2	5.88%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	2.94%
Did not specify	15	44.12%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	44.12%
2. Somewhat helped	4	11.76%
3. Did not help	-	-
N/A	1	2.94%
Did not specify	14	41.18%

	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>	32	4	0	0	1	0	37	97.30%
Service Quality Dimensions								
Responsiveness	30	5	0	0	2	0	37	94.59%
Reliability	25	1	0	0	1	10	37	96.30%
Access and Facilities	25	1	0	0	1	10	37	96.30%
Communication	24	2	0	0	1	10	37	96.30%
Costs	20	2	0	0	0	15	37	100.00%
Integrity	25	1	0	0	1	10	37	96.30%
Assurance	34	2	0	0	1	0	37	97.30%
Outcome	21	2	0	0	0	14	37	100.00%
Overall	204	16	0	0	7	69	296	96.92%

External Services		Responses
1	Opening of other Deposit Account	12
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	5
4	Check Deposit - Peso	6
5	Check Encashment	1
6	Online Collection Payments	3
7	Request for Fund Transfer	2
8	Updating of Bank Records - Change in Account Details/Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Salary Loan	1
11	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		37

111. 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.	3	50.00%
2. I know what a CC is but I did not see this office's CC.	1	16.67%
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	16.67%
N/A	1	16.67%
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	-	-
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	20.00%
N/A	1	20.00%
Did not specify	3	60.00%
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	1	20.00%
N/A	1	20.00%
Did not specify	3	60.00%

	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>	4	0	0	0	2	0	6	66.67%
Service Quality Dimensions								
Responsiveness	4	0	0	0	2	0	6	66.67%
Reliability	2	1	0	0	1	2	6	75.00%
Access and Facilities	2	0	0	0	2	2	6	50.00%
Communication	2	1	0	0	1	2	6	75.00%
Costs	2	0	0	0	1	3	6	66.67%
Integrity	2	0	0	0	2	2	6	50.00%
Assurance	4	0	0	0	2	0	6	66.67%
Outcome	1	1	0	0	2	2	6	50.00%
Overall	19	3	0	0	13	13	48	62.86%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	2
2	Cash Withdrawal	2
3	Check Deposit - Peso	1
4	Online Collection Payments	1
Total		6

112. 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.	41	68.33%
2. I know what a CC is but I did not see this office's CC.	2	3.33%
3. I learned of the CC only when I saw this office's CC.	8	13.33%
4. I do not know what a CC is and I did not see this office's CC.	8	13.33%
N/A	1	1.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	39	66.10%
2. Somewhat easy to see	7	11.86%
3. Difficult to see	1	1.69%
4. Not visible at all	-	-
N/A	8	13.56%
Did not specify	4	6.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	43	72.88%
2. Somewhat helped	5	8.47%
3. Did not help	-	-
N/A	8	13.56%
Did not specify	3	5.08%

	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>	54	6	0	0	0	0	60	100.00%
Service Quality Dimensions								
Responsiveness	51	8	1	0	0	0	60	98.33%
Reliability	52	5	0	0	0	3	60	100.00%
Access and Facilities	52	5	0	0	0	3	60	100.00%
Communication	48	8	1	0	0	3	60	98.25%
Costs	36	8	0	0	0	16	60	100.00%
Integrity	49	8	0	0	0	3	60	100.00%
Assurance	56	4	0	0	0	0	60	100.00%
Outcome	51	5	0	0	0	4	60	100.00%
Overall	395	51	2	0	0	32	480	99.55%

External Services		Responses
1	Opening of other Deposit Account	24
2	Request for Card Replacement	3

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	6
5	Check Deposit - Peso	5
6	Online Collection Payments	2
7	Updating of Bank Records - Change in Account Details/Type	9
8	Updating of Bank Records - Change in Account Type	2
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
10	Handling of Customer's Complaint	1
11	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		60

113. 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.	27	96.43%
2. I know what a CC is but I did not see this office's CC.	1	3.57%
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	26	92.86%
2. Somewhat easy to see	1	3.57%
3. Difficult to see	1	3.57%
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	27	96.43%
2. Somewhat helped	1	3.57%
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>	26	2	0	0	0	0	28	100.00%
Service Quality Dimensions								
Responsiveness	26	2	0	0	0	0	28	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	26	2	0	0	0	0	28	100.00%
Access and Facilities	27	1	0	0	0	0	28	100.00%
Communication	24	4	0	0	0	0	28	100.00%
Costs	24	1	0	0	0	3	28	100.00%
Integrity	26	2	0	0	0	0	28	100.00%
Assurance	27	1	0	0	0	0	28	100.00%
Outcome	26	2	0	0	0	0	28	100.00%
Overall	206	15	0	0	0	3	224	100.00%

External Services		Responses
1	Cash Withdrawal	1
2	Check Deposit - Peso	6
3	Check Encashment	2
4	Online Collection Payments	1
5	Servicing of Modified Disbursement System Transactions	18
Total		28

114. 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.	16	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	11	68.75%
2. Somewhat easy to see	1	6.25%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	75.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	4	25.00%

	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>	15	1	0	0	0	0	16	100.00%
Service Quality Dimensions								
Responsiveness	15	1	0	0	0	0	16	100.00%
Reliability	12	0	0	0	0	4	16	100.00%
Access and Facilities	12	0	0	0	0	4	16	100.00%
Communication	11	1	0	0	0	4	16	100.00%
Costs	9	0	0	0	0	7	16	100.00%
Integrity	12	0	0	0	0	4	16	100.00%
Assurance	15	1	0	0	0	0	16	100.00%
Outcome	12	0	0	0	0	4	16	100.00%
Overall	98	3	0	0	0	27	128	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	4
4	Check Deposit - Peso	1
5	Check Encashment	7
Total		16

115. 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.	100	82.64%
2. I know what a CC is but I did not see this office's CC.	2	1.65%
3. I learned of the CC only when I saw this office's CC.	5	4.13%
4. I do not know what a CC is and I did not see this office's CC.	12	9.92%
N/A	2	1.65%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	94	78.99%
2. Somewhat easy to see	3	2.52%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	14	11.76%
Did not specify	8	6.72%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	95	79.83%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	4	3.36%
3. Did not help	-	-
N/A	13	10.92%
Did not specify	7	5.88%

	Strongly Agree	Agree	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	11	0	0	0	0	121	100.00%
Service Quality Dimensions								
Responsiveness	110	11	0	0	0	0	121	100.00%
Reliability	105	9	0	0	0	7	121	100.00%
Access and Facilities	104	9	0	0	0	8	121	100.00%
Communication	106	7	0	0	0	8	121	100.00%
Costs	89	7	0	0	0	25	121	100.00%
Integrity	104	9	1	0	0	7	121	99.12%
Assurance	113	8	0	0	0	0	121	100.00%
Outcome	97	12	1	0	0	11	121	99.09%
Overall	828	72	2	0	0	66	968	99.78%

External Services		Responses
1	Opening of other Deposit Account	8
2	Request for ATM PIN Change	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	27
5	Cash Withdrawal	11
6	Check Deposit - Peso	16
7	Check Encashment	27
8	Online Collection Payments	15
9	Reactivation/Closure of Dormant Deposit Account	1
10	Request for Checkbook	2
11	Updating of Bank Records - Change in Account Details/Type	6
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
13	Request for Bank Certification/Statement of Account for Salary Loan	1
14	Printing/Reprinting of Bank Statement/Snapshot	1
Total		121

116. 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.	11	91.67%
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.	-	-
N/A	1	8.33%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	54.55%
2. Somewhat easy to see	1	9.09%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	36.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	54.55%
2. Somewhat helped	1	9.09%
3. Did not help	-	-
N/A	-	-
Did not specify	4	36.36%

	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>	11	0	0	1	0	0	12	91.67%
Service Quality Dimensions								
Responsiveness	10	1	0	0	1	0	12	91.67%
Reliability	8	0	0	1	0	3	12	88.89%
Access and Facilities	8	0	0	1	0	3	12	88.89%
Communication	7	2	0	0	0	3	12	100.00%
Costs	6	2	0	0	0	4	12	100.00%
Integrity	8	0	0	1	0	3	12	88.89%
Assurance	11	1	0	0	0	0	12	100.00%
Outcome	8	1	0	0	0	3	12	100.00%
Overall	66	7	0	3	1	19	96	94.81%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	4

External Services		Responses
3	Cash Withdrawal	1
4	Check Encashment	1
5	Request for Checkbook	1
6	Request for Bank Certification/Statement of Account for Salary Loan	2
Total		12

117. Pasong Tamo Extension Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	67.14%
2. I know what a CC is but I did not see this office's CC.	9	6.43%
3. I learned of the CC only when I saw this office's CC.	23	16.43%
4. I do not know what a CC is and I did not see this office's CC.	9	6.43%
N/A	5	3.57%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	93	68.89%
2. Somewhat easy to see	12	8.89%
3. Difficult to see	1	0.74%
4. Not visible at all	-	-
N/A	12	8.89%
Did not specify	17	12.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	102	75.56%
2. Somewhat helped	8	5.93%
3. Did not help	1	0.74%
N/A	11	8.15%
Did not specify	13	9.63%

	Strongly Agree	Agree	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	20	0	0	0	0	140	100.00%
Service Quality Dimensions								
Responsiveness	109	28	2	1	0	0	140	97.86%
Reliability	110	21	0	0	0	9	140	100.00%
Access and Facilities	106	25	0	0	0	9	140	100.00%
Communication	103	26	0	1	0	10	140	99.23%
Costs	89	23	3	0	0	25	140	97.39%
Integrity	109	22	0	0	0	9	140	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	120	19	1	0	0	0	140	99.29%
Outcome	107	20	1	1	0	11	140	98.45%
Overall	853	184	7	3	0	73	1,120	99.04%

External Services		Responses
1	Opening of other Deposit Account	29
2	Cash Deposit - (Peso/Foreign Currencies)	19
3	Cash Withdrawal	18
4	Check Deposit - Peso	10
5	Check Encashment	23
6	Online Collection Payments	3
7	Updating of Bank Records - Change in Account Details/Type	17
8	Updating of Bank Records - Change in Account Type	6
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
10	Servicing of Modified Disbursement System Transactions	1
11	Printing/Reprinting of Bank Statement/Snapshot	2
Total		140

118. 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.	8	61.54%
2. I know what a CC is but I did not see this office's CC.	1	7.69%
3. I learned of the CC only when I saw this office's CC.	2	15.38%
4. I do not know what a CC is and I did not see this office's CC.	1	7.69%
N/A	1	7.69%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	50.00%
2. Somewhat easy to see	1	8.33%
3. Difficult to see	-	-
4. Not visible at all	1	8.33%
N/A	1	8.33%
Did not specify	3	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	58.33%
2. Somewhat helped	-	-
3. Did not help	1	8.33%
N/A	1	8.33%
Did not specify	3	25.00%

	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>	11	1	0	0	1	0	13	92.31%
Service Quality Dimensions								
Responsiveness	12	0	0	0	1	0	13	92.31%
Reliability	10	1	0	0	1	1	13	91.67%
Access and Facilities	11	0	0	0	1	1	13	91.67%
Communication	10	1	1	0	0	1	13	91.67%
Costs	8	0	0	0	0	5	13	100.00%
Integrity	11	0	0	0	1	1	13	91.67%
Assurance	12	0	0	1	0	0	13	92.31%
Outcome	10	1	1	0	0	1	13	91.67%
Overall	84	3	2	1	4	10	104	92.55%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	2
4	Check Deposit - Peso	1
5	Check Encashment	1
6	Online Collection Payments	2
7	Salary Loan	1
Total		13

119. 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.	4	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	3	75.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	1	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	75.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	25.00%

	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>	4	0	0	0	0	0	4	100.00%
Service Quality Dimensions								
Responsiveness	4	0	0	0	0	0	4	100.00%
Reliability	3	0	0	0	0	1	4	100.00%
Access and Facilities	3	0	0	0	0	1	4	100.00%
Communication	3	0	0	0	0	1	4	100.00%
Costs	3	0	0	0	0	1	4	100.00%
Integrity	3	0	0	0	0	1	4	100.00%
Assurance	4	0	0	0	0	0	4	100.00%
Outcome	3	0	0	0	0	1	4	100.00%
Overall	26	0	0	0	0	6	32	100.00%

External Services		Responses
1	Check Deposit - Peso	1
2	Check Encashment	3
Total		4

120. 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.	467	60.26%
2. I know what a CC is but I did not see this office's CC.	80	10.32%
3. I learned of the CC only when I saw this office's CC.	69	8.90%
4. I do not know what a CC is and I did not see this office's CC.	155	20.00%
N/A	1	0.13%
Did not specify	3	0.39%
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	429	55.64%
2. Somewhat easy to see	106	13.75%
3. Difficult to see	4	0.52%
4. Not visible at all	6	0.78%
N/A	226	29.31%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	449	58.24%
2. Somewhat helped	89	11.54%
3. Did not help	6	0.78%
N/A	226	29.31%
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>	604	148	14	4	2	3	775	97.41%
Service Quality Dimensions								
Responsiveness	530	181	30	9	4	21	775	94.30%
Reliability	588	153	17	0	1	16	775	97.63%
Access and Facilities	440	139	22	1	0	173	775	96.18%
Communication	519	172	19	7	1	57	775	96.24%
Costs	142	44	7	0	0	582	775	96.37%
Integrity	573	159	20	2	1	20	775	96.95%
Assurance	625	132	7	0	0	11	775	99.08%
Outcome	523	145	31	10	3	63	775	93.82%
Overall	3,940	1,125	153	29	10	943	6,200	96.35%

External Services		Responses
1	Pre-Employment Assessment and Selection (Rank and File)	356
2	Request for Service Record and Other Document/Record of Separated Employees (with Records On-Site and Archived at Antipolo Warehouse)	49
3	Request for Replacement of Lost, Old/Outdated or Damaged Alumni IDs	5
4	Sourcing/Talent Acquisition	365
Total		775

121. PEZA Taguig Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	16	84.21%
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	5.26%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	10.53%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	12	70.59%
2. Somewhat easy to see	2	11.76%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	17.65%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	82.35%
2. Somewhat helped	1	5.88%
3. Did not help	-	-
N/A	-	-
Did not specify	2	11.76%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	18	1	0	0	0	0	19	100.00%
Service Quality Dimensions								
Responsiveness	18	0	1	0	0	0	19	94.74%
Reliability	18	1	0	0	0	0	19	100.00%
Access and Facilities	18	1	0	0	0	0	19	100.00%
Communication	18	1	0	0	0	0	19	100.00%
Costs	10	1	0	0	0	8	19	100.00%
Integrity	18	1	0	0	0	0	19	100.00%
Assurance	19	0	0	0	0	0	19	100.00%
Outcome	19	0	0	0	0	0	19	100.00%
Overall	138	5	1	0	0	8	152	99.31%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	17
3	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		19

122. 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.	16	69.57%
2. I know what a CC is but I did not see this office's CC.	2	8.70%
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	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15	65.22%
2. Somewhat easy to see	4	17.39%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	13.04%
Did not specify	1	4.35%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	69.57%
2. Somewhat helped	3	13.04%
3. Did not help	-	-
N/A	3	13.04%
Did not specify	1	4.35%

	Strongly Agree	Agree	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	4	0	0	0	0	23	100.00%
Service Quality Dimensions								
Responsiveness	17	6	0	0	0	0	23	100.00%
Reliability	20	3	0	0	0	0	23	100.00%
Access and Facilities	18	4	0	0	0	1	23	100.00%
Communication	18	5	0	0	0	0	23	100.00%
Costs	14	3	1	0	0	5	23	94.44%
Integrity	19	4	0	0	0	0	23	100.00%
Assurance	20	3	0	0	0	0	23	100.00%
Outcome	18	4	0	0	0	1	23	100.00%
Overall	144	32	1	0	0	7	184	99.44%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	6
2	Negotiation of Letters of Credit (Payment to Beneficiary)	2
3	Opening of Letters of Credit (Cash)/Stand-by Letters of Credit	8
4	Outgoing Telegraphic Transfer related to Trade Transaction	7
Total		23

123. 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.	4	80.00%
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	1	20.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	50.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	2	50.00%

	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>	5	0	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	3	2	0	0	0	0	5	100.00%
Reliability	2	0	0	0	0	3	5	100.00%
Access and Facilities	2	0	0	0	0	3	5	100.00%
Communication	2	0	0	0	0	3	5	100.00%
Costs	2	0	0	0	0	3	5	100.00%
Integrity	2	0	0	0	0	3	5	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	5	0	0	0	0	0	5	100.00%
Outcome	1	0	1	0	0	3	5	50.00%
Overall	19	2	1	0	0	18	40	95.45%

External Services		Responses
1	Request for ATM PIN Change	1
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Encashment	1
4	Reprinting of Bank Statement not available in the Branch	1
Total		5

124. 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.	26	78.79%
2. I know what a CC is but I did not see this office's CC.	3	9.09%
3. I learned of the CC only when I saw this office's CC.	1	3.03%
4. I do not know what a CC is and I did not see this office's CC.	3	9.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	12	36.36%
2. Somewhat easy to see	1	3.03%
3. Difficult to see	2	6.06%
4. Not visible at all	2	6.06%
N/A	3	9.09%
Did not specify	13	39.39%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	30.30%
2. Somewhat helped	3	9.09%
3. Did not help	3	9.09%
N/A	4	12.12%
Did not specify	13	39.39%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	27	2	0	1	3	0	33	87.88%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	26	2	0	0	5	0	33	84.85%
Reliability	18	2	2	1	1	9	33	83.33%
Access and Facilities	17	3	0	3	1	9	33	83.33%
Communication	16	3	1	2	1	10	33	82.61%
Costs	13	1	2	1	1	15	33	77.78%
Integrity	17	2	2	1	2	9	33	79.17%
Assurance	25	4	2	0	1	1	33	90.63%
Outcome	15	3	1	0	2	12	33	85.71%
Overall	147	20	10	8	14	65	264	83.92%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for Card Replacement	2
3	Cash Deposit - (Peso/Foreign Currencies)	9
4	Cash Withdrawal	1
5	Check Deposit - Peso	5
6	Check Encashment	3
7	Online Collection Payments	1
8	Request for Fund Transfer	2
9	Updating of Bank Records - Change in Account Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
12	Trust/Treasury Placements	1
13	Printing/Reprinting of Bank Statement/Snapshot	1
Total		33

125. 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.	5	55.56%
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.	1	11.11%
4. I do not know what a CC is and I did not see this office's CC.	1	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	4	44.44%
2. Somewhat easy to see	-	-

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	2	22.22%
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	3	33.33%
2. Somewhat helped	2	22.22%
3. Did not help	1	11.11%
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>	5	0	2	0	2	0	9	55.56%
Service Quality Dimensions								
Responsiveness	4	1	0	0	4	0	9	55.56%
Reliability	4	3	2	0	0	0	9	77.78%
Access and Facilities	4	3	0	1	1	0	9	77.78%
Communication	3	4	2	0	0	0	9	77.78%
Costs	3	1	1	1	0	3	9	66.67%
Integrity	4	3	1	0	1	0	9	77.78%
Assurance	4	4	0	0	1	0	9	88.89%
Outcome	4	3	2	0	0	0	9	77.78%
Overall	30	22	8	2	7	3	72	75.36%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	1
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
5	Salary Loan	2
Total		9

126. 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.	3	75.00%
2. I know what a CC is but I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
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	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	3	75.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	25.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	25.00%
2. Somewhat helped	2	50.00%
3. Did not help	-	-
N/A	1	25.00%
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>	3	0	0	0	1	0	4	75.00%
Service Quality Dimensions								
Responsiveness	3	0	0	0	1	0	4	75.00%
Reliability	3	0	0	0	1	0	4	75.00%
Access and Facilities	3	0	0	0	1	0	4	75.00%
Communication	1	2	1	0	0	0	4	75.00%
Costs	1	1	0	0	1	1	4	66.67%
Integrity	3	0	0	0	1	0	4	75.00%
Assurance	3	0	0	1	0	0	4	75.00%
Outcome	3	0	0	1	0	0	4	75.00%
Overall	20	3	1	2	5	1	32	74.19%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Check Deposit - Peso	2
3	Request for Fund Transfer	1
Total		4

127. 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.	4	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	-	-
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	100.00%
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	-	-
Did not specify	4	100.00%

	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>	4	0	0	0	0	0	4	100.00%
Service Quality Dimensions								
Responsiveness	4	0	0	0	0	0	4	100.00%
Reliability	1	0	0	0	0	3	4	100.00%
Access and Facilities	1	0	0	0	0	3	4	100.00%
Communication	1	0	0	0	0	3	4	100.00%
Costs	1	0	0	0	0	3	4	100.00%
Integrity	1	0	0	0	0	3	4	100.00%
Assurance	4	0	0	0	0	0	4	100.00%
Outcome	1	0	0	0	0	3	4	100.00%
Overall	14	0	0	0	0	18	32	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Check Encashment	3
Total		4

128. 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.	35	77.78%
2. I know what a CC is but I did not see this office's CC.	1	2.22%
3. I learned of the CC only when I saw this office's CC.	5	11.11%
4. I do not know what a CC is and I did not see this office's CC.	3	6.67%
N/A	1	2.22%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	26	59.09%
2. Somewhat easy to see	3	6.82%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	6.82%
Did not specify	12	27.27%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	52.27%
2. Somewhat helped	4	9.09%
3. Did not help	-	-
N/A	3	6.82%
Did not specify	14	31.82%

	Strongly Agree	Agree	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	6	0	0	0	1	45	100.00%
Service Quality Dimensions								
Responsiveness	37	8	0	0	0	0	45	100.00%
Reliability	30	3	0	0	0	12	45	100.00%
Access and Facilities	27	5	0	0	0	13	45	100.00%
Communication	24	8	1	0	0	12	45	96.97%
Costs	22	5	1	0	0	17	45	96.43%
Integrity	31	2	0	0	0	12	45	100.00%
Assurance	44	1	0	0	0	0	45	100.00%
Outcome	22	7	1	0	0	15	45	96.67%
Overall	237	39	3	0	0	81	360	98.92%

External Services		Responses
1	Opening of other Deposit Account	8
2	Cash Deposit - (Peso/Foreign Currencies)	5
3	Cash Withdrawal	3
4	Check Deposit - Peso	8
5	Check Encashment	3
6	Online Collection Payments	2
7	Reactivation/Closure of Dormant Deposit Account	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Updating of Bank Records - Change in Account Type	1
10	Handling of Customer's Complaint	11
11	Salary Loan	1
12	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		45

129. 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.	15	93.75%
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	6.25%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	10	62.50%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	6.25%
Did not specify	5	31.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	62.50%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	6.25%
Did not specify	5	31.25%

	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>	14	2	0	0	0	0	16	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	14	2	0	0	0	0	16	100.00%
Reliability	11	0	0	0	0	5	16	100.00%
Access and Facilities	11	0	0	0	0	5	16	100.00%
Communication	11	0	0	0	0	5	16	100.00%
Costs	9	0	0	0	0	7	16	100.00%
Integrity	11	0	0	0	0	5	16	100.00%
Assurance	14	2	0	0	0	0	16	100.00%
Outcome	11	0	0	0	0	5	16	100.00%
Overall	92	4	0	0	0	32	128	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	2
4	Check Deposit - Peso	1
5	Check Encashment	5
6	Request for Fund Transfer	1
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
8	Handling of Customer's Complaint	1
9	Servicing of Modified Disbursement System Transactions	1
Total		16

130. 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.	7	77.78%
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.	-	-
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	22.22%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4	57.14%
2. Somewhat easy to see	2	28.57%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	14.29%

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	57.14%
2. Somewhat helped	2	28.57%
3. Did not help	-	-
N/A	-	-
Did not specify	1	14.29%

	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>	7	2	0	0	0	0	9	100.00%
Service Quality Dimensions								
Responsiveness	7	2	0	0	0	0	9	100.00%
Reliability	6	2	0	0	0	1	9	100.00%
Access and Facilities	6	2	0	0	0	1	9	100.00%
Communication	8	0	0	0	0	1	9	100.00%
Costs	2	0	2	0	0	5	9	50.00%
Integrity	6	2	0	0	0	1	9	100.00%
Assurance	9	0	0	0	0	0	9	100.00%
Outcome	4	0	2	0	0	3	9	66.67%
Overall	48	8	4	0	0	12	72	93.33%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	2
2	Cash Withdrawal	1
3	Check Deposit - Peso	3
4	Check Encashment	2
5	Online Collection Payments	1
Total		9

131. 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.	33	89.19%
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	5.41%
4. I do not know what a CC is and I did not see this office's CC.	2	5.41%
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	10	27.03%
2. Somewhat easy to see	1	2.70%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	10.81%
Did not specify	22	59.46%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	29.73%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	4	10.81%
Did not specify	22	59.46%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	35	2	0	0	0	0	37	100.00%
Service Quality Dimensions								
Responsiveness	31	6	0	0	0	0	37	100.00%
Reliability	15	2	0	0	0	20	37	100.00%
Access and Facilities	15	2	0	0	0	20	37	100.00%
Communication	15	2	0	0	0	20	37	100.00%
Costs	13	2	0	0	0	22	37	100.00%
Integrity	15	2	0	0	0	20	37	100.00%
Assurance	34	3	0	0	0	0	37	100.00%
Outcome	15	2	0	0	0	20	37	100.00%
Overall	153	21	0	0	0	122	296	100.00%

External Services		Responses
1	Opening of other Deposit Account	7
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	8
5	Check Deposit - Peso	4
6	Check Encashment	10
7	Online Collection Payments	2
8	Request for Fund Transfer	1
Total		37

132. 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.	20	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	10	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	10	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	40.00%
2. Somewhat helped	2	10.00%
3. Did not help	-	-
N/A	-	-
Did not specify	10	50.00%

	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>	17	3	0	0	0	0	20	100.00%
Service Quality Dimensions								
Responsiveness	17	3	0	0	0	0	20	100.00%
Reliability	8	2	0	0	0	10	20	100.00%
Access and Facilities	8	2	0	0	0	10	20	100.00%
Communication	8	2	0	0	0	10	20	100.00%
Costs	8	2	0	0	0	10	20	100.00%
Integrity	8	2	0	0	0	10	20	100.00%
Assurance	17	3	0	0	0	0	20	100.00%
Outcome	8	2	0	0	0	10	20	100.00%
Overall	82	18	0	0	0	60	160	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	8

External Services		Responses
3	Cash Withdrawal	2
4	Check Deposit - Peso	7
5	Online Collection Payments	1
Total		20

133. 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.	14	93.33%
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.	1	6.67%
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	8	53.33%
2. Somewhat easy to see	3	20.00%
3. Difficult to see	-	-
4. Not visible at all	1	6.67%
N/A	-	-
Did not specify	3	20.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	53.33%
2. Somewhat helped	1	6.67%
3. Did not help	1	6.67%
N/A	1	6.67%
Did not specify	4	26.67%

	Strongly Agree	Agree	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	1	0	1	1	0	15	86.67%
Service Quality Dimensions								
Responsiveness	13	0	0	1	1	0	15	86.67%
Reliability	11	0	0	0	1	3	15	91.67%
Access and Facilities	11	0	0	0	1	3	15	91.67%
Communication	10	1	0	0	1	3	15	91.67%
Costs	9	0	0	1	0	5	15	90.00%
Integrity	11	0	0	1	0	3	15	91.67%
Assurance	12	1	2	0	0	0	15	86.67%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	11	1	0	0	0	3	15	100.00%
Overall	88	3	2	3	4	20	120	91.00%

External Services		Responses
1	Opening of other Deposit Account	3
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	3
4	Cash Withdrawal	1
5	Updating of Bank Records - Change in Account Details/Type	3
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
7	Salary Loan	1
8	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		15

134. South 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.	5	5.05%
2. I know what a CC is but I did not see this office's CC.	34	34.34%
3. I learned of the CC only when I saw this office's CC.	11	11.11%
4. I do not know what a CC is and I did not see this office's CC.	1	1.01%
N/A	22	22.22%
Did not specify	26	26.26%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4	7.84%
2. Somewhat easy to see	7	13.73%
3. Difficult to see	11	21.57%
4. Not visible at all	19	37.25%
N/A	10	19.61%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	13.73%
2. Somewhat helped	23	45.10%
3. Did not help	7	13.73%
N/A	14	27.45%
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>	34	55	9	0	0	1	99	90.82%
Service Quality Dimensions								
Responsiveness	23	58	17	1	0	0	99	81.82%
Reliability	35	50	14	0	0	0	99	85.86%
Access and Facilities	23	50	23	0	0	3	99	76.04%
Communication	27	53	17	2	0	0	99	80.81%
Costs	21	42	15	0	0	21	99	80.77%
Integrity	40	47	12	0	0	0	99	87.88%
Assurance	45	41	13	0	0	0	99	86.87%
Outcome	39	48	12	0	0	0	99	87.88%
Overall	253	389	123	3	0	24	792	83.59%

External Services		Responses
1	Issuance of Certificate of Outstanding Balances and Interest Paid	64
2	Issuance of Certificate of Full Payment	16
3	Issuance of Letter of Guarantee	19
Total		99

135. 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.	26	40.63%
2. I know what a CC is but I did not see this office's CC.	5	7.81%
3. I learned of the CC only when I saw this office's CC.	11	17.19%
4. I do not know what a CC is and I did not see this office's CC.	19	29.69%
N/A	3	4.69%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	31	50.82%
2. Somewhat easy to see	4	6.56%
3. Difficult to see	3	4.92%
4. Not visible at all	1	1.64%
N/A	21	34.43%
Did not specify	1	1.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	32	52.46%
2. Somewhat helped	7	11.48%
3. Did not help	1	1.64%

Citizen's Charter Answers	Responses	Percentage
N/A	20	32.79%
Did not specify	1	1.64%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	53	10	1	0	0	0	64	98.44%
Service Quality Dimensions								
Responsiveness	40	20	4	0	0	0	64	93.75%
Reliability	53	10	1	0	0	0	64	98.44%
Access and Facilities	45	13	6	0	0	0	64	90.63%
Communication	46	15	2	0	0	1	64	96.83%
Costs	41	12	2	0	1	8	64	94.64%
Integrity	56	7	1	0	0	0	64	98.44%
Assurance	60	3	1	0	0	0	64	98.44%
Outcome	51	12	1	0	0	0	64	98.44%
Overall	392	92	18	0	1	9	512	96.22%

External Services		Responses
1	Redemption and Acceptance of Full Payment of Redemption Price	1
2	Release of Sale Documents to ROPA Buyer	63
Total		64

136. 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.	1	33.33%
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.	-	-
4. I do not know what a CC is and I did not see this office's CC.	2	66.67%
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	33.33%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	66.67%
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	33.33%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	66.67%
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>	2	1	0	0	0	0	3	100.00%
Service Quality Dimensions								
Responsiveness	2	0	1	0	0	0	3	66.67%
Reliability	2	1	0	0	0	0	3	100.00%
Access and Facilities	2	1	0	0	0	0	3	100.00%
Communication	2	0	1	0	0	0	3	66.67%
Costs	1	1	0	0	0	1	3	100.00%
Integrity	2	1	0	0	0	0	3	100.00%
Assurance	2	1	0	0	0	0	3	100.00%
Outcome	2	1	0	0	0	0	3	100.00%
Overall	15	6	2	0	0	1	24	91.30%

External Services		Responses
1	Declaration/Approval of Winning Bidder for Disposal via Public Bidding	1
2	Release of Sale Documents to ROPA Buyer	2
Total		3

137. 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.	4	44.44%
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.	2	22.22%
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	4	44.44%
2. Somewhat easy to see	2	22.22%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	22.22%
Did not specify	1	11.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	55.56%
2. Somewhat helped	1	11.11%
3. Did not help	-	-
N/A	2	22.22%
Did not specify	1	11.11%

	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>	7	2	0	0	0	0	9	100.00%
Service Quality Dimensions								
Responsiveness	6	2	1	0	0	0	9	88.89%
Reliability	6	2	0	0	0	1	9	100.00%
Access and Facilities	6	2	0	0	0	1	9	100.00%
Communication	6	1	0	1	0	1	9	87.50%
Costs	4	2	0	0	0	3	9	100.00%
Integrity	6	2	0	0	0	1	9	100.00%
Assurance	7	2	0	0	0	0	9	100.00%
Outcome	5	1	1	0	0	2	9	85.71%
Overall	46	14	2	1	0	9	72	95.24%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for ATM PIN Change	2
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Reactivation/Closure of Dormant Deposit Account	1
5	Request for Checkbook	1
Total		9

138. 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.	15	75.00%
2. I know what a CC is but I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	5	25.00%
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	15	75.00%
2. Somewhat easy to see	2	10.00%
3. Difficult to see	2	10.00%
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	5.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	85.00%
2. Somewhat helped	1	5.00%
3. Did not help	1	5.00%
N/A	-	-
Did not specify	1	5.00%

	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>	20	0	0	0	0	0	20	100.00%
Service Quality Dimensions								
Responsiveness	17	2	0	1	0	0	20	95.00%
Reliability	19	0	0	0	0	1	20	100.00%
Access and Facilities	18	1	0	0	0	1	20	100.00%
Communication	17	2	0	0	0	1	20	100.00%
Costs	13	2	0	0	0	5	20	100.00%
Integrity	19	0	0	0	0	1	20	100.00%
Assurance	20	0	0	0	0	0	20	100.00%
Outcome	18	1	0	0	0	1	20	100.00%
Overall	141	8	0	1	0	10	160	99.33%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	5
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Cash Withdrawal	1
5	Check Encashment	2
6	Request for Fund Transfer	2
7	Updating of Bank Records - Change in Account Details/Type	1

External Services		Responses
8	Updating of Bank Records - Change in Account Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
10	Servicing of Modified Disbursement System Transactions	2
Total		20

139. 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.	8	53.33%
2. I know what a CC is but I did not see this office's CC.	2	13.33%
3. I learned of the CC only when I saw this office's CC.	3	20.00%
4. I do not know what a CC is and I did not see this office's CC.	1	6.67%
N/A	1	6.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	11	78.57%
2. Somewhat easy to see	1	7.14%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	14.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	64.29%
2. Somewhat helped	3	21.43%
3. Did not help	-	-
N/A	2	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>	13	2	0	0	0	0	15	100.00%
Service Quality Dimensions								
Responsiveness	13	2	0	0	0	0	15	100.00%
Reliability	14	1	0	0	0	0	15	100.00%
Access and Facilities	13	2	0	0	0	0	15	100.00%
Communication	12	3	0	0	0	0	15	100.00%
Costs	10	2	0	0	0	3	15	100.00%
Integrity	14	1	0	0	0	0	15	100.00%
Assurance	13	2	0	0	0	0	15	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	13	2	0	0	0	0	15	100.00%
Overall	102	15	0	0	0	3	120	100.00%

External Services		Responses
1	Opening of other Deposit Account	3
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Updating of Bank Records - Change in Account Details/Type	2
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
6	Trust/Treasury Placements	1
7	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
	Total	15

140. 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.	6	54.55%
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	27.27%
4. I do not know what a CC is and I did not see this office's CC.	2	18.18%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	63.64%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	18.18%
Did not specify	2	18.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	63.64%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	18.18%
Did not specify	2	18.18%

	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>	10	1	0	0	0	0	11	100.00%
Service Quality Dimensions								
Responsiveness	11	0	0	0	0	0	11	100.00%
Reliability	11	0	0	0	0	0	11	100.00%
Access and Facilities	10	1	0	0	0	0	11	100.00%
Communication	9	2	0	0	0	0	11	100.00%
Costs	9	1	0	0	0	1	11	100.00%
Integrity	10	1	0	0	0	0	11	100.00%
Assurance	10	1	0	0	0	0	11	100.00%
Outcome	8	2	0	0	0	1	11	100.00%
Overall	78	8	0	0	0	2	88	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	4
2	Cash Withdrawal	1
3	Check Deposit - Peso	3
4	Check Encashment	1
5	Closure of Deposit Account	1
6	Online Collection Payments	1
Total		11

141. 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.	20	71.43%
2. I know what a CC is but I did not see this office's CC.	1	3.57%
3. I learned of the CC only when I saw this office's CC.	6	21.43%
4. I do not know what a CC is and I did not see this office's CC.	1	3.57%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15	53.57%
2. Somewhat easy to see	1	3.57%
3. Difficult to see	2	7.14%
4. Not visible at all	-	-
N/A	1	3.57%
Did not specify	9	32.14%

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	14	50.00%
2. Somewhat helped	2	7.14%
3. Did not help	2	7.14%
N/A	1	3.57%
Did not specify	9	32.14%

	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>	21	3	0	1	3	0	28	85.71%
Service Quality Dimensions								
Responsiveness	20	3	1	1	3	0	28	82.14%
Reliability	15	0	1	1	1	10	28	83.33%
Access and Facilities	15	0	0	1	2	10	28	83.33%
Communication	15	0	2	0	1	10	28	83.33%
Costs	14	0	1	0	1	12	28	87.50%
Integrity	15	1	0	0	2	10	28	88.89%
Assurance	22	3	1	0	2	0	28	89.29%
Outcome	14	0	2	0	1	11	28	82.35%
Overall	130	7	8	3	13	63	224	85.09%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	2
4	Check Deposit - Peso	4
5	Check Encashment	5
6	Online Collection Payments	3
7	Request for Checkbook	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		28

142. 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.	-	-
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	0	0	0	0	0	1	1	-
Overall	6	0	0	0	0	2	8	100.00%

External Services		Responses
1	Updating of Bank Records - Change in Account Details/Type	1
Total		1

143. 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.	11	64.71%
2. I know what a CC is but I did not see this office's CC.	1	5.88%
3. I learned of the CC only when I saw this office's CC.	3	17.65%
4. I do not know what a CC is and I did not see this office's CC.	2	11.76%
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	52.94%
2. Somewhat easy to see	2	11.76%
3. Difficult to see	1	5.88%
4. Not visible at all	-	-
N/A	2	11.76%
Did not specify	3	17.65%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	41.18%
2. Somewhat helped	4	23.53%
3. Did not help	-	-
N/A	3	17.65%
Did not specify	3	17.65%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	14	2	0	0	1	0	17	94.12%
Service Quality Dimensions								
Responsiveness	12	3	1	0	1	0	17	88.24%
Reliability	12	2	0	0	0	3	17	100.00%
Access and Facilities	10	4	0	0	0	3	17	100.00%
Communication	11	3	0	0	0	3	17	100.00%
Costs	10	2	0	0	0	5	17	100.00%
Integrity	11	2	1	0	0	3	17	92.86%
Assurance	14	2	0	1	0	0	17	94.12%
Outcome	13	1	0	0	0	3	17	100.00%
Overall	93	19	2	1	1	20	136	96.55%

External Services		Responses
1	Opening of other Deposit Account	9

External Services		Responses
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Encashment	2
4	Request for Fund Transfer	1
5	Updating of Bank Records - Change in Account Details/Type	2
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		17

144. 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.	135	85.99%
2. I know what a CC is but I did not see this office's CC.	6	3.82%
3. I learned of the CC only when I saw this office's CC.	9	5.73%
4. I do not know what a CC is and I did not see this office's CC.	3	1.91%
N/A	4	2.55%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	121	79.08%
2. Somewhat easy to see	16	10.46%
3. Difficult to see	1	0.65%
4. Not visible at all	1	0.65%
N/A	5	3.27%
Did not specify	9	5.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	134	87.58%
2. Somewhat helped	9	5.88%
3. Did not help	1	0.65%
N/A	3	1.96%
Did not specify	6	3.92%

	Strongly Agree	Agree	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	7	0	1	2	0	157	98.09%
Service Quality Dimensions								
Responsiveness	139	14	0	0	3	1	157	98.08%
Reliability	140	10	1	1	1	4	157	98.04%
Access and Facilities	134	15	1	1	1	5	157	98.03%
Communication	130	19	1	1	1	5	157	98.03%
Costs	95	14	1	1	1	45	157	97.32%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	136	14	1	1	1	4	157	98.04%
Assurance	149	6	0	1	1	0	157	98.73%
Outcome	131	14	0	1	1	10	157	98.64%
Overall	1,054	106	5	7	10	74	1,256	98.14%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	43
3	Release of Captured Card	1
4	Request for ATM PIN Change	1
5	Cash Deposit - (Peso/Foreign Currencies)	6
6	Cash Withdrawal	14
7	Check Deposit - Peso	12
8	Check Encashment	12
9	Online Collection Payments	2
10	Request for Checkbook	2
11	Request for Fund Transfer	3
12	Updating of Bank Records - Change in Account Details/Type	15
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	19
14	Handling of Customer's Complaint	1
15	Salary Loan	6
16	Request for Bank Certification/Statement of Account for Salary Loan	1
17	Bond Redemption and Interest Payment	1
18	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
19	Outgoing Remittance/Wire Transfer	1
20	Servicing of Modified Disbursement System Transactions	2
21	Trust/Treasury Placements	2
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
23	Printing/Reprinting of Bank Statement/Snapshot	10
	Total	157

145. 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.	45	56.96%
2. I know what a CC is but I did not see this office's CC.	1	1.27%
3. I learned of the CC only when I saw this office's CC.	18	22.78%
4. I do not know what a CC is and I did not see this office's CC.	6	7.59%
N/A	9	11.39%
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	56	80.00%
2. Somewhat easy to see	6	8.57%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	6	8.57%
Did not specify	2	2.86%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	58	82.86%
2. Somewhat helped	4	5.71%
3. Did not help	-	-
N/A	6	8.57%
Did not specify	2	2.86%

	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>	71	8	0	0	0	0	79	100.00%
Service Quality Dimensions								
Responsiveness	62	14	2	1	0	0	79	96.20%
Reliability	69	8	0	0	0	2	79	100.00%
Access and Facilities	67	10	0	0	0	2	79	100.00%
Communication	66	8	2	0	0	3	79	97.37%
Costs	57	9	1	2	0	10	79	95.65%
Integrity	67	10	0	0	0	2	79	100.00%
Assurance	68	11	0	0	0	0	79	100.00%
Outcome	65	12	0	0	0	2	79	100.00%
Overall	521	82	5	3	0	21	632	98.69%

External Services		Responses
1	Opening of other Deposit Account	14
2	Cash Deposit - (Peso/Foreign Currencies)	15
3	Cash Withdrawal	9
4	Check Deposit - Peso	15
5	Check Encashment	9
6	Online Collection Payments	3
7	Updating of Bank Records - Change in Account Type	2
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
9	Request for Bank Certification/Statement of Account for Salary Loan	5
10	Outgoing Remittance/Wire Transfer	2
11	Printing/Reprinting of Bank Statement/Snapshot	4
Total		79

146. 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.	10	21.74%
2. I know what a CC is but I did not see this office's CC.	10	21.74%
3. I learned of the CC only when I saw this office's CC.	24	52.17%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	4.35%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	14	31.82%
2. Somewhat easy to see	30	68.18%
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	16	36.36%
2. Somewhat helped	28	63.64%
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	4	0	0	0	0	46	100.00%
Service Quality Dimensions								
Responsiveness	42	4	0	0	0	0	46	100.00%
Reliability	38	8	0	0	0	0	46	100.00%
Access and Facilities	40	4	0	0	0	2	46	100.00%
Communication	28	4	2	4	0	8	46	84.21%
Costs	34	4	2	0	0	6	46	95.00%
Integrity	38	8	0	0	0	0	46	100.00%
Assurance	40	6	0	0	0	0	46	100.00%
Outcome	40	6	0	0	0	0	46	100.00%
Overall	300	44	4	4	0	16	368	97.73%

External Services		Responses
1	Request for ATM PIN Change	18
2	Request for Bank Certification/Statement of Account for Salary Loan	28
Total		46

147. Treasury

Citizen's Charter Answers	Responses	Percentage
CC1. 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	87.15%
2. I know what a CC is but I did not see this office's CC.	5	1.26%
3. I learned of the CC only when I saw this office's CC.	37	9.32%
4. I do not know what a CC is and I did not see this office's CC.	9	2.27%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	345	86.90%
2. Somewhat easy to see	41	10.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	11	2.77%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	345	86.90%
2. Somewhat helped	40	10.08%
3. Did not help	-	-
N/A	11	2.77%
Did not specify	1	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>	287	110	0	0	0	0	397	100.00%
Service Quality Dimensions								
Responsiveness	223	167	4	0	0	3	397	98.98%
Reliability	257	139	1	0	0	0	397	99.75%
Access and Facilities	253	139	1	0	0	4	397	99.75%
Communication	222	169	5	0	0	1	397	98.74%
Costs	300	89	2	0	0	6	397	99.49%
Integrity	330	64	1	0	0	2	397	99.75%
Assurance	340	57	0	0	0	0	397	100.00%
Outcome	333	63	0	0	0	1	397	100.00%
Overall	2,258	887	14	0	0	17	3,176	99.56%

External Services		Responses
1	Brokering / Distribution of Peso-Denominated Corporate Bonds or LBP Issues in the Primary Market	11
2	Brokering / Distribution of Peso-Denominated Corporate Bonds or LBP Issues in the Secondary Market (Purchase)	1
3	Brokering / Distribution of Peso-Denominated Government Securities (GS) - Retail Treasury Bonds (RTBs) in the Primary Market	1
4	Brokering / Distribution of Peso-Denominated Government Securities (GS) – Treasury Bills (T-Bills), Retail Treasury Bonds (RTBs) and Fixed Rate Treasury Notes (FXTNs), in the Primary Market	50
5	Brokering / Distribution of Peso-Denominated Government Securities (GS) – Treasury Bills (T-Bills), Retail Treasury Bonds (RTBs) and Fixed Rate Treasury Notes (FXTNs), in the Secondary Market (Purchase)	267
6	Brokering / Distribution of Peso-Denominated Government Securities (GS) – Treasury Bills (T-Bills), Retail Treasury Bonds (RTBs) and Fixed Rate Treasury Notes (FXTNs), in the Secondary Market (Sale)	58
7	Investment Banking – Arranging for the Issuance of Bonds or Long-term Negotiated Certificates of Deposits (LTNCD) or Equity Securities	9
Total		397

148. Trust

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	897	64.58%
2. I know what a CC is but I did not see this office's CC.	40	2.88%
3. I learned of the CC only when I saw this office's CC.	82	5.90%
4. I do not know what a CC is and I did not see this office's CC.	38	2.74%
N/A	300	21.60%
Did not specify	32	2.30%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	892	84.39%
2. Somewhat easy to see	87	8.23%
3. Difficult to see	22	2.08%
4. Not visible at all	6	0.57%
N/A	49	4.64%
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	605	57.24%
2. Somewhat helped	53	5.01%
3. Did not help	8	0.76%
N/A	53	5.01%
Did not specify	338	31.98%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,266	119	2	0	0	2	1,389	99.86%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	1,182	187	8	0	2	10	1,389	99.27%
Reliability	1,244	140	1	0	0	4	1,389	99.93%
Access and Facilities	1,209	162	7	1	0	10	1,389	99.42%
Communication	1,161	197	15	4	0	12	1,389	98.62%
Costs	1,169	172	3	0	0	45	1,389	99.78%
Integrity	1,242	141	2	0	0	4	1,389	99.86%
Assurance	1,264	121	2	0	0	2	1,389	99.86%
Outcome	1,254	128	3	0	0	4	1,389	99.78%
Overall	9,725	1,248	41	5	2	91	11,112	99.56%

External Services		Responses
1	Opening of Escrow Accounts	44
2	Opening of Trust Accounts	179
3	Additional Contribution / Reinvestment through Advance Copy of Letter of Instruction sent Via Email	215
4	Additional Contribution / Reinvestment Physical Original Copy	140
5	Account Withdrawal	632
6	Account Closure/Termination	39
7	Issuance of Bank Certification	140
Total		1,389

149. 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.	21	80.77%
2. I know what a CC is but I did not see this office's CC.	5	19.23%
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	17	65.38%
2. Somewhat easy to see	4	15.38%
3. Difficult to see	-	-
4. Not visible at all	2	7.69%
N/A	-	-
Did not specify	3	11.54%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19	73.08%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	1	3.85%
3. Did not help	3	11.54%
N/A	-	-
Did not specify	3	11.54%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	22	0	0	0	4	0	26	84.62%
Service Quality Dimensions								
Responsiveness	12	0	0	0	4	10	26	75.00%
Reliability	21	0	0	0	4	1	26	84.00%
Access and Facilities	11	0	0	1	3	11	26	73.33%
Communication	21	1	0	0	3	1	26	88.00%
Costs	9	1	1	1	1	13	26	76.92%
Integrity	19	3	0	0	3	1	26	88.00%
Assurance	22	1	1	0	2	0	26	88.46%
Outcome	10	1	0	0	2	13	26	84.62%
Overall	125	7	2	2	22	50	208	83.54%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	2
4	Check Deposit - Peso	1
5	Online Collection Payments	1
6	Request for Fund Transfer	2
7	Updating of Bank Records - Change in Account Details/Type	2
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
9	Handling of Customer's Complaint	10
10	Request for Bank Certification/Statement of Account for Salary Loan	1
11	Servicing of Modified Disbursement System Transactions	1
Total		26

150. 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.	21	72.41%
2. I know what a CC is but I did not see this office's CC.	5	17.24%

Citizen's Charter Answers	Responses	Percentage
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	3.45%
N/A	2	6.90%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17	62.96%
2. Somewhat easy to see	4	14.81%
3. Difficult to see	1	3.70%
4. Not visible at all	1	3.70%
N/A	3	11.11%
Did not specify	1	3.70%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	62.96%
2. Somewhat helped	5	18.52%
3. Did not help	2	7.41%
N/A	2	7.41%
Did not specify	1	3.70%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	23	2	0	1	3	0	29	86.21%
Service Quality Dimensions								
Responsiveness	19	6	0	0	4	0	29	86.21%
Reliability	22	2	1	0	3	1	29	85.71%
Access and Facilities	21	2	0	0	4	2	29	85.19%
Communication	19	3	0	1	2	4	29	88.00%
Costs	12	5	0	0	0	12	29	100.00%
Integrity	19	4	1	1	1	3	29	88.46%
Assurance	22	3	1	0	2	1	29	89.29%
Outcome	20	4	2	0	1	2	29	88.89%
Overall	154	29	5	2	17	25	232	88.41%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	3
4	Check Encashment	2
5	Reactivation/Closure of Dormant Deposit Account	1
6	Request for Fund Transfer	1
7	Updating of Bank Records - Change in Account Details/Type	4

External Services		Responses
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
9	Salary Loan	12
10	Request for Bank Certification/Statement of Account for Salary Loan	2
Total		29

151. 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.	18	72.00%
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.	6	24.00%
4. I do not know what a CC is and I did not see this office's CC.	1	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	21	84.00%
2. Somewhat easy to see	2	8.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.00%
Did not specify	1	4.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	21	84.00%
2. Somewhat helped	1	4.00%
3. Did not help	-	-
N/A	2	8.00%
Did not specify	1	4.00%

	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>	23	2	0	0	0	0	25	100.00%
Service Quality Dimensions								
Responsiveness	20	4	1	0	0	0	25	96.00%
Reliability	21	3	0	0	0	1	25	100.00%
Access and Facilities	22	1	1	0	0	1	25	95.83%
Communication	19	4	0	0	0	2	25	100.00%
Costs	15	4	1	0	0	5	25	95.00%
Integrity	20	4	0	0	0	1	25	100.00%
Assurance	23	2	0	0	0	0	25	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	19	3	0	0	0	3	25	100.00%
Overall	159	25	3	0	0	13	200	98.40%

External Services		Responses
1	Opening of other Deposit Account	3
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	11
4	Cash Withdrawal	5
5	Check Deposit - Peso	1
6	Check Encashment	1
7	Online Collection Payments	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Domestic Bills Purchase Initiation/Availment	1
	Total	25

152. 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.	46	90.20%
2. I know what a CC is but I did not see this office's CC.	2	3.92%
3. I learned of the CC only when I saw this office's CC.	1	1.96%
4. I do not know what a CC is and I did not see this office's CC.	1	1.96%
N/A	1	1.96%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	21	42.00%
2. Somewhat easy to see	3	6.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	2.00%
Did not specify	25	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	20	40.00%
2. Somewhat helped	3	6.00%
3. Did not help	-	-
N/A	1	2.00%
Did not specify	26	52.00%

	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>	47	4	0	0	0	0	51	100.00%
Service Quality Dimensions								
Responsiveness	43	8	0	0	0	0	51	100.00%
Reliability	30	3	0	0	0	18	51	100.00%
Access and Facilities	31	2	0	0	0	18	51	100.00%
Communication	30	1	0	0	0	20	51	100.00%
Costs	28	3	0	0	0	20	51	100.00%
Integrity	30	2	1	0	0	18	51	96.97%
Assurance	48	3	0	0	0	0	51	100.00%
Outcome	30	2	1	0	0	18	51	96.97%
Overall	270	24	2	0	0	112	408	99.32%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	12
3	Cash Deposit - (Peso/Foreign Currencies)	12
4	Cash Withdrawal	4
5	Check Deposit - Peso	2
6	Check Encashment	13
7	Online Collection Payments	1
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Type	1
10	Handling of Customer's Complaint	1
11	Trust/Treasury Placements	1
12	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
13	Printing/Reprinting of Bank Statement/Snapshot	1
Total		51

153. 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.	6	54.55%
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	18.18%
4. I do not know what a CC is and I did not see this office's CC.	3	27.27%
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	6	54.55%
2. Somewhat easy to see	2	18.18%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	27.27%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	63.64%
2. Somewhat helped	-	-
3. Did not help	1	9.09%
N/A	3	27.27%
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>	8	2	1	0	0	0	11	90.91%
Service Quality Dimensions								
Responsiveness	7	2	0	1	1	0	11	81.82%
Reliability	9	2	0	0	0	0	11	100.00%
Access and Facilities	8	3	0	0	0	0	11	100.00%
Communication	7	2	0	0	0	2	11	100.00%
Costs	6	1	0	0	0	4	11	100.00%
Integrity	8	2	0	0	0	1	11	100.00%
Assurance	8	3	0	0	0	0	11	100.00%
Outcome	6	4	0	0	0	1	11	100.00%
Overall	59	19	0	1	1	8	88	97.50%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Check Deposit - Peso	4
4	Online Collection Payments	1
Total		11

154. 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.	47	79.66%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	3	5.08%
3. I learned of the CC only when I saw this office's CC.	1	1.69%
4. I do not know what a CC is and I did not see this office's CC.	5	8.47%
N/A	3	5.08%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	27	48.21%
2. Somewhat easy to see	6	10.71%
3. Difficult to see	1	1.79%
4. Not visible at all	-	-
N/A	6	10.71%
Did not specify	16	28.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	26	46.43%
2. Somewhat helped	6	10.71%
3. Did not help	1	1.79%
N/A	7	12.50%
Did not specify	16	28.57%

	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>	54	2	1	0	1	1	59	96.55%
Service Quality Dimensions								
Responsiveness	49	7	1	0	2	0	59	94.92%
Reliability	39	2	1	0	1	16	59	95.35%
Access and Facilities	39	1	2	1	0	16	59	93.02%
Communication	38	2	0	0	1	18	59	97.56%
Costs	29	0	1	0	0	29	59	96.67%
Integrity	40	1	0	1	1	16	59	95.35%
Assurance	55	2	2	0	0	0	59	96.61%
Outcome	38	2	2	0	0	17	59	95.24%
Overall	327	17	9	2	5	112	472	95.56%

External Services		Responses
1	Opening of other Deposit Account	17
2	Request for ATM PIN Change	2
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	3
6	Check Deposit - Peso	6

External Services		Responses
7	Check Encashment	1
8	Closure of Deposit Account	1
9	Online Collection Payments	4
10	Request for Fund Transfer	5
11	Updating of Bank Records - Change in Account Details/Type	1
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
13	Handling of Customer's Complaint	1
14	Salary Loan	2
15	Request for Bank Certification/Statement of Account for Salary Loan	2
16	Domestic Bills Purchase Initiation/Availment	1
17	Printing/Reprinting of Bank Statement/Snapshot	1
Total		59

155. West 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.	26	27.96%
2. I know what a CC is but I did not see this office's CC.	22	23.66%
3. I learned of the CC only when I saw this office's CC.	8	8.60%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	21	22.58%
Did not specify	16	17.20%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18	32.14%
2. Somewhat easy to see	19	33.93%
3. Difficult to see	5	8.93%
4. Not visible at all	13	23.21%
N/A	-	-
Did not specify	1	1.79%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	21	37.50%
2. Somewhat helped	27	48.21%
3. Did not help	1	1.79%
N/A	6	10.71%
Did not specify	1	1.79%

	Strongly Agree	Agree	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	50	1	0	0	0	93	98.92%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	39	33	21	0	0	0	93	77.42%
Reliability	44	46	2	0	0	1	93	97.83%
Access and Facilities	36	33	22	0	0	2	93	75.82%
Communication	34	37	19	0	0	3	93	78.89%
Costs	28	51	3	0	0	11	93	96.34%
Integrity	53	19	20	0	0	1	93	78.26%
Assurance	70	20	3	0	0	0	93	96.77%
Outcome	46	43	3	0	0	1	93	96.74%
Overall	350	282	93	0	0	19	744	87.17%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	2
2	Issuance of Certificate of Outstanding Balances and Interest Paid	28
3	Issuance of Certificate of Full Payment	29
4	Issuance of Letter of Guarantee	34
Total		93

156. 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.	69	82.14%
2. I know what a CC is but I did not see this office's CC.	2	2.38%
3. I learned of the CC only when I saw this office's CC.	4	4.76%
4. I do not know what a CC is and I did not see this office's CC.	5	5.95%
N/A	4	4.76%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	68	85.00%
2. Somewhat easy to see	3	3.75%
3. Difficult to see	1	1.25%
4. Not visible at all	-	-
N/A	6	7.50%
Did not specify	2	2.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	70	87.50%
2. Somewhat helped	2	2.50%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	6	7.50%
Did not specify	2	2.50%

	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>	83	0	0	0	0	1	84	100.00%
Service Quality Dimensions								
Responsiveness	74	7	0	1	0	2	84	98.78%
Reliability	79	4	0	0	0	1	84	100.00%
Access and Facilities	78	5	0	0	0	1	84	100.00%
Communication	75	6	0	0	0	3	84	100.00%
Costs	65	7	0	0	1	11	84	98.63%
Integrity	82	1	0	0	0	1	84	100.00%
Assurance	84	0	0	0	0	0	84	100.00%
Outcome	76	3	0	0	0	5	84	100.00%
Overall	613	33	0	1	1	24	672	99.69%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	8
2	Opening of other Deposit Account	1
3	Request for Card Replacement	3
4	Cash Deposit - (Peso/Foreign Currencies)	9
5	Cash Withdrawal	2
6	Check Deposit - Peso	2
7	Online Collection Payments	3
8	Request for Checkbook	2
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	3
11	Updating of Bank Records - Change in Account Type	2
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
13	Salary Loan	36
14	Request for Bank Certification/Statement of Account for Salary Loan	1
15	Sale/Purchase of Foreign Currencies	1
16	Printing/Reprinting of Bank Statement/Snapshot	1
Total		84

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>	1,264	101	10	6	27	1	1,409	96.95%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,159	193	14	7	33	3	1,409	96.16%
Reliability	1,078	112	12	6	9	192	1,409	97.78%
Access and Facilities	1,072	103	12	7	13	202	1,409	97.35%
Communication	1,048	129	13	5	13	201	1,409	97.43%
Costs	848	106	13	2	9	431	1,409	97.55%
Integrity	1,091	98	12	4	15	189	1,409	97.46%
Assurance	1,265	113	11	6	13	1	1,409	97.87%
Outcome	1,063	115	4	7	10	210	1,409	98.25%
Overall	8,624	969	91	44	115	1,429	11,272	97.46%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,202	85.31%
2. I know what a CC is but I did not see this office's CC.	44	3.12%
3. I learned of the CC only when I saw this office's CC.	75	5.32%
4. I do not know what a CC is and I did not see this office's CC.	36	2.56%
N/A	11	0.78%
Did not specify	41	2.91%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	981	72.29%
2. Somewhat easy to see	105	7.74%
3. Difficult to see	16	1.18%
4. Not visible at all	5	0.37%
N/A	51	3.76%
Did not specify	199	14.66%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,008	74.28%
2. Somewhat helped	95	7.00%
3. Did not help	11	0.81%
N/A	50	3.68%
Did not specify	193	14.22%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	274	96.67%
2	ATM Card Requests	25	89.36%
3	Branch Over-the-Counter Transactions	614	97.16%
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	46	92.22%
5	Branch Banking Loan Servicing	314	99.88%
6	Other Branch Products/Services	30	100.00%
7	Request for Bank Documents	63	97.53%
8	Regular Loan Processing	16	97.50%
9	Agrarian Services	16	100.00%
10	Complaints Management	11	87.18%

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.	62	91.18%
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	2.94%
4. I do not know what a CC is and I did not see this office's CC.	1	1.47%
N/A	3	4.41%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	53	81.54%
2. Somewhat easy to see	2	3.08%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	1.54%
Did not specify	9	13.85%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	52	80.00%
2. Somewhat helped	4	6.15%
3. Did not help	-	-
N/A	1	1.54%
Did not specify	8	12.31%

	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>	63	4	1	0	0	0	68	98.53%
Service Quality Dimensions								
Responsiveness	59	8	1	0	0	0	68	98.53%
Reliability	57	2	1	0	0	8	68	98.33%
Access and Facilities	54	5	0	0	0	9	68	100.00%
Communication	52	8	0	0	0	8	68	100.00%
Costs	38	6	0	0	0	24	68	100.00%
Integrity	56	4	0	0	0	8	68	100.00%
Assurance	64	4	0	0	0	0	68	100.00%
Outcome	51	7	0	0	0	10	68	100.00%
Overall	431	44	2	0	0	67	544	99.58%

External Services		Responses
1	Opening of other Deposit Account	38
2	Release of Captured Card	1

External Services		Responses
3	Request for ATM PIN Change	1
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	2
6	Cash Withdrawal	7
7	Online Collection Payments	1
8	Updating of Bank Records - Change in Account Details/Type	7
9	Updating of Bank Records - Change in Account Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
11	Handling of Customer's Complaint	1
12	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
13	Salary Loan	1
14	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		68

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.	88	87.13%
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.	4	3.96%
4. I do not know what a CC is and I did not see this office's CC.	4	3.96%
N/A	3	2.97%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	75	76.53%
2. Somewhat easy to see	7	7.14%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	7	7.14%
Did not specify	9	9.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	77	78.57%
2. Somewhat helped	6	6.12%
3. Did not help	-	-
N/A	6	6.12%
Did not specify	9	9.18%

	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>	95	5	1	0	0	0	101	99.01%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	89	9	3	0	0	0	101	97.03%
Reliability	82	9	0	0	0	10	101	100.00%
Access and Facilities	85	5	0	0	0	11	101	100.00%
Communication	83	7	0	0	0	11	101	100.00%
Costs	68	7	2	0	0	24	101	97.40%
Integrity	85	6	0	0	0	10	101	100.00%
Assurance	95	6	0	0	0	0	101	100.00%
Outcome	83	5	0	0	0	13	101	100.00%
Overall	670	54	5	0	0	79	808	99.31%

External Services		Responses
1	Opening of other Deposit Account	28
2	Request for Card Replacement	2
3	Cash Deposit - (Peso/Foreign Currencies)	8
4	Cash Withdrawal	18
5	Check Deposit - Peso	7
6	Check Encashment	14
7	Online Collection Payments	1
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Details/Type	5
10	Updating of Bank Records - Change in Account Type	1
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
12	Handling of Customer's Complaint	1
13	Salary Loan	8
14	Printing/Reprinting of Bank Statement/Snapshot	1
15	Reprinting of Bank Statement not available in the Branch	1
Total		101

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.	8	66.67%
2. I know what a CC is but I did not see this office's CC.	2	16.67%
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.	2	16.67%
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	5	41.67%
2. Somewhat easy to see	1	8.33%
3. Difficult to see	-	-
4. Not visible at all	2	16.67%
N/A	3	25.00%
Did not specify	1	8.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	58.33%
2. Somewhat helped	-	-
3. Did not help	2	16.67%
N/A	2	16.67%
Did not specify	1	8.33%

	Strongly Agree	Agree	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	1	1	2	3	0	12	50.00%
Service Quality Dimensions								
Responsiveness	4	2	0	1	5	0	12	50.00%
Reliability	5	1	3	2	0	1	12	54.55%
Access and Facilities	4	1	3	1	0	3	12	55.56%
Communication	5	1	1	1	3	1	12	54.55%
Costs	0	3	1	0	1	7	12	60.00%
Integrity	5	3	1	1	1	1	12	72.73%
Assurance	5	1	5	1	0	0	12	50.00%
Outcome	2	3	0	2	1	4	12	62.50%
Overall	30	15	14	9	11	17	96	56.96%

External Services		Responses
1	Opening of other Deposit Account	2
2	Request for Card Replacement	1
3	Cash Withdrawal	1
4	Updating of Bank Records - Change in Account Details/Type	2
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
6	Handling of Customer's Complaint	1
7	Request for Bank Certification/Statement of Account for Salary Loan	1
8	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		12

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.	17	85.00%
2. I know what a CC is but I did not see this office's CC.	1	5.00%
3. I learned of the CC only when I saw this office's CC.	2	10.00%
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	14	70.00%
2. Somewhat easy to see	3	15.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.00%
Did not specify	2	10.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	75.00%
2. Somewhat helped	2	10.00%
3. Did not help	-	-
N/A	1	5.00%
Did not specify	2	10.00%

	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>	16	1	0	1	2	0	20	85.00%
Service Quality Dimensions								
Responsiveness	14	3	1	0	2	0	20	85.00%
Reliability	13	6	0	0	0	1	20	100.00%
Access and Facilities	13	4	1	0	1	1	20	89.47%
Communication	13	5	1	0	0	1	20	94.74%
Costs	8	4	0	0	0	8	20	100.00%
Integrity	13	5	0	0	1	1	20	94.74%
Assurance	16	3	0	0	1	0	20	95.00%
Outcome	15	3	0	1	0	1	20	94.74%
Overall	105	33	3	1	5	13	160	93.88%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	13

External Services		Responses
4	Check Deposit - Peso	2
5	Check Encashment	2
Total		20

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.	26	86.67%
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	3.33%
4. I do not know what a CC is and I did not see this office's CC.	2	6.67%
N/A	1	3.33%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	22	75.86%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	6.90%
Did not specify	5	17.24%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	20	68.97%
2. Somewhat helped	2	6.90%
3. Did not help	-	-
N/A	2	6.90%
Did not specify	5	17.24%

	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>	27	2	0	0	1	0	30	96.67%
Service Quality Dimensions								
Responsiveness	24	6	0	0	0	0	30	100.00%
Reliability	20	4	0	0	0	6	30	100.00%
Access and Facilities	21	3	0	0	0	6	30	100.00%
Communication	17	7	0	0	0	6	30	100.00%
Costs	12	5	0	0	0	13	30	100.00%
Integrity	22	2	0	0	0	6	30	100.00%
Assurance	26	3	0	0	1	0	30	96.67%
Outcome	19	5	0	0	0	6	30	100.00%
Overall	161	35	0	0	1	43	240	99.49%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	3
5	Check Deposit - Peso	2
6	Check Encashment	4
7	Online Collection Payments	2
8	Request for Checkbook	2
9	Request for Fund Transfer	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Salary Loan	3
12	Printing/Reprinting of Bank Statement/Snapshot	3
Total		30

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.	42	77.78%
2. I know what a CC is but I did not see this office's CC.	2	3.70%
3. I learned of the CC only when I saw this office's CC.	4	7.41%
4. I do not know what a CC is and I did not see this office's CC.	6	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	41	75.93%
2. Somewhat easy to see	3	5.56%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	9	16.67%
Did not specify	1	1.85%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	42	77.78%
2. Somewhat helped	1	1.85%
3. Did not help	-	-
N/A	10	18.52%
Did not specify	1	1.85%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	50	3	1	0	0	0	54	98.15%
Service Quality Dimensions								
Responsiveness	43	11	0	0	0	0	54	100.00%
Reliability	48	4	1	0	0	1	54	98.11%
Access and Facilities	47	5	0	1	0	1	54	98.11%
Communication	47	6	0	0	0	1	54	100.00%
Costs	43	2	0	0	0	9	54	100.00%
Integrity	46	5	2	0	0	1	54	96.23%
Assurance	50	3	1	0	0	0	54	98.15%
Outcome	48	4	0	1	0	1	54	98.11%
Overall	372	40	4	2	0	14	432	98.56%

External Services		Responses
1	Opening of other Deposit Account	11
2	Request for ATM PIN Change	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	12
5	Cash Withdrawal	3
6	Check Deposit - Peso	2
7	Check Encashment	4
8	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSD TD)	1
9	Request for Checkbook	1
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	12
12	Updating of Bank Records - Change in Account Type	1
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
14	Printing/Reprinting of Bank Statement/Snapshot	1
Total		54

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.	122	94.57%
2. I know what a CC is but I did not see this office's CC.	1	0.78%
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.	4	3.10%
N/A	2	1.55%
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	52	40.94%
2. Somewhat easy to see	1	0.79%
3. Difficult to see	-	-
4. Not visible at all	1	0.79%
N/A	4	3.15%
Did not specify	69	54.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	53	41.73%
2. Somewhat helped	-	-
3. Did not help	1	0.79%
N/A	4	3.15%
Did not specify	69	54.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	104	19	0	2	4	0	129	95.35%
Service Quality Dimensions								
Responsiveness	97	26	1	1	4	0	129	95.35%
Reliability	54	6	1	1	2	65	129	93.75%
Access and Facilities	54	4	1	2	2	66	129	92.06%
Communication	54	4	2	2	1	66	129	92.06%
Costs	49	9	1	1	0	69	129	96.67%
Integrity	52	8	2	0	2	65	129	93.75%
Assurance	104	21	1	2	1	0	129	96.90%
Outcome	51	9	1	0	1	67	129	96.77%
Overall	515	87	10	9	13	398	1,032	94.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	12
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	2
5	Cash Withdrawal	102
6	Check Deposit - Peso	2
7	Check Encashment	3
8	Closure of Deposit Account	1
9	Online Collection Payments	1
10	Request for Fund Transfer	3
11	Updating of Bank Records - Change in Account Type	1
Total		129

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.	10	76.92%
2. I know what a CC is but I did not see this office's CC.	1	7.69%
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	2	15.38%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	72.73%
2. Somewhat easy to see	1	9.09%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	18.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	63.64%
2. Somewhat helped	2	18.18%
3. Did not help	-	-
N/A	-	-
Did not specify	2	18.18%

	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>	12	1	0	0	0	0	13	100.00%
Service Quality Dimensions								
Responsiveness	9	4	0	0	0	0	13	100.00%
Reliability	6	3	0	0	0	4	13	100.00%
Access and Facilities	6	3	0	0	0	4	13	100.00%
Communication	6	2	1	0	0	4	13	88.89%
Costs	4	1	0	0	0	8	13	100.00%
Integrity	6	3	0	0	0	4	13	100.00%
Assurance	11	2	0	0	0	0	13	100.00%
Outcome	5	4	0	0	0	4	13	100.00%
Overall	53	22	1	0	0	28	104	98.68%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	4
2	Cash Withdrawal	2
3	Check Deposit - Peso	1

External Services		Responses
4	Check Encashment	4
5	Request for Fund Transfer	2
Total		13

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.	40	65.57%
2. I know what a CC is but I did not see this office's CC.	2	3.28%
3. I learned of the CC only when I saw this office's CC.	12	19.67%
4. I do not know what a CC is and I did not see this office's CC.	3	4.92%
N/A	4	6.56%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	39	68.42%
2. Somewhat easy to see	6	10.53%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	5.26%
Did not specify	9	15.79%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	43	75.44%
2. Somewhat helped	2	3.51%
3. Did not help	-	-
N/A	3	5.26%
Did not specify	9	15.79%

	Strongly Agree	Agree	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	4	0	0	0	0	61	100.00%
Service Quality Dimensions								
Responsiveness	52	7	1	1	0	0	61	96.72%
Reliability	47	5	0	0	0	9	61	100.00%
Access and Facilities	49	3	0	0	0	9	61	100.00%
Communication	45	7	0	0	0	9	61	100.00%
Costs	39	4	1	0	0	17	61	97.73%
Integrity	47	4	1	0	0	9	61	98.08%
Assurance	54	7	0	0	0	0	61	100.00%
Outcome	45	7	0	0	0	9	61	100.00%
Overall	378	44	3	1	0	62	488	99.06%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	37
3	Cash Deposit - (Peso/Foreign Currencies)	7
4	Cash Withdrawal	3
5	Check Deposit - Peso	1
6	Updating of Bank Records - Change in Account Details/Type	2
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
8	Salary Loan	1
9	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
10	Servicing of Modified Disbursement System Transactions	3
11	Printing/Reprinting of Bank Statement/Snapshot	3
Total		61

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.	47	75.81%
2. I know what a CC is but I did not see this office's CC.	4	6.45%
3. I learned of the CC only when I saw this office's CC.	5	8.06%
4. I do not know what a CC is and I did not see this office's CC.	3	4.84%
N/A	3	4.84%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	41	69.49%
2. Somewhat easy to see	5	8.47%
3. Difficult to see	2	3.39%
4. Not visible at all	-	-
N/A	3	5.08%
Did not specify	8	13.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	43	72.88%
2. Somewhat helped	5	8.47%
3. Did not help	1	1.69%
N/A	3	5.08%
Did not specify	7	11.86%

	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>	52	8	1	0	1	0	62	96.77%
Service Quality Dimensions								
Responsiveness	42	17	0	1	2	0	62	95.16%
Reliability	44	12	0	0	0	6	62	100.00%
Access and Facilities	45	8	1	1	0	7	62	96.36%
Communication	40	10	3	0	1	8	62	92.59%
Costs	34	6	0	0	0	22	62	100.00%
Integrity	49	6	1	0	1	5	62	96.49%
Assurance	56	5	0	1	0	0	62	98.39%
Outcome	46	8	0	0	0	8	62	100.00%
Overall	356	72	5	3	4	56	496	97.27%

External Services		Responses
1	Opening of other Deposit Account	12
2	Request for ATM PIN Change	1
3	Request for Card Replacement	3
4	Cash Deposit - (Peso/Foreign Currencies)	10
5	Cash Withdrawal	5
6	Check Deposit - Peso	3
7	Check Encashment	2
8	Online Collection Payments	1
9	Reactivation/Closure of Dormant Deposit Account	2
10	Request for Checkbook	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	3
13	Updating of Bank Records - Change in Account Type	1
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
15	Salary Loan	3
16	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
17	Sale/Purchase of Foreign Currencies	1
18	Servicing of Modified Disbursement System Transactions	7
19	Printing/Reprinting of Bank Statement/Snapshot	3
Total		62

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.	-	-
2. I know what a CC is but I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
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	7	43.75%
Did not specify	9	56.25%
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	-	-
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	-	-
Did not specify	-	-

	Strongly Agree	Agree	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	6	0	0	0	0	16	100.00%
Service Quality Dimensions								
Responsiveness	10	6	0	0	0	0	16	100.00%
Reliability	8	8	0	0	0	0	16	100.00%
Access and Facilities	8	8	0	0	0	0	16	100.00%
Communication	9	7	0	0	0	0	16	100.00%
Costs	0	2	0	0	0	14	16	100.00%
Integrity	13	3	0	0	0	0	16	100.00%
Assurance	13	3	0	0	0	0	16	100.00%
Outcome	9	7	0	0	0	0	16	100.00%
Overall	70	44	0	0	0	14	128	100.00%

External Services		Responses
1	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	16
	Total	16

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.	1	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	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	1	0	0	0	0	0	1	100.00%
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	8	0	0	0	0	0	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
	Total	1

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.	5	62.50%
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.	1	12.50%
4. I do not know what a CC is and I did not see this office's CC.	2	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	6	75.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	25.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	75.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	25.00%
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>	7	1	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	5	3	0	0	0	0	8	100.00%
Reliability	6	1	1	0	0	0	8	87.50%
Access and Facilities	7	1	0	0	0	0	8	100.00%
Communication	6	2	0	0	0	0	8	100.00%
Costs	5	2	1	0	0	0	8	87.50%
Integrity	6	2	0	0	0	0	8	100.00%
Assurance	7	1	0	0	0	0	8	100.00%
Outcome	5	3	0	0	0	0	8	100.00%
Overall	47	15	2	0	0	0	64	96.88%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	8
	Total	8

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.	5	83.33%
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.	1	16.67%
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	66.67%
2. Somewhat easy to see	1	16.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	16.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	66.67%
2. Somewhat helped	1	16.67%
3. Did not help	-	-
N/A	-	-
Did not specify	1	16.67%

	Strongly Agree	Agree	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	0	0	0	0	0	6	100.00%
Service Quality Dimensions								
Responsiveness	5	0	0	0	1	0	6	83.33%
Reliability	5	0	0	0	0	1	6	100.00%
Access and Facilities	5	0	0	0	0	1	6	100.00%
Communication	5	0	0	0	0	1	6	100.00%
Costs	4	0	0	0	0	2	6	100.00%
Integrity	5	0	0	0	0	1	6	100.00%
Assurance	6	0	0	0	0	0	6	100.00%
Outcome	5	0	0	0	0	1	6	100.00%
Overall	40	0	0	0	1	7	48	97.56%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
2	Issuance of Certificate of Outstanding Balances and Interest Paid	5
Total		6

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.	102	80.31%
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.	14	11.02%
4. I do not know what a CC is and I did not see this office's CC.	3	2.36%
N/A	2	1.57%
Did not specify	2	1.57%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	98	79.67%
2. Somewhat easy to see	15	12.20%
3. Difficult to see	3	2.44%
4. Not visible at all	1	0.81%
N/A	5	4.07%
Did not specify	1	0.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	103	83.74%
2. Somewhat helped	12	9.76%
3. Did not help	3	2.44%
N/A	4	3.25%
Did not specify	1	0.81%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	115	7	1	0	4	0	127	96.06%
Service Quality Dimensions								
Responsiveness	100	18	1	2	5	1	127	93.65%
Reliability	112	10	0	1	3	1	127	96.83%
Access and Facilities	112	7	0	0	5	3	127	95.97%
Communication	109	8	1	1	3	5	127	95.90%
Costs	88	13	0	0	4	22	127	96.19%
Integrity	113	7	1	1	4	1	127	95.24%
Assurance	115	7	0	0	4	1	127	96.83%
Outcome	114	7	0	1	3	2	127	96.80%
Overall	863	77	3	6	31	36	1,016	95.92%

External Services		Responses
1	Opening of other Deposit Account	32
2	Release of Captured Card	1
3	Request for Card Replacement	1

External Services		Responses
4	Cash Deposit - (Peso/Foreign Currencies)	36
5	Cash Withdrawal	3
6	Check Deposit - Peso	3
7	Check Encashment	7
8	Updating of Bank Records - Change in Account Details/Type	7
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
10	Handling of Customer's Complaint	2
11	Salary Loan	1
12	Sale/Purchase of Foreign Currencies	1
13	Servicing of Modified Disbursement System Transactions	2
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	6
15	Printing/Reprinting of Bank Statement/Snapshot	22
Total		127

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.	19	76.00%
2. I know what a CC is but I did not see this office's CC.	2	8.00%
3. I learned of the CC only when I saw this office's CC.	3	12.00%
4. I do not know what a CC is and I did not see this office's CC.	1	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	18	72.00%
2. Somewhat easy to see	3	12.00%
3. Difficult to see	1	4.00%
4. Not visible at all	-	-
N/A	1	4.00%
Did not specify	2	8.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19	76.00%
2. Somewhat helped	2	8.00%
3. Did not help	-	-
N/A	2	8.00%
Did not specify	2	8.00%

	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>	24	1	0	0	0	0	25	100.00%
Service Quality Dimensions								
Responsiveness	20	5	0	0	0	0	25	100.00%
Reliability	23	1	0	0	0	1	25	100.00%
Access and Facilities	20	3	0	0	0	2	25	100.00%
Communication	21	3	0	0	0	1	25	100.00%
Costs	13	4	0	0	0	8	25	100.00%
Integrity	21	3	0	0	0	1	25	100.00%
Assurance	22	3	0	0	0	0	25	100.00%
Outcome	23	1	0	0	0	1	25	100.00%
Overall	163	23	0	0	0	14	200	100.00%

External Services		Responses
1	Opening of other Deposit Account	8
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	2
4	Check Deposit - Peso	1
5	Check Encashment	1
6	Updating of Bank Records - Change in Account Details/Type	2
7	Updating of Bank Records - Change in Account Type	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
9	Handling of Customer's Complaint	1
10	Salary Loan	1
11	Servicing of Modified Disbursement System Transactions	1
Total		25

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.	14	93.33%
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. 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	10	66.67%
2. Somewhat easy to see	1	6.67%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	26.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	60.00%
2. Somewhat helped	1	6.67%
3. Did not help	1	6.67%
N/A	-	-
Did not specify	4	26.67%

	Strongly Agree	Agree	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	2	1	0	1	0	15	86.67%
Service Quality Dimensions								
Responsiveness	11	2	0	0	2	0	15	86.67%
Reliability	7	3	0	0	1	4	15	90.91%
Access and Facilities	7	3	0	0	0	5	15	100.00%
Communication	6	3	0	0	1	5	15	90.00%
Costs	1	3	0	0	0	11	15	100.00%
Integrity	7	3	1	0	0	4	15	90.91%
Assurance	10	4	0	1	0	0	15	93.33%
Outcome	8	3	0	0	1	3	15	91.67%
Overall	57	24	1	1	5	32	120	92.05%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	3
4	Check Deposit - Peso	1
5	Check Encashment	1
6	Handling of Customer's Complaint	1
7	Salary Loan	3
Total		15

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.	55	77.46%
2. I know what a CC is but I did not see this office's CC.	1	1.41%
3. I learned of the CC only when I saw this office's CC.	6	8.45%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	9	12.68%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	50	80.65%
2. Somewhat easy to see	9	14.52%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	1.61%
Did not specify	2	3.23%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	54	87.10%
2. Somewhat helped	6	9.68%
3. Did not help	-	-
N/A	-	-
Did not specify	2	3.23%

	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>	65	6	0	0	0	0	71	100.00%
Service Quality Dimensions								
Responsiveness	58	13	0	0	0	0	71	100.00%
Reliability	64	6	0	0	0	1	71	100.00%
Access and Facilities	59	11	0	0	0	1	71	100.00%
Communication	56	11	1	0	0	3	71	98.53%
Costs	38	12	0	0	0	21	71	100.00%
Integrity	63	7	0	0	0	1	71	100.00%
Assurance	64	7	0	0	0	0	71	100.00%
Outcome	58	11	0	0	0	2	71	100.00%
Overall	460	78	1	0	0	29	568	99.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	6

External Services		Responses
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	19
5	Cash Withdrawal	3
6	Check Deposit - Peso	5
7	Check Encashment	9
8	Online Collection Payments	1
9	Request for Checkbook	1
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	1
12	Updating of Bank Records - Change in Account Type	1
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
14	Salary Loan	18
Total		71

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.	45	93.75%
2. I know what a CC is but I did not see this office's CC.	2	4.17%
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	1	2.08%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	25	53.19%
2. Somewhat easy to see	-	-
3. Difficult to see	1	2.13%
4. Not visible at all	-	-
N/A	1	2.13%
Did not specify	20	42.55%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	48.94%
2. Somewhat helped	3	6.38%
3. Did not help	1	2.13%
N/A	-	-
Did not specify	20	42.55%

	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>	35	11	2	0	0	0	48	95.83%
Service Quality Dimensions								
Responsiveness	33	14	1	0	0	0	48	97.92%
Reliability	23	4	0	0	0	21	48	100.00%
Access and Facilities	24	2	0	1	0	21	48	96.30%
Communication	23	4	0	0	0	21	48	100.00%
Costs	22	2	0	0	0	24	48	100.00%
Integrity	25	2	0	0	0	21	48	100.00%
Assurance	38	9	1	0	0	0	48	97.92%
Outcome	25	2	0	0	0	21	48	100.00%
Overall	213	39	2	1	0	129	384	98.82%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	12
3	Cash Withdrawal	11
4	Check Deposit - Peso	7
5	Check Encashment	5
6	Online Collection Payments	4
7	Request for Fund Transfer	1
8	Salary Loan	1
9	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		48

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.	1	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	1	100.00%
2. Somewhat easy to see	-	-
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	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
2	Total	1

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.	50	89.29%
2. I know what a CC is but I did not see this office's CC.	1	1.79%
3. I learned of the CC only when I saw this office's CC.	3	5.36%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	3.57%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	40	74.07%
2. Somewhat easy to see	1	1.85%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	3	5.56%
4. Not visible at all	1	1.85%
N/A	-	-
Did not specify	9	16.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	40	74.07%
2. Somewhat helped	4	7.41%
3. Did not help	2	3.70%
N/A	-	-
Did not specify	8	14.81%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	48	3	0	0	5	0	56	91.07%
Service Quality Dimensions								
Responsiveness	44	6	1	0	4	1	56	90.91%
Reliability	40	3	1	2	1	9	56	91.49%
Access and Facilities	41	3	2	1	2	7	56	89.80%
Communication	42	3	2	0	1	8	56	93.75%
Costs	29	4	1	0	1	21	56	94.29%
Integrity	42	3	0	2	1	8	56	93.75%
Assurance	48	4	1	1	2	0	56	92.86%
Outcome	36	6	2	1	1	10	56	91.30%
Overall	322	32	10	7	13	64	448	92.19%

External Services		Responses
1	Opening of other Deposit Account	8
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	12
4	Cash Withdrawal	10
5	Check Encashment	5
6	Online Collection Payments	1
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Handling of Customer's Complaint	1
10	Salary Loan	12
11	Claim of Remittance Proceeds	1
12	Servicing of Modified Disbursement System Transactions	1
13	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
14	Printing/Reprinting of Bank Statement/Snapshot	1
Total		56

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.	308	91.67%
2. I know what a CC is but I did not see this office's CC.	16	4.76%
3. I learned of the CC only when I saw this office's CC.	8	2.38%
4. I do not know what a CC is and I did not see this office's CC.	3	0.89%
N/A	1	0.30%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	281	83.88%
2. Somewhat easy to see	36	10.75%
3. Difficult to see	6	1.79%
4. Not visible at all	-	-
N/A	5	1.49%
Did not specify	7	2.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	289	86.27%
2. Somewhat helped	32	9.55%
3. Did not help	-	-
N/A	7	2.09%
Did not specify	7	2.09%

	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>	326	5	0	1	3	1	336	98.81%
Service Quality Dimensions								
Responsiveness	312	17	1	0	5	1	336	98.21%
Reliability	313	13	3	0	1	6	336	98.79%
Access and Facilities	310	14	2	0	2	8	336	98.78%
Communication	311	16	0	1	2	6	336	99.09%
Costs	284	9	2	0	2	39	336	98.65%
Integrity	313	12	1	0	4	6	336	98.48%
Assurance	322	10	1	0	3	0	336	98.81%
Outcome	314	11	1	1	2	7	336	98.78%
Overall	2,479	102	11	2	21	73	2,688	98.70%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	14

External Services		Responses
3	Release of Captured Card	1
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	7
6	Cash Withdrawal	8
7	Check Deposit - Peso	4
8	Check Encashment	5
9	Online Collection Payments	2
10	Reactivation/Closure of Dormant Deposit Account	1
11	Request for Checkbook	7
12	Updating of Bank Records - Change in Account Details/Type	8
13	Updating of Bank Records - Change in Account Type	1
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
15	Handling of Customer's Complaint	2
16	Salary Loan	249
17	Servicing of Modified Disbursement System Transactions	8
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Printing/Reprinting of Bank Statement/Snapshot	5
Total		336

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.	6	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	3	50.00%
2. Somewhat easy to see	1	16.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	50.00%
2. Somewhat helped	1	16.67%
3. Did not help	-	-
N/A	-	-
Did not specify	2	33.33%

	Strongly Agree	Agree	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	0	1	0	0	0	6	83.33%
Service Quality Dimensions								
Responsiveness	5	0	0	1	0	0	6	83.33%
Reliability	4	0	0	0	0	2	6	100.00%
Access and Facilities	4	0	0	0	0	2	6	100.00%
Communication	4	0	0	0	0	2	6	100.00%
Costs	4	0	0	0	0	2	6	100.00%
Integrity	4	0	0	0	0	2	6	100.00%
Assurance	6	0	0	0	0	0	6	100.00%
Outcome	4	0	0	0	0	2	6	100.00%
Overall	35	0	0	1	0	12	48	97.22%

External Services		Responses
1	Opening of other Deposit Account	2
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Cash Withdrawal	1
Total		6

24. San Nicolas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	12	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	8	66.67%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	58.33%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	2	16.67%
3. Did not help	-	-
N/A	-	-
Did not specify	3	25.00%

	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>	11	0	0	0	1	0	12	91.67%
Service Quality Dimensions								
Responsiveness	10	1	0	0	1	0	12	91.67%
Reliability	8	1	0	0	0	3	12	100.00%
Access and Facilities	8	0	0	0	0	4	12	100.00%
Communication	7	1	1	0	0	3	12	88.89%
Costs	3	1	0	0	0	8	12	100.00%
Integrity	7	2	0	0	0	3	12	100.00%
Assurance	12	0	0	0	0	0	12	100.00%
Outcome	8	0	0	0	0	4	12	100.00%
Overall	63	6	1	0	1	25	96	97.18%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	4
2	Cash Withdrawal	3
3	Check Deposit - Peso	1
4	Check Encashment	3
5	Online Collection Payments	1
Total		12

25. 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.	24	88.89%
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	11.11%
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	20	74.07%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	6	22.22%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	3.70%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	22	81.48%
2. Somewhat helped	4	14.81%
3. Did not help	-	-
N/A	-	-
Did not specify	1	3.70%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	22	4	0	0	1	0	27	96.30%
Service Quality Dimensions								
Responsiveness	20	6	0	0	1	0	27	96.30%
Reliability	19	5	1	0	1	1	27	92.31%
Access and Facilities	19	5	1	0	1	1	27	92.31%
Communication	19	6	0	0	1	1	27	96.15%
Costs	9	2	1	0	1	14	27	84.62%
Integrity	19	5	1	0	1	1	27	92.31%
Assurance	21	5	1	0	0	0	27	96.30%
Outcome	20	5	0	0	1	1	27	96.15%
Overall	146	39	5	0	7	19	216	93.91%

External Services		Responses
1	Opening of other Deposit Account	5
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	4
5	Check Deposit - Peso	1
6	Online Collection Payments	3
7	Request for Checkbook	2
8	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
9	Request for Bank Certification/Statement of Account for Salary Loan	2
10	Printing/Reprinting of Bank Statement/Snapshot	7
Total		27

26. 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.	37	88.10%
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	9.52%
4. I do not know what a CC is and I did not see this office's CC.	1	2.38%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	29	69.05%
2. Somewhat easy to see	2	4.76%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	2.38%
Did not specify	10	23.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	29	69.05%
2. Somewhat helped	2	4.76%
3. Did not help	-	-
N/A	1	2.38%
Did not specify	10	23.81%

	Strongly Agree	Agree	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	1	0	0	0	0	42	100.00%
Service Quality Dimensions								
Responsiveness	38	4	0	0	0	0	42	100.00%
Reliability	30	2	0	0	0	10	42	100.00%
Access and Facilities	31	2	0	0	0	9	42	100.00%
Communication	31	2	0	0	0	9	42	100.00%
Costs	24	3	1	0	0	14	42	96.43%
Integrity	32	1	0	0	0	9	42	100.00%
Assurance	41	1	0	0	0	0	42	100.00%
Outcome	32	1	0	0	0	9	42	100.00%
Overall	259	16	1	0	0	60	336	99.64%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	10

External Services		Responses
3	Request for ATM PIN Change	2
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	1
6	Check Deposit - Peso	2
7	Check Encashment	1
8	Online Collection Payments	2
9	Request for Checkbook	1
10	Updating of Bank Records - Change in Account Details/Type	5
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
12	Handling of Customer's Complaint	1
13	Salary Loan	3
14	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		42

27. 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.	14	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	10	71.43%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	28.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	78.57%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	3	21.43%

	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>	13	1	0	0	0	0	14	100.00%
Service Quality Dimensions								
Responsiveness	13	0	1	0	0	0	14	92.86%
Reliability	10	1	0	0	0	3	14	100.00%
Access and Facilities	10	0	1	0	0	3	14	90.91%
Communication	9	2	0	0	0	3	14	100.00%
Costs	9	0	0	0	0	5	14	100.00%
Integrity	10	0	1	0	0	3	14	90.91%
Assurance	13	1	0	0	0	0	14	100.00%
Outcome	10	1	0	0	0	3	14	100.00%
Overall	84	5	3	0	0	20	112	96.74%

External Services		Responses
1	Opening of other Deposit Account	7
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	1
4	Salary Loan	4
Total		14

28. 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.	6	75.00%
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.	2	25.00%
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	4	50.00%
2. Somewhat easy to see	1	12.50%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	12.50%
Did not specify	2	25.00%
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	-	-

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	1	12.50%
Did not specify	2	25.00%

	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>	7	1	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	7	1	0	0	0	0	8	100.00%
Reliability	5	1	0	0	0	2	8	100.00%
Access and Facilities	5	1	0	0	0	2	8	100.00%
Communication	5	1	0	0	0	2	8	100.00%
Costs	3	1	1	0	0	3	8	80.00%
Integrity	5	1	0	0	0	2	8	100.00%
Assurance	7	1	0	0	0	0	8	100.00%
Outcome	5	0	0	0	0	3	8	100.00%
Overall	42	7	1	0	0	14	64	98.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	3
2	Online Collection Payments	1
3	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
4	Salary Loan	2
5	Outgoing Remittance/Wire Transfer	1
6	Total	8

29. 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.	11	91.67%
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.	-	-
N/A	1	8.33%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	18.18%
2. Somewhat easy to see	-	-

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	9	81.82%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	18.18%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	9	81.82%

	Strongly Agree	Agree	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	2	0	0	0	0	12	100.00%
Service Quality Dimensions								
Responsiveness	9	2	1	0	0	0	12	91.67%
Reliability	2	0	0	0	0	10	12	100.00%
Access and Facilities	2	0	0	0	0	10	12	100.00%
Communication	1	1	0	0	0	10	12	100.00%
Costs	1	0	0	0	0	11	12	100.00%
Integrity	2	0	0	0	0	10	12	100.00%
Assurance	10	2	0	0	0	0	12	100.00%
Outcome	2	0	0	0	0	10	12	100.00%
Overall	29	5	1	0	0	61	96	97.14%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	3
4	Check Deposit - Peso	1
5	Check Encashment	3
6	Online Collection Payments	1
7	Salary Loan	1
Total		12

30. 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.	7	77.78%
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.	-	-
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	77.78%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	22.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	88.89%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	11.11%

	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>	7	1	0	0	1	0	9	88.89%
Service Quality Dimensions								
Responsiveness	7	0	1	0	1	0	9	77.78%
Reliability	7	1	0	0	0	1	9	100.00%
Access and Facilities	7	1	0	0	0	1	9	100.00%
Communication	7	1	0	0	0	1	9	100.00%
Costs	6	0	1	0	0	2	9	85.71%
Integrity	7	1	0	0	0	1	9	100.00%
Assurance	8	0	0	0	1	0	9	88.89%
Outcome	6	0	0	0	0	3	9	100.00%
Overall	55	4	2	0	2	9	72	93.65%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Withdrawal	1

External Services		Responses
3	Closure of Deposit Account	1
4	Request for Fund Transfer	1
5	Updating of Bank Records - Change in Account Details/Type	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
7	Salary Loan	1
8	Printing/Reprinting of Bank Statement/Snapshot	1
Total		9

31. 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.	18	94.74%
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	5.26%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	14	73.68%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.26%
Did not specify	4	21.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	68.42%
2. Somewhat helped	1	5.26%
3. Did not help	-	-
N/A	1	5.26%
Did not specify	4	21.05%

	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>	18	1	0	0	0	0	19	100.00%
Service Quality Dimensions								
Responsiveness	17	2	0	0	0	0	19	100.00%
Reliability	14	0	0	0	0	5	19	100.00%
Access and Facilities	13	1	0	0	0	5	19	100.00%
Communication	13	1	0	0	0	5	19	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	9	1	0	1	0	8	19	90.91%
Integrity	14	0	0	0	0	5	19	100.00%
Assurance	19	0	0	0	0	0	19	100.00%
Outcome	12	2	0	0	0	5	19	100.00%
Overall	111	7	0	1	0	33	152	99.16%

External Services		Responses
1	Opening of other Deposit Account	13
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	2
4	Check Encashment	1
5	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
	Total	19

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>	537	48	7	4	10	1	607	96.53%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	486	84	14	7	15	1	607	94.06%
Reliability	452	58	3	2	5	87	607	98.08%
Access and Facilities	438	57	5	5	5	97	607	97.06%
Communication	423	70	14	1	4	95	607	96.29%
Costs	297	54	7	2	1	246	607	97.23%
Integrity	442	63	10	1	6	85	607	96.74%
Assurance	539	51	9	2	4	2	607	97.52%
Outcome	436	65	7	0	4	95	607	97.85%
Overall	3,513	502	69	20	44	708	4,856	96.79%

Citizen's Charter Answers	Responses	Percentage
CC1. 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	78.58%
2. I know what a CC is but I did not see this office's CC.	17	2.80%
3. I learned of the CC only when I saw this office's CC.	82	13.51%
4. I do not know what a CC is and I did not see this office's CC.	21	3.46%
N/A	-	-
Did not specify	10	1.65%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	406	68.01%
2. Somewhat easy to see	53	8.88%
3. Difficult to see	8	1.34%
4. Not visible at all	2	0.34%
N/A	25	4.19%
Did not specify	103	17.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	424	71.02%
2. Somewhat helped	42	7.04%
3. Did not help	5	0.84%
N/A	31	5.19%
Did not specify	95	15.91%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	184	96.86%
2	ATM Card Requests	5	82.05%
3	Branch Over-the-Counter Transactions	247	96.55%
4	Enrolment to/Updating of iAccess (NonFinancial/ Financial Transactions)	19	94.49%
5	Branch Banking Loan Servicing	71	98.55%
6	Other Branch Products/Services	7	100.00%
7	Request for Bank Documents	18	95.74%
8	Regular Loan Processing	38	98.63%
9	Agrarian Services	16	95.69%
10	Complaints Management	2	100.00%

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.	8	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	8	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	8	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>	8	0	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	7	1	0	0	0	0	8	100.00%
Reliability	8	0	0	0	0	0	8	100.00%
Access and Facilities	8	0	0	0	0	0	8	100.00%
Communication	8	0	0	0	0	0	8	100.00%
Costs	7	1	0	0	0	0	8	100.00%
Integrity	8	0	0	0	0	0	8	100.00%
Assurance	8	0	0	0	0	0	8	100.00%
Outcome	5	2	0	0	0	1	8	100.00%
Overall	59	4	0	0	0	1	64	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	1

External Services		Responses
4	Check Deposit - Peso	1
5	Updating of Bank Records - Change in Account Details/Type	2
Total		8

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.	29	90.63%
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	3.13%
4. I do not know what a CC is and I did not see this office's CC.	2	6.25%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	19	59.38%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	6.25%
Did not specify	11	34.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	53.13%
2. Somewhat helped	2	6.25%
3. Did not help	-	-
N/A	2	6.25%
Did not specify	11	34.38%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	28	3	1	0	0	0	32	96.88%
Service Quality Dimensions								
Responsiveness	28	4	0	0	0	0	32	100.00%
Reliability	17	5	0	0	0	10	32	100.00%
Access and Facilities	18	3	0	0	0	11	32	100.00%
Communication	16	5	0	0	0	11	32	100.00%
Costs	13	3	0	0	0	16	32	100.00%
Integrity	19	3	0	0	0	10	32	100.00%
Assurance	29	3	0	0	0	0	32	100.00%
Outcome	17	5	0	0	0	10	32	100.00%
Overall	157	31	0	0	0	68	256	100.00%

External Services		Responses
1	Opening of other Deposit Account	17
2	Cash Withdrawal	2
3	Check Deposit - Peso	3
4	Check Encashment	6
5	Reactivation/Closure of Dormant Deposit Account	1
6	Salary Loan	2
7	Request for Bank Certification/Statement of Account for Salary Loan	1
Total		32

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.	24	88.89%
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	7.41%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	3.70%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	30.77%
2. Somewhat easy to see	1	3.85%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	17	65.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	30.77%
2. Somewhat helped	1	3.85%
3. Did not help	-	-
N/A	-	-
Did not specify	17	65.38%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	25	2	0	0	0	0	27	100.00%
Service Quality Dimensions								
Responsiveness	23	2	1	0	1	0	27	92.59%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	10	0	0	0	0	17	27	100.00%
Access and Facilities	10	0	0	0	0	17	27	100.00%
Communication	10	0	0	0	0	17	27	100.00%
Costs	7	0	0	0	0	20	27	100.00%
Integrity	10	0	0	0	0	17	27	100.00%
Assurance	26	1	0	0	0	0	27	100.00%
Outcome	10	0	0	0	0	17	27	100.00%
Overall	106	3	1	0	1	105	216	98.20%

External Services		Responses
1	Opening of other Deposit Account	20
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Deposit - Peso	2
4	Check Encashment	2
5	Updating of Bank Records - Change in Account Details/Type	1
Total		27

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.	7	70.00%
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.	2	20.00%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	10.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	77.78%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	22.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	88.89%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	11.11%

	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>	10	0	0	0	0	0	10	100.00%
Service Quality Dimensions								
Responsiveness	9	1	0	0	0	0	10	100.00%
Reliability	9	0	0	0	0	1	10	100.00%
Access and Facilities	7	0	0	0	0	3	10	100.00%
Communication	8	0	0	0	0	2	10	100.00%
Costs	3	0	0	0	0	7	10	100.00%
Integrity	9	0	0	0	0	1	10	100.00%
Assurance	10	0	0	0	0	0	10	100.00%
Outcome	8	0	0	0	0	2	10	100.00%
Overall	63	1	0	0	0	16	80	100.00%

External Services		Responses
1	Request for Card Replacement	1
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Reactivation/Closure of Dormant Deposit Account	2
4	Updating of Bank Records - Change in Account Details/Type	2
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
6	Servicing of Modified Disbursement System Transactions	1
Total		10

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.	2	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	1	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	50.00%

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	50.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	50.00%

	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>	2	0	0	0	0	0	2	100.00%
Service Quality Dimensions								
Responsiveness	2	0	0	0	0	0	2	100.00%
Reliability	1	0	0	0	0	1	2	100.00%
Access and Facilities	1	0	0	0	0	1	2	100.00%
Communication	1	0	0	0	0	1	2	100.00%
Costs	0	0	0	0	0	2	2	-
Integrity	1	0	0	0	0	1	2	100.00%
Assurance	2	0	0	0	0	0	2	100.00%
Outcome	1	0	0	0	0	1	2	100.00%
Overall	9	0	0	0	0	7	16	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Salary Loan	1
Total		2

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.	4	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.	1	16.67%
N/A	1	16.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	40.00%
2. Somewhat easy to see	-	-

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	20.00%
Did not specify	2	40.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	40.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	20.00%
Did not specify	2	40.00%

	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>	3	2	1	0	0	0	6	83.33%
Service Quality Dimensions								
Responsiveness	3	1	0	1	1	0	6	66.67%
Reliability	3	1	0	0	0	2	6	100.00%
Access and Facilities	3	1	0	0	0	2	6	100.00%
Communication	3	1	0	0	0	2	6	100.00%
Costs	3	1	0	0	0	2	6	100.00%
Integrity	3	1	0	0	0	2	6	100.00%
Assurance	3	2	1	0	0	0	6	83.33%
Outcome	2	2	0	0	0	2	6	100.00%
Overall	23	10	1	1	1	12	48	91.67%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	1
Total		6

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.	1	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	-	-

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	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	0	1	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	6	1	0	0	0	1	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
	Total	1

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.	26	76.47%
2. I know what a CC is but I did not see this office's CC.	1	2.94%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	3	8.82%
4. I do not know what a CC is and I did not see this office's CC.	2	5.88%
N/A	2	5.88%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	20	62.50%
2. Somewhat easy to see	4	12.50%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	6.25%
Did not specify	6	18.75%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	24	75.00%
2. Somewhat helped	1	3.13%
3. Did not help	1	3.13%
N/A	2	6.25%
Did not specify	4	12.50%

	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>	50	5	0	0	0	0	55	100.00%
Service Quality Dimensions								
Responsiveness	47	6	1	1	0	0	55	96.36%
Reliability	47	4	0	0	0	4	55	100.00%
Access and Facilities	44	7	0	0	0	4	55	100.00%
Communication	45	3	2	0	1	4	55	94.12%
Costs	34	6	0	0	0	15	55	100.00%
Integrity	45	6	0	0	0	4	55	100.00%
Assurance	48	7	0	0	0	0	55	100.00%
Outcome	44	7	0	0	0	4	55	100.00%
Overall	354	46	3	1	1	35	440	98.77%

External Services		Responses
1	Opening of other Deposit Account	18
2	Release of Captured Card	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	4
5	Cash Withdrawal	6
6	Check Deposit - Peso	6
7	Check Encashment	2

External Services		Responses
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Details/Type	2
10	Updating of Bank Records - Change in Account Type	1
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
12	Handling of Customer's Complaint	2
13	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
14	Printing/Reprinting of Bank Statement/Snapshot	3
Total		55

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.	16	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	13	81.25%
2. Somewhat easy to see	2	12.50%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	6.25%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	81.25%
2. Somewhat helped	2	12.50%
3. Did not help	-	-
N/A	1	6.25%
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>	15	1	0	0	0	0	16	100.00%
Service Quality Dimensions								
Responsiveness	12	4	0	0	0	0	16	100.00%
Reliability	14	2	0	0	0	0	16	100.00%
Access and Facilities	13	0	1	1	0	1	16	86.67%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	11	2	1	0	0	2	16	92.86%
Costs	6	1	0	0	0	9	16	100.00%
Integrity	14	1	1	0	0	0	16	93.75%
Assurance	15	1	0	0	0	0	16	100.00%
Outcome	15	0	1	0	0	0	16	93.75%
Overall	100	11	4	1	0	12	128	95.69%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	1
2	Payment of Land Transfer Claim Proceeds	4
3	Valuation of Landholdings under RA 6657/RA 9700	8
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	2
5	Bond Redemption and Interest Payment	1
	Total	16

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.	53	70.67%
2. I know what a CC is but I did not see this office's CC.	4	5.33%
3. I learned of the CC only when I saw this office's CC.	10	13.33%
4. I do not know what a CC is and I did not see this office's CC.	6	8.00%
N/A	2	2.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	43	58.90%
2. Somewhat easy to see	13	17.81%
3. Difficult to see	1	1.37%
4. Not visible at all	-	-
N/A	9	12.33%
Did not specify	7	9.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	49	67.12%
2. Somewhat helped	6	8.22%
3. Did not help	1	1.37%
N/A	10	13.70%
Did not specify	7	9.59%

	Strongly Agree	Agree	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	13	3	2	1	0	75	92.00%
Service Quality Dimensions								
Responsiveness	51	17	4	1	2	0	75	90.67%
Reliability	56	15	0	1	0	3	75	98.61%
Access and Facilities	56	14	0	1	0	4	75	98.59%
Communication	55	14	2	0	0	4	75	97.18%
Costs	33	12	1	1	0	28	75	95.74%
Integrity	52	16	3	0	1	3	75	94.44%
Assurance	58	15	1	0	1	0	75	97.33%
Outcome	54	15	1	0	0	5	75	98.57%
Overall	415	118	12	4	4	47	600	96.38%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	4
3	Cash Deposit - (Peso/Foreign Currencies)	17
4	Cash Withdrawal	13
5	Check Deposit - Peso	10
6	Check Encashment	13
7	Request for Checkbook	2
8	Updating of Bank Records - Change in Account Details/Type	2
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Salary Loan	8
11	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		75

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.	1	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	-	-
2. Somewhat easy to see	-	-
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	100.00%
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	-	-
Did not specify	1	100.00%

	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>	1	0	0	0	0	0	1	100.00%
Service Quality Dimensions								
Responsiveness	1	0	0	0	0	0	1	100.00%
Reliability	0	0	0	0	0	1	1	-
Access and Facilities	0	0	0	0	0	1	1	-
Communication	0	0	0	0	0	1	1	-
Costs	0	0	0	0	0	1	1	-
Integrity	0	0	0	0	0	1	1	-
Assurance	1	0	0	0	0	0	1	100.00%
Outcome	0	0	0	0	0	1	1	-
Overall	2	0	0	0	0	6	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
	Total	1

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.	7	87.50%
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.	1	12.50%
4. I do not know what a CC is and I did not see this office's CC.	-	-
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	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	7	87.50%
2. Somewhat helped	1	12.50%
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>	6	2	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	6	1	1	0	0	0	8	87.50%
Reliability	6	2	0	0	0	0	8	100.00%
Access and Facilities	8	0	0	0	0	0	8	100.00%
Communication	8	0	0	0	0	0	8	100.00%
Costs	5	0	1	0	0	2	8	83.33%
Integrity	8	0	0	0	0	0	8	100.00%
Assurance	8	0	0	0	0	0	8	100.00%
Outcome	8	0	0	0	0	0	8	100.00%
Overall	57	3	2	0	0	2	64	96.77%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	8
Total		8

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.	19	82.61%
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%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	1	4.35%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	21	91.30%
2. Somewhat easy to see	1	4.35%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.35%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19	82.61%
2. Somewhat helped	3	13.04%
3. Did not help	-	-
N/A	1	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>	21	2	0	0	0	0	23	100.00%
Service Quality Dimensions								
Responsiveness	20	2	1	0	0	0	23	95.65%
Reliability	22	1	0	0	0	0	23	100.00%
Access and Facilities	18	5	0	0	0	0	23	100.00%
Communication	18	5	0	0	0	0	23	100.00%
Costs	13	5	1	0	0	4	23	94.74%
Integrity	21	2	0	0	0	0	23	100.00%
Assurance	22	1	0	0	0	0	23	100.00%
Outcome	19	4	0	0	0	0	23	100.00%
Overall	153	25	2	0	0	4	184	98.89%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	21
2	Issuance of Certificate of Outstanding Balances and Interest Paid	2
Total		23

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.	19	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	15	78.95%
2. Somewhat easy to see	1	5.26%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	15.79%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	78.95%
2. Somewhat helped	1	5.26%
3. Did not help	-	-
N/A	-	-
Did not specify	3	15.79%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	18	0	1	0	0	0	19	94.74%
Service Quality Dimensions								
Responsiveness	17	1	0	0	1	0	19	94.74%
Reliability	15	3	0	0	0	1	19	100.00%
Access and Facilities	15	3	0	1	0	0	19	94.74%
Communication	16	2	0	1	0	0	19	94.74%
Costs	12	0	1	0	0	6	19	92.31%
Integrity	16	1	1	0	0	1	19	94.44%
Assurance	15	2	0	1	0	1	19	94.44%
Outcome	14	4	0	0	0	1	19	100.00%
Overall	120	16	2	3	1	10	152	95.77%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	4

External Services		Responses
3	Cash Withdrawal	4
4	Check Encashment	2
5	Online Collection Payments	2
6	Request for Fund Transfer	1
7	Salary Loan	1
8	Printing/Reprinting of Bank Statement/Snapshot	1
Total		19

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.	19	67.86%
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.	8	28.57%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	3.57%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	23	85.19%
2. Somewhat easy to see	1	3.70%
3. Difficult to see	1	3.70%
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	7.41%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	85.19%
2. Somewhat helped	2	7.41%
3. Did not help	-	-
N/A	-	-
Did not specify	2	7.41%

	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>	24	2	0	1	1	0	28	92.86%
Service Quality Dimensions								
Responsiveness	21	5	0	1	1	0	28	92.86%
Reliability	23	1	1	0	1	2	28	92.31%
Access and Facilities	23	1	1	0	1	2	28	92.31%
Communication	22	2	1	0	1	2	28	92.31%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	23	1	0	0	0	4	28	100.00%
Integrity	23	1	1	0	1	2	28	92.31%
Assurance	25	1	1	0	1	0	28	92.86%
Outcome	23	2	0	0	1	2	28	96.15%
Overall	183	14	5	1	7	14	224	93.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	3
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	4
5	Check Deposit - Peso	3
6	Check Encashment	3
7	Updating of Bank Records - Change in Account Details/Type	1
8	Printing/Reprinting of Bank Statement/Snapshot	6
Total		28

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.	5	83.33%
2. I know what a CC is but I did not see this office's CC.	1	16.67%
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	2	33.33%
2. Somewhat easy to see	-	-
3. Difficult to see	1	16.67%
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	16.67%
2. Somewhat helped	2	33.33%
3. Did not help	-	-
N/A	-	-
Did not specify	3	50.00%

	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>	3	2	0	0	1	0	6	83.33%
Service Quality Dimensions								
Responsiveness	3	2	0	0	1	0	6	83.33%
Reliability	2	0	0	0	1	3	6	66.67%
Access and Facilities	2	0	0	0	1	3	6	66.67%
Communication	2	0	0	0	1	3	6	66.67%
Costs	2	0	1	0	0	3	6	66.67%
Integrity	2	0	0	0	1	3	6	66.67%
Assurance	3	2	0	0	1	0	6	83.33%
Outcome	2	0	1	0	0	3	6	66.67%
Overall	18	4	2	0	6	18	48	73.33%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	1
4	Check Deposit - Peso	2
Total		6

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.	52	62.65%
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.	26	31.33%
4. I do not know what a CC is and I did not see this office's CC.	4	4.82%
N/A	1	1.20%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	61	74.39%
2. Somewhat easy to see	14	17.07%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	4.88%
Did not specify	3	3.66%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	70	85.37%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	6	7.32%
3. Did not help	-	-
N/A	4	4.88%
Did not specify	2	2.44%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	82	1	0	0	0	0	83	100.00%
Service Quality Dimensions								
Responsiveness	75	7	0	0	0	1	83	100.00%
Reliability	79	3	0	0	0	1	83	100.00%
Access and Facilities	77	3	0	0	0	3	83	100.00%
Communication	74	8	0	0	0	1	83	100.00%
Costs	36	1	0	0	0	46	83	100.00%
Integrity	72	10	0	0	0	1	83	100.00%
Assurance	80	2	0	0	0	1	83	100.00%
Outcome	75	4	0	0	0	4	83	100.00%
Overall	568	38	0	0	0	58	664	100.00%

External Services		Responses
1	Opening of other Deposit Account	45
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	2
4	Check Deposit - Peso	3
5	Check Encashment	1
6	Online Collection Payments	1
7	Updating of Bank Records - Change in Account Details/Type	13
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
9	Salary Loan	9
10	Servicing of Modified Disbursement System Transactions	2
11	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		83

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.	80	88.89%
2. I know what a CC is but I did not see this office's CC.	2	2.22%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	6	6.67%
4. I do not know what a CC is and I did not see this office's CC.	1	1.11%
N/A	1	1.11%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	60	67.42%
2. Somewhat easy to see	4	4.49%
3. Difficult to see	1	1.12%
4. Not visible at all	-	-
N/A	1	1.12%
Did not specify	23	25.84%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	58	65.17%
2. Somewhat helped	9	10.11%
3. Did not help	-	-
N/A	2	2.25%
Did not specify	20	22.47%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	82	7	0	0	0	1	90	100.00%
Service Quality Dimensions								
Responsiveness	70	17	3	0	0	0	90	96.67%
Reliability	59	9	0	0	0	22	90	100.00%
Access and Facilities	61	7	0	0	0	22	90	100.00%
Communication	51	16	1	0	0	22	90	98.53%
Costs	35	15	0	1	0	39	90	98.04%
Integrity	59	10	0	0	0	21	90	100.00%
Assurance	86	4	0	0	0	0	90	100.00%
Outcome	60	9	0	0	0	21	90	100.00%
Overall	481	87	4	1	0	147	720	99.13%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	11
3	Cash Deposit - (Peso/Foreign Currencies)	5
4	Cash Withdrawal	7
5	Check Deposit - Peso	4
6	Check Encashment	6
7	Closure of Deposit Account	1

External Services		Responses
8	Online Collection Payments	3
9	Reactivation/Closure of Dormant Deposit Account	1
10	Updating of Bank Records - Change in Account Details/Type	4
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
12	Salary Loan	41
13	Request for Bank Certification/Statement of Account for Salary Loan	1
14	Bond Redemption and Interest Payment	1
15	Servicing of Modified Disbursement System Transactions	2
Total		90

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.	2	33.33%
2. I know what a CC is but I did not see this office's CC.	3	50.00%
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	16.67%
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	16.67%
2. Somewhat easy to see	1	16.67%
3. Difficult to see	2	33.33%
4. Not visible at all	1	16.67%
N/A	1	16.67%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	16.67%
2. Somewhat helped	1	16.67%
3. Did not help	2	33.33%
N/A	2	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>	2	0	0	0	4	0	6	33.33%
Service Quality Dimensions								
Responsiveness	1	0	1	0	4	0	6	16.67%
Reliability	1	1	1	1	2	0	6	33.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	1	1	2	1	1	0	6	33.33%
Communication	2	0	4	0	0	0	6	33.33%
Costs	1	0	0	0	0	5	6	100.00%
Integrity	1	0	2	1	2	0	6	16.67%
Assurance	1	2	2	1	0	0	6	50.00%
Outcome	1	1	1	0	2	1	6	40.00%
Overall	9	5	13	4	11	6	48	33.33%

External Services		Responses
1	Opening of other Deposit Account	1
2	Check Deposit - Peso	1
3	Updating of Bank Records - Change in Account Details/Type	3
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		6

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.	3	60.00%
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.	2	40.00%
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	5	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	5	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>	5	0	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	5	0	0	0	0	0	5	100.00%
Reliability	5	0	0	0	0	0	5	100.00%
Access and Facilities	5	0	0	0	0	0	5	100.00%
Communication	4	1	0	0	0	0	5	100.00%
Costs	5	0	0	0	0	0	5	100.00%
Integrity	5	0	0	0	0	0	5	100.00%
Assurance	5	0	0	0	0	0	5	100.00%
Outcome	5	0	0	0	0	0	5	100.00%
Overall	39	1	0	0	0	0	40	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	5
	Total	5

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.	5	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	1	20.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	80.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	20.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	4	80.00%

	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>	5	0	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	4	1	0	0	0	0	5	100.00%
Reliability	1	0	0	0	0	4	5	100.00%
Access and Facilities	1	0	0	0	0	4	5	100.00%
Communication	1	0	0	0	0	4	5	100.00%
Costs	1	0	0	0	0	4	5	100.00%
Integrity	1	0	0	0	0	4	5	100.00%
Assurance	5	0	0	0	0	0	5	100.00%
Outcome	1	0	0	0	0	4	5	100.00%
Overall	15	1	0	0	0	24	40	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	3
2	Cash Withdrawal	1
3	Check Deposit - Peso	1
Total		5

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.	51	72.86%
2. I know what a CC is but I did not see this office's CC.	2	2.86%
3. I learned of the CC only when I saw this office's CC.	14	20.00%
4. I do not know what a CC is and I did not see this office's CC.	3	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	53	75.71%
2. Somewhat easy to see	4	5.71%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	4.29%
Did not specify	10	14.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	54	77.14%
2. Somewhat helped	3	4.29%
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	4	5.71%
Did not specify	9	12.86%

	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>	65	4	1	0	0	0	70	98.57%
Service Quality Dimensions								
Responsiveness	57	9	1	3	0	0	70	94.29%
Reliability	54	9	0	0	0	7	70	100.00%
Access and Facilities	49	9	1	0	0	11	70	98.31%
Communication	49	9	1	0	0	11	70	98.31%
Costs	41	6	2	0	0	21	70	95.92%
Integrity	53	9	1	0	0	7	70	98.41%
Assurance	63	6	1	0	0	0	70	98.57%
Outcome	52	8	2	0	0	8	70	96.77%
Overall	418	65	9	3	0	65	560	97.58%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	38
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	3
5	Cash Withdrawal	6
6	Check Deposit - Peso	3
7	Check Encashment	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
9	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
10	Salary Loan	8
11	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		70

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.	11	78.57%
2. I know what a CC is but I did not see this office's CC.	2	14.29%
3. I learned of the CC only when I saw this office's CC.	1	7.14%
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	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	42.86%
2. Somewhat easy to see	1	7.14%
3. Difficult to see	1	7.14%
4. Not visible at all	1	7.14%
N/A	-	-
Did not specify	5	35.71%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	42.86%
2. Somewhat helped	1	7.14%
3. Did not help	-	-
N/A	2	14.29%
Did not specify	5	35.71%

	Strongly Agree	Agree	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	2	0	1	1	0	14	85.71%
Service Quality Dimensions								
Responsiveness	9	2	1	0	2	0	14	78.57%
Reliability	5	2	1	0	0	6	14	87.50%
Access and Facilities	4	2	0	1	1	6	14	75.00%
Communication	4	2	2	0	0	6	14	75.00%
Costs	5	2	0	0	0	7	14	100.00%
Integrity	5	3	1	0	0	5	14	88.89%
Assurance	10	2	2	0	0	0	14	85.71%
Outcome	5	2	1	0	0	6	14	87.50%
Overall	47	17	8	1	3	36	112	84.21%

External Services		Responses
1	Opening of other Deposit Account	5
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Cash Withdrawal	1
5	Check Deposit - Peso	1
6	Check Encashment	1
7	Online Collection Payments	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
9	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		14

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.	13	76.47%
2. I know what a CC is but I did not see this office's CC.	2	11.76%
3. I learned of the CC only when I saw this office's CC.	2	11.76%
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	10	58.82%
2. Somewhat easy to see	4	23.53%
3. Difficult to see	1	5.88%
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	11.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	76.47%
2. Somewhat helped	1	5.88%
3. Did not help	1	5.88%
N/A	-	-
Did not specify	2	11.76%

	Strongly Agree	Agree	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	2	0	17	88.24%
Service Quality Dimensions								
Responsiveness	14	1	0	0	2	0	17	88.24%
Reliability	14	0	0	0	1	2	17	93.33%
Access and Facilities	14	0	0	0	1	2	17	93.33%
Communication	14	0	0	0	1	2	17	93.33%
Costs	12	0	0	0	1	4	17	92.31%
Integrity	14	0	0	0	1	2	17	93.33%
Assurance	15	0	1	0	1	0	17	88.24%
Outcome	14	0	0	0	1	2	17	93.33%
Overall	111	1	1	0	9	14	136	91.80%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	6
2	Cash Withdrawal	8
3	Check Deposit - Peso	1
4	Check Encashment	1
5	Updating of Bank Records - Change in Account Type	1
Total		17

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>	10,779	636	28	10	42	2	11,497	99.30%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	10,363	970	79	20	52	13	11,497	98.69%
Reliability	10,482	737	38	5	21	214	11,497	99.43%
Access and Facilities	10,219	820	50	7	35	366	11,497	99.17%
Communication	10,103	890	59	8	33	404	11,497	99.10%
Costs	7,567	739	58	13	32	3,088	11,497	98.78%
Integrity	10,384	793	33	11	33	243	11,497	99.32%
Assurance	10,826	599	31	5	25	11	11,497	99.47%
Outcome	10,348	757	40	6	23	323	11,497	99.38%
Overall	80,292	6,305	388	75	254	4,662	91,976	99.18%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	8,368	72.78%
2. I know what a CC is but I did not see this office's CC.	178	1.55%
3. I learned of the CC only when I saw this office's CC.	1,928	16.77%
4. I do not know what a CC is and I did not see this office's CC.	357	3.11%
N/A	-	-
Did not specify	666	5.79%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9,519	87.89%
2. Somewhat easy to see	449	4.15%
3. Difficult to see	33	0.30%
4. Not visible at all	16	0.15%
N/A	401	3.70%
Did not specify	413	3.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9,420	86.97%
2. Somewhat helped	593	5.48%
3. Did not help	26	0.24%
N/A	412	3.80%
Did not specify	380	3.51%

External Services	Responses	Overall Score
1 Opening of a Deposit Accounts	2,006	99.15%
2 ATM Card Requests	919	99.52%
3 Branch Over-the-Counter Transactions	7,461	99.20%
4 Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	157	95.92%
5 Branch Banking Loan Servicing	227	99.76%
6 Other Branch Products/Services	102	98.15%
7 Request for Bank Documents	122	97.68%
8 Regular Loan Processing	77	98.85%
9 Agrarian Services	1	100.00%
10 Complaints Management	425	99.76%

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.	15	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	10	66.67%
2. Somewhat easy to see	3	20.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	13.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	80.00%
2. Somewhat helped	1	6.67%
3. Did not help	-	-
N/A	-	-
Did not specify	2	13.33%

	Strongly Agree	Agree	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	15	0	0	0	0	0	15	100.00%
Reliability	14	0	0	0	0	1	15	100.00%
Access and Facilities	14	0	0	0	0	1	15	100.00%
Communication	13	1	0	0	0	1	15	100.00%
Costs	8	0	0	0	0	7	15	100.00%
Integrity	13	1	0	0	0	1	15	100.00%
Assurance	15	0	0	0	0	0	15	100.00%
Outcome	14	0	0	0	0	1	15	100.00%
Overall	106	2	0	0	0	12	120	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	1

External Services		Responses
3	Cash Withdrawal	5
4	Check Deposit - Peso	1
5	Check Encashment	1
6	Online Collection Payments	1
7	Request for Checkbook	1
8	Request for Fund Transfer	1
9	Salary Loan	2
10	Servicing of Modified Disbursement System Transactions	1
Total		15

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.	37	75.51%
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.	5	10.20%
4. I do not know what a CC is and I did not see this office's CC.	5	10.20%
N/A	1	2.04%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	29	60.42%
2. Somewhat easy to see	9	18.75%
3. Difficult to see	2	4.17%
4. Not visible at all	-	-
N/A	6	12.50%
Did not specify	2	4.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	29	60.42%
2. Somewhat helped	10	20.83%
3. Did not help	1	2.08%
N/A	6	12.50%
Did not specify	2	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>	38	4	0	2	5	0	49	85.71%
Service Quality Dimensions								
Responsiveness	35	9	0	0	5	0	49	89.80%
Reliability	39	7	1	0	2	0	49	93.88%
Access and Facilities	37	5	3	0	2	2	49	89.36%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	36	6	3	0	4	0	49	85.71%
Costs	29	5	0	0	2	13	49	94.44%
Integrity	36	7	0	1	5	0	49	87.76%
Assurance	38	4	4	0	3	0	49	85.71%
Outcome	37	8	3	0	1	0	49	91.84%
Overall	287	51	14	1	24	15	392	89.66%

External Services		Responses
1	Opening of other Deposit Account	4
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	6
5	Check Deposit - Peso	3
6	Check Encashment	5
7	Online Collection Payments	1
8	Reactivation/Closure of Dormant Deposit Account	1
9	Request for Checkbook	2
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)	5
13	Handling of Customer's Complaint	1
14	Salary Loan	7
15	Request for Bank Certification/Statement of Account for Salary Loan	3
16	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		49

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.	41	89.13%
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	6.52%
4. I do not know what a CC is and I did not see this office's CC.	1	2.17%
N/A	1	2.17%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	34	75.56%
2. Somewhat easy to see	2	4.44%
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	1	2.22%
Did not specify	8	17.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	35	77.78%
2. Somewhat helped	1	2.22%
3. Did not help	-	-
N/A	2	4.44%
Did not specify	7	15.56%

	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>	45	1	0	0	0	0	46	100.00%
Service Quality Dimensions								
Responsiveness	42	3	1	0	0	0	46	97.83%
Reliability	40	0	0	0	0	6	46	100.00%
Access and Facilities	38	2	0	0	0	6	46	100.00%
Communication	38	2	0	0	0	6	46	100.00%
Costs	27	1	0	0	0	18	46	100.00%
Integrity	38	2	0	0	0	6	46	100.00%
Assurance	44	2	0	0	0	0	46	100.00%
Outcome	36	3	0	0	0	7	46	100.00%
Overall	303	15	1	0	0	49	368	99.69%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	14
3	Cash Withdrawal	11
4	Check Deposit - Peso	4
5	Check Encashment	9
6	Request for Fund Transfer	4
7	Servicing of Modified Disbursement System Transactions	1
Total		46

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.	5	45.45%
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	45.45%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	9.09%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	90.00%
2. Somewhat easy to see	1	10.00%
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	9	90.00%
2. Somewhat helped	1	10.00%
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>	11	0	0	0	0	0	11	100.00%
Service Quality Dimensions								
Responsiveness	9	2	0	0	0	0	11	100.00%
Reliability	11	0	0	0	0	0	11	100.00%
Access and Facilities	10	1	0	0	0	0	11	100.00%
Communication	6	5	0	0	0	0	11	100.00%
Costs	10	1	0	0	0	0	11	100.00%
Integrity	10	1	0	0	0	0	11	100.00%
Assurance	11	0	0	0	0	0	11	100.00%
Outcome	10	1	0	0	0	0	11	100.00%
Overall	77	11	0	0	0	0	88	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	4
2	Issuance of Certificate of Outstanding Balances and Interest Paid	4
3	Issuance of Certificate of Full Payment	3
Total		11

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.	106	62.72%
2. I know what a CC is but I did not see this office's CC.	1	0.59%
3. I learned of the CC only when I saw this office's CC.	4	2.37%
4. I do not know what a CC is and I did not see this office's CC.	1	0.59%
N/A	57	33.73%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	109	97.32%
2. Somewhat easy to see	1	0.89%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	0.89%
Did not specify	1	0.89%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	109	97.32%
2. Somewhat helped	1	0.89%
3. Did not help	1	0.89%
N/A	1	0.89%
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>	168	1	0	0	0	0	169	100.00%
Service Quality Dimensions								
Responsiveness	167	0	1	1	0	0	169	98.82%
Reliability	168	1	0	0	0	0	169	100.00%
Access and Facilities	160	1	0	0	0	8	169	100.00%
Communication	162	0	1	0	0	6	169	99.39%
Costs	23	1	0	0	0	145	169	100.00%
Integrity	167	2	0	0	0	0	169	100.00%
Assurance	168	1	0	0	0	0	169	100.00%
Outcome	166	1	0	0	0	2	169	100.00%
Overall	1,181	7	2	1	0	161	1,352	99.75%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	151
4	Check Deposit - Peso	2
5	Check Encashment	1
6	Online Collection Payments	3
7	Request for Fund Transfer	3
8	Handling of Customer's Complaint	1
9	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
10	Servicing of Modified Disbursement System Transactions	2
Total		169

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.	392	91.38%
2. I know what a CC is but I did not see this office's CC.	2	0.47%
3. I learned of the CC only when I saw this office's CC.	25	5.83%
4. I do not know what a CC is and I did not see this office's CC.	4	0.93%
N/A	6	1.40%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	389	91.96%
2. Somewhat easy to see	7	1.65%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	0.95%
Did not specify	23	5.44%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	390	92.20%
2. Somewhat helped	6	1.42%
3. Did not help	-	-
N/A	5	1.18%
Did not specify	22	5.20%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	424	4	0	0	1	0	429	99.77%
Service Quality Dimensions								
Responsiveness	415	12	1	0	1	0	429	99.53%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	421	4	1	0	0	3	429	99.77%
Access and Facilities	416	8	1	0	0	4	429	99.76%
Communication	410	13	1	0	0	5	429	99.76%
Costs	381	11	0	1	0	36	429	99.75%
Integrity	420	5	0	0	1	3	429	99.77%
Assurance	422	6	1	0	0	0	429	99.77%
Outcome	410	13	2	0	0	4	429	99.53%
Overall	3,295	72	7	1	2	55	3,432	99.70%

External Services		Responses
1	Opening of other Deposit Account	331
2	Cash Withdrawal	7
3	Check Encashment	27
Total		429

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.	1,860	63.35%
2. I know what a CC is but I did not see this office's CC.	62	2.11%
3. I learned of the CC only when I saw this office's CC.	1,008	34.33%
4. I do not know what a CC is and I did not see this office's CC.	3	0.10%
N/A	3	0.10%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,744	93.56%
2. Somewhat easy to see	129	4.40%
3. Difficult to see	4	0.14%
4. Not visible at all	3	0.10%
N/A	7	0.24%
Did not specify	46	1.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,783	94.89%
2. Somewhat helped	118	4.02%
3. Did not help	2	0.07%
N/A	7	0.24%
Did not specify	23	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>	2,906	30	0	0	0	0	2,936	100.00%
Service Quality Dimensions								
Responsiveness	2,831	101	1	0	0	3	2,936	99.97%
Reliability	2,851	73	1	0	0	11	2,936	99.97%
Access and Facilities	2,842	82	1	0	0	11	2,936	99.97%
Communication	2,854	68	1	0	0	13	2,936	99.97%
Costs	2,362	70	1	0	2	501	2,936	99.88%
Integrity	2,851	74	0	0	0	11	2,936	100.00%
Assurance	2,861	73	2	0	0	0	2,936	99.93%
Outcome	2,854	69	1	0	0	12	2,936	99.97%
Overall	22,306	610	8	0	2	562	23,488	99.96%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	6
2	Opening of other Deposit Account	43
3	Release of Captured Card	147
4	Request for ATM PIN Change	3
5	Request for Card Replacement	528
6	Cash Deposit - (Peso/Foreign Currencies)	13
7	Cash Withdrawal	1,657
8	Check Deposit - Peso	19
9	Check Encashment	121
10	Online Collection Payments	2
11	Request for Checkbook	21
12	Request for Fund Transfer	9
13	Updating of Bank Records - Change in Account Details/Type	1
14	Updating of Bank Records - Change in Account Type	3
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	13
16	Handling of Customer's Complaint	344
17	Salary Loan	3
18	Request for Bank Certification/Statement of Account for Salary Loan	2
19	Claim of Remittance Proceeds	1
Total		2,936

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.	9	100.00%
2. I know what a CC is but I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
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	4	44.44%
2. Somewhat easy to see	2	22.22%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	33.33%
2. Somewhat helped	2	22.22%
3. Did not help	-	-
N/A	1	11.11%
Did not specify	3	33.33%

	Strongly Agree	Agree	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	2	0	0	0	0	9	100.00%
Service Quality Dimensions								
Responsiveness	6	3	0	0	0	0	9	100.00%
Reliability	3	2	1	0	0	3	9	83.33%
Access and Facilities	3	2	1	0	0	3	9	83.33%
Communication	3	2	1	0	0	3	9	83.33%
Costs	3	0	1	0	0	5	9	75.00%
Integrity	2	3	1	0	0	3	9	83.33%
Assurance	6	3	0	0	0	0	9	100.00%
Outcome	1	3	1	0	0	4	9	80.00%
Overall	27	18	6	0	0	21	72	88.24%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Deposit - Peso	3
4	Check Encashment	2
5	Salary Loan	1
Total		9

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.	6	27.27%
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.	10	45.45%
4. I do not know what a CC is and I did not see this office's CC.	6	27.27%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	40.91%
2. Somewhat easy to see	7	31.82%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	6	27.27%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	36.36%
2. Somewhat helped	8	36.36%
3. Did not help	-	-
N/A	6	27.27%
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>	17	3	1	0	1	0	22	90.91%
Service Quality Dimensions								
Responsiveness	14	6	0	0	2	0	22	90.91%
Reliability	16	4	2	0	0	0	22	90.91%
Access and Facilities	17	4	0	0	0	1	22	100.00%
Communication	16	5	0	0	0	1	22	100.00%
Costs	16	4	0	0	0	2	22	100.00%
Integrity	12	9	0	0	1	0	22	95.45%
Assurance	17	4	1	0	0	0	22	95.45%
Outcome	16	5	0	0	1	0	22	95.45%
Overall	124	41	3	0	4	4	176	95.93%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	1

External Services		Responses
3	Cash Withdrawal	1
4	Check Deposit - Peso	1
5	Request for Fund Transfer	1
6	Updating of Bank Records - Change in Account Details/Type	11
7	Updating of Bank Records - Change in Account Type	2
Total		22

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.	136	97.14%
2. I know what a CC is but I did not see this office's CC.	1	0.71%
3. I learned of the CC only when I saw this office's CC.	3	2.14%
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	124	88.57%
2. Somewhat easy to see	5	3.57%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	11	7.86%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	127	90.71%
2. Somewhat helped	2	1.43%
3. Did not help	-	-
N/A	-	-
Did not specify	11	7.86%

	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>	139	1	0	0	0	0	140	100.00%
Service Quality Dimensions								
Responsiveness	134	6	0	0	0	0	140	100.00%
Reliability	130	1	0	0	0	9	140	100.00%
Access and Facilities	128	2	0	0	0	10	140	100.00%
Communication	125	5	0	0	0	10	140	100.00%
Costs	111	5	0	0	0	24	140	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	128	3	0	0	0	9	140	100.00%
Assurance	139	1	0	0	0	0	140	100.00%
Outcome	124	6	0	0	0	10	140	100.00%
Overall	1,019	29	0	0	0	72	1,120	100.00%

External Services		Responses
1	Cash Withdrawal	16
2	Check Deposit - Peso	7
3	Check Encashment	37
4	Request for Checkbook	7
5	Request for Fund Transfer	2
6	Updating of Bank Records - Change in Account Details/Type	1
7	Updating of Bank Records - Change in Account Type	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
9	Handling of Customer's Complaint	1
10	Request for Bank Certification/Statement of Account for Salary Loan	2
11	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
12	Trust/Treasury Placements	4
13	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		140

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.	13	76.47%
2. I know what a CC is but I did not see this office's CC.	1	5.88%
3. I learned of the CC only when I saw this office's CC.	1	5.88%
4. I do not know what a CC is and I did not see this office's CC.	2	11.76%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	13	76.47%
2. Somewhat easy to see	2	11.76%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	11.76%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	82.35%
2. Somewhat helped	1	5.88%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	2	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>	17	0	0	0	0	0	17	100.00%
Service Quality Dimensions								
Responsiveness	17	0	0	0	0	0	17	100.00%
Reliability	17	0	0	0	0	0	17	100.00%
Access and Facilities	17	0	0	0	0	0	17	100.00%
Communication	17	0	0	0	0	0	17	100.00%
Costs	15	0	0	0	0	2	17	100.00%
Integrity	17	0	0	0	0	0	17	100.00%
Assurance	17	0	0	0	0	0	17	100.00%
Outcome	17	0	0	0	0	0	17	100.00%
Overall	134	0	0	0	0	2	136	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	11
2	Issuance of Certificate of Outstanding Balances and Interest Paid	1
3	Issuance of Certificate of Full Payment	5
Total		17

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.	1	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	-	-
2. Somewhat easy to see	1	100.00%
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	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	0	1	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	6	1	0	0	0	1	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
Total		1

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.	20	86.96%
2. I know what a CC is but I did not see this office's CC.	2	8.70%
3. I learned of the CC only when I saw this office's CC.	1	4.35%
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	13	56.52%
2. Somewhat easy to see	-	-

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	2	8.70%
N/A	-	-
Did not specify	8	34.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	56.52%
2. Somewhat helped	-	-
3. Did not help	1	4.35%
N/A	1	4.35%
Did not specify	8	34.78%

	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>	21	0	0	1	1	0	23	91.30%
Service Quality Dimensions								
Responsiveness	20	1	0	0	2	0	23	91.30%
Reliability	16	1	0	1	0	5	23	94.44%
Access and Facilities	16	0	1	1	0	5	23	88.89%
Communication	16	0	1	0	1	5	23	88.89%
Costs	15	0	0	1	0	7	23	93.75%
Integrity	16	0	0	0	2	5	23	88.89%
Assurance	20	2	0	0	1	0	23	95.65%
Outcome	16	1	1	0	0	5	23	94.44%
Overall	135	5	3	3	6	32	184	92.11%

External Services		Responses
1	Opening of other Deposit Account	11
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Check Encashment	5
4	Request for Checkbook	1
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		23

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.	87	94.57%
2. I know what a CC is but I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	5	5.43%
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	88	95.65%
2. Somewhat easy to see	4	4.35%
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	91	98.91%
2. Somewhat helped	1	1.09%
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>	92	0	0	0	0	0	92	100.00%
Service Quality Dimensions								
Responsiveness	90	2	0	0	0	0	92	100.00%
Reliability	91	1	0	0	0	0	92	100.00%
Access and Facilities	90	1	1	0	0	0	92	98.91%
Communication	90	2	0	0	0	0	92	100.00%
Costs	71	2	0	0	0	19	92	100.00%
Integrity	91	1	0	0	0	0	92	100.00%
Assurance	92	0	0	0	0	0	92	100.00%
Outcome	91	1	0	0	0	0	92	100.00%
Overall	706	10	1	0	0	19	736	99.86%

External Services		Responses
1	Opening of other Deposit Account	15
2	Cash Deposit - (Peso/Foreign Currencies)	18
3	Cash Withdrawal	4
4	Check Deposit - Peso	7
5	Check Encashment	43
6	Online Collection Payments	1
7	Updating of Bank Records - Change in Account Details/Type	1

External Services		Responses
8	Salary Loan	2
9	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		92

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.	17	85.00%
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.	2	10.00%
4. I do not know what a CC is and I did not see this office's CC.	1	5.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	11	55.00%
2. Somewhat easy to see	1	5.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.00%
Did not specify	7	35.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	55.00%
2. Somewhat helped	1	5.00%
3. Did not help	-	-
N/A	1	5.00%
Did not specify	7	35.00%

	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>	20	0	0	0	0	0	20	100.00%
Service Quality Dimensions								
Responsiveness	20	0	0	0	0	0	20	100.00%
Reliability	13	0	0	0	0	7	20	100.00%
Access and Facilities	12	0	0	0	0	8	20	100.00%
Communication	12	0	0	0	0	8	20	100.00%
Costs	11	0	0	0	0	9	20	100.00%
Integrity	13	0	0	0	0	7	20	100.00%
Assurance	20	0	0	0	0	0	20	100.00%
Outcome	13	0	0	0	0	7	20	100.00%
Overall	114	0	0	0	0	46	160	100.00%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	5
3	Cash Withdrawal	3
4	Check Deposit - Peso	1
5	Check Encashment	3
6	Request for Checkbook	1
7	Bond Redemption and Interest Payment	1
8	Claim of Remittance Proceeds	1
9	Outgoing Remittance/Wire Transfer	1
Total		20

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.	5	50.00%
2. I know what a CC is but I did not see this office's CC.	1	10.00%
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.	2	20.00%
N/A	2	20.00%
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	-	-
3. Difficult to see	-	-
4. Not visible at all	1	12.50%
N/A	2	25.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	50.00%
2. Somewhat helped	1	12.50%
3. Did not help	1	12.50%
N/A	2	25.00%
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>	5	2	0	0	3	0	10	70.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	4	2	1	0	3	0	10	60.00%
Reliability	5	1	3	0	0	1	10	66.67%
Access and Facilities	5	1	1	1	1	1	10	66.67%
Communication	4	2	1	1	0	2	10	75.00%
Costs	4	2	1	0	0	3	10	85.71%
Integrity	5	1	1	0	2	1	10	66.67%
Assurance	6	1	1	0	2	0	10	70.00%
Outcome	4	1	0	0	2	3	10	71.43%
Overall	37	11	9	2	10	11	80	69.57%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	1
4	Check Deposit - Peso	2
5	Check Encashment	1
Total		10

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.	7	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	5	71.43%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	28.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	71.43%
2. Somewhat helped	-	-
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	2	28.57%

	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>	7	0	0	0	0	0	7	100.00%
Service Quality Dimensions								
Responsiveness	7	0	0	0	0	0	7	100.00%
Reliability	5	0	0	0	0	2	7	100.00%
Access and Facilities	5	0	0	0	0	2	7	100.00%
Communication	5	0	0	0	0	2	7	100.00%
Costs	3	0	0	0	0	4	7	100.00%
Integrity	5	0	0	0	0	2	7	100.00%
Assurance	7	0	0	0	0	0	7	100.00%
Outcome	5	0	0	0	0	2	7	100.00%
Overall	42	0	0	0	0	14	56	100.00%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Check Deposit - Peso	1
Total		7

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.	36	73.47%
2. I know what a CC is but I did not see this office's CC.	3	6.12%
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.	3	6.12%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	42	85.71%
2. Somewhat easy to see	2	4.08%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	6.12%
Did not specify	2	4.08%

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	42	85.71%
2. Somewhat helped	3	6.12%
3. Did not help	-	-
N/A	3	6.12%
Did not specify	1	2.04%

	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>	47	2	0	0	0	0	49	100.00%
Service Quality Dimensions								
Responsiveness	42	6	1	0	0	0	49	97.96%
Reliability	45	3	0	0	0	1	49	100.00%
Access and Facilities	42	6	0	0	0	1	49	100.00%
Communication	40	8	0	0	0	1	49	100.00%
Costs	38	6	0	0	0	5	49	100.00%
Integrity	44	4	0	0	0	1	49	100.00%
Assurance	44	5	0	0	0	0	49	100.00%
Outcome	41	7	0	0	0	1	49	100.00%
Overall	336	45	1	0	0	10	392	99.74%

External Services		Responses
1	Opening of other Deposit Account	35
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	3
4	Cash Withdrawal	4
5	Check Deposit - Peso	1
6	Check Encashment	1
7	Online Collection Payments	2
8	Updating of Bank Records - Change in Account Details/Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		49

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.	14	93.33%
2. I know what a CC is but I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
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	1	6.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	11	78.57%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	21.43%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	78.57%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	3	21.43%

	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>	14	0	0	0	1	0	15	93.33%
Service Quality Dimensions								
Responsiveness	14	0	0	0	1	0	15	93.33%
Reliability	13	0	0	0	1	1	15	92.86%
Access and Facilities	13	0	0	0	1	1	15	92.86%
Communication	13	0	0	0	0	2	15	100.00%
Costs	13	0	0	0	0	2	15	100.00%
Integrity	13	0	0	0	1	1	15	92.86%
Assurance	14	0	0	0	1	0	15	93.33%
Outcome	13	0	0	0	0	2	15	100.00%
Overall	106	0	0	0	5	9	120	95.50%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	7
4	Check Deposit - Peso	1
5	Check Encashment	2
6	Updating of Bank Records - Change in Account Details/Type	2
Total		15

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.	12	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	9	75.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	25.00%
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	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	3	25.00%

	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>	11	1	0	0	0	0	12	100.00%
Service Quality Dimensions								
Responsiveness	11	1	0	0	0	0	12	100.00%
Reliability	9	0	0	0	0	3	12	100.00%
Access and Facilities	9	0	0	0	0	3	12	100.00%
Communication	9	0	0	0	0	3	12	100.00%
Costs	6	1	0	0	0	5	12	100.00%
Integrity	8	1	0	0	0	3	12	100.00%
Assurance	11	1	0	0	0	0	12	100.00%
Outcome	9	0	0	0	0	3	12	100.00%
Overall	72	4	0	0	0	20	96	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	6
2	Cash Withdrawal	3

External Services		Responses
3	Check Encashment	2
4	Online Collection Payments	1
Total		12

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.	1	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	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	1	0	0	0	0	0	1	100.00%
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	8	0	0	0	0	0	8	100.00%

External Services		Responses
1	Issuance of Certificate of Payment/s	1
	Total	1

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.	576	48.53%
2. I know what a CC is but I did not see this office's CC.	7	0.59%
3. I learned of the CC only when I saw this office's CC.	594	50.04%
4. I do not know what a CC is and I did not see this office's CC.	8	0.67%
N/A	2	0.17%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,120	94.51%
2. Somewhat easy to see	22	1.86%
3. Difficult to see	1	0.08%
4. Not visible at all	1	0.08%
N/A	12	1.01%
Did not specify	29	2.45%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	963	81.27%
2. Somewhat helped	184	15.53%
3. Did not help	-	-
N/A	14	1.18%
Did not specify	24	2.03%

	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>	1,174	12	1	0	0	0	1,187	99.92%
Service Quality Dimensions								
Responsiveness	1,164	20	2	0	1	0	1,187	99.75%
Reliability	1,151	15	1	0	0	20	1,187	99.91%
Access and Facilities	1,148	17	1	0	0	21	1,187	99.91%
Communication	1,138	29	0	0	0	20	1,187	100.00%
Costs	1,000	18	2	0	0	167	1,187	99.80%
Integrity	1,149	18	0	0	0	20	1,187	100.00%
Assurance	1,173	13	1	0	0	0	1,187	99.92%
Outcome	1,145	19	0	0	0	23	1,187	100.00%
Overall	9,068	149	7	0	1	271	9,496	99.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	40
2	Opening of other Deposit Account	412
3	Request for ATM PIN Change	26
4	Request for Card Replacement	57
5	Cash Deposit - (Peso/Foreign Currencies)	46
6	Cash Withdrawal	22
7	Check Deposit - Peso	8
8	Check Encashment	82
9	Online Collection Payments	27
10	Reactivation/Closure of Dormant Deposit Account	1
11	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSDTD)	1
12	Request for Checkbook	21
13	Updating of Bank Records - Change in Account Details/Type	284
14	Updating of Bank Records - Change in Account Type	47
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	37
16	Handling of Customer's Complaint	1
17	Salary Loan	55
18	Request for Bank Certification/Statement of Account for Salary Loan	1
19	Outgoing Remittance/Wire Transfer	1
20	Sale/Purchase of Foreign Currencies	1
21	Printing/Reprinting of Bank Statement/Snapshot	16
22	Reprinting of Bank Statement not available in the Branch	1
Total		1,187

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.	44	67.69%
2. I know what a CC is but I did not see this office's CC.	3	4.62%
3. I learned of the CC only when I saw this office's CC.	7	10.77%
4. I do not know what a CC is and I did not see this office's CC.	9	13.85%
N/A	2	3.08%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	43	68.25%
2. Somewhat easy to see	4	6.35%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	9	14.29%

Citizen's Charter Answers	Responses	Percentage
Did not specify	7	11.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	41	65.08%
2. Somewhat helped	5	7.94%
3. Did not help	-	-
N/A	10	15.87%
Did not specify	7	11.11%

	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>	62	2	1	0	0	0	65	98.46%
Service Quality Dimensions								
Responsiveness	58	5	2	0	0	0	65	96.92%
Reliability	53	2	1	0	0	9	65	98.21%
Access and Facilities	53	2	1	0	0	9	65	98.21%
Communication	53	3	0	0	0	9	65	100.00%
Costs	49	3	0	0	0	13	65	100.00%
Integrity	53	2	1	0	0	9	65	98.21%
Assurance	63	2	0	0	0	0	65	100.00%
Outcome	51	4	0	0	0	10	65	100.00%
Overall	433	23	5	0	0	59	520	98.92%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	51
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	4
5	Check Deposit - Peso	1
6	Check Encashment	1
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Type	1
Total		65

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.	174	88.78%
2. I know what a CC is but I did not see this office's CC.	3	1.53%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	11	5.61%
4. I do not know what a CC is and I did not see this office's CC.	4	2.04%
N/A	4	2.04%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	168	87.50%
2. Somewhat easy to see	8	4.17%
3. Difficult to see	1	0.52%
4. Not visible at all	-	-
N/A	4	2.08%
Did not specify	11	5.73%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	168	87.50%
2. Somewhat helped	9	4.69%
3. Did not help	-	-
N/A	4	2.08%
Did not specify	11	5.73%

	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>	153	42	0	0	0	1	196	100.00%
Service Quality Dimensions								
Responsiveness	142	48	5	0	0	1	196	97.44%
Reliability	145	40	2	0	0	9	196	98.93%
Access and Facilities	142	41	4	0	0	9	196	97.86%
Communication	139	45	3	0	0	9	196	98.40%
Costs	137	36	4	0	0	19	196	97.74%
Integrity	137	49	1	0	0	9	196	99.47%
Assurance	157	37	1	0	0	1	196	99.49%
Outcome	136	47	1	0	0	12	196	99.46%
Overall	1,135	343	21	0	0	69	1,568	98.60%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	12
3	Request for ATM PIN Change	1
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	25
6	Cash Withdrawal	82
7	Check Deposit - Peso	13

External Services		Responses
8	Check Deposit - Foreign Currency	1
9	Check Encashment	25
10	Online Collection Payments	13
11	Request for Fund Transfer	2
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Salary Loan	6
14	Request for Bank Certification/Statement of Account for Salary Loan	2
15	Bond Redemption and Interest Payment	1
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
17	Printing/Reprinting of Bank Statement/Snapshot	3
Total		196

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.	20	68.97%
2. I know what a CC is but I did not see this office's CC.	3	10.34%
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.	4	13.79%
N/A	2	6.90%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	13	48.15%
2. Somewhat easy to see	4	14.81%
3. Difficult to see	1	3.70%
4. Not visible at all	-	-
N/A	4	14.81%
Did not specify	5	18.52%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	51.85%
2. Somewhat helped	3	11.11%
3. Did not help	1	3.70%
N/A	4	14.81%
Did not specify	5	18.52%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	24	3	0	0	2	0	29	93.10%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	22	4	1	0	2	0	29	89.66%
Reliability	19	4	0	1	1	4	29	92.00%
Access and Facilities	19	3	1	1	0	5	29	91.67%
Communication	19	3	1	1	0	5	29	91.67%
Costs	12	4	1	0	1	11	29	88.89%
Integrity	21	3	0	0	1	4	29	96.00%
Assurance	24	3	1	1	0	0	29	93.10%
Outcome	19	4	1	1	0	4	29	92.00%
Overall	155	28	6	5	5	33	232	91.96%

External Services		Responses
1	Opening of other Deposit Account	9
2	Request for ATM PIN Change	1
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	2
5	Cash Withdrawal	3
6	Check Deposit - Peso	1
7	Check Encashment	2
8	Updating of Bank Records - Change in Account Details/Type	2
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
11	Salary Loan	4
12	Printing/Reprinting of Bank Statement/Snapshot	1
Total		29

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.	48	87.27%
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.	2	3.64%
4. I do not know what a CC is and I did not see this office's CC.	1	1.82%
N/A	3	5.45%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	33	63.46%
2. Somewhat easy to see	1	1.92%
3. Difficult to see	-	-
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	2	3.85%
Did not specify	16	30.77%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	32	61.54%
2. Somewhat helped	3	5.77%
3. Did not help	-	-
N/A	2	3.85%
Did not specify	15	28.85%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	53	1	0	0	1	0	55	98.18%
Service Quality Dimensions								
Responsiveness	48	5	1	0	1	0	55	96.36%
Reliability	38	1	0	0	0	16	55	100.00%
Access and Facilities	38	1	0	0	0	16	55	100.00%
Communication	34	4	0	0	0	17	55	100.00%
Costs	27	1	0	0	0	27	55	100.00%
Integrity	37	2	0	0	0	16	55	100.00%
Assurance	51	3	0	0	0	1	55	100.00%
Outcome	34	2	0	0	0	19	55	100.00%
Overall	307	19	1	0	1	112	440	99.39%

External Services		Responses
1	Opening of other Deposit Account	8
2	Cash Deposit - (Peso/Foreign Currencies)	14
3	Cash Withdrawal	3
4	Check Deposit - Peso	7
5	Check Encashment	11
6	Online Collection Payments	3
7	Updating of Bank Records - Change in Account Details/Type	2
8	Salary Loan	2
9	Request for Bank Certification/Statement of Account for Salary Loan	2
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
11	Printing/Reprinting of Bank Statement/Snapshot	1
12	Reprinting of Bank Statement not available in the Branch	1
Total		55

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.	42	91.30%
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	4.35%
4. I do not know what a CC is and I did not see this office's CC.	1	2.17%
N/A	1	2.17%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	39	86.67%
2. Somewhat easy to see	1	2.22%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	2.22%
Did not specify	4	8.89%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	37	82.22%
2. Somewhat helped	3	6.67%
3. Did not help	-	-
N/A	1	2.22%
Did not specify	4	8.89%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	43	3	0	0	0	0	46	100.00%
Service Quality Dimensions								
Responsiveness	43	3	0	0	0	0	46	100.00%
Reliability	43	2	0	0	0	1	46	100.00%
Access and Facilities	43	2	0	0	0	1	46	100.00%
Communication	42	3	0	0	0	1	46	100.00%
Costs	36	3	0	0	0	7	46	100.00%
Integrity	43	2	0	0	0	1	46	100.00%
Assurance	44	2	0	0	0	0	46	100.00%
Outcome	42	2	0	0	0	2	46	100.00%
Overall	336	19	0	0	0	13	368	100.00%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for Card Replacement	1

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	10
4	Cash Withdrawal	8
5	Check Deposit - Peso	8
6	Check Encashment	10
7	Online Collection Payments	1
8	Updating of Bank Records - Change in Account Details/Type	2
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Salary Loan	1
Total		46

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.	61	70.93%
2. I know what a CC is but I did not see this office's CC.	6	6.98%
3. I learned of the CC only when I saw this office's CC.	6	6.98%
4. I do not know what a CC is and I did not see this office's CC.	7	8.14%
N/A	6	6.98%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	47	58.75%
2. Somewhat easy to see	7	8.75%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	11	13.75%
Did not specify	15	18.75%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	46	57.50%
2. Somewhat helped	7	8.75%
3. Did not help	-	-
N/A	9	11.25%
Did not specify	18	22.50%

	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>	66	20	0	0	0	0	86	100.00%
Service Quality Dimensions								
Responsiveness	60	24	2	0	0	0	86	97.67%
Reliability	58	18	0	0	0	10	86	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	54	21	1	0	0	10	86	98.68%
Communication	54	22	0	0	0	10	86	100.00%
Costs	40	11	0	0	0	35	86	100.00%
Integrity	57	18	1	0	0	10	86	98.68%
Assurance	69	17	0	0	0	0	86	100.00%
Outcome	51	24	1	0	0	10	86	98.68%
Overall	443	155	5	0	0	85	688	99.17%

External Services		Responses
1	Opening of other Deposit Account	8
2	Cash Deposit - (Peso/Foreign Currencies)	9
3	Cash Withdrawal	24
4	Check Deposit - Peso	12
5	Check Encashment	30
6	Request for Fund Transfer	3
Total		86

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.	160	88.40%
2. I know what a CC is but I did not see this office's CC.	2	1.10%
3. I learned of the CC only when I saw this office's CC.	14	7.73%
4. I do not know what a CC is and I did not see this office's CC.	5	2.76%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	152	83.98%
2. Somewhat easy to see	16	8.84%
3. Difficult to see	-	-
4. Not visible at all	1	0.55%
N/A	10	5.52%
Did not specify	2	1.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	152	83.98%
2. Somewhat helped	16	8.84%
3. Did not help	-	-
N/A	11	6.08%
Did not specify	2	1.10%

	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>	161	20	0	0	0	0	181	100.00%
Service Quality Dimensions								
Responsiveness	152	27	1	1	0	0	181	98.90%
Reliability	158	20	1	0	0	2	181	99.44%
Access and Facilities	155	22	2	0	0	2	181	98.88%
Communication	148	29	2	0	0	2	181	98.88%
Costs	79	25	1	0	0	76	181	99.05%
Integrity	154	23	0	2	0	2	181	98.88%
Assurance	164	16	1	0	0	0	181	99.45%
Outcome	153	23	2	0	0	3	181	98.88%
Overall	1,163	185	10	3	0	87	1,448	99.04%

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	3
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	25
6	Cash Withdrawal	47
7	Check Deposit - Peso	11
8	Check Encashment	24
9	Closure of Deposit Account	4
10	Online Collection Payments	3
11	Reactivation/Closure of Dormant Deposit Account	1
12	Request for Checkbook	1
13	Request for Fund Transfer	5
14	Updating of Bank Records - Change in Account Details/Type	1
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
16	Handling of Customer's Complaint	1
17	Salary Loan	9
18	Claim of Remittance Proceeds	1
19	Servicing of Modified Disbursement System Transactions	3
20	Trust/Treasury Placements	14
21	Printing/Reprinting of Bank Statement/Snapshot	2
Total		181

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.	1	50.00%
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.	1	50.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	-	-
2. Somewhat easy to see	1	50.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	50.00%
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	1	50.00%
3. Did not help	-	-
N/A	1	50.00%
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	0	0	0	1	0	2	50.00%
Service Quality Dimensions								
Responsiveness	0	1	0	0	1	0	2	50.00%
Reliability	0	1	1	0	0	0	2	50.00%
Access and Facilities	0	1	1	0	0	0	2	50.00%
Communication	0	1	0	0	1	0	2	50.00%
Costs	0	0	0	0	0	2	2	-
Integrity	0	1	0	0	1	0	2	50.00%
Assurance	1	0	0	1	0	0	2	50.00%
Outcome	0	1	0	1	0	0	2	50.00%
Overall	1	6	2	2	3	2	16	50.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	2
	Total	2

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.	2,759	78.23%
2. I know what a CC is but I did not see this office's CC.	45	1.28%
3. I learned of the CC only when I saw this office's CC.	91	2.58%
4. I do not know what a CC is and I did not see this office's CC.	82	2.32%
N/A	550	15.59%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,658	89.28%
2. Somewhat easy to see	106	3.56%
3. Difficult to see	7	0.24%
4. Not visible at all	-	-
N/A	95	3.19%
Did not specify	111	3.73%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,677	89.92%
2. Somewhat helped	92	3.09%
3. Did not help	3	0.10%
N/A	93	3.12%
Did not specify	112	3.76%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	3,182	334	9	1	1	0	3,527	99.69%
Service Quality Dimensions								
Responsiveness	3,114	385	20	2	0	6	3,527	99.38%
Reliability	3,168	327	9	1	0	22	3,527	99.71%
Access and Facilities	3,048	316	14	3	8	138	3,527	99.26%
Communication	2,947	360	27	1	9	183	3,527	98.89%
Costs	1,861	267	35	7	13	1,344	3,527	97.48%
Integrity	3,150	311	15	1	1	49	3,527	99.51%
Assurance	3,253	260	8	0	0	6	3,527	99.77%
Outcome	3,116	314	18	0	2	77	3,527	99.42%
Overall	23,657	2,540	146	15	33	1,825	28,216	99.26%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	27
2	Opening of other Deposit Account	481
3	Release of Captured Card	8

External Services		Responses
4	Request for ATM PIN Change	42
5	Request for Card Replacement	7
6	Cash Deposit - (Peso/Foreign Currencies)	549
7	Cash Withdrawal	826
8	Check Deposit - Peso	208
9	Check Deposit - Foreign Currency	2
10	Check Encashment	520
11	Closure of Deposit Account	4
12	Online Collection Payments	488
13	Reactivation/Closure of Dormant Deposit Account	3
14	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSDTD)	1
15	Request for Checkbook	3
16	Request for Fund Transfer	44
17	Request for Stop Payment Order	1
18	Updating of Bank Records - Change in Account Details/Type	66
19	Updating of Bank Records - Change in Account Type	22
20	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	12
21	Handling of Customer's Complaint	63
22	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	4
23	Salary Loan	57
24	Request for Bank Certification/Statement of Account for Salary Loan	16
25	Bond Redemption and Interest Payment	1
26	Claim of Remittance Proceeds	25
27	Domestic Bills Purchase Initiation/Availment	1
28	Electronic Fund Transfer and Purchase of Over-the-Counter Check	3
29	Outgoing Remittance/Wire Transfer	6
30	Servicing of Modified Disbursement System Transactions	5
31	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
32	Printing/Reprinting of Bank Statement/Snapshot	19
33	Reprinting of Bank Statement not available in the Branch	9
Total		3,527

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.	36	78.26%
2. I know what a CC is but I did not see this office's CC.	2	4.35%
3. I learned of the CC only when I saw this office's CC.	5	10.87%
4. I do not know what a CC is and I did not see this office's CC.	3	6.52%
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	30	65.22%
2. Somewhat easy to see	2	4.35%
3. Difficult to see	2	4.35%
4. Not visible at all	-	-
N/A	5	10.87%
Did not specify	7	15.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	30	65.22%
2. Somewhat helped	4	8.70%
3. Did not help	-	-
N/A	5	10.87%
Did not specify	7	15.22%

	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>	39	7	0	0	0	0	46	100.00%
Service Quality Dimensions								
Responsiveness	34	8	1	0	3	0	46	91.30%
Reliability	35	5	1	0	0	5	46	97.56%
Access and Facilities	36	4	1	0	0	5	46	97.56%
Communication	31	8	0	1	0	6	46	97.50%
Costs	29	7	0	0	2	8	46	94.74%
Integrity	34	5	2	0	0	5	46	95.12%
Assurance	39	5	1	0	0	1	46	97.78%
Outcome	36	4	0	0	0	6	46	100.00%
Overall	274	46	6	1	5	36	368	96.39%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	8
4	Cash Withdrawal	12
5	Check Deposit - Peso	8
6	Check Encashment	8
7	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSDTD)	1
8	Updating of Bank Records - Change in Account Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		46

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.	205	94.91%
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	2.78%
4. I do not know what a CC is and I did not see this office's CC.	5	2.31%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	203	93.98%
2. Somewhat easy to see	1	0.46%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	2.31%
Did not specify	7	3.24%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	202	93.52%
2. Somewhat helped	1	0.46%
3. Did not help	-	-
N/A	7	3.24%
Did not specify	6	2.78%

	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>	216	0	0	0	0	0	216	100.00%
Service Quality Dimensions								
Responsiveness	213	3	0	0	0	0	216	100.00%
Reliability	212	0	0	0	0	4	216	100.00%
Access and Facilities	211	0	0	0	0	5	216	100.00%
Communication	212	0	0	0	0	4	216	100.00%
Costs	205	0	0	0	0	11	216	100.00%
Integrity	212	0	0	0	0	4	216	100.00%
Assurance	215	0	0	0	0	1	216	100.00%
Outcome	210	0	0	0	0	6	216	100.00%
Overall	1,690	3	0	0	0	35	1,728	100.00%

External Services		Responses
1	Opening of other Deposit Account	39

External Services		Responses
2	Cash Deposit - (Peso/Foreign Currencies)	147
3	Cash Withdrawal	5
4	Check Deposit - Peso	6
5	Check Encashment	8
6	Online Collection Payments	3
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
8	Handling of Customer's Complaint	1
9	Salary Loan	3
10	Domestic Bills Purchase Initiation/Availment	1
11	Trust/Treasury Placements	1
12	Printing/Reprinting of Bank Statement/Snapshot	1
Total		216

34. 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.	2	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.	1	33.33%
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	2	66.67%
2. Somewhat easy to see	1	33.33%
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	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>	3	0	0	0	0	0	3	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	3	0	0	0	0	0	3	100.00%
Reliability	3	0	0	0	0	0	3	100.00%
Access and Facilities	3	0	0	0	0	0	3	100.00%
Communication	3	0	0	0	0	0	3	100.00%
Costs	1	0	0	0	0	2	3	100.00%
Integrity	3	0	0	0	0	0	3	100.00%
Assurance	3	0	0	0	0	0	3	100.00%
Outcome	2	1	0	0	0	0	3	100.00%
Overall	21	1	0	0	0	2	24	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	3
	Total	3

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.	40	85.11%
2. I know what a CC is but I did not see this office's CC.	2	4.26%
3. I learned of the CC only when I saw this office's CC.	1	2.13%
4. I do not know what a CC is and I did not see this office's CC.	3	6.38%
N/A	1	2.13%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	31	67.39%
2. Somewhat easy to see	5	10.87%
3. Difficult to see	1	2.17%
4. Not visible at all	1	2.17%
N/A	4	8.70%
Did not specify	4	8.70%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	33	71.74%
2. Somewhat helped	3	6.52%
3. Did not help	2	4.35%
N/A	4	8.70%
Did not specify	4	8.70%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	36	2	1	1	7	0	47	80.85%
Service Quality Dimensions								
Responsiveness	32	3	2	1	9	0	47	74.47%
Reliability	32	5	5	0	2	3	47	84.09%
Access and Facilities	31	6	2	1	4	3	47	84.09%
Communication	31	5	3	2	2	4	47	83.72%
Costs	18	7	1	0	1	20	47	92.59%
Integrity	29	7	1	4	3	3	47	81.82%
Assurance	32	8	2	3	2	0	47	85.11%
Outcome	29	8	2	1	2	5	47	88.10%
Overall	234	49	18	12	25	38	376	83.73%

External Services		Responses
1	Opening of other Deposit Account	5
2	Request for ATM PIN Change	4
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	3
5	Cash Withdrawal	3
6	Check Deposit - Peso	1
7	Check Encashment	3
8	Reactivation/Closure of Dormant Deposit Account	2
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	10
11	Updating of Bank Records - Change in Account Type	1
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
13	Handling of Customer's Complaint	1
14	Salary Loan	6
15	Bond Redemption and Interest Payment	1
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		47

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.	12	80.00%
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.	1	6.67%
4. I do not know what a CC is and I did not see this office's CC.	1	6.67%

Citizen's Charter Answers	Responses	Percentage
N/A	1	6.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	50.00%
2. Somewhat easy to see	1	7.14%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	7.14%
Did not specify	5	35.71%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	42.86%
2. Somewhat helped	2	14.29%
3. Did not help	-	-
N/A	1	7.14%
Did not specify	5	35.71%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	13	1	1	0	0	0	15	93.33%
Service Quality Dimensions								
Responsiveness	11	3	1	0	0	0	15	93.33%
Reliability	8	1	0	0	0	6	15	100.00%
Access and Facilities	7	2	0	0	0	6	15	100.00%
Communication	7	2	0	0	0	6	15	100.00%
Costs	6	1	0	0	0	8	15	100.00%
Integrity	8	0	1	0	0	6	15	88.89%
Assurance	13	1	1	0	0	0	15	93.33%
Outcome	5	2	0	0	0	8	15	100.00%
Overall	65	12	3	0	0	40	120	96.25%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	1
4	Check Deposit - Peso	4
5	Check Encashment	3
6	Request for Fund Transfer	1
Total		15

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.	27	79.41%
2. I know what a CC is but I did not see this office's CC.	1	2.94%
3. I learned of the CC only when I saw this office's CC.	4	11.76%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	5.88%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	29	90.63%
2. Somewhat easy to see	2	6.25%
3. Difficult to see	1	3.13%
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	93.75%
2. Somewhat helped	2	6.25%
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>	28	5	0	0	1	0	34	97.06%
Service Quality Dimensions								
Responsiveness	27	6	0	0	1	0	34	97.06%
Reliability	26	7	0	0	1	0	34	97.06%
Access and Facilities	25	8	0	0	1	0	34	97.06%
Communication	25	9	0	0	0	0	34	100.00%
Costs	24	10	0	0	0	0	34	100.00%
Integrity	28	5	1	0	0	0	34	97.06%
Assurance	27	7	0	0	0	0	34	100.00%
Outcome	26	8	0	0	0	0	34	100.00%
Overall	208	60	1	0	3	0	272	98.53%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	34
	Total	34

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.	45	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	43	95.56%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	4.44%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	42	93.33%
2. Somewhat helped	1	2.22%
3. Did not help	-	-
N/A	-	-
Did not specify	2	4.44%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	45	0	0	0	0	0	45	100.00%
Service Quality Dimensions								
Responsiveness	45	0	0	0	0	0	45	100.00%
Reliability	45	0	0	0	0	0	45	100.00%
Access and Facilities	45	0	0	0	0	0	45	100.00%
Communication	44	1	0	0	0	0	45	100.00%
Costs	17	0	0	0	0	28	45	100.00%
Integrity	45	0	0	0	0	0	45	100.00%
Assurance	45	0	0	0	0	0	45	100.00%
Outcome	44	0	0	0	0	1	45	100.00%
Overall	330	1	0	0	0	29	360	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	10

External Services		Responses
3	Check Deposit - Peso	1
4	Check Encashment	3
5	Online Collection Payments	24
6	Request for Checkbook	1
7	Salary Loan	2
8	Printing/Reprinting of Bank Statement/Snapshot	3
Total		45

39. Pulilan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	67	81.71%
2. I know what a CC is but I did not see this office's CC.	3	3.66%
3. I learned of the CC only when I saw this office's CC.	8	9.76%
4. I do not know what a CC is and I did not see this office's CC.	4	4.88%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	67	81.71%
2. Somewhat easy to see	6	7.32%
3. Difficult to see	-	-
4. Not visible at all	1	1.22%
N/A	4	4.88%
Did not specify	4	4.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	66	80.49%
2. Somewhat helped	8	9.76%
3. Did not help	-	-
N/A	5	6.10%
Did not specify	3	3.66%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	70	11	0	1	0	0	82	98.78%
Service Quality Dimensions								
Responsiveness	61	19	1	0	1	0	82	97.56%
Reliability	68	12	0	0	0	2	82	100.00%
Access and Facilities	68	10	1	0	0	3	82	98.73%
Communication	69	10	0	0	0	3	82	100.00%
Costs	44	9	3	0	0	26	82	94.64%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	71	9	0	0	0	2	82	100.00%
Assurance	71	10	1	0	0	0	82	98.78%
Outcome	63	13	0	0	0	6	82	100.00%
Overall	515	92	6	0	1	42	656	98.86%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	8
2	Opening of other Deposit Account	24
3	Cash Deposit - (Peso/Foreign Currencies)	9
4	Cash Withdrawal	16
5	Check Deposit - Peso	8
6	Check Encashment	6
7	Online Collection Payments	3
8	Request for Fund Transfer	3
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Handling of Customer's Complaint	2
11	Salary Loan	1
12	Servicing of Modified Disbursement System Transactions	1
	Total	82

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.	6	85.71%
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	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	4	57.14%
2. Somewhat easy to see	-	-
3. Difficult to see	1	14.29%
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	28.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	57.14%
2. Somewhat helped	-	-
3. Did not help	1	14.29%

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	2	28.57%

	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>	6	0	0	0	1	0	7	85.71%
Service Quality Dimensions								
Responsiveness	5	1	0	0	1	0	7	85.71%
Reliability	4	0	0	0	1	2	7	80.00%
Access and Facilities	4	0	0	0	1	2	7	80.00%
Communication	4	0	0	0	1	2	7	80.00%
Costs	3	0	0	0	1	3	7	75.00%
Integrity	4	0	0	0	1	2	7	80.00%
Assurance	6	0	0	0	1	0	7	85.71%
Outcome	3	0	0	0	1	3	7	75.00%
Overall	33	1	0	0	8	14	56	80.95%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	1
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		7

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.	35	70.00%
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.	7	14.00%
4. I do not know what a CC is and I did not see this office's CC.	4	8.00%
N/A	4	8.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	33	71.74%
2. Somewhat easy to see	3	6.52%
3. Difficult to see	1	2.17%
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	4	8.70%
Did not specify	5	10.87%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	31	67.39%
2. Somewhat helped	6	13.04%
3. Did not help	-	-
N/A	4	8.70%
Did not specify	5	10.87%

	Strongly Agree	Agree	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	6	1	0	0	1	50	97.96%
Service Quality Dimensions								
Responsiveness	38	7	4	0	0	1	50	91.84%
Reliability	38	5	1	0	0	6	50	97.73%
Access and Facilities	39	4	1	0	1	5	50	95.56%
Communication	33	9	1	0	0	7	50	97.67%
Costs	28	6	1	1	0	14	50	94.44%
Integrity	37	7	0	0	0	6	50	100.00%
Assurance	43	6	0	0	0	1	50	100.00%
Outcome	34	9	0	0	0	7	50	100.00%
Overall	290	53	8	1	1	47	400	97.17%

External Services		Responses
1	Opening of other Deposit Account	13
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	7
4	Check Deposit - Peso	5
5	Check Encashment	19
6	Request for Fund Transfer	2
Total		50

42. San Idefonso Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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.	-	-

Citizen's Charter Answers	Responses	Percentage
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	59	86.76%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	9	13.24%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	59	86.76%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	9	13.24%

	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>	57	10	1	0	0	0	68	98.53%
Service Quality Dimensions								
Responsiveness	47	19	2	0	0	0	68	97.06%
Reliability	55	12	0	0	0	1	68	100.00%
Access and Facilities	53	14	0	0	0	1	68	100.00%
Communication	55	12	0	0	0	1	68	100.00%
Costs	54	3	1	0	0	10	68	98.28%
Integrity	64	3	0	0	0	1	68	100.00%
Assurance	66	2	0	0	0	0	68	100.00%
Outcome	62	5	0	0	0	1	68	100.00%
Overall	456	70	3	0	0	15	544	99.43%

External Services		Responses
1	Opening of other Deposit Account	13
2	Cash Deposit - (Peso/Foreign Currencies)	13
3	Cash Withdrawal	11
4	Check Deposit - Peso	4
5	Check Encashment	21
6	Online Collection Payments	2
7	Request for Passbook Replacement	1
8	Updating of Bank Records - Change in Account Details/Type	1

External Services		Responses
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		68

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.	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.	1	2.86%
4. I do not know what a CC is and I did not see this office's CC.	1	2.86%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	27	77.14%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	2.86%
Did not specify	7	20.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	26	74.29%
2. Somewhat helped	2	5.71%
3. Did not help	-	-
N/A	1	2.86%
Did not specify	6	17.14%

	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>	34	1	0	0	0	0	35	100.00%
Service Quality Dimensions								
Responsiveness	30	4	0	1	0	0	35	97.14%
Reliability	28	1	0	0	0	6	35	100.00%
Access and Facilities	26	2	1	0	0	6	35	96.55%
Communication	27	2	0	0	0	6	35	100.00%
Costs	26	1	1	0	0	7	35	96.43%
Integrity	26	3	0	0	0	6	35	100.00%
Assurance	35	0	0	0	0	0	35	100.00%
Outcome	28	1	0	0	0	6	35	100.00%
Overall	226	14	2	1	0	37	280	98.77%

External Services		Responses
1	Opening of other Deposit Account	14
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	9
4	Check Deposit - Peso	3
5	Check Encashment	2
6	Online Collection Payments	1
7	Salary Loan	3
Total		35

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.	119	42.05%
2. I know what a CC is but I did not see this office's CC.	3	1.06%
3. I learned of the CC only when I saw this office's CC.	13	4.59%
4. I do not know what a CC is and I did not see this office's CC.	147	51.94%
N/A	1	0.35%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	103	36.52%
2. Somewhat easy to see	21	7.45%
3. Difficult to see	1	0.35%
4. Not visible at all	-	-
N/A	148	52.48%
Did not specify	9	3.19%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	97	34.40%
2. Somewhat helped	25	8.87%
3. Did not help	2	0.71%
N/A	149	52.84%
Did not specify	9	3.19%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	263	17	1	0	2	0	283	98.94%
Service Quality Dimensions								
Responsiveness	202	77	1	1	2	0	283	98.59%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	199	74	0	0	2	8	283	99.27%
Access and Facilities	132	131	1	0	2	17	283	98.87%
Communication	189	79	1	0	2	12	283	98.89%
Costs	82	125	0	1	1	74	283	99.04%
Integrity	154	118	1	0	2	8	283	98.91%
Assurance	246	35	0	0	2	0	283	99.29%
Outcome	216	54	0	0	2	11	283	99.26%
Overall	1,420	693	4	2	15	130	2,264	99.02%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	42
3	Release of Captured Card	1
4	Request for ATM PIN Change	1
5	Request for Card Replacement	2
6	Cash Deposit - (Peso/Foreign Currencies)	16
7	Cash Withdrawal	148
8	Check Deposit - Peso	10
9	Check Encashment	14
10	Online Collection Payments	4
11	Reactivation/Closure of Dormant Deposit Account	1
12	Request for Checkbook	1
13	Request for Stop Payment Order	1
14	Updating of Bank Records - Change in Account Details/Type	18
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	Salary Loan	7
18	Request for Bank Certification/Statement of Account for Salary Loan	1
19	Domestic Bills Purchase Initiation/Availment	1
20	Printing/Reprinting of Bank Statement/Snapshot	2
Total		283

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.	293	96.07%
2. I know what a CC is but I did not see this office's CC.	4	1.31%
3. I learned of the CC only when I saw this office's CC.	5	1.64%
4. I do not know what a CC is and I did not see this office's CC.	3	0.98%
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	289	94.75%
2. Somewhat easy to see	10	3.28%
3. Difficult to see	1	0.33%
4. Not visible at all	-	-
N/A	3	0.98%
Did not specify	2	0.66%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	287	94.10%
2. Somewhat helped	12	3.93%
3. Did not help	1	0.33%
N/A	3	0.98%
Did not specify	2	0.66%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	268	25	9	2	1	0	305	96.07%
Service Quality Dimensions								
Responsiveness	237	46	14	7	1	0	305	92.79%
Reliability	276	24	2	1	0	2	305	99.01%
Access and Facilities	275	25	2	0	1	2	305	99.01%
Communication	265	31	6	0	1	2	305	97.69%
Costs	95	23	2	1	2	182	305	95.93%
Integrity	281	17	3	0	1	3	305	98.68%
Assurance	285	17	2	0	1	0	305	99.02%
Outcome	278	18	1	1	1	6	305	99.00%
Overall	1,992	201	32	10	8	197	2,440	97.77%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	24
3	Request for ATM PIN Change	11
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	44
6	Cash Withdrawal	32
7	Check Deposit - Peso	24
8	Check Encashment	113
9	Online Collection Payments	2
10	Request for Fund Transfer	9

External Services		Responses
11	Updating of Bank Records - Change in Account Details/Type	8
12	Updating of Bank Records - Change in Account Type	1
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
14	Salary Loan	23
15	Request for Bank Certification/Statement of Account for Salary Loan	2
16	Claim of Remittance Proceeds	3
17	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		305

46. 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.	82	67.77%
2. I know what a CC is but I did not see this office's CC.	6	4.96%
3. I learned of the CC only when I saw this office's CC.	19	15.70%
4. I do not know what a CC is and I did not see this office's CC.	9	7.44%
N/A	5	4.13%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	75	64.66%
2. Somewhat easy to see	12	10.34%
3. Difficult to see	1	0.86%
4. Not visible at all	2	1.72%
N/A	12	10.34%
Did not specify	14	12.07%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	76	65.52%
2. Somewhat helped	13	11.21%
3. Did not help	2	1.72%
N/A	13	11.21%
Did not specify	12	10.34%

	Strongly Agree	Agree	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	11	0	0	3	0	121	97.52%
Service Quality Dimensions								
Responsiveness	97	14	6	1	3	0	121	91.74%
Reliability	96	12	1	0	1	11	121	98.18%
Access and Facilities	93	10	3	0	2	13	121	95.37%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	88	16	2	0	3	12	121	95.41%
Costs	82	9	1	0	0	29	121	98.91%
Integrity	90	15	2	1	1	12	121	96.33%
Assurance	112	6	0	0	3	0	121	97.52%
Outcome	93	14	0	1	2	11	121	97.27%
Overall	751	96	15	3	15	88	968	96.25%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	41
3	Release of Captured Card	1
4	Request for ATM PIN Change	3
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	4
7	Cash Withdrawal	12
8	Check Deposit - Peso	1
9	Check Encashment	2
10	Online Collection Payments	4
11	Reactivation/Closure of Dormant Deposit Account	2
12	Request for Checkbook	1
13	Request for Fund Transfer	5
14	Updating of Bank Records - Change in Account Details/Type	12
15	Updating of Bank Records - Change in Account Type	2
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	15
17	Salary Loan	4
18	Request for Bank Certification/Statement of Account for Salary Loan	1
19	Bond Redemption and Interest Payment	1
20	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
	Total	121

47. 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.	18	75.00%
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.	2	8.33%
4. I do not know what a CC is and I did not see this office's CC.	2	8.33%
N/A	2	8.33%
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	17	77.27%
2. Somewhat easy to see	1	4.55%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	13.64%
Did not specify	1	4.55%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	72.73%
2. Somewhat helped	1	4.55%
3. Did not help	-	-
N/A	4	18.18%
Did not specify	1	4.55%

	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>	22	2	0	0	0	0	24	100.00%
Service Quality Dimensions								
Responsiveness	22	2	0	0	0	0	24	100.00%
Reliability	22	2	0	0	0	0	24	100.00%
Access and Facilities	21	2	0	0	0	1	24	100.00%
Communication	21	3	0	0	0	0	24	100.00%
Costs	16	4	0	0	0	4	24	100.00%
Integrity	22	2	0	0	0	0	24	100.00%
Assurance	23	1	0	0	0	0	24	100.00%
Outcome	20	1	1	0	0	2	24	95.45%
Overall	167	17	1	0	0	7	192	99.46%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	6
3	Cash Withdrawal	5
4	Check Deposit - Peso	4
5	Online Collection Payments	1
6	Updating of Bank Records - Change in Account Type	1
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
8	Salary Loan	2
Total		24

48. 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.	40	78.43%
2. I know what a CC is but I did not see this office's CC.	3	5.88%
3. I learned of the CC only when I saw this office's CC.	7	13.73%
4. I do not know what a CC is and I did not see this office's CC.	1	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	38	74.51%
2. Somewhat easy to see	7	13.73%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	1.96%
Did not specify	5	9.80%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	42	82.35%
2. Somewhat helped	2	3.92%
3. Did not help	-	-
N/A	1	1.96%
Did not specify	6	11.76%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	45	6	0	0	0	0	51	100.00%
Service Quality Dimensions								
Responsiveness	31	15	3	0	1	1	51	92.00%
Reliability	41	3	0	0	0	7	51	100.00%
Access and Facilities	40	4	0	0	0	7	51	100.00%
Communication	35	9	0	0	0	7	51	100.00%
Costs	36	5	0	0	0	10	51	100.00%
Integrity	39	5	0	0	0	7	51	100.00%
Assurance	46	5	0	0	0	0	51	100.00%
Outcome	39	4	0	0	0	8	51	100.00%
Overall	307	50	3	0	1	47	408	98.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	5
2	Opening of other Deposit Account	14
3	Request for ATM PIN Change	6

External Services		Responses
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	5
6	Cash Withdrawal	1
7	Check Deposit - Peso	4
8	Online Collection Payments	2
9	Request for Passbook Replacement	3
10	Updating of Bank Records - Change in Account Details/Type	1
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
12	Salary Loan	3
Total		51

49. 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.	402	90.74%
2. I know what a CC is but I did not see this office's CC.	4	0.90%
3. I learned of the CC only when I saw this office's CC.	26	5.87%
4. I do not know what a CC is and I did not see this office's CC.	8	1.81%
N/A	3	0.68%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	413	93.86%
2. Somewhat easy to see	10	2.27%
3. Difficult to see	-	-
4. Not visible at all	2	0.45%
N/A	10	2.27%
Did not specify	5	1.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	408	92.73%
2. Somewhat helped	15	3.41%
3. Did not help	-	-
N/A	12	2.73%
Did not specify	5	1.14%

	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>	412	30	0	0	1	0	443	99.77%
Service Quality Dimensions								
Responsiveness	396	41	2	3	1	0	443	98.65%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	411	28	0	0	1	3	443	99.77%
Access and Facilities	400	35	2	0	1	5	443	99.32%
Communication	386	52	0	0	1	4	443	99.77%
Costs	303	30	0	0	1	109	443	99.70%
Integrity	406	33	0	0	1	3	443	99.77%
Assurance	417	25	0	0	1	0	443	99.77%
Outcome	397	37	2	0	1	6	443	99.31%
Overall	3,116	281	6	3	8	130	3,544	99.50%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	91
3	Request for ATM PIN Change	9
4	Request for Card Replacement	8
5	Cash Deposit - (Peso/Foreign Currencies)	23
6	Cash Withdrawal	28
7	Check Deposit - Peso	24
8	Check Encashment	102
9	Closure of Deposit Account	3
10	Online Collection Payments	11
11	Reactivation/Closure of Dormant Deposit Account	4
12	Request for Checkbook	5
13	Request for Fund Transfer	1
14	Updating of Bank Records - Change in Account Details/Type	74
15	Updating of Bank Records - Change in Account Type	2
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	18
17	Handling of Customer's Complaint	7
18	Salary Loan	10
19	Request for Bank Certification/Statement of Account for Salary Loan	4
20	Outgoing Remittance/Wire Transfer	4
21	Servicing of Modified Disbursement System Transactions	2
22	Trust/Treasury Placements	1
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
24	Printing/Reprinting of Bank Statement/Snapshot	6
25	Reprinting of Bank Statement not available in the Branch	2
	Total	443

50. 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.	7	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	5	71.43%
2. Somewhat easy to see	-	-
3. Difficult to see	1	14.29%
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	14.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	71.43%
2. Somewhat helped	-	-
3. Did not help	1	14.29%
N/A	-	-
Did not specify	1	14.29%

	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>	6	0	0	0	1	0	7	85.71%
Service Quality Dimensions								
Responsiveness	5	1	0	0	1	0	7	85.71%
Reliability	5	0	0	0	1	1	7	83.33%
Access and Facilities	5	0	0	0	1	1	7	83.33%
Communication	5	0	0	0	1	1	7	83.33%
Costs	3	1	0	0	1	2	7	80.00%
Integrity	5	0	0	0	1	1	7	83.33%
Assurance	6	0	0	0	1	0	7	85.71%
Outcome	4	0	0	0	1	2	7	80.00%
Overall	38	2	0	0	8	8	56	83.33%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	1

External Services		Responses
4	Check Deposit - Peso	1
5	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		7

51. 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.	34	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.	9	17.65%
4. I do not know what a CC is and I did not see this office's CC.	7	13.73%
N/A	1	1.96%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	31	62.00%
2. Somewhat easy to see	8	16.00%
3. Difficult to see	-	-
4. Not visible at all	1	2.00%
N/A	7	14.00%
Did not specify	3	6.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	38	76.00%
2. Somewhat helped	1	2.00%
3. Did not help	1	2.00%
N/A	8	16.00%
Did not specify	2	4.00%

	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>	45	4	0	1	1	0	51	96.08%
Service Quality Dimensions								
Responsiveness	41	8	0	1	1	0	51	96.08%
Reliability	43	5	1	0	1	1	51	96.00%
Access and Facilities	39	8	1	0	1	2	51	95.92%
Communication	40	8	0	1	1	1	51	96.00%
Costs	37	6	0	0	1	7	51	97.73%
Integrity	42	6	1	0	1	1	51	96.00%
Assurance	46	3	1	0	1	0	51	96.08%
Outcome	39	6	2	0	1	3	51	93.75%
Overall	327	50	6	2	8	15	408	95.93%

External Services		Responses
1	Opening of other Deposit Account	20
2	Request for Card Replacement	4
3	Cash Deposit - (Peso/Foreign Currencies)	5
4	Cash Withdrawal	5
5	Check Deposit - Peso	2
6	Check Encashment	1
7	Online Collection Payments	1
8	Updating of Bank Records - Change in Account Details/Type	5
9	Updating of Bank Records - Change in Account Type	2
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Salary Loan	4
12	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		51

52. 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.	1	50.00%
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	1	50.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	-	-
2. Somewhat easy to see	1	100.00%
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	-	-
2. Somewhat helped	1	100.00%
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	1	0	0	0	0	2	100.00%
Service Quality Dimensions								
Responsiveness	0	2	0	0	0	0	2	100.00%
Reliability	1	0	1	0	0	0	2	50.00%
Access and Facilities	0	2	0	0	0	0	2	100.00%
Communication	0	2	0	0	0	0	2	100.00%
Costs	1	1	0	0	0	0	2	100.00%
Integrity	1	1	0	0	0	0	2	100.00%
Assurance	1	1	0	0	0	0	2	100.00%
Outcome	1	1	0	0	0	0	2	100.00%
Overall	5	10	1	0	0	0	16	93.75%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	2
	Total	2

53. 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.	83	78.30%
2. I know what a CC is but I did not see this office's CC.	6	5.66%
3. I learned of the CC only when I saw this office's CC.	5	4.72%
4. I do not know what a CC is and I did not see this office's CC.	9	8.49%
N/A	3	2.83%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	73	70.87%
2. Somewhat easy to see	11	10.68%
3. Difficult to see	7	6.80%
4. Not visible at all	1	0.97%
N/A	11	10.68%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	76	73.79%
2. Somewhat helped	11	10.68%
3. Did not help	6	5.83%
N/A	9	8.74%

Citizen's Charter Answers	Responses	Percentage
Did not specify	1	0.97%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	87	9	2	1	7	0	106	90.57%
Service Quality Dimensions								
Responsiveness	80	14	2	1	8	1	106	89.52%
Reliability	83	13	2	1	7	0	106	90.57%
Access and Facilities	82	11	1	0	8	4	106	91.18%
Communication	80	14	3	1	6	2	106	90.38%
Costs	63	13	2	0	4	24	106	92.68%
Integrity	82	14	1	2	7	0	106	90.57%
Assurance	87	11	2	0	6	0	106	92.45%
Outcome	84	12	1	1	6	2	106	92.31%
Overall	641	102	14	6	52	33	848	91.17%

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	1
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	3
6	Cash Withdrawal	4
7	Check Deposit - Peso	6
8	Check Encashment	3
9	Online Collection Payments	4
10	Request for Checkbook	1
11	Updating of Bank Records - Change in Account Details/Type	7
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
13	Handling of Customer's Complaint	1
14	Salary Loan	2
15	Request for Bank Certification/Statement of Account for Salary Loan	1
16	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
17	Servicing of Modified Disbursement System Transactions	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
19	Printing/Reprinting of Bank Statement/Snapshot	1
Total		106

54. 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.	8	88.89%
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	11.11%
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	8	88.89%
2. Somewhat easy to see	1	11.11%
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	6	66.67%
2. Somewhat helped	3	33.33%
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>	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	9	0	0	0	0	0	9	100.00%
Communication	8	0	1	0	0	0	9	88.89%
Costs	6	1	0	1	0	1	9	87.50%
Integrity	9	0	0	0	0	0	9	100.00%
Assurance	9	0	0	0	0	0	9	100.00%
Outcome	9	0	0	0	0	0	9	100.00%
Overall	67	2	1	1	0	1	72	97.18%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	9
Total		9

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>	5,364	512	31	20	61	5	5,993	98.13%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	4,952	856	71	26	79	9	5,993	97.06%
Reliability	4,803	547	48	9	24	562	5,993	98.51%
Access and Facilities	4,701	587	38	19	36	612	5,993	98.27%
Communication	4,639	638	67	14	32	603	5,993	97.90%
Costs	3,573	506	56	8	15	1,835	5,993	98.10%
Integrity	4,836	499	38	24	37	559	5,993	98.18%
Assurance	5,454	458	37	12	28	4	5,993	98.71%
Outcome	4,735	542	48	7	24	637	5,993	98.53%
Overall	37,693	4,633	403	119	275	4,821	47,944	98.15%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	4,865	81.18%
2. I know what a CC is but I did not see this office's CC.	130	2.17%
3. I learned of the CC only when I saw this office's CC.	588	9.81%
4. I do not know what a CC is and I did not see this office's CC.	257	4.29%
N/A	13	0.22%
Did not specify	140	2.34%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4,413	75.57%
2. Somewhat easy to see	423	7.24%
3. Difficult to see	31	0.53%
4. Not visible at all	20	0.34%
N/A	298	5.10%
Did not specify	655	11.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4,470	76.54%
2. Somewhat helped	394	6.75%
3. Did not help	35	0.60%
N/A	311	5.33%
Did not specify	630	10.79%

External Services	Responses	Overall Score
1 Opening of a Deposit Accounts	1,873	97.92%
2 ATM Card Requests	235	96.94%
3 Branch Over-the-Counter Transactions	3,174	98.58%
4 Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	157	95.00%
5 Branch Banking Loan Servicing	132	99.68%
6 Other Branch Products/Services	126	97.00%
7 Request for Bank Documents	167	97.19%
8 Regular Loan Processing	27	98.53%
9 Agrarian Services	45	100.00%
10 Complaints Management	57	96.89%

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.	32	94.12%
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.	2	5.88%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17	50.00%
2. Somewhat easy to see	2	5.88%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	8.82%
Did not specify	12	35.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	52.94%
2. Somewhat helped	2	5.88%
3. Did not help	-	-
N/A	3	8.82%
Did not specify	11	32.35%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	29	3	0	1	1	0	34	94.12%
Service Quality Dimensions								
Responsiveness	28	4	0	0	2	0	34	94.12%
Reliability	20	1	1	0	0	12	34	95.45%
Access and Facilities	20	2	0	1	0	11	34	95.65%
Communication	21	0	2	1	0	10	34	87.50%
Costs	18	0	1	0	0	15	34	94.74%
Integrity	20	2	0	0	1	11	34	95.65%
Assurance	29	3	0	1	1	0	34	94.12%
Outcome	19	3	1	1	0	10	34	91.67%
Overall	175	15	5	4	4	69	272	93.60%

External Services		Responses
1	Opening of other Deposit Account	13
2	Cash Deposit - (Peso/Foreign Currencies)	4

External Services		Responses
3	Cash Withdrawal	5
4	Check Deposit - Peso	3
5	Check Encashment	2
6	Reactivation/Closure of Dormant Deposit Account	2
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
8	Handling of Customer's Complaint	2
9	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		34

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.	353	74.47%
2. I know what a CC is but I did not see this office's CC.	2	0.42%
3. I learned of the CC only when I saw this office's CC.	70	14.77%
4. I do not know what a CC is and I did not see this office's CC.	49	10.34%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	420	88.61%
2. Somewhat easy to see	1	0.21%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	49	10.34%
Did not specify	4	0.84%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	419	88.40%
2. Somewhat helped	2	0.42%
3. Did not help	-	-
N/A	49	10.34%
Did not specify	4	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>	468	3	0	0	3	0	474	99.37%
Service Quality Dimensions								
Responsiveness	462	5	0	0	3	4	474	99.36%
Reliability	461	7	2	1	1	2	474	99.15%
Access and Facilities	461	8	0	2	1	2	474	99.36%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	462	7	0	1	2	2	474	99.36%
Costs	451	8	2	1	0	12	474	99.35%
Integrity	463	6	1	1	1	2	474	99.36%
Assurance	461	10	1	1	1	0	474	99.37%
Outcome	460	8	1	0	0	5	474	99.79%
Overall	3,681	59	7	7	9	29	3,792	99.39%

External Services		Responses
1	Opening of other Deposit Account	442
2	Request for Card Replacement	2
3	Cash Deposit - (Peso/Foreign Currencies)	7
4	Cash Withdrawal	10
5	Check Deposit - Peso	5
6	Check Encashment	1
7	Online Collection Payments	1
8	Reactivation/Closure of Dormant Deposit Account	2
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	1
11	Request for Bank Certification/Statement of Account for Salary Loan	1
12	Printing/Reprinting of Bank Statement/Snapshot	1
Total		474

3. Antipolo Masingag Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	71.43%
2. I know what a CC is but I did not see this office's CC.	1	1.43%
3. I learned of the CC only when I saw this office's CC.	12	17.14%
4. I do not know what a CC is and I did not see this office's CC.	2	2.86%
N/A	2	2.86%
Did not specify	3	4.29%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	44	67.69%
2. Somewhat easy to see	15	23.08%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	3.08%
Did not specify	4	6.15%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	48	73.85%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	13	20.00%
3. Did not help	-	-
N/A	2	3.08%
Did not specify	2	3.08%

	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>	48	22	0	0	0	0	70	100.00%
Service Quality Dimensions								
Responsiveness	42	24	4	0	0	0	70	94.29%
Reliability	38	28	1	0	0	3	70	98.51%
Access and Facilities	38	28	1	0	0	3	70	98.51%
Communication	41	23	3	0	0	3	70	95.52%
Costs	37	21	5	0	0	7	70	92.06%
Integrity	45	21	1	0	0	3	70	98.51%
Assurance	55	15	0	0	0	0	70	100.00%
Outcome	49	16	2	0	0	3	70	97.01%
Overall	345	176	17	0	0	22	560	96.84%

External Services		Responses
1	Opening of other Deposit Account	10
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	13
4	Cash Withdrawal	3
5	Check Deposit - Peso	5
6	Check Deposit - Foreign Currency	3
7	Check Encashment	15
8	Reactivation/Closure of Dormant Deposit Account	1
9	Request for Passbook Replacement	3
10	Handling of Customer's Complaint	1
11	Bond Redemption and Interest Payment	1
12	Electronic Fund Transfer and Purchase of Over-the-Counter Check	3
13	Outgoing Remittance/Wire Transfer	1
14	Sale/Purchase of Foreign Currencies	2
15	Printing/Reprinting of Bank Statement/Snapshot	8
	Total	70

4. Atimonan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	14	87.50%
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. I do not know what a CC is and I did not see this office's CC.	2	12.50%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	13	81.25%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	12.50%
Did not specify	1	6.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	81.25%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	12.50%
Did not specify	1	6.25%

	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>	16	0	0	0	0	0	16	100.00%
Service Quality Dimensions								
Responsiveness	12	4	0	0	0	0	16	100.00%
Reliability	13	2	0	0	0	1	16	100.00%
Access and Facilities	12	3	0	0	0	1	16	100.00%
Communication	11	2	1	0	0	2	16	92.86%
Costs	5	1	0	0	0	10	16	100.00%
Integrity	13	2	0	0	0	1	16	100.00%
Assurance	13	3	0	0	0	0	16	100.00%
Outcome	13	2	0	0	0	1	16	100.00%
Overall	92	19	1	0	0	16	128	99.11%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	7

External Services		Responses
3	Cash Withdrawal	3
4	Check Deposit - Peso	1
5	Check Encashment	3
Total		16

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.	28	68.29%
2. I know what a CC is but I did not see this office's CC.	4	9.76%
3. I learned of the CC only when I saw this office's CC.	3	7.32%
4. I do not know what a CC is and I did not see this office's CC.	5	12.20%
N/A	1	2.44%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	22	55.00%
2. Somewhat easy to see	5	12.50%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	7	17.50%
Did not specify	6	15.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	57.50%
2. Somewhat helped	4	10.00%
3. Did not help	-	-
N/A	7	17.50%
Did not specify	6	15.00%

	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>	34	6	1	0	0	0	41	97.56%
Service Quality Dimensions								
Responsiveness	33	7	0	0	1	0	41	97.56%
Reliability	31	4	0	0	0	6	41	100.00%
Access and Facilities	31	4	0	0	0	6	41	100.00%
Communication	27	7	1	0	0	6	41	97.14%
Costs	22	4	0	0	0	15	41	100.00%
Integrity	32	3	0	0	0	6	41	100.00%
Assurance	37	4	0	0	0	0	41	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	31	2	1	0	0	7	41	97.06%
Overall	244	35	2	0	1	46	328	98.94%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	23
3	Cash Deposit - (Peso/Foreign Currencies)	5
4	Cash Withdrawal	2
5	Check Encashment	3
6	Online Collection Payments	2
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Details/Type	4
9	Total	41
10	Opening of a Deposit Account through Digital Onboarding System	1
11	Opening of other Deposit Account	23
12	Cash Deposit - (Peso/Foreign Currencies)	5
13	Cash Withdrawal	2
14	Check Encashment	3
15	Online Collection Payments	2
16	Request for Fund Transfer	1
17	Updating of Bank Records - Change in Account Details/Type	4
	Total	41

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.	46	85.19%
2. I know what a CC is but I did not see this office's CC.	1	1.85%
3. I learned of the CC only when I saw this office's CC.	4	7.41%
4. I do not know what a CC is and I did not see this office's CC.	2	3.70%
N/A	1	1.85%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	46	86.79%
2. Somewhat easy to see	3	5.66%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	3.77%
Did not specify	2	3.77%
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	45	84.91%
2. Somewhat helped	4	7.55%
3. Did not help	-	-
N/A	2	3.77%
Did not specify	2	3.77%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	46	8	0	0	0	0	54	100.00%
Service Quality Dimensions								
Responsiveness	33	21	0	0	0	0	54	100.00%
Reliability	46	6	0	0	0	2	54	100.00%
Access and Facilities	45	6	0	1	0	2	54	98.08%
Communication	45	7	0	0	0	2	54	100.00%
Costs	39	6	0	0	0	9	54	100.00%
Integrity	47	5	0	0	0	2	54	100.00%
Assurance	50	4	0	0	0	0	54	100.00%
Outcome	45	6	0	0	0	3	54	100.00%
Overall	350	61	0	1	0	20	432	99.76%

External Services		Responses
1	Opening of other Deposit Account	2
2	Release of Captured Card	1
3	Request for Card Replacement	3
4	Cash Deposit - (Peso/Foreign Currencies)	3
5	Cash Withdrawal	1
6	Check Deposit - Peso	2
7	Check Encashment	1
8	Online Collection Payments	2
9	Reactivation/Closure of Dormant Deposit Account	1
10	Request for Checkbook	26
11	Request for Fund Transfer	2
12	Updating of Bank Records - Change in Account Details/Type	4
13	Updating of Bank Records - Change in Account Type	2
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
15	Release of Inward Returned Check	1
Total		54

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.	123	63.40%
2. I know what a CC is but I did not see this office's CC.	6	3.09%
3. I learned of the CC only when I saw this office's CC.	24	12.37%
4. I do not know what a CC is and I did not see this office's CC.	25	12.89%
N/A	16	8.25%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	117	65.73%
2. Somewhat easy to see	22	12.36%
3. Difficult to see	1	0.56%
4. Not visible at all	-	-
N/A	26	14.61%
Did not specify	12	6.74%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	123	69.10%
2. Somewhat helped	21	11.80%
3. Did not help	2	1.12%
N/A	27	15.17%
Did not specify	5	2.81%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	167	23	3	0	1	0	194	97.94%
Service Quality Dimensions								
Responsiveness	150	36	4	1	3	0	194	95.88%
Reliability	164	26	3	0	0	1	194	98.45%
Access and Facilities	164	25	2	0	0	3	194	98.95%
Communication	154	29	8	0	0	3	194	95.81%
Costs	129	32	2	0	0	31	194	98.77%
Integrity	170	18	5	0	0	1	194	97.41%
Assurance	174	19	1	0	0	0	194	99.48%
Outcome	157	23	1	0	0	13	194	99.45%
Overall	1,262	208	26	1	3	52	1,552	98.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	8
2	Opening of other Deposit Account	82

External Services		Responses
3	Release of Captured Card	1
4	Request for ATM PIN Change	2
5	Cash Deposit - (Peso/Foreign Currencies)	18
6	Cash Withdrawal	8
7	Check Deposit - Peso	6
8	Check Encashment	5
9	Closure of Deposit Account	3
10	Online Collection Payments	34
11	Reactivation/Closure of Dormant Deposit Account	5
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	11
14	Updating of Bank Records - Change in Account Type	2
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
16	Request for Bank Certification/Statement of Account for Salary Loan	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		194

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.	59	93.65%
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	6.35%
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	43	68.25%
2. Somewhat easy to see	5	7.94%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	15	23.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	44	69.84%
2. Somewhat helped	4	6.35%
3. Did not help	-	-
N/A	-	-
Did not specify	15	23.81%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	59	4	0	0	0	0	63	100.00%
Service Quality Dimensions								
Responsiveness	50	13	0	0	0	0	63	100.00%
Reliability	47	3	0	0	0	13	63	100.00%
Access and Facilities	46	2	0	0	0	15	63	100.00%
Communication	49	1	0	0	0	13	63	100.00%
Costs	34	1	0	0	1	27	63	97.22%
Integrity	47	3	0	0	0	13	63	100.00%
Assurance	61	2	0	0	0	0	63	100.00%
Outcome	45	5	0	0	0	13	63	100.00%
Overall	379	30	0	0	1	94	504	99.76%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	25
3	Request for ATM PIN Change	1
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	9
6	Cash Withdrawal	8
7	Check Deposit - Peso	4
8	Check Encashment	6
9	Online Collection Payments	1
10	Updating of Bank Records - Change in Account Details/Type	1
11	Updating of Bank Records - Change in Account Type	1
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Handling of Customer's Complaint	1
14	Salary Loan	2
Total		63

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.	28	75.68%
2. I know what a CC is but I did not see this office's CC.	4	10.81%
3. I learned of the CC only when I saw this office's CC.	3	8.11%
4. I do not know what a CC is and I did not see this office's CC.	1	2.70%
N/A	1	2.70%
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	21	58.33%
2. Somewhat easy to see	3	8.33%
3. Difficult to see	2	5.56%
4. Not visible at all	2	5.56%
N/A	1	2.78%
Did not specify	7	19.44%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	22	61.11%
2. Somewhat helped	2	5.56%
3. Did not help	4	11.11%
N/A	1	2.78%
Did not specify	7	19.44%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	27	5	0	2	3	0	37	86.49%
Service Quality Dimensions								
Responsiveness	24	7	2	2	2	0	37	83.78%
Reliability	21	3	3	2	0	8	37	82.76%
Access and Facilities	21	4	2	2	0	8	37	86.21%
Communication	21	4	1	1	1	9	37	89.29%
Costs	17	4	0	0	0	16	37	100.00%
Integrity	21	4	0	4	0	8	37	86.21%
Assurance	29	4	3	1	0	0	37	89.19%
Outcome	20	5	0	0	1	11	37	96.15%
Overall	174	35	11	12	4	60	296	88.56%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	17
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	2
6	Check Deposit - Peso	2
7	Online Collection Payments	3
8	Updating of Bank Records - Change in Account Details/Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Handling of Customer's Complaint	1
11	Salary Loan	1

External Services		Responses
12	Request for Bank Certification/Statement of Account for Salary Loan	1
13	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		37

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.	1	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	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	1	0	0	0	0	0	1	100.00%
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	8	0	0	0	0	0	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
Total		1

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.	385	86.32%
2. I know what a CC is but I did not see this office's CC.	3	0.67%
3. I learned of the CC only when I saw this office's CC.	32	7.17%
4. I do not know what a CC is and I did not see this office's CC.	12	2.69%
N/A	14	3.14%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	383	88.66%
2. Somewhat easy to see	22	5.09%
3. Difficult to see	1	0.23%
4. Not visible at all	1	0.23%
N/A	12	2.78%
Did not specify	13	3.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	366	84.72%
2. Somewhat helped	39	9.03%
3. Did not help	1	0.23%
N/A	13	3.01%
Did not specify	13	3.01%

	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>	386	57	1	1	1	0	446	99.33%
Service Quality Dimensions								
Responsiveness	320	119	5	1	1	0	446	98.43%
Reliability	356	79	1	1	0	9	446	99.54%
Access and Facilities	361	74	0	2	0	9	446	99.54%
Communication	350	78	2	1	1	14	446	99.07%
Costs	232	44	2	1	2	165	446	98.22%
Integrity	374	60	1	0	1	10	446	99.54%
Assurance	381	62	1	0	1	1	446	99.55%
Outcome	377	56	0	1	0	12	446	99.77%
Overall	2,751	572	12	7	6	220	3,568	99.25%

External Services		Responses
1	Opening of other Deposit Account	14
2	Cash Deposit - (Peso/Foreign Currencies)	19
3	Cash Withdrawal	360
4	Check Deposit - Peso	4
5	Check Encashment	12
6	Online Collection Payments	15
7	Request for Fund Transfer	16
8	Updating of Bank Records - Change in Account Details/Type	4
9	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
Total		446

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.	25	73.53%
2. I know what a CC is but I did not see this office's CC.	1	2.94%
3. I learned of the CC only when I saw this office's CC.	6	17.65%
4. I do not know what a CC is and I did not see this office's CC.	1	2.94%
N/A	1	2.94%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	25	75.76%
2. Somewhat easy to see	4	12.12%
3. Difficult to see	1	3.03%
4. Not visible at all	-	-
N/A	1	3.03%
Did not specify	2	6.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	25	75.76%
2. Somewhat helped	3	9.09%
3. Did not help	1	3.03%
N/A	2	6.06%
Did not specify	2	6.06%

	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>	29	3	0	1	1	0	34	94.12%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	26	6	1	0	1	0	34	94.12%
Reliability	26	5	2	0	0	1	34	93.94%
Access and Facilities	26	5	0	1	1	1	34	93.94%
Communication	25	6	1	0	1	1	34	93.94%
Costs	21	4	2	0	0	7	34	92.59%
Integrity	26	6	1	0	0	1	34	96.97%
Assurance	29	3	1	1	0	0	34	94.12%
Outcome	27	4	1	1	0	1	34	93.94%
Overall	206	39	9	3	3	12	272	94.23%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for ATM PIN Change	1
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	5
6	Check Deposit - Peso	3
7	Check Encashment	5
8	Online Collection Payments	2
9	Request for Checkbook	1
10	Request for Fund Transfer	1
11	Request for Passbook Replacement	1
12	Outgoing Remittance/Wire Transfer	1
13	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
14	Printing/Reprinting of Bank Statement/Snapshot	2
Total		34

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.	74	89.16%
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.	3	3.61%
4. I do not know what a CC is and I did not see this office's CC.	4	4.82%
N/A	2	2.41%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	54	66.67%
2. Somewhat easy to see	6	7.41%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	1	1.23%
4. Not visible at all	-	-
N/A	5	6.17%
Did not specify	15	18.52%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	54	66.67%
2. Somewhat helped	8	9.88%
3. Did not help	-	-
N/A	5	6.17%
Did not specify	14	17.28%

	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>	80	3	0	0	0	0	83	100.00%
Service Quality Dimensions								
Responsiveness	68	10	3	0	0	2	83	96.30%
Reliability	70	3	0	0	0	10	83	100.00%
Access and Facilities	55	10	0	0	0	18	83	100.00%
Communication	52	16	1	0	0	14	83	98.55%
Costs	48	9	1	0	0	25	83	98.28%
Integrity	69	4	0	0	0	10	83	100.00%
Assurance	75	8	0	0	0	0	83	100.00%
Outcome	59	10	1	0	0	13	83	98.57%
Overall	496	70	6	0	0	92	664	98.95%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	40
3	Release of Captured Card	5
4	Cash Deposit - (Peso/Foreign Currencies)	1
5	Cash Withdrawal	2
6	Online Collection Payments	2
7	Request for Checkbook	6
8	Updating of Bank Records - Change in Account Details/Type	1
9	Updating of Bank Records - Change in Account Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
11	Handling of Customer's Complaint	1
12	Salary Loan	1
13	Request for Bank Certification/Statement of Account for Salary Loan	7
14	Sale/Purchase of Foreign Currencies	1
15	Trust/Treasury Placements	1
16	Printing/Reprinting of Bank Statement/Snapshot	4
Total		83

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.	85	81.73%
2. I know what a CC is but I did not see this office's CC.	4	3.85%
3. I learned of the CC only when I saw this office's CC.	6	5.77%
4. I do not know what a CC is and I did not see this office's CC.	7	6.73%
N/A	2	1.92%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	64	62.75%
2. Somewhat easy to see	5	4.90%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	8	7.84%
Did not specify	25	24.51%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	67	65.69%
2. Somewhat helped	4	3.92%
3. Did not help	-	-
N/A	8	7.84%
Did not specify	23	22.55%

	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>	83	21	0	0	0	0	104	100.00%
Service Quality Dimensions								
Responsiveness	73	29	2	0	0	0	104	98.08%
Reliability	63	17	1	0	0	23	104	98.77%
Access and Facilities	50	30	1	0	0	23	104	98.77%
Communication	55	26	0	0	0	23	104	100.00%
Costs	50	27	0	0	0	27	104	100.00%
Integrity	67	14	0	0	0	23	104	100.00%
Assurance	88	16	0	0	0	0	104	100.00%
Outcome	56	25	0	0	0	23	104	100.00%
Overall	502	184	4	0	0	142	832	99.42%

External Services		Responses
1	Opening of other Deposit Account	72
2	Cash Deposit - (Peso/Foreign Currencies)	5

External Services		Responses
3	Cash Withdrawal	9
4	Check Deposit - Peso	2
5	Check Encashment	6
6	Request for Checkbook	2
7	Updating of Bank Records - Change in Account Details/Type	2
8	Salary Loan	6
9	Total	104

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.	68	80.95%
2. I know what a CC is but I did not see this office's CC.	1	1.19%
3. I learned of the CC only when I saw this office's CC.	8	9.52%
4. I do not know what a CC is and I did not see this office's CC.	7	8.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	64	76.19%
2. Somewhat easy to see	5	5.95%
3. Difficult to see	-	-
4. Not visible at all	1	1.19%
N/A	8	9.52%
Did not specify	6	7.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	64	76.19%
2. Somewhat helped	6	7.14%
3. Did not help	-	-
N/A	9	10.71%
Did not specify	5	5.95%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	76	7	0	0	1	0	84	98.81%
Service Quality Dimensions								
Responsiveness	67	15	1	1	0	0	84	97.62%
Reliability	69	10	1	0	0	4	84	98.75%
Access and Facilities	70	9	1	0	0	4	84	98.75%
Communication	69	10	0	1	0	4	84	98.75%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	55	10	0	0	0	19	84	100.00%
Integrity	70	7	2	0	1	4	84	96.25%
Assurance	77	7	0	0	0	0	84	100.00%
Outcome	68	11	0	1	0	4	84	98.75%
Overall	545	79	5	3	1	39	672	98.58%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	27
3	Request for ATM PIN Change	5
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	6
6	Cash Withdrawal	7
7	Check Deposit - Peso	4
8	Check Encashment	2
9	Updating of Bank Records - Change in Account Details/Type	12
10	Updating of Bank Records - Change in Account Type	2
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
12	Salary Loan	1
13	Request for Bank Certification/Statement of Account for Salary Loan	1
14	Servicing of Modified Disbursement System Transactions	3
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
16	Printing/Reprinting of Bank Statement/Snapshot	2
Total		84

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.	110	88.00%
2. I know what a CC is but I did not see this office's CC.	2	1.60%
3. I learned of the CC only when I saw this office's CC.	3	2.40%
4. I do not know what a CC is and I did not see this office's CC.	9	7.20%
N/A	1	0.80%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	87	70.16%
2. Somewhat easy to see	7	5.65%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	10	8.06%

Citizen's Charter Answers	Responses	Percentage
Did not specify	20	16.13%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	93	75.00%
2. Somewhat helped	4	3.23%
3. Did not help	-	-
N/A	11	8.87%
Did not specify	16	12.90%

	Strongly Agree	Agree	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	2	0	0	0	1	125	100.00%
Service Quality Dimensions								
Responsiveness	118	7	0	0	0	0	125	100.00%
Reliability	104	2	0	0	0	19	125	100.00%
Access and Facilities	105	0	0	0	0	20	125	100.00%
Communication	102	3	1	0	0	19	125	99.06%
Costs	78	4	0	0	0	43	125	100.00%
Integrity	103	0	1	0	0	21	125	99.04%
Assurance	123	2	0	0	0	0	125	100.00%
Outcome	99	1	0	0	0	25	125	100.00%
Overall	832	19	2	0	0	147	1,000	99.77%

External Services		Responses
1	Opening of other Deposit Account	21
2	Request for ATM PIN Change	2
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	20
5	Cash Withdrawal	7
6	Check Deposit - Peso	7
7	Check Encashment	30
8	Closure of Deposit Account	1
9	Online Collection Payments	14
10	Reactivation/Closure of Dormant Deposit Account	2
11	Request for Fund Transfer	2
12	Updating of Bank Records - Change in Account Details/Type	6
13	Updating of Bank Records - Change in Account Type	1
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
15	Request for Bank Certification/Statement of Account for Salary Loan	1
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
17	Printing/Reprinting of Bank Statement/Snapshot	1
Total		125

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.	48	71.64%
2. I know what a CC is but I did not see this office's CC.	4	5.97%
3. I learned of the CC only when I saw this office's CC.	8	11.94%
4. I do not know what a CC is and I did not see this office's CC.	3	4.48%
N/A	4	5.97%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	31	49.21%
2. Somewhat easy to see	11	17.46%
3. Difficult to see	1	1.59%
4. Not visible at all	1	1.59%
N/A	4	6.35%
Did not specify	15	23.81%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	33	52.38%
2. Somewhat helped	8	12.70%
3. Did not help	3	4.76%
N/A	4	6.35%
Did not specify	15	23.81%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	59	5	2	0	1	0	67	95.52%
Service Quality Dimensions								
Responsiveness	52	13	1	0	1	0	67	97.01%
Reliability	44	6	1	0	1	15	67	96.15%
Access and Facilities	39	12	0	0	1	15	67	98.08%
Communication	43	8	0	0	1	15	67	98.08%
Costs	39	9	0	0	1	18	67	97.96%
Integrity	45	6	0	0	1	15	67	98.08%
Assurance	61	5	0	0	1	0	67	98.51%
Outcome	41	9	0	0	1	16	67	98.04%
Overall	364	68	2	0	8	94	536	97.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	20

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	5
4	Cash Withdrawal	1
5	Check Deposit - Peso	3
6	Check Deposit - Foreign Currency	1
7	Check Encashment	4
8	Online Collection Payments	2
9	Reactivation/Closure of Dormant Deposit Account	1
10	Updating of Bank Records - Change in Account Details/Type	11
11	Updating of Bank Records - Change in Account Type	2
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
13	Claim of Remittance Proceeds	1
14	Sale/Purchase of Foreign Currencies	2
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
16	Printing/Reprinting of Bank Statement/Snapshot	4
Total		67

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.	22	81.48%
2. I know what a CC is but I did not see this office's CC.	2	7.41%
3. I learned of the CC only when I saw this office's CC.	1	3.70%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	7.41%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	21	84.00%
2. Somewhat easy to see	1	4.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	12.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	21	84.00%
2. Somewhat helped	1	4.00%
3. Did not help	-	-
N/A	-	-
Did not specify	3	12.00%

	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>	26	1	0	0	0	0	27	100.00%
Service Quality Dimensions								
Responsiveness	26	1	0	0	0	0	27	100.00%
Reliability	25	0	0	0	0	2	27	100.00%
Access and Facilities	25	0	0	0	0	2	27	100.00%
Communication	24	1	0	0	0	2	27	100.00%
Costs	20	0	0	0	0	7	27	100.00%
Integrity	25	0	0	0	0	2	27	100.00%
Assurance	27	0	0	0	0	0	27	100.00%
Outcome	24	0	0	0	0	3	27	100.00%
Overall	196	2	0	0	0	18	216	100.00%

External Services		Responses
1	Opening of other Deposit Account	7
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	3
4	Cash Withdrawal	3
5	Online Collection Payments	2
6	Updating of Bank Records - Change in Account Details/Type	2
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
8	Salary Loan	6
9	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		27

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.	24	77.42%
2. I know what a CC is but I did not see this office's CC.	2	6.45%
3. I learned of the CC only when I saw this office's CC.	2	6.45%
4. I do not know what a CC is and I did not see this office's CC.	3	9.68%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	23	74.19%
2. Somewhat easy to see	4	12.90%
3. Difficult to see	-	-
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	4	12.90%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	22	70.97%
2. Somewhat helped	5	16.13%
3. Did not help	-	-
N/A	4	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>	23	6	0	2	0	0	31	93.55%
Service Quality Dimensions								
Responsiveness	15	13	1	0	2	0	31	90.32%
Reliability	24	5	2	0	0	0	31	93.55%
Access and Facilities	20	9	1	0	0	1	31	96.67%
Communication	20	10	0	0	1	0	31	96.77%
Costs	12	9	0	0	0	10	31	100.00%
Integrity	19	10	1	0	0	1	31	96.67%
Assurance	23	7	1	0	0	0	31	96.77%
Outcome	19	10	2	0	0	0	31	93.55%
Overall	152	73	8	0	3	12	248	95.34%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Withdrawal	8
3	Check Deposit - Peso	5
4	Check Encashment	5
5	Online Collection Payments	1
6	Request for Fund Transfer	1
7	Updating of Bank Records - Change in Account Details/Type	1
8	Updating of Bank Records - Change in Account Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Salary Loan	1
11	Printing/Reprinting of Bank Statement/Snapshot	2
Total		31

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.	231	79.66%
2. I know what a CC is but I did not see this office's CC.	1	0.34%
3. I learned of the CC only when I saw this office's CC.	58	20.00%
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	288	99.31%
2. Somewhat easy to see	1	0.34%
3. Difficult to see	1	0.34%
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	288	99.31%
2. Somewhat helped	2	0.69%
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>	289	0	0	0	1	0	290	99.66%
Service Quality Dimensions								
Responsiveness	289	0	0	0	1	0	290	99.66%
Reliability	289	0	1	0	0	0	290	99.66%
Access and Facilities	289	0	0	0	1	0	290	99.66%
Communication	289	0	0	0	1	0	290	99.66%
Costs	240	2	1	0	0	47	290	99.59%
Integrity	289	0	1	0	0	0	290	99.66%
Assurance	289	0	1	0	0	0	290	99.66%
Outcome	288	0	1	0	0	1	290	99.65%
Overall	2,262	2	5	0	3	48	2,320	99.65%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	19

External Services		Responses
3	Release of Captured Card	1
4	Request for ATM PIN Change	2
5	Cash Deposit - (Peso/Foreign Currencies)	69
6	Cash Withdrawal	34
7	Check Deposit - Peso	18
8	Check Deposit - Foreign Currency	1
9	Check Encashment	85
10	Online Collection Payments	35
11	Reactivation/Closure of Dormant Deposit Account	1
12	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSD TD)	1
13	Request for Checkbook	4
14	Request for Fund Transfer	2
15	Updating of Bank Records - Change in Account Details/Type	6
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
17	Salary Loan	3
18	Sale/Purchase of Foreign Currencies	1
19	Printing/Reprinting of Bank Statement/Snapshot	2
Total		290

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.	233	89.27%
2. I know what a CC is but I did not see this office's CC.	2	0.77%
3. I learned of the CC only when I saw this office's CC.	12	4.60%
4. I do not know what a CC is and I did not see this office's CC.	2	0.77%
N/A	12	4.60%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	90	36.14%
2. Somewhat easy to see	5	2.01%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	0.80%
Did not specify	152	61.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	85	34.14%
2. Somewhat helped	10	4.02%
3. Did not help	-	-
N/A	2	0.80%
Did not specify	152	61.04%

	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>	235	22	2	1	1	0	261	98.47%
Service Quality Dimensions								
Responsiveness	231	26	3	0	1	0	261	98.47%
Reliability	87	14	0	0	1	159	261	99.02%
Access and Facilities	83	16	1	0	1	160	261	98.02%
Communication	84	16	1	0	0	160	261	99.01%
Costs	37	14	0	1	0	209	261	98.08%
Integrity	85	14	3	0	1	158	261	96.12%
Assurance	241	17	2	0	1	0	261	98.85%
Outcome	81	18	2	0	1	159	261	97.06%
Overall	929	135	12	1	6	1,005	2,088	98.25%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	182
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	11
5	Cash Withdrawal	17
6	Check Deposit - Peso	8
7	Check Encashment	15
8	Online Collection Payments	1
9	Request for Fund Transfer	2
10	Updating of Bank Records - Change in Account Details/Type	8
11	Updating of Bank Records - Change in Account Type	1
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
13	Salary Loan	8
14	Outgoing Remittance/Wire Transfer	1
Total		261

22. Catanauan (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.	105	76.09%
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.	32	23.19%
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	1	0.72%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	105	76.64%
2. Somewhat easy to see	30	21.90%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	1.46%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	96	70.07%
2. Somewhat helped	40	29.20%
3. Did not help	-	-
N/A	-	-
Did not specify	1	0.73%

	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>	106	31	0	0	1	0	138	99.28%
Service Quality Dimensions								
Responsiveness	97	40	0	0	1	0	138	99.28%
Reliability	103	33	0	0	1	1	138	99.27%
Access and Facilities	100	35	0	0	1	2	138	99.26%
Communication	90	43	3	0	1	1	138	97.08%
Costs	53	26	0	0	0	59	138	100.00%
Integrity	111	26	0	0	0	1	138	100.00%
Assurance	113	24	1	0	0	0	138	99.28%
Outcome	113	23	0	0	1	1	138	99.27%
Overall	780	250	4	0	5	65	1,104	99.13%

External Services		Responses
1	Opening of other Deposit Account	1
2	Release of Captured Card	14
3	Request for ATM PIN Change	10
4	Request for Card Replacement	10
5	Cash Withdrawal	1
6	Check Deposit - Foreign Currency	2
7	Closure of Deposit Account	12
8	Reactivation/Closure of Dormant Deposit Account	15
9	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSD TD)	1
10	Request for Checkbook	10

External Services		Responses
11	Request for Passbook Replacement	6
12	Updating of Bank Records - Change in Account Type	2
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	13
14	Handling of Customer's Complaint	5
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Request for Bank Certification/Statement of Account for Salary Loan	17
17	Bond Redemption and Interest Payment	1
18	Claim of Remittance Proceeds	1
19	Outgoing Remittance/Wire Transfer	8
20	Release of Inward Returned Check	7
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		138

23. Cavite 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.	29	87.88%
2. I know what a CC is but I did not see this office's CC.	1	3.03%
3. I learned of the CC only when I saw this office's CC.	2	6.06%
4. I do not know what a CC is and I did not see this office's CC.	1	3.03%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15	45.45%
2. Somewhat easy to see	3	9.09%
3. Difficult to see	1	3.03%
4. Not visible at all	1	3.03%
N/A	1	3.03%
Did not specify	12	36.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	45.45%
2. Somewhat helped	3	9.09%
3. Did not help	1	3.03%
N/A	2	6.06%
Did not specify	12	36.36%

	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>	22	5	1	0	5	0	33	81.82%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	21	6	0	1	5	0	33	81.82%
Reliability	14	4	1	0	2	12	33	85.71%
Access and Facilities	14	2	1	0	4	12	33	76.19%
Communication	14	3	2	0	2	12	33	80.95%
Costs	14	3	0	0	1	15	33	94.44%
Integrity	13	2	2	0	4	12	33	71.43%
Assurance	23	5	2	0	3	0	33	84.85%
Outcome	14	3	1	0	2	13	33	85.00%
Overall	127	28	9	1	23	76	264	82.45%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	7
4	Cash Withdrawal	8
5	Check Deposit - Peso	1
6	Check Encashment	6
7	Online Collection Payments	1
8	Request for Fund Transfer	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
10	Salary Loan	1
Total		33

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.	5	71.43%
2. I know what a CC is but I did not see this office's CC.	2	28.57%
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	5	71.43%
2. Somewhat easy to see	2	28.57%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
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	5	71.43%
2. Somewhat helped	1	14.29%
3. Did not help	1	14.29%
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>	5	2	0	0	0	0	7	100.00%
Service Quality Dimensions								
Responsiveness	4	3	0	0	0	0	7	100.00%
Reliability	4	3	0	0	0	0	7	100.00%
Access and Facilities	4	3	0	0	0	0	7	100.00%
Communication	5	2	0	0	0	0	7	100.00%
Costs	2	2	0	0	0	3	7	100.00%
Integrity	5	2	0	0	0	0	7	100.00%
Assurance	6	1	0	0	0	0	7	100.00%
Outcome	5	2	0	0	0	0	7	100.00%
Overall	35	18	0	0	0	3	56	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	7
	Total	7

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.	49	77.78%
2. I know what a CC is but I did not see this office's CC.	1	1.59%
3. I learned of the CC only when I saw this office's CC.	8	12.70%
4. I do not know what a CC is and I did not see this office's CC.	4	6.35%
N/A	1	1.59%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	49	79.03%
2. Somewhat easy to see	6	9.68%
3. Difficult to see	1	1.61%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	4	6.45%
Did not specify	2	3.23%
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	6	9.68%
3. Did not help	1	1.61%
N/A	4	6.45%
Did not specify	2	3.23%

	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>	55	7	0	0	1	0	63	98.41%
Service Quality Dimensions								
Responsiveness	46	13	2	0	2	0	63	93.65%
Reliability	51	8	1	0	1	2	63	96.72%
Access and Facilities	48	9	1	0	1	4	63	96.61%
Communication	49	8	1	0	1	4	63	96.61%
Costs	40	7	0	1	1	14	63	95.92%
Integrity	49	9	1	1	1	2	63	95.08%
Assurance	57	5	0	0	1	0	63	98.41%
Outcome	49	9	1	0	1	3	63	96.67%
Overall	389	68	7	2	9	29	504	96.21%

External Services		Responses
1	Opening of other Deposit Account	7
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	10
4	Cash Withdrawal	7
5	Check Deposit - Peso	2
6	Check Encashment	4
7	Reactivation/Closure of Dormant Deposit Account	1
8	Request for Checkbook	3
9	Updating of Bank Records - Change in Account Details/Type	4
10	Updating of Bank Records - Change in Account Type	2
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
12	Handling of Customer's Complaint	1
13	Salary Loan	9
14	Bond Redemption and Interest Payment	2
15	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2

External Services		Responses
16	Servicing of Modified Disbursement System Transactions	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		63

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.	11	78.57%
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. I do not know what a CC is and I did not see this office's CC.	1	7.14%
N/A	2	14.29%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	58.33%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	8.33%
Did not specify	4	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	58.33%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	8.33%
Did not specify	4	33.33%

	Strongly Agree	Agree	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	2	0	0	0	0	14	100.00%
Service Quality Dimensions								
Responsiveness	12	2	0	0	0	0	14	100.00%
Reliability	10	1	0	0	0	3	14	100.00%
Access and Facilities	9	1	1	0	0	3	14	90.91%
Communication	9	2	0	0	0	3	14	100.00%
Costs	8	2	0	0	0	4	14	100.00%
Integrity	8	2	0	0	0	4	14	100.00%
Assurance	13	1	0	0	0	0	14	100.00%
Outcome	7	2	0	0	0	5	14	100.00%
Overall	76	13	1	0	0	22	112	98.89%

External Services		Responses
1	Request for Card Replacement	1
2	Cash Deposit - (Peso/Foreign Currencies)	7
3	Check Deposit - Peso	1
4	Online Collection Payments	5
Total		14

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.	20	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	20	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	17	85.00%
2. Somewhat helped	3	15.00%
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>	19	1	0	0	0	0	20	100.00%
Service Quality Dimensions								
Responsiveness	18	2	0	0	0	0	20	100.00%
Reliability	19	1	0	0	0	0	20	100.00%
Access and Facilities	18	2	0	0	0	0	20	100.00%
Communication	17	3	0	0	0	0	20	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	8	0	0	0	0	12	20	100.00%
Integrity	20	0	0	0	0	0	20	100.00%
Assurance	20	0	0	0	0	0	20	100.00%
Outcome	18	2	0	0	0	0	20	100.00%
Overall	138	10	0	0	0	12	160	100.00%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	1
2	Payment of Land Transfer Claim Proceeds	8
3	Valuation of Landholdings under RA 6657/RA 9700	4
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	6
5	Bond Redemption and Interest Payment	1
Total		20

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.	11	44.00%
2. I know what a CC is but I did not see this office's CC.	1	4.00%
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	13	52.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	11	91.67%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	8.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	91.67%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	8.33%
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>	24	1	0	0	0	0	25	100.00%
Service Quality Dimensions								
Responsiveness	22	3	0	0	0	0	25	100.00%
Reliability	23	2	0	0	0	0	25	100.00%
Access and Facilities	14	1	0	0	0	10	25	100.00%
Communication	22	2	0	0	0	1	25	100.00%
Costs	9	1	0	0	0	15	25	100.00%
Integrity	24	1	0	0	0	0	25	100.00%
Assurance	24	1	0	0	0	0	25	100.00%
Outcome	24	1	0	0	0	0	25	100.00%
Overall	162	12	0	0	0	26	200	100.00%

External Services		Responses
1	Valuation of Landholdings under RA 6657/RA 9700	2
2	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	19
3	Issuance of Certificate of Payment/s	1
4	Refund of Excess Payment	3
Total		25

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.	15	65.22%
2. I know what a CC is but I did not see this office's CC.	1	4.35%
3. I learned of the CC only when I saw this office's CC.	4	17.39%
4. I do not know what a CC is and I did not see this office's CC.	3	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	15	65.22%
2. Somewhat easy to see	3	13.04%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	17.39%
Did not specify	1	4.35%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	65.22%
2. Somewhat helped	3	13.04%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	4	17.39%
Did not specify	1	4.35%

	Strongly Agree	Agree	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	0	1	3	2	0	23	73.91%
Service Quality Dimensions								
Responsiveness	14	2	2	0	4	1	23	72.73%
Reliability	17	2	3	0	0	1	23	86.36%
Access and Facilities	15	3	2	0	0	3	23	90.00%
Communication	15	4	2	0	0	2	23	90.48%
Costs	12	4	1	0	0	6	23	94.12%
Integrity	15	2	1	2	1	2	23	80.95%
Assurance	19	2	1	0	0	1	23	95.45%
Outcome	16	3	1	1	0	2	23	90.48%
Overall	123	22	13	3	5	18	184	87.35%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	6
3	Cash Withdrawal	3
4	Check Deposit - Peso	1
5	Check Encashment	1
6	Online Collection Payments	3
7	Request for Checkbook	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Handling of Customer's Complaint	1
11	Salary Loan	1
Total		23

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.	168	90.32%
2. I know what a CC is but I did not see this office's CC.	7	3.76%
3. I learned of the CC only when I saw this office's CC.	8	4.30%

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	1.08%
N/A	-	-
Did not specify	1	0.54%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	151	81.62%
2. Somewhat easy to see	25	13.51%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	1.62%
Did not specify	6	3.24%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	162	87.57%
2. Somewhat helped	13	7.03%
3. Did not help	1	0.54%
N/A	5	2.70%
Did not specify	4	2.16%

	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>	140	43	0	1	2	0	186	98.39%
Service Quality Dimensions								
Responsiveness	128	55	0	1	2	0	186	98.39%
Reliability	130	51	1	0	0	4	186	99.45%
Access and Facilities	126	52	3	0	0	5	186	98.34%
Communication	125	56	1	0	0	4	186	99.45%
Costs	121	18	0	0	0	47	186	100.00%
Integrity	132	48	0	1	1	4	186	98.90%
Assurance	138	46	1	0	1	0	186	98.92%
Outcome	134	47	1	0	0	4	186	99.45%
Overall	1,034	373	7	2	4	68	1,488	99.08%

External Services		Responses
1	Opening of other Deposit Account	12
2	Release of Captured Card	31
3	Request for ATM PIN Change	4
4	Request for Card Replacement	8
5	Cash Deposit - (Peso/Foreign Currencies)	9
6	Cash Withdrawal	4
7	Check Deposit - Peso	5
8	Check Encashment	7

External Services		Responses
9	Closure of Deposit Account	14
10	Online Collection Payments	1
11	Reactivation/Closure of Dormant Deposit Account	4
12	Request for Checkbook	7
13	Request for Fund Transfer	1
14	Request for Passbook Replacement	11
15	Request for Stop Payment Order	2
16	Updating of Bank Records - Change in Account Details/Type	9
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
18	Handling of Customer's Complaint	2
19	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
20	Salary Loan	5
21	Request for Bank Certification/Statement of Account for Salary Loan	5
22	Bond Redemption and Interest Payment	2
23	Domestic Bills Purchase Initiation/Availment	1
24	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
25	Outgoing Remittance/Wire Transfer	3
26	Release of Inward Returned Check	3
27	Sale/Purchase of Foreign Currencies	3
28	Servicing of Modified Disbursement System Transactions	6
29	Trust/Treasury Placements	3
30	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
31	Printing/Reprinting of Bank Statement/Snapshot	10
Total		186

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.	41	73.21%
2. I know what a CC is but I did not see this office's CC.	6	10.71%
3. I learned of the CC only when I saw this office's CC.	2	3.57%
4. I do not know what a CC is and I did not see this office's CC.	5	8.93%
N/A	2	3.57%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	38	70.37%
2. Somewhat easy to see	2	3.70%
3. Difficult to see	1	1.85%
4. Not visible at all	3	5.56%
N/A	7	12.96%
Did not specify	3	5.56%
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	39	72.22%
2. Somewhat helped	2	3.70%
3. Did not help	1	1.85%
N/A	9	16.67%
Did not specify	3	5.56%

	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>	45	7	0	0	4	0	56	92.86%
Service Quality Dimensions								
Responsiveness	42	8	2	0	4	0	56	89.29%
Reliability	43	6	3	0	1	3	56	92.45%
Access and Facilities	42	7	0	3	1	3	56	92.45%
Communication	41	7	1	0	4	3	56	90.57%
Costs	31	7	4	0	0	14	56	90.48%
Integrity	40	9	0	3	2	2	56	90.74%
Assurance	47	4	3	0	2	0	56	91.07%
Outcome	42	8	3	0	1	2	56	92.59%
Overall	328	56	16	6	15	27	448	91.21%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	19
3	Release of Captured Card	1
4	Request for ATM PIN Change	1
5	Cash Deposit - (Peso/Foreign Currencies)	8
6	Cash Withdrawal	7
7	Check Deposit - Peso	3
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	3
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Handling of Customer's Complaint	2
14	Trust/Treasury Placements	1
15	Printing/Reprinting of Bank Statement/Snapshot	1
Total		56

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	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	3	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	3	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>	3	0	0	0	0	0	3	100.00%
Service Quality Dimensions								
Responsiveness	3	0	0	0	0	0	3	100.00%
Reliability	3	0	0	0	0	0	3	100.00%
Access and Facilities	3	0	0	0	0	0	3	100.00%
Communication	3	0	0	0	0	0	3	100.00%
Costs	3	0	0	0	0	0	3	100.00%
Integrity	3	0	0	0	0	0	3	100.00%
Assurance	3	0	0	0	0	0	3	100.00%
Outcome	3	0	0	0	0	0	3	100.00%
Overall	24	0	0	0	0	0	24	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	2
2	Printing/Reprinting of Bank Statement/Snapshot	1
3	Total	3

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.	4	80.00%
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	1	20.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4	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	4	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>	5	0	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	4	1	0	0	0	0	5	100.00%
Reliability	4	1	0	0	0	0	5	100.00%
Access and Facilities	4	0	0	0	0	1	5	100.00%
Communication	5	0	0	0	0	0	5	100.00%
Costs	3	1	0	0	0	1	5	100.00%
Integrity	5	0	0	0	0	0	5	100.00%
Assurance	5	0	0	0	0	0	5	100.00%
Outcome	4	1	0	0	0	0	5	100.00%
Overall	34	4	0	0	0	2	40	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	5
	Total	5

34. Lemery Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	77.16%
2. I know what a CC is but I did not see this office's CC.	2	0.48%
3. I learned of the CC only when I saw this office's CC.	63	15.14%
4. I do not know what a CC is and I did not see this office's CC.	4	0.96%
N/A	26	6.25%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	355	91.03%
2. Somewhat easy to see	8	2.05%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	1.28%
Did not specify	22	5.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	356	91.28%
2. Somewhat helped	8	2.05%
3. Did not help	-	-
N/A	5	1.28%
Did not specify	21	5.38%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	394	19	2	0	0	1	416	99.52%
Service Quality Dimensions								
Responsiveness	386	25	3	1	0	1	416	99.04%
Reliability	381	14	0	0	0	21	416	100.00%
Access and Facilities	366	22	2	0	0	26	416	99.49%
Communication	371	16	3	1	0	25	416	98.98%
Costs	207	23	2	0	0	184	416	99.14%
Integrity	380	14	0	1	0	21	416	99.75%
Assurance	400	16	0	0	0	0	416	100.00%
Outcome	376	18	1	0	0	21	416	99.75%
Overall	2,867	148	11	3	0	299	3,328	99.54%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	49

External Services		Responses
3	Release of Captured Card	19
4	Request for ATM PIN Change	1
5	Request for Card Replacement	2
6	Cash Deposit - (Peso/Foreign Currencies)	28
7	Cash Withdrawal	177
8	Check Deposit - Peso	11
9	Check Encashment	39
10	Online Collection Payments	7
11	Request for Checkbook	2
12	Request for Fund Transfer	7
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	54
15	Updating of Bank Records - Change in Account Type	4
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
17	Servicing of Modified Disbursement System Transactions	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
19	Printing/Reprinting of Bank Statement/Snapshot	2
Total		416

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.	85	64.89%
2. I know what a CC is but I did not see this office's CC.	1	0.76%
3. I learned of the CC only when I saw this office's CC.	42	32.06%
4. I do not know what a CC is and I did not see this office's CC.	3	2.29%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	96	73.28%
2. Somewhat easy to see	3	2.29%
3. Difficult to see	1	0.76%
4. Not visible at all	-	-
N/A	3	2.29%
Did not specify	28	21.37%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	96	73.28%
2. Somewhat helped	4	3.05%
3. Did not help	-	-
N/A	3	2.29%
Did not specify	28	21.37%

	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>	125	6	0	0	0	0	131	100.00%
Service Quality Dimensions								
Responsiveness	113	13	3	2	0	0	131	96.18%
Reliability	103	1	0	0	0	27	131	100.00%
Access and Facilities	102	2	0	0	0	27	131	100.00%
Communication	99	3	1	0	0	28	131	99.03%
Costs	64	4	0	0	0	63	131	100.00%
Integrity	102	2	0	0	0	27	131	100.00%
Assurance	124	6	0	0	0	1	131	100.00%
Outcome	98	5	0	0	0	28	131	100.00%
Overall	805	36	4	2	0	201	1,048	99.29%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	54
3	Request for ATM PIN Change	10
4	Cash Deposit - (Peso/Foreign Currencies)	32
5	Cash Withdrawal	5
6	Check Deposit - Peso	9
7	Check Encashment	7
8	Online Collection Payments	5
9	Request for Checkbook	3
10	Release of Inward Returned Check	1
11	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
12	Printing/Reprinting of Bank Statement/Snapshot	2
Total		131

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.	12	85.71%
2. I know what a CC is but I did not see this office's CC.	1	7.14%
3. I learned of the CC only when I saw this office's CC.	1	7.14%
4. I do not know what a CC is and I did not see this office's CC.	-	-
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	11	78.57%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	7.14%
N/A	-	-
Did not specify	2	14.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	78.57%
2. Somewhat helped	-	-
3. Did not help	1	7.14%
N/A	-	-
Did not specify	2	14.29%

	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>	12	1	0	0	1	0	14	92.86%
Service Quality Dimensions								
Responsiveness	12	0	1	0	1	0	14	85.71%
Reliability	11	0	0	0	1	2	14	91.67%
Access and Facilities	11	0	0	0	1	2	14	91.67%
Communication	11	0	0	0	1	2	14	91.67%
Costs	11	0	0	0	1	2	14	91.67%
Integrity	11	0	0	0	1	2	14	91.67%
Assurance	13	0	0	0	1	0	14	92.86%
Outcome	11	0	0	0	1	2	14	91.67%
Overall	91	0	1	0	8	12	112	91.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	6
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	1
5	Check Deposit - Peso	1
6	Closure of Deposit Account	1
7	Online Collection Payments	2
8	Updating of Bank Records - Change in Account Details/Type	1
Total		14

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.	77	93.90%
2. I know what a CC is but I did not see this office's CC.	1	1.22%
3. I learned of the CC only when I saw this office's CC.	1	1.22%
4. I do not know what a CC is and I did not see this office's CC.	3	3.66%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	37	45.12%
2. Somewhat easy to see	8	9.76%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	3.66%
Did not specify	34	41.46%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	41	50.00%
2. Somewhat helped	4	4.88%
3. Did not help	-	-
N/A	3	3.66%
Did not specify	34	41.46%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	70	11	0	0	1	0	82	98.78%
Service Quality Dimensions								
Responsiveness	67	13	0	0	2	0	82	97.56%
Reliability	44	5	1	0	1	31	82	96.08%
Access and Facilities	44	5	0	0	2	31	82	96.08%
Communication	43	6	0	0	1	32	82	98.00%
Costs	39	8	0	0	0	35	82	100.00%
Integrity	43	7	1	0	1	30	82	96.15%
Assurance	73	8	0	0	1	0	82	98.78%
Outcome	42	8	1	1	0	30	82	96.15%
Overall	395	60	3	1	8	189	656	97.43%

External Services		Responses
1	Opening of other Deposit Account	22
2	Cash Deposit - (Peso/Foreign Currencies)	24
3	Cash Withdrawal	4

External Services		Responses
4	Check Deposit - Peso	7
5	Check Encashment	2
6	Online Collection Payments	11
7	Request for Fund Transfer	5
8	Updating of Bank Records - Change in Account Details/Type	2
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Salary Loan	1
11	Servicing of Modified Disbursement System Transactions	2
12	Printing/Reprinting of Bank Statement/Snapshot	1
Total		82

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.	28	90.32%
2. I know what a CC is but I did not see this office's CC.	2	6.45%
3. I learned of the CC only when I saw this office's CC.	1	3.23%
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	22	70.97%
2. Somewhat easy to see	1	3.23%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	3.23%
Did not specify	7	22.58%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	74.19%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	3.23%
Did not specify	7	22.58%

	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>	30	1	0	0	0	0	31	100.00%
Service Quality Dimensions								
Responsiveness	29	2	0	0	0	0	31	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	25	0	0	0	0	6	31	100.00%
Access and Facilities	24	1	0	0	0	6	31	100.00%
Communication	24	1	0	0	0	6	31	100.00%
Costs	24	1	0	0	0	6	31	100.00%
Integrity	24	1	0	0	0	6	31	100.00%
Assurance	30	1	0	0	0	0	31	100.00%
Outcome	24	1	0	0	0	6	31	100.00%
Overall	204	8	0	0	0	36	248	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	18
2	Opening of other Deposit Account	10
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Check Encashment	1
Total		31

39. Lopez (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.	32	82.05%
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	15.38%
4. I do not know what a CC is and I did not see this office's CC.	1	2.56%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	33	84.62%
2. Somewhat easy to see	3	7.69%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	5.13%
Did not specify	1	2.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	32	82.05%
2. Somewhat helped	4	10.26%
3. Did not help	-	-
N/A	2	5.13%
Did not specify	1	2.56%

	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>	29	9	1	0	0	0	39	97.44%
Service Quality Dimensions								
Responsiveness	26	9	2	2	0	0	39	89.74%
Reliability	31	7	1	0	0	0	39	97.44%
Access and Facilities	29	7	3	0	0	0	39	92.31%
Communication	31	7	1	0	0	0	39	97.44%
Costs	27	4	1	0	2	5	39	91.18%
Integrity	31	7	1	0	0	0	39	97.44%
Assurance	36	3	0	0	0	0	39	100.00%
Outcome	33	3	2	0	0	1	39	94.74%
Overall	244	47	11	2	2	6	312	95.10%

External Services		Responses
1	Opening of other Deposit Account	4
2	Release of Captured Card	5
3	Request for ATM PIN Change	2
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	6
6	Cash Withdrawal	3
7	Check Deposit - Peso	2
8	Check Deposit - Foreign Currency	1
9	Check Encashment	1
10	Closure of Deposit Account	1
11	Request for Checkbook	1
12	Request for Passbook Replacement	1
13	Request for Stop Payment Order	1
14	Updating of Bank Records - Change in Account Details/Type	1
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
16	Salary Loan	1
17	Bond Redemption and Interest Payment	1
18	Sale/Purchase of Foreign Currencies	1
19	Trust/Treasury Placements	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Printing/Reprinting of Bank Statement/Snapshot	2
Total		39

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.	15	83.33%
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.	1	5.56%
4. I do not know what a CC is and I did not see this office's CC.	1	5.56%
N/A	1	5.56%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4	23.53%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.88%
Did not specify	12	70.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	23.53%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	5.88%
Did not specify	12	70.59%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	13	4	1	0	0	0	18	94.44%
Service Quality Dimensions								
Responsiveness	14	2	1	0	1	0	18	88.89%
Reliability	9	3	0	0	0	6	18	100.00%
Access and Facilities	10	1	1	0	0	6	18	91.67%
Communication	9	2	1	0	0	6	18	91.67%
Costs	8	2	0	0	0	8	18	100.00%
Integrity	9	2	0	1	0	6	18	91.67%
Assurance	15	2	1	0	0	0	18	94.44%
Outcome	7	3	1	0	0	7	18	90.91%
Overall	81	17	5	1	1	39	144	93.33%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	5
3	Cash Withdrawal	5

External Services		Responses
4	Check Deposit - Peso	1
5	Check Encashment	1
Total		18

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.	13	81.25%
2. I know what a CC is but I did not see this office's CC.	2	12.50%
3. I learned of the CC only when I saw this office's CC.	1	6.25%
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	9	56.25%
2. Somewhat easy to see	1	6.25%
3. Difficult to see	3	18.75%
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	18.75%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	50.00%
2. Somewhat helped	4	25.00%
3. Did not help	1	6.25%
N/A	-	-
Did not specify	3	18.75%

	Strongly Agree	Agree	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	1	1	0	2	0	16	81.25%
Service Quality Dimensions								
Responsiveness	11	0	1	1	3	0	16	68.75%
Reliability	10	1	0	1	1	3	16	84.62%
Access and Facilities	9	1	0	0	2	4	16	83.33%
Communication	11	1	1	0	0	3	16	92.31%
Costs	8	0	1	0	0	7	16	88.89%
Integrity	11	0	1	0	1	3	16	84.62%
Assurance	13	2	1	0	0	0	16	93.75%
Outcome	12	0	0	0	1	3	16	92.31%
Overall	85	5	5	2	8	23	128	85.71%

External Services		Responses
1	Opening of other Deposit Account	5
2	Check Deposit - Peso	3
3	Check Encashment	2
4	Online Collection Payments	1
5	Updating of Bank Records - Change in Account Details/Type	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
7	Salary Loan	3
Total		16

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.	37	78.72%
2. I know what a CC is but I did not see this office's CC.	2	4.26%
3. I learned of the CC only when I saw this office's CC.	3	6.38%
4. I do not know what a CC is and I did not see this office's CC.	2	4.26%
N/A	1	2.13%
Did not specify	2	4.26%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	29	65.91%
2. Somewhat easy to see	3	6.82%
3. Difficult to see	1	2.27%
4. Not visible at all	-	-
N/A	3	6.82%
Did not specify	8	18.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	31	70.45%
2. Somewhat helped	2	4.55%
3. Did not help	1	2.27%
N/A	2	4.55%
Did not specify	8	18.18%

	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>	44	2	0	0	1	0	47	97.87%
Service Quality Dimensions								
Responsiveness	42	4	0	0	1	0	47	97.87%
Reliability	36	2	0	0	1	8	47	97.44%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	35	3	0	0	1	8	47	97.44%
Communication	34	4	0	0	1	8	47	97.44%
Costs	31	4	1	0	0	11	47	97.22%
Integrity	36	2	0	0	1	8	47	97.44%
Assurance	44	2	0	0	1	0	47	97.87%
Outcome	33	4	0	0	1	9	47	97.37%
Overall	291	25	1	0	7	52	376	97.53%

External Services		Responses
1	Opening of other Deposit Account	3
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	26
4	Cash Withdrawal	10
5	Check Deposit - Peso	1
6	Check Encashment	3
7	Online Collection Payments	1
8	Request for Fund Transfer	1
9	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		47

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.	37	90.24%
2. I know what a CC is but I did not see this office's CC.	1	2.44%
3. I learned of the CC only when I saw this office's CC.	2	4.88%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	2.44%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	25	62.50%
2. Somewhat easy to see	8	20.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	2.50%
Did not specify	6	15.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	31	77.50%
2. Somewhat helped	2	5.00%
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	1	2.50%
Did not specify	6	15.00%

	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>	38	3	0	0	0	0	41	100.00%
Service Quality Dimensions								
Responsiveness	32	6	3	0	0	0	41	92.68%
Reliability	32	2	0	0	0	7	41	100.00%
Access and Facilities	32	2	0	0	0	7	41	100.00%
Communication	29	5	0	0	0	7	41	100.00%
Costs	24	2	0	0	0	15	41	100.00%
Integrity	31	3	0	0	0	7	41	100.00%
Assurance	39	2	0	0	0	0	41	100.00%
Outcome	29	3	0	0	0	9	41	100.00%
Overall	248	25	3	0	0	52	328	98.91%

External Services		Responses
1	Opening of other Deposit Account	16
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Cash Withdrawal	9
5	Check Deposit - Peso	4
6	Check Encashment	2
7	Online Collection Payments	1
8	Request for Checkbook	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
Total		41

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.	186	93.94%
2. I know what a CC is but I did not see this office's CC.	2	1.01%
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	3	1.52%

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	181	92.82%
2. Somewhat easy to see	8	4.10%
3. Difficult to see	1	0.51%
4. Not visible at all	-	-
N/A	2	1.03%
Did not specify	3	1.54%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	186	95.38%
2. Somewhat helped	3	1.54%
3. Did not help	1	0.51%
N/A	2	1.03%
Did not specify	3	1.54%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	189	6	2	1	0	0	198	98.48%
Service Quality Dimensions								
Responsiveness	166	24	7	0	1	0	198	95.96%
Reliability	188	5	1	1	0	3	198	98.97%
Access and Facilities	188	6	0	1	0	3	198	99.49%
Communication	186	6	2	0	0	4	198	98.97%
Costs	48	8	1	1	0	140	198	96.55%
Integrity	189	4	1	0	1	3	198	98.97%
Assurance	189	8	1	0	0	0	198	99.49%
Outcome	186	6	1	0	0	5	198	99.48%
Overall	1,340	67	14	3	2	158	1,584	98.67%

External Services		Responses
1	Opening of other Deposit Account	20
2	Release of Captured Card	14
3	Request for Card Replacement	3
4	Cash Deposit - (Peso/Foreign Currencies)	29
5	Cash Withdrawal	21
6	Check Deposit - Peso	17
7	Check Encashment	19
8	Closure of Deposit Account	10
9	Reactivation/Closure of Dormant Deposit Account	1
10	Request for Checkbook	9
11	Request for Passbook Replacement	15

External Services		Responses
12	Updating of Bank Records - Change in Account Details/Type	10
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
14	Handling of Customer's Complaint	1
15	Salary Loan	2
16	Request for Bank Certification/Statement of Account for Salary Loan	5
17	Release of Inward Returned Check	9
18	Servicing of Modified Disbursement System Transactions	1
19	Printing/Reprinting of Bank Statement/Snapshot	4
Total		198

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.	72	92.31%
2. I know what a CC is but I did not see this office's CC.	1	1.28%
3. I learned of the CC only when I saw this office's CC.	4	5.13%
4. I do not know what a CC is and I did not see this office's CC.	1	1.28%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	66	84.62%
2. Somewhat easy to see	4	5.13%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	2.56%
Did not specify	6	7.69%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	65	83.33%
2. Somewhat helped	5	6.41%
3. Did not help	-	-
N/A	2	2.56%
Did not specify	6	7.69%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	71	6	1	0	0	0	78	98.72%
Service Quality Dimensions								
Responsiveness	71	5	0	2	0	0	78	97.44%
Reliability	72	4	1	0	0	1	78	98.70%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	70	6	1	0	0	1	78	98.70%
Communication	71	5	1	0	0	1	78	98.70%
Costs	66	2	0	1	0	9	78	98.55%
Integrity	72	4	1	0	0	1	78	98.70%
Assurance	75	3	0	0	0	0	78	100.00%
Outcome	70	6	0	0	0	2	78	100.00%
Overall	567	35	4	3	0	15	624	98.85%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	34
3	Request for ATM PIN Change	6
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	8
6	Cash Withdrawal	1
7	Check Encashment	11
8	Online Collection Payments	1
9	Updating of Bank Records - Change in Account Details/Type	5
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
11	Request for Bank Certification/Statement of Account for Salary Loan	1
12	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
13	Printing/Reprinting of Bank Statement/Snapshot	4
	Total	78

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.	68	94.44%
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	4.17%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	1.39%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	60	84.51%
2. Somewhat easy to see	2	2.82%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	9	12.68%

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	57	80.28%
2. Somewhat helped	2	2.82%
3. Did not help	1	1.41%
N/A	-	-
Did not specify	11	15.49%

	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>	67	3	0	0	2	0	72	97.22%
Service Quality Dimensions								
Responsiveness	63	6	1	0	2	0	72	95.83%
Reliability	66	4	2	0	0	0	72	97.22%
Access and Facilities	66	4	1	0	1	0	72	97.22%
Communication	64	6	1	1	0	0	72	97.22%
Costs	62	6	0	0	0	4	72	100.00%
Integrity	67	4	1	0	0	0	72	98.61%
Assurance	66	5	1	0	0	0	72	98.61%
Outcome	65	6	1	0	0	0	72	98.61%
Overall	519	41	8	1	3	4	576	97.90%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	14
3	Cash Deposit - (Peso/Foreign Currencies)	8
4	Cash Withdrawal	14
5	Check Deposit - Peso	16
6	Check Encashment	7
7	Online Collection Payments	5
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Details/Type	1
10	Updating of Bank Records - Change in Account Type	1
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
12	Salary Loan	1
13	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		72

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.	92	92.93%
2. I know what a CC is but I did not see this office's CC.	2	2.02%
3. I learned of the CC only when I saw this office's CC.	5	5.05%
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	87	87.88%
2. Somewhat easy to see	3	3.03%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	9	9.09%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	88	88.89%
2. Somewhat helped	2	2.02%
3. Did not help	-	-
N/A	1	1.01%
Did not specify	8	8.08%

	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>	96	3	0	0	0	0	99	100.00%
Service Quality Dimensions								
Responsiveness	94	5	0	0	0	0	99	100.00%
Reliability	91	2	0	0	0	6	99	100.00%
Access and Facilities	92	1	0	0	0	6	99	100.00%
Communication	90	3	0	0	0	6	99	100.00%
Costs	89	0	1	0	0	9	99	98.89%
Integrity	93	0	0	0	0	6	99	100.00%
Assurance	97	2	0	0	0	0	99	100.00%
Outcome	92	1	0	0	0	6	99	100.00%
Overall	738	14	1	0	0	39	792	99.87%

External Services		Responses
1	Opening of other Deposit Account	41
2	Request for ATM PIN Change	7

External Services		Responses
3	Request for Card Replacement	6
4	Cash Deposit - (Peso/Foreign Currencies)	4
5	Cash Withdrawal	6
6	Check Encashment	1
7	Online Collection Payments	1
8	Reactivation/Closure of Dormant Deposit Account	2
9	Updating of Bank Records - Change in Account Details/Type	17
10	Updating of Bank Records - Change in Account Type	1
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
12	Handling of Customer's Complaint	2
13	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
15	Printing/Reprinting of Bank Statement/Snapshot	1
Total		99

48. Quezon LC (QUELC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	50.00%
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.	1	50.00%
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	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	50.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	50.00%

	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>	2	0	0	0	0	0	2	100.00%
Service Quality Dimensions								
Responsiveness	2	0	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	1	0	0	0	0	2	100.00%
Overall	15	1	0	0	0	0	16	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	2
	Total	2

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.	20	80.00%
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.	2	8.00%
4. I do not know what a CC is and I did not see this office's CC.	3	12.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	22	88.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	12.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	21	84.00%
2. Somewhat helped	1	4.00%
3. Did not help	-	-
N/A	3	12.00%
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>	24	1	0	0	0	0	25	100.00%
Service Quality Dimensions								
Responsiveness	21	4	0	0	0	0	25	100.00%
Reliability	24	1	0	0	0	0	25	100.00%
Access and Facilities	23	2	0	0	0	0	25	100.00%
Communication	22	3	0	0	0	0	25	100.00%
Costs	21	2	0	0	0	2	25	100.00%
Integrity	23	2	0	0	0	0	25	100.00%
Assurance	24	1	0	0	0	0	25	100.00%
Outcome	23	2	0	0	0	0	25	100.00%
Overall	181	17	0	0	0	2	200	100.00%

External Services		Responses
1	Opening of other Deposit Account	8
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Cash Withdrawal	7
5	Check Deposit - Peso	1
6	Check Encashment	2
7	Closure of Deposit Account	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
9	Handling of Customer's Complaint	1
10	Salary Loan	1
11	Total	25

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.	9	75.00%
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.	3	25.00%
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	3	25.00%
2. Somewhat easy to see	8	66.67%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	8.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	16.67%
2. Somewhat helped	9	75.00%
3. Did not help	-	-
N/A	-	-
Did not specify	1	8.33%

	Strongly Agree	Agree	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	0	0	0	0	0	12	100.00%
Service Quality Dimensions								
Responsiveness	5	7	0	0	0	0	12	100.00%
Reliability	5	6	0	0	0	1	12	100.00%
Access and Facilities	4	7	0	0	0	1	12	100.00%
Communication	3	6	2	0	0	1	12	81.82%
Costs	3	7	0	0	0	2	12	100.00%
Integrity	9	2	0	0	0	1	12	100.00%
Assurance	11	0	1	0	0	0	12	91.67%
Outcome	4	7	0	0	0	1	12	100.00%
Overall	44	42	3	0	0	7	96	96.63%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	4
2	Issuance of Certificate of Outstanding Balances and Interest Paid	7
3	Issuance of Certificate of Full Payment	1
Total		12

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.	152	84.92%
2. I know what a CC is but I did not see this office's CC.	5	2.79%
3. I learned of the CC only when I saw this office's CC.	14	7.82%
4. I do not know what a CC is and I did not see this office's CC.	8	4.47%

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	145	81.01%
2. Somewhat easy to see	11	6.15%
3. Difficult to see	1	0.56%
4. Not visible at all	2	1.12%
N/A	10	5.59%
Did not specify	10	5.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	148	82.68%
2. Somewhat helped	8	4.47%
3. Did not help	-	-
N/A	13	7.26%
Did not specify	10	5.59%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	162	13	1	1	2	0	179	97.77%
Service Quality Dimensions								
Responsiveness	139	35	2	1	2	0	179	97.21%
Reliability	152	18	1	3	0	5	179	97.70%
Access and Facilities	143	21	2	1	1	11	179	97.62%
Communication	142	15	3	1	0	18	179	97.52%
Costs	59	11	3	1	0	105	179	94.59%
Integrity	152	18	1	1	2	5	179	97.70%
Assurance	166	10	0	1	2	0	179	98.32%
Outcome	146	17	2	0	1	13	179	98.19%
Overall	1,099	145	14	9	8	157	1,432	97.57%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	27
3	Request for ATM PIN Change	1
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	15
6	Cash Withdrawal	6
7	Check Deposit - Peso	4
8	Check Deposit - Foreign Currency	3
9	Check Encashment	10

External Services		Responses
10	Closure of Deposit Account	14
11	Online Collection Payments	3
12	Reactivation/Closure of Dormant Deposit Account	4
13	Request for Passbook Replacement	12
14	Updating of Bank Records - Change in Account Details/Type	5
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
16	Handling of Customer's Complaint	12
17	Salary Loan	33
18	Request for Bank Certification/Statement of Account for Salary Loan	22
19	Printing/Reprinting of Bank Statement/Snapshot	1
Total		179

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.	84	90.32%
2. I know what a CC is but I did not see this office's CC.	3	3.23%
3. I learned of the CC only when I saw this office's CC.	3	3.23%
4. I do not know what a CC is and I did not see this office's CC.	3	3.23%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	63	67.74%
2. Somewhat easy to see	5	5.38%
3. Difficult to see	2	2.15%
4. Not visible at all	-	-
N/A	6	6.45%
Did not specify	17	18.28%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	65	69.89%
2. Somewhat helped	6	6.45%
3. Did not help	-	-
N/A	6	6.45%
Did not specify	16	17.20%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	90	2	0	0	1	0	93	98.92%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	83	8	0	0	2	0	93	97.85%
Reliability	73	3	0	0	0	17	93	100.00%
Access and Facilities	72	3	0	0	0	18	93	100.00%
Communication	72	3	1	0	0	17	93	98.68%
Costs	56	3	1	0	0	33	93	98.33%
Integrity	69	7	0	0	1	16	93	98.70%
Assurance	91	1	0	0	1	0	93	98.92%
Outcome	71	5	0	0	0	17	93	100.00%
Overall	587	33	2	0	4	118	744	99.04%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	23
3	Cash Deposit - (Peso/Foreign Currencies)	11
4	Cash Withdrawal	8
5	Check Deposit - Peso	7
6	Check Encashment	13
7	Online Collection Payments	1
8	Reactivation/Closure of Dormant Deposit Account	1
9	Updating of Bank Records - Change in Account Details/Type	8
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Salary Loan	12
12	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
13	Servicing of Modified Disbursement System Transactions	3
14	Printing/Reprinting of Bank Statement/Snapshot	2
Total		93

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.	14	93.33%
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. 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	9	60.00%
2. Somewhat easy to see	1	6.67%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	1	6.67%
N/A	-	-
Did not specify	4	26.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	53.33%
2. Somewhat helped	1	6.67%
3. Did not help	1	6.67%
N/A	-	-
Did not specify	5	33.33%

	Strongly Agree	Agree	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	2	0	0	1	0	15	93.33%
Service Quality Dimensions								
Responsiveness	11	3	1	0	0	0	15	93.33%
Reliability	9	1	1	0	0	4	15	90.91%
Access and Facilities	8	1	1	1	0	4	15	81.82%
Communication	8	1	2	0	0	4	15	81.82%
Costs	7	2	1	0	0	5	15	90.00%
Integrity	8	2	0	0	1	4	15	90.91%
Assurance	13	1	0	0	1	0	15	93.33%
Outcome	8	1	0	1	0	5	15	90.00%
Overall	72	12	6	2	2	26	120	89.36%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Deposit - Peso	2
4	Check Encashment	2
5	Request for Passbook Replacement	2
6	Updating of Bank Records - Change in Account Details/Type	4
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		15

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.	21	91.30%
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	4.35%
4. I do not know what a CC is and I did not see this office's CC.	1	4.35%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	39.13%
2. Somewhat easy to see	2	8.70%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.35%
Did not specify	11	47.83%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	39.13%
2. Somewhat helped	2	8.70%
3. Did not help	-	-
N/A	1	4.35%
Did not specify	11	47.83%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	18	2	1	0	1	1	23	90.91%
Service Quality Dimensions								
Responsiveness	17	4	0	0	2	0	23	91.30%
Reliability	14	2	2	0	0	5	23	88.89%
Access and Facilities	12	3	1	0	1	6	23	88.24%
Communication	14	2	2	0	0	5	23	88.89%
Costs	8	2	2	0	0	11	23	83.33%
Integrity	13	3	0	1	1	5	23	88.89%
Assurance	20	1	1	1	0	0	23	91.30%
Outcome	13	2	1	0	1	6	23	88.24%
Overall	111	19	9	2	5	38	184	89.04%

External Services		Responses
1	Opening of other Deposit Account	5
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	1

External Services		Responses
4	Cash Withdrawal	5
5	Check Encashment	1
6	Online Collection Payments	1
7	Request for Fund Transfer	2
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
9	Salary Loan	2
10	Servicing of Modified Disbursement System Transactions	1
11	Printing/Reprinting of Bank Statement/Snapshot	2
Total		23

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.	36	63.16%
2. I know what a CC is but I did not see this office's CC.	2	3.51%
3. I learned of the CC only when I saw this office's CC.	16	28.07%
4. I do not know what a CC is and I did not see this office's CC.	3	5.26%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	42	73.68%
2. Somewhat easy to see	7	12.28%
3. Difficult to see	1	1.75%
4. Not visible at all	-	-
N/A	4	7.02%
Did not specify	3	5.26%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	46	80.70%
2. Somewhat helped	4	7.02%
3. Did not help	-	-
N/A	4	7.02%
Did not specify	3	5.26%

	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>	51	5	0	1	0	0	57	98.25%
Service Quality Dimensions								
Responsiveness	45	10	1	1	0	0	57	96.49%
Reliability	50	4	0	0	0	3	57	100.00%
Access and Facilities	49	5	0	0	0	3	57	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	46	8	0	0	0	3	57	100.00%
Costs	29	11	1	0	0	16	57	97.56%
Integrity	46	8	0	0	0	3	57	100.00%
Assurance	54	2	0	0	1	0	57	98.25%
Outcome	45	8	0	0	0	4	57	100.00%
Overall	364	56	2	1	1	32	456	99.06%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	16
3	Cash Deposit - (Peso/Foreign Currencies)	11
4	Cash Withdrawal	5
5	Check Deposit - Peso	2
6	Check Encashment	4
7	Reactivation/Closure of Dormant Deposit Account	3
8	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSDTD)	1
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	3
11	Updating of Bank Records - Change in Account Type	1
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
13	Handling of Customer's Complaint	2
14	Printing/Reprinting of Bank Statement/Snapshot	2
15	Total	57

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.	52	77.61%
2. I know what a CC is but I did not see this office's CC.	4	5.97%
3. I learned of the CC only when I saw this office's CC.	4	5.97%
4. I do not know what a CC is and I did not see this office's CC.	6	8.96%
N/A	1	1.49%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	55	83.33%
2. Somewhat easy to see	3	4.55%
3. Difficult to see	2	3.03%
4. Not visible at all	-	-
N/A	6	9.09%

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	56	84.85%
2. Somewhat helped	-	-
3. Did not help	1	1.52%
N/A	7	10.61%
Did not specify	2	3.03%

	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>	59	7	0	0	1	0	67	98.51%
Service Quality Dimensions								
Responsiveness	56	9	1	0	1	0	67	97.01%
Reliability	58	8	0	0	1	0	67	98.51%
Access and Facilities	59	6	0	0	1	1	67	98.48%
Communication	58	8	0	0	1	0	67	98.51%
Costs	43	9	1	0	0	14	67	98.11%
Integrity	56	10	0	1	0	0	67	98.51%
Assurance	58	8	0	1	0	0	67	98.51%
Outcome	56	9	2	0	0	0	67	97.01%
Overall	444	67	4	2	4	15	536	98.08%

External Services		Responses
1	Opening of other Deposit Account	8
2	Cash Deposit - (Peso/Foreign Currencies)	11
3	Cash Withdrawal	12
4	Check Deposit - Peso	2
5	Check Encashment	7
6	Closure of Deposit Account	1
7	Online Collection Payments	3
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Details/Type	2
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
11	Salary Loan	11
12	Bond Redemption and Interest Payment	1
13	Domestic Bills Purchase Initiation/Availment	1
14	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
15	Servicing of Modified Disbursement System Transactions	1
16	Trust/Treasury Placements	1
Total		67

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.	38	74.51%
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.	8	15.69%
4. I do not know what a CC is and I did not see this office's CC.	2	3.92%
N/A	1	1.96%
Did not specify	2	3.92%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	39	81.25%
2. Somewhat easy to see	4	8.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	4.17%
Did not specify	3	6.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	41	85.42%
2. Somewhat helped	2	4.17%
3. Did not help	-	-
N/A	2	4.17%
Did not specify	3	6.25%

	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>	44	4	1	0	2	0	51	94.12%
Service Quality Dimensions								
Responsiveness	36	10	2	1	2	0	51	90.20%
Reliability	42	4	2	0	0	3	51	95.83%
Access and Facilities	39	5	1	1	1	4	51	93.62%
Communication	38	9	1	0	0	3	51	97.92%
Costs	33	7	2	0	0	9	51	95.24%
Integrity	42	5	0	1	0	3	51	97.92%
Assurance	46	5	0	0	0	0	51	100.00%
Outcome	40	5	2	0	0	4	51	95.74%
Overall	316	50	10	3	3	26	408	95.81%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	14
3	Request for ATM PIN Change	2

External Services		Responses
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	5
6	Check Deposit - Peso	6
7	Check Encashment	7
8	Online Collection Payments	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Salary Loan	3
11	Request for Bank Certification/Statement of Account for Salary Loan	2
12	Electronic Fund Transfer and Purchase of Over-the-Counter Check	3
Total		51

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.	22	84.62%
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	11.54%
N/A	1	3.85%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	19	76.00%
2. Somewhat easy to see	3	12.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	12.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	72.00%
2. Somewhat helped	4	16.00%
3. Did not help	-	-
N/A	3	12.00%
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>	24	1	0	0	1	0	26	96.15%
Service Quality Dimensions								
Responsiveness	24	1	0	0	1	0	26	96.15%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	23	1	0	0	1	1	26	96.00%
Access and Facilities	23	1	1	0	0	1	26	96.00%
Communication	22	2	1	0	1	0	26	92.31%
Costs	19	1	0	0	0	6	26	100.00%
Integrity	24	1	0	0	1	0	26	96.15%
Assurance	24	1	0	1	0	0	26	96.15%
Outcome	23	1	0	0	1	1	26	96.00%
Overall	182	9	2	1	5	9	208	95.98%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	6
4	Cash Withdrawal	5
5	Check Encashment	2
6	Online Collection Payments	1
7	Request for Fund Transfer	2
8	Updating of Bank Records - Change in Account Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Handling of Customer's Complaint	1
11	Salary Loan	1
12	Printing/Reprinting of Bank Statement/Snapshot	1
	Total	26

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.	8	72.73%
2. I know what a CC is but I did not see this office's CC.	1	9.09%
3. I learned of the CC only when I saw this office's CC.	2	18.18%
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	5	45.45%
2. Somewhat easy to see	3	27.27%
3. Difficult to see	-	-
4. Not visible at all	1	9.09%
N/A	-	-
Did not specify	2	18.18%

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	6	54.55%
2. Somewhat helped	1	9.09%
3. Did not help	2	18.18%
N/A	-	-
Did not specify	2	18.18%

	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>	8	0	1	0	2	0	11	72.73%
Service Quality Dimensions								
Responsiveness	7	1	0	1	2	0	11	72.73%
Reliability	5	3	0	0	1	2	11	88.89%
Access and Facilities	3	3	1	0	1	3	11	75.00%
Communication	2	4	0	2	1	2	11	66.67%
Costs	3	1	2	0	1	4	11	57.14%
Integrity	5	1	1	1	1	2	11	66.67%
Assurance	8	1	1	0	1	0	11	81.82%
Outcome	6	2	0	0	1	2	11	88.89%
Overall	39	16	5	4	9	15	88	75.34%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for Card Replacement	2
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	1
5	Online Collection Payments	1
6	Updating of Bank Records - Change in Account Details/Type	2
7	Total	11

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.	28	71.79%
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	15.38%
4. I do not know what a CC is and I did not see this office's CC.	3	7.69%
N/A	2	5.13%

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	30	81.08%
2. Somewhat easy to see	2	5.41%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	8.11%
Did not specify	2	5.41%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	29	78.38%
2. Somewhat helped	3	8.11%
3. Did not help	-	-
N/A	3	8.11%
Did not specify	2	5.41%

	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>	38	1	0	0	0	0	39	100.00%
Service Quality Dimensions								
Responsiveness	34	4	0	1	0	0	39	97.44%
Reliability	36	2	0	0	0	1	39	100.00%
Access and Facilities	36	2	0	0	0	1	39	100.00%
Communication	35	3	0	0	0	1	39	100.00%
Costs	29	1	1	0	0	8	39	96.77%
Integrity	35	2	1	0	0	1	39	97.37%
Assurance	38	1	0	0	0	0	39	100.00%
Outcome	35	2	0	0	0	2	39	100.00%
Overall	278	17	2	1	0	14	312	98.99%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	15
3	Cash Deposit - (Peso/Foreign Currencies)	7
4	Cash Withdrawal	4
5	Check Deposit - Foreign Currency	1
6	Check Encashment	2
7	Request for Checkbook	1
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Details/Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1

External Services		Responses
11	Handling of Customer's Complaint	1
12	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
13	Claim of Remittance Proceeds	1
14	Outgoing Remittance/Wire Transfer	1
Total		39

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.	48	82.76%
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	5.17%
4. I do not know what a CC is and I did not see this office's CC.	2	3.45%
N/A	5	8.62%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	34	64.15%
2. Somewhat easy to see	2	3.77%
3. Difficult to see	1	1.89%
4. Not visible at all	-	-
N/A	2	3.77%
Did not specify	14	26.42%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	34	64.15%
2. Somewhat helped	3	5.66%
3. Did not help	-	-
N/A	2	3.77%
Did not specify	14	26.42%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	52	4	2	0	0	0	58	96.55%
Service Quality Dimensions								
Responsiveness	48	7	1	1	1	0	58	94.83%
Reliability	41	4	0	0	0	13	58	100.00%
Access and Facilities	41	3	0	0	1	13	58	97.78%
Communication	40	4	0	0	0	14	58	100.00%
Costs	26	2	1	0	0	29	58	96.55%
Integrity	41	3	0	1	0	13	58	97.78%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	56	1	1	0	0	0	58	98.28%
Outcome	39	4	0	0	0	15	58	100.00%
Overall	332	28	3	2	2	97	464	98.09%

External Services		Responses
1	Opening of other Deposit Account	20
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Cash Withdrawal	10
5	Check Deposit - Peso	6
6	Check Encashment	2
7	Online Collection Payments	2
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Details/Type	3
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
11	Domestic Bills Purchase Initiation/Availment	1
12	Servicing of Modified Disbursement System Transactions	6
13	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
14	Printing/Reprinting of Bank Statement/Snapshot	1
Total		58

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.	76	74.51%
2. I know what a CC is but I did not see this office's CC.	3	2.94%
3. I learned of the CC only when I saw this office's CC.	7	6.86%
4. I do not know what a CC is and I did not see this office's CC.	11	10.78%
N/A	5	4.90%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	71	73.20%
2. Somewhat easy to see	4	4.12%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	11	11.34%
Did not specify	11	11.34%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	71	73.20%
2. Somewhat helped	4	4.12%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	11	11.34%
Did not specify	11	11.34%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	96	4	2	0	0	0	102	98.04%
Service Quality Dimensions								
Responsiveness	92	8	0	2	0	0	102	98.04%
Reliability	92	3	0	0	0	7	102	100.00%
Access and Facilities	91	4	0	0	0	7	102	100.00%
Communication	92	2	1	0	0	7	102	98.95%
Costs	75	1	1	0	0	25	102	98.70%
Integrity	90	5	0	0	0	7	102	100.00%
Assurance	100	2	0	0	0	0	102	100.00%
Outcome	81	3	0	0	0	18	102	100.00%
Overall	713	28	2	2	0	71	816	99.46%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	35
3	Cash Deposit - (Peso/Foreign Currencies)	18
4	Cash Withdrawal	3
5	Check Deposit - Peso	13
6	Check Encashment	3
7	Online Collection Payments	28
8	Request for Fund Transfer	1
9	Total	102

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.	21	53.85%
2. I know what a CC is but I did not see this office's CC.	2	5.13%
3. I learned of the CC only when I saw this office's CC.	7	17.95%
4. I do not know what a CC is and I did not see this office's CC.	2	5.13%
N/A	5	12.82%
Did not specify	2	5.13%

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	23	71.88%
2. Somewhat easy to see	2	6.25%
3. Difficult to see	-	-
4. Not visible at all	2	6.25%
N/A	3	9.38%
Did not specify	2	6.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	21	65.63%
2. Somewhat helped	3	9.38%
3. Did not help	3	9.38%
N/A	3	9.38%
Did not specify	2	6.25%

	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>	31	2	0	3	3	0	39	84.62%
Service Quality Dimensions								
Responsiveness	28	5	0	1	5	0	39	84.62%
Reliability	29	5	3	0	2	0	39	87.18%
Access and Facilities	29	4	1	2	3	0	39	84.62%
Communication	27	3	4	2	3	0	39	76.92%
Costs	20	7	1	0	1	10	39	93.10%
Integrity	27	5	2	3	2	0	39	82.05%
Assurance	30	4	2	2	1	0	39	87.18%
Outcome	29	4	3	0	1	2	39	89.19%
Overall	219	37	16	10	18	12	312	85.33%

External Services		Responses
1	Opening of other Deposit Account	8
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	3
4	Cash Withdrawal	5
5	Check Deposit - Peso	2
6	Check Encashment	3
7	Online Collection Payments	2
8	Request for Fund Transfer	2
9	Updating of Bank Records - Change in Account Details/Type	6
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
11	Sale/Purchase of Foreign Currencies	1
12	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		39

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.	5	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	2	40.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	60.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	40.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	3	60.00%

	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>	5	0	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	5	0	0	0	0	0	5	100.00%
Reliability	2	0	0	0	0	3	5	100.00%
Access and Facilities	2	0	0	0	0	3	5	100.00%
Communication	2	0	0	0	0	3	5	100.00%
Costs	2	0	0	0	0	3	5	100.00%
Integrity	2	0	0	0	0	3	5	100.00%
Assurance	5	0	0	0	0	0	5	100.00%
Outcome	2	0	0	0	0	3	5	100.00%
Overall	22	0	0	0	0	18	40	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Cash Withdrawal	3
3	Check Deposit - Peso	1
Total		5

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.	37	94.87%
2. I know what a CC is but I did not see this office's CC.	1	2.56%
3. I learned of the CC only when I saw this office's CC.	1	2.56%
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	29	74.36%
2. Somewhat easy to see	1	2.56%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	9	23.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	27	69.23%
2. Somewhat helped	3	7.69%
3. Did not help	-	-
N/A	-	-
Did not specify	9	23.08%

	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>	38	1	0	0	0	0	39	100.00%
Service Quality Dimensions								
Responsiveness	38	0	1	0	0	0	39	97.44%
Reliability	29	1	0	0	0	9	39	100.00%
Access and Facilities	27	0	1	0	0	11	39	96.43%
Communication	29	1	0	0	0	9	39	100.00%
Costs	27	0	0	0	0	12	39	100.00%
Integrity	29	1	0	0	0	9	39	100.00%
Assurance	37	2	0	0	0	0	39	100.00%
Outcome	29	0	1	0	0	9	39	96.67%
Overall	245	5	3	0	0	59	312	98.81%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	7

External Services		Responses
3	Cash Withdrawal	3
4	Check Deposit - Peso	3
5	Check Encashment	3
6	Closure of Deposit Account	17
7	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		39

66. Tanay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	24	85.71%
2. I know what a CC is but I did not see this office's CC.	1	3.57%
3. I learned of the CC only when I saw this office's CC.	3	10.71%
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	17	60.71%
2. Somewhat easy to see	2	7.14%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	3.57%
Did not specify	8	28.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	53.57%
2. Somewhat helped	3	10.71%
3. Did not help	1	3.57%
N/A	1	3.57%
Did not specify	8	28.57%

	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>	23	5	0	0	0	0	28	100.00%
Service Quality Dimensions								
Responsiveness	19	9	0	0	0	0	28	100.00%
Reliability	15	5	0	0	0	8	28	100.00%
Access and Facilities	15	5	0	0	0	8	28	100.00%
Communication	13	7	0	0	0	8	28	100.00%
Costs	12	7	0	0	0	9	28	100.00%
Integrity	13	7	0	0	0	8	28	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	23	4	0	1	0	0	28	96.43%
Outcome	14	6	0	0	0	8	28	100.00%
Overall	124	50	0	1	0	49	224	99.43%

External Services		Responses
1	Opening of other Deposit Account	8
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	9
4	Cash Withdrawal	3
5	Check Deposit - Peso	2
6	Check Encashment	3
7	Online Collection Payments	1
8	Salary Loan	1
Total		28

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.	5	41.67%
2. I know what a CC is but I did not see this office's CC.	4	33.33%
3. I learned of the CC only when I saw this office's CC.	1	8.33%
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	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	25.00%
2. Somewhat easy to see	3	25.00%
3. Difficult to see	1	8.33%
4. Not visible at all	1	8.33%
N/A	3	25.00%
Did not specify	1	8.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	33.33%
2. Somewhat helped	2	16.67%
3. Did not help	2	16.67%
N/A	3	25.00%
Did not specify	1	8.33%

	Strongly Agree	Agree	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	0	0	1	5	0	12	50.00%
Service Quality Dimensions								
Responsiveness	6	0	0	1	5	0	12	50.00%
Reliability	5	0	3	0	3	1	12	45.45%
Access and Facilities	5	0	2	0	4	1	12	45.45%
Communication	5	1	1	0	3	2	12	60.00%
Costs	6	2	1	0	1	2	12	80.00%
Integrity	5	1	1	0	4	1	12	54.55%
Assurance	6	0	1	1	4	0	12	50.00%
Outcome	5	0	2	0	4	1	12	45.45%
Overall	43	4	11	2	28	8	96	53.41%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	6
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Check Deposit - Peso	1
5	Updating of Bank Records - Change in Account Details/Type	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		12

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.	9	64.29%
2. I know what a CC is but I did not see this office's CC.	1	7.14%
3. I learned of the CC only when I saw this office's CC.	2	14.29%
4. I do not know what a CC is and I did not see this office's CC.	2	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	4	28.57%
2. Somewhat easy to see	3	21.43%
3. Difficult to see	2	14.29%
4. Not visible at all	1	7.14%
N/A	2	14.29%
Did not specify	2	14.29%

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	6	42.86%
2. Somewhat helped	2	14.29%
3. Did not help	2	14.29%
N/A	2	14.29%
Did not specify	2	14.29%

	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>	9	0	1	1	3	0	14	64.29%
Service Quality Dimensions								
Responsiveness	6	3	0	0	5	0	14	64.29%
Reliability	6	2	1	0	3	2	14	66.67%
Access and Facilities	6	1	1	1	3	2	14	58.33%
Communication	5	2	0	1	4	2	14	58.33%
Costs	5	1	3	0	3	2	14	50.00%
Integrity	5	3	0	1	3	2	14	66.67%
Assurance	7	3	2	0	2	0	14	71.43%
Outcome	5	2	1	0	4	2	14	58.33%
Overall	45	17	8	3	27	12	112	62.00%

External Services		Responses
1	Opening of other Deposit Account	7
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Closure of Deposit Account	1
4	Updating of Bank Records - Change in Account Details/Type	2
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
6	Printing/Reprinting of Bank Statement/Snapshot	1
7	Total	14

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.	418	87.63%
2. I know what a CC is but I did not see this office's CC.	16	3.35%
3. I learned of the CC only when I saw this office's CC.	20	4.19%
4. I do not know what a CC is and I did not see this office's CC.	16	3.35%
N/A	7	1.47%
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	336	71.49%
2. Somewhat easy to see	84	17.87%
3. Difficult to see	2	0.43%
4. Not visible at all	-	-
N/A	20	4.26%
Did not specify	28	5.96%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	375	79.79%
2. Somewhat helped	51	10.85%
3. Did not help	1	0.21%
N/A	20	4.26%
Did not specify	23	4.89%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	415	59	1	0	0	2	477	99.79%
Service Quality Dimensions								
Responsiveness	393	77	4	1	1	1	477	98.74%
Reliability	396	63	0	0	0	18	477	100.00%
Access and Facilities	396	63	0	0	0	18	477	100.00%
Communication	380	74	3	1	0	19	477	99.13%
Costs	359	65	6	1	0	46	477	98.38%
Integrity	405	56	0	0	0	16	477	100.00%
Assurance	418	56	2	0	0	1	477	99.58%
Outcome	396	57	5	0	0	19	477	98.91%
Overall	3,143	511	20	3	1	138	3,816	99.35%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	9
2	Opening of other Deposit Account	107
3	Request for ATM PIN Change	10
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	74
6	Cash Withdrawal	31
7	Check Deposit - Peso	20
8	Check Encashment	46
9	Closure of Deposit Account	4
10	Online Collection Payments	20
11	Request for Checkbook	100
12	Request for Fund Transfer	10

External Services		Responses
13	Updating of Bank Records - Change in Account Details/Type	7
14	Updating of Bank Records - Change in Account Type	1
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
16	Handling of Customer's Complaint	18
17	Salary Loan	2
18	Request for Bank Certification/Statement of Account for Salary Loan	3
19	Release of Inward Returned Check	3
20	Sale/Purchase of Foreign Currencies	1
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
22	Printing/Reprinting of Bank Statement/Snapshot	5
Total		477

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.	96	72.18%
2. I know what a CC is but I did not see this office's CC.	3	2.26%
3. I learned of the CC only when I saw this office's CC.	23	17.29%
4. I do not know what a CC is and I did not see this office's CC.	9	6.77%
N/A	2	1.50%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	91	69.47%
2. Somewhat easy to see	11	8.40%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	13	9.92%
Did not specify	16	12.21%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	94	71.76%
2. Somewhat helped	9	6.87%
3. Did not help	1	0.76%
N/A	11	8.40%
Did not specify	16	12.21%

	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>	124	8	0	0	1	0	133	99.25%
Service Quality Dimensions								
Responsiveness	114	18	0	0	1	0	133	99.25%
Reliability	112	11	1	0	0	9	133	99.19%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	112	11	1	0	0	9	133	99.19%
Communication	111	13	0	0	0	9	133	100.00%
Costs	90	8	1	0	0	34	133	98.99%
Integrity	115	8	1	0	0	9	133	99.19%
Assurance	130	2	1	0	0	0	133	99.25%
Outcome	115	6	2	0	0	10	133	98.37%
Overall	899	77	7	0	1	80	1,064	99.19%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	90
3	Request for ATM PIN Change	3
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	5
6	Check Deposit - Peso	6
7	Check Encashment	1
8	Online Collection Payments	1
9	Reactivation/Closure of Dormant Deposit Account	1
10	Updating of Bank Records - Change in Account Details/Type	7
11	Updating of Bank Records - Change in Account Type	4
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
13	Handling of Customer's Complaint	1
14	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
15	Printing/Reprinting of Bank Statement/Snapshot	1
Total		133

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.	66	69.47%
2. I know what a CC is but I did not see this office's CC.	7	7.37%
3. I learned of the CC only when I saw this office's CC.	8	8.42%
4. I do not know what a CC is and I did not see this office's CC.	12	12.63%
N/A	2	2.11%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	49	52.69%
2. Somewhat easy to see	12	12.90%
3. Difficult to see	2	2.15%
4. Not visible at all	2	2.15%
N/A	15	16.13%

Citizen's Charter Answers	Responses	Percentage
Did not specify	13	13.98%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	45	48.39%
2. Somewhat helped	20	21.51%
3. Did not help	-	-
N/A	16	17.20%
Did not specify	12	12.90%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	75	16	2	0	2	0	95	95.79%
Service Quality Dimensions								
Responsiveness	66	24	3	0	2	0	95	94.74%
Reliability	64	17	0	0	1	13	95	98.78%
Access and Facilities	67	14	0	0	1	13	95	98.78%
Communication	58	18	3	0	0	16	95	96.20%
Costs	42	12	0	0	0	41	95	100.00%
Integrity	65	13	4	0	1	12	95	93.98%
Assurance	81	12	2	0	0	0	95	97.89%
Outcome	63	19	0	0	0	13	95	100.00%
Overall	506	129	12	0	5	108	760	97.39%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	38
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	10
5	Cash Withdrawal	8
6	Check Deposit - Peso	6
7	Check Encashment	7
8	Online Collection Payments	1
9	Reactivation/Closure of Dormant Deposit Account	2
10	Request for Fund Transfer	2
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
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	Servicing of Modified Disbursement System Transactions	5
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
17	Printing/Reprinting of Bank Statement/Snapshot	1
Total		95

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>	1,627	166	7	8	14	6	1,828	98.41%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,490	278	27	6	24	3	1,828	96.88%
Reliability	1,466	169	9	3	9	172	1,828	98.73%
Access and Facilities	1,451	170	13	4	9	181	1,828	98.42%
Communication	1,424	197	19	3	9	176	1,828	98.12%
Costs	985	167	11	0	9	656	1,828	98.29%
Integrity	1,444	178	17	5	12	172	1,828	97.95%
Assurance	1,652	151	11	4	7	3	1,828	98.79%
Outcome	1,417	191	17	5	5	193	1,828	98.35%
Overall	11,329	1,501	124	30	84	1,556	14,624	98.18%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,455	79.60%
2. I know what a CC is but I did not see this office's CC.	35	1.91%
3. I learned of the CC only when I saw this office's CC.	109	5.96%
4. I do not know what a CC is and I did not see this office's CC.	136	7.44%
N/A	-	-
Did not specify	93	5.09%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,273	73.37%
2. Somewhat easy to see	102	5.88%
3. Difficult to see	11	0.63%
4. Not visible at all	8	0.46%
N/A	147	8.47%
Did not specify	194	11.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,265	72.91%
2. Somewhat helped	111	6.40%
3. Did not help	13	0.75%
N/A	156	8.99%
Did not specify	190	10.95%

External Services	Responses	Overall Score
1 Opening of a Deposit Accounts	850	98.28%
2 ATM Card Requests	82	97.44%
3 Branch Over-the-Counter Transactions	625	98.17%
4 Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	107	97.47%
5 Branch Banking Loan Servicing	54	100.00%
6 Other Branch Products/Services	22	99.39%
7 Request for Bank Documents	26	97.00%
8 Regular Loan Processing	57	98.64%
9 Complaints Management	5	86.49%

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.	46	85.19%
2. I know what a CC is but I did not see this office's CC.	3	5.56%
3. I learned of the CC only when I saw this office's CC.	4	7.41%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	1.85%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	32	60.38%
2. Somewhat easy to see	9	16.98%
3. Difficult to see	1	1.89%
4. Not visible at all	2	3.77%
N/A	-	-
Did not specify	9	16.98%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	29	54.72%
2. Somewhat helped	11	20.75%
3. Did not help	2	3.77%
N/A	2	3.77%
Did not specify	9	16.98%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	35	12	3	2	2	0	54	87.04%
Service Quality Dimensions								
Responsiveness	30	16	1	2	5	0	54	85.19%
Reliability	27	14	2	1	1	9	54	91.11%
Access and Facilities	27	11	2	1	1	12	54	90.48%
Communication	24	19	1	0	1	9	54	95.56%
Costs	20	8	1	0	2	23	54	90.32%
Integrity	26	12	2	1	4	9	54	84.44%
Assurance	41	9	2	2	0	0	54	92.59%
Outcome	32	7	3	2	0	10	54	88.64%
Overall	227	96	14	9	14	72	432	89.72%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	4

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	6
4	Cash Withdrawal	4
5	Check Deposit - Peso	3
6	Check Deposit - Foreign Currency	3
7	Check Encashment	11
8	Closure of Deposit Account	1
9	Reactivation/Closure of Dormant Deposit Account	2
10	Request for Checkbook	1
11	Request for Fund Transfer	4
12	Request for Stop Payment Order	2
13	Updating of Bank Records - Change in Account Details/Type	6
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
15	Salary Loan	1
16	Request for Bank Certification/Statement of Account for Salary Loan	2
17	Release of Inward Returned Check	1
18	Sale/Purchase of Foreign Currencies	1
Total		54

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.	20	86.96%
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	4.35%
4. I do not know what a CC is and I did not see this office's CC.	1	4.35%
N/A	1	4.35%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	14	63.64%
2. Somewhat easy to see	2	9.09%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.55%
Did not specify	5	22.73%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	63.64%
2. Somewhat helped	1	4.55%
3. Did not help	-	-
N/A	1	4.55%
Did not specify	6	27.27%

	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>	20	2	1	0	0	0	23	95.65%
Service Quality Dimensions								
Responsiveness	17	5	0	0	1	0	23	95.65%
Reliability	14	2	0	0	0	7	23	100.00%
Access and Facilities	13	3	0	0	0	7	23	100.00%
Communication	13	3	0	0	0	7	23	100.00%
Costs	10	3	0	0	0	10	23	100.00%
Integrity	13	3	0	0	0	7	23	100.00%
Assurance	19	4	0	0	0	0	23	100.00%
Outcome	14	1	0	0	0	8	23	100.00%
Overall	113	24	0	0	1	46	184	99.28%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	13
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	2
5	Check Deposit - Peso	1
6	Check Encashment	1
7	Updating of Bank Records - Change in Account Type	1
Total		23

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.	365	81.84%
2. I know what a CC is but I did not see this office's CC.	7	1.57%
3. I learned of the CC only when I saw this office's CC.	12	2.69%
4. I do not know what a CC is and I did not see this office's CC.	50	11.21%
N/A	12	2.69%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	346	79.72%
2. Somewhat easy to see	19	4.38%
3. Difficult to see	2	0.46%
4. Not visible at all	1	0.23%
N/A	51	11.75%
Did not specify	15	3.46%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	351	80.88%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	15	3.46%
3. Did not help	4	0.92%
N/A	51	11.75%
Did not specify	13	3.00%

	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>	420	19	0	1	6	0	446	98.43%
Service Quality Dimensions								
Responsiveness	404	29	5	2	6	0	446	97.09%
Reliability	412	23	1	2	3	5	446	98.64%
Access and Facilities	410	21	2	1	3	9	446	98.63%
Communication	413	20	1	2	3	7	446	98.63%
Costs	217	14	3	0	2	210	446	97.88%
Integrity	406	24	5	0	4	7	446	97.95%
Assurance	422	18	4	0	2	0	446	98.65%
Outcome	400	22	4	1	2	17	446	98.37%
Overall	3,084	171	25	8	25	255	3,568	98.25%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	116
2	Opening of other Deposit Account	112
3	Release of Captured Card	12
4	Request for ATM PIN Change	2
5	Request for Card Replacement	4
6	Cash Deposit - (Peso/Foreign Currencies)	25
7	Cash Withdrawal	26
8	Check Deposit - Peso	16
9	Check Encashment	40
10	Closure of Deposit Account	1
11	Online Collection Payments	13
12	Request for Checkbook	2
13	Request for Fund Transfer	3
14	Updating of Bank Records - Change in Account Details/Type	42
15	Updating of Bank Records - Change in Account Type	1
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
17	Handling of Customer's Complaint	4
18	Salary Loan	17
19	Servicing of Modified Disbursement System Transactions	2
20	Printing/Reprinting of Bank Statement/Snapshot	4
Total		446

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.	49	75.38%
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	9.23%
4. I do not know what a CC is and I did not see this office's CC.	3	4.62%
N/A	7	10.77%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	44	75.86%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	5.17%
Did not specify	11	18.97%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	44	75.86%
2. Somewhat helped	2	3.45%
3. Did not help	-	-
N/A	3	5.17%
Did not specify	9	15.52%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	58	7	0	0	0	0	65	100.00%
Service Quality Dimensions								
Responsiveness	58	7	0	0	0	0	65	100.00%
Reliability	50	6	0	0	0	9	65	100.00%
Access and Facilities	52	3	0	0	0	10	65	100.00%
Communication	52	4	0	0	0	9	65	100.00%
Costs	37	5	0	0	0	23	65	100.00%
Integrity	52	4	0	0	0	9	65	100.00%
Assurance	61	4	0	0	0	0	65	100.00%
Outcome	49	6	0	0	0	10	65	100.00%
Overall	411	39	0	0	0	70	520	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	37

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	10
4	Cash Withdrawal	5
5	Check Deposit - Peso	5
6	Check Encashment	1
7	Request for Fund Transfer	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
9	Request for Bank Certification/Statement of Account for Salary Loan	1
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
11	Printing/Reprinting of Bank Statement/Snapshot	1
Total		65

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.	8	88.89%
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.	-	-
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	5	55.56%
2. Somewhat easy to see	3	33.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	11.11%
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	2	22.22%
3. Did not help	-	-
N/A	-	-
Did not specify	1	11.11%

	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>	8	1	0	0	0	0	9	100.00%
Service Quality Dimensions								
Responsiveness	7	2	0	0	0	0	9	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	5	3	0	0	0	1	9	100.00%
Access and Facilities	8	0	0	0	0	1	9	100.00%
Communication	7	1	0	0	0	1	9	100.00%
Costs	4	0	0	0	0	5	9	100.00%
Integrity	7	1	0	0	0	1	9	100.00%
Assurance	9	0	0	0	0	0	9	100.00%
Outcome	7	1	0	0	0	1	9	100.00%
Overall	54	8	0	0	0	10	72	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	4
2	Cash Withdrawal	2
3	Check Deposit - Peso	3
	Total	9

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.	81	58.27%
2. I know what a CC is but I did not see this office's CC.	1	0.72%
3. I learned of the CC only when I saw this office's CC.	6	4.32%
4. I do not know what a CC is and I did not see this office's CC.	11	7.91%
N/A	40	28.78%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	54	54.55%
2. Somewhat easy to see	4	4.04%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	13	13.13%
Did not specify	28	28.28%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	53	53.54%
2. Somewhat helped	5	5.05%
3. Did not help	-	-
N/A	13	13.13%
Did not specify	28	28.28%

	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>	115	22	0	1	1	0	139	98.56%
Service Quality Dimensions								
Responsiveness	102	34	0	1	2	0	139	97.84%
Reliability	100	15	1	0	1	22	139	98.29%
Access and Facilities	96	20	0	1	1	21	139	98.31%
Communication	93	22	1	0	1	22	139	98.29%
Costs	75	26	0	0	1	37	139	99.02%
Integrity	95	21	0	0	2	21	139	98.31%
Assurance	119	17	1	1	1	0	139	97.84%
Outcome	90	24	2	0	1	22	139	97.44%
Overall	770	179	5	3	10	145	1,112	98.14%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	116
3	Cash Deposit - (Peso/Foreign Currencies)	7
4	Cash Withdrawal	5
5	Check Deposit - Peso	2
6	Check Encashment	2
7	Closure of Deposit Account	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Handling of Customer's Complaint	1
10	Release of Inward Returned Check	1
11	Printing/Reprinting of Bank Statement/Snapshot	1
Total		139

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.	19	63.33%
2. I know what a CC is but I did not see this office's CC.	3	10.00%
3. I learned of the CC only when I saw this office's CC.	1	3.33%
4. I do not know what a CC is and I did not see this office's CC.	5	16.67%
N/A	2	6.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17	60.71%
2. Somewhat easy to see	1	3.57%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	1	3.57%
4. Not visible at all	1	3.57%
N/A	6	21.43%
Did not specify	2	7.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	60.71%
2. Somewhat helped	2	7.14%
3. Did not help	-	-
N/A	7	25.00%
Did not specify	2	7.14%

	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>	25	5	0	0	0	0	30	100.00%
Service Quality Dimensions								
Responsiveness	21	9	0	0	0	0	30	100.00%
Reliability	23	7	0	0	0	0	30	100.00%
Access and Facilities	24	5	1	0	0	0	30	96.67%
Communication	19	7	3	0	0	1	30	89.66%
Costs	22	4	0	0	0	4	30	100.00%
Integrity	26	4	0	0	0	0	30	100.00%
Assurance	27	3	0	0	0	0	30	100.00%
Outcome	21	9	0	0	0	0	30	100.00%
Overall	183	48	4	0	0	5	240	98.30%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	29
2	Issuance of Certificate of Full Payment	1
Total		30

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.	29	93.55%
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	3.23%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	3.23%

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	26	86.67%
2. Somewhat easy to see	3	10.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	3.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	24	80.00%
2. Somewhat helped	4	13.33%
3. Did not help	-	-
N/A	1	3.33%
Did not specify	1	3.33%

	Strongly Agree	Agree	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	1	0	0	0	0	31	100.00%
Service Quality Dimensions								
Responsiveness	23	8	0	0	0	0	31	100.00%
Reliability	27	3	0	0	0	1	31	100.00%
Access and Facilities	28	2	0	0	0	1	31	100.00%
Communication	25	5	0	0	0	1	31	100.00%
Costs	17	1	0	0	0	13	31	100.00%
Integrity	25	5	0	0	0	1	31	100.00%
Assurance	29	1	0	0	0	1	31	100.00%
Outcome	24	5	0	0	0	2	31	100.00%
Overall	198	30	0	0	0	20	248	100.00%

External Services		Responses
1	Opening of other Deposit Account	9
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	2
4	Check Deposit - Peso	4
5	Check Encashment	4
6	Online Collection Payments	2
7	Salary Loan	3
8	Servicing of Modified Disbursement System Transactions	3
Total		31

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.	6	85.71%
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	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	7	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	6	85.71%
2. Somewhat helped	1	14.29%
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>	5	2	0	0	0	0	7	100.00%
Service Quality Dimensions								
Responsiveness	4	3	0	0	0	0	7	100.00%
Reliability	4	3	0	0	0	0	7	100.00%
Access and Facilities	5	2	0	0	0	0	7	100.00%
Communication	2	5	0	0	0	0	7	100.00%
Costs	3	4	0	0	0	0	7	100.00%
Integrity	5	2	0	0	0	0	7	100.00%
Assurance	5	2	0	0	0	0	7	100.00%
Outcome	4	3	0	0	0	0	7	100.00%
Overall	32	24	0	0	0	0	56	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	7
	Total	7

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.	13	65.00%
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.	5	25.00%
4. I do not know what a CC is and I did not see this office's CC.	2	10.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	14	70.00%
2. Somewhat easy to see	4	20.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	10.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	55.00%
2. Somewhat helped	7	35.00%
3. Did not help	-	-
N/A	2	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>	19	0	0	0	1	0	20	95.00%
Service Quality Dimensions								
Responsiveness	19	0	1	0	0	0	20	95.00%
Reliability	19	0	0	0	0	1	20	100.00%
Access and Facilities	18	1	0	0	0	1	20	100.00%
Communication	18	1	0	0	0	1	20	100.00%
Costs	14	1	0	0	0	5	20	100.00%
Integrity	19	0	0	0	0	1	20	100.00%
Assurance	19	0	0	0	1	0	20	95.00%
Outcome	19	0	0	0	0	1	20	100.00%
Overall	145	3	1	0	1	10	160	98.67%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	20
Total		20

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.	216	87.80%
2. I know what a CC is but I did not see this office's CC.	3	1.22%
3. I learned of the CC only when I saw this office's CC.	17	6.91%
4. I do not know what a CC is and I did not see this office's CC.	6	2.44%
N/A	4	1.63%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	181	74.79%
2. Somewhat easy to see	7	2.89%
3. Difficult to see	2	0.83%
4. Not visible at all	-	-
N/A	6	2.48%
Did not specify	46	19.01%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	184	76.03%
2. Somewhat helped	7	2.89%
3. Did not help	-	-
N/A	7	2.89%
Did not specify	44	18.18%

	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>	232	12	0	0	0	2	246	100.00%
Service Quality Dimensions								
Responsiveness	219	27	0	0	0	0	246	100.00%
Reliability	195	11	0	0	0	40	246	100.00%
Access and Facilities	197	8	0	0	0	41	246	100.00%
Communication	189	17	0	0	0	40	246	100.00%
Costs	174	14	1	0	0	57	246	99.47%
Integrity	199	6	1	0	0	40	246	99.51%
Assurance	238	8	0	0	0	0	246	100.00%
Outcome	193	13	0	0	0	40	246	100.00%
Overall	1,604	104	2	0	0	258	1,968	99.88%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	95
3	Release of Captured Card	22

External Services		Responses
4	Request for ATM PIN Change	2
5	Request for Card Replacement	2
6	Cash Deposit - (Peso/Foreign Currencies)	10
7	Cash Withdrawal	5
8	Check Deposit - Peso	1
9	Check Encashment	3
10	Closure of Deposit Account	23
11	Online Collection Payments	3
12	Reactivation/Closure of Dormant Deposit Account	4
13	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSDTD)	1
14	Request for Checkbook	4
15	Request for Fund Transfer	1
16	Request for Passbook Replacement	2
17	Updating of Bank Records - Change in Account Details/Type	16
18	Updating of Bank Records - Change in Account Type	3
19	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	9
20	Salary Loan	16
21	Claim of Remittance Proceeds	1
22	Outgoing Remittance/Wire Transfer	2
23	Release of Inward Returned Check	7
24	Printing/Reprinting of Bank Statement/Snapshot	7
Total		246

12. Puerto Princesa Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	69.71%
2. I know what a CC is but I did not see this office's CC.	9	5.14%
3. I learned of the CC only when I saw this office's CC.	10	5.71%
4. I do not know what a CC is and I did not see this office's CC.	30	17.14%
N/A	4	2.29%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	111	64.91%
2. Somewhat easy to see	18	10.53%
3. Difficult to see	4	2.34%
4. Not visible at all	1	0.58%
N/A	33	19.30%
Did not specify	4	2.34%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	115	67.25%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	15	8.77%
3. Did not help	3	1.75%
N/A	35	20.47%
Did not specify	3	1.75%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	146	24	0	3	2	0	175	97.14%
Service Quality Dimensions								
Responsiveness	136	28	6	0	5	0	175	93.71%
Reliability	143	26	3	0	1	2	175	97.69%
Access and Facilities	138	28	5	0	1	3	175	96.51%
Communication	133	29	8	1	1	3	175	94.19%
Costs	100	28	2	0	1	44	175	97.71%
Integrity	137	32	2	2	0	2	175	97.69%
Assurance	144	29	0	1	1	0	175	98.86%
Outcome	140	29	2	2	0	2	175	97.69%
Overall	1,071	229	28	6	10	56	1,400	96.73%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	38
3	Release of Captured Card	2
4	Request for ATM PIN Change	12
5	Request for Card Replacement	3
6	Cash Deposit - (Peso/Foreign Currencies)	6
7	Cash Withdrawal	12
8	Check Deposit - Peso	3
9	Check Encashment	4
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	5
12	Updating of Bank Records - Change in Account Type	3
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	73
14	Salary Loan	11
15	Printing/Reprinting of Bank Statement/Snapshot	1
Total		175

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.	124	90.51%
2. I know what a CC is but I did not see this office's CC.	3	2.19%
3. I learned of the CC only when I saw this office's CC.	6	4.38%
4. I do not know what a CC is and I did not see this office's CC.	1	0.73%
N/A	3	2.19%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	124	92.54%
2. Somewhat easy to see	5	3.73%
3. Difficult to see	-	-
4. Not visible at all	2	1.49%
N/A	1	0.75%
Did not specify	2	1.49%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	128	95.52%
2. Somewhat helped	1	0.75%
3. Did not help	2	1.49%
N/A	1	0.75%
Did not specify	2	1.49%

	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>	133	2	0	0	2	0	137	98.54%
Service Quality Dimensions								
Responsiveness	132	2	0	1	2	0	137	97.81%
Reliability	130	2	0	0	2	3	137	98.51%
Access and Facilities	128	3	0	0	2	4	137	98.50%
Communication	128	2	1	0	2	4	137	97.74%
Costs	30	2	0	0	3	102	137	91.43%
Integrity	130	1	1	0	2	3	137	97.76%
Assurance	131	2	2	0	2	0	137	97.08%
Outcome	128	2	0	0	2	5	137	98.48%
Overall	937	16	4	1	17	121	1,096	97.74%

External Services		Responses
1	Opening of other Deposit Account	17
2	Release of Captured Card	1
3	Request for ATM PIN Change	10

External Services		Responses
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	15
6	Cash Withdrawal	24
7	Check Deposit - Peso	7
8	Check Encashment	23
9	Online Collection Payments	9
10	Reactivation/Closure of Dormant Deposit Account	5
11	Request for Checkbook	3
12	Request for Fund Transfer	3
13	Updating of Bank Records - Change in Account Details/Type	1
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Request for Bank Certification/Statement of Account for Salary Loan	1
17	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
18	Servicing of Modified Disbursement System Transactions	2
19	Printing/Reprinting of Bank Statement/Snapshot	5
Total		137

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.	16	88.89%
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	5.56%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	5.56%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	14	82.35%
2. Somewhat easy to see	1	5.88%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	11.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	82.35%
2. Somewhat helped	1	5.88%
3. Did not help	-	-
N/A	-	-
Did not specify	2	11.76%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	18	0	0	0	0	0	18	100.00%
Service Quality Dimensions								
Responsiveness	17	0	1	0	0	0	18	94.44%
Reliability	15	1	0	0	0	2	18	100.00%
Access and Facilities	15	1	0	0	0	2	18	100.00%
Communication	16	0	0	0	0	2	18	100.00%
Costs	13	1	0	0	0	4	18	100.00%
Integrity	16	0	0	0	0	2	18	100.00%
Assurance	18	0	0	0	0	0	18	100.00%
Outcome	15	1	0	0	0	2	18	100.00%
Overall	125	4	1	0	0	14	144	99.23%

External Services		Responses
1	Opening of other Deposit Account	5
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	3
4	Cash Withdrawal	2
5	Check Deposit - Peso	1
6	Online Collection Payments	1
7	Reactivation/Closure of Dormant Deposit Account	1
8	Updating of Bank Records - Change in Account Type	2
9	Salary Loan	2
Total		18

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.	273	77.34%
2. I know what a CC is but I did not see this office's CC.	4	1.13%
3. I learned of the CC only when I saw this office's CC.	35	9.92%
4. I do not know what a CC is and I did not see this office's CC.	25	7.08%
N/A	16	4.53%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	226	67.06%
2. Somewhat easy to see	21	6.23%
3. Difficult to see	1	0.30%
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	28	8.31%
Did not specify	61	18.10%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	213	63.20%
2. Somewhat helped	31	9.20%
3. Did not help	1	0.30%
N/A	29	8.61%
Did not specify	63	18.69%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	299	51	0	0	0	3	353	100.00%
Service Quality Dimensions								
Responsiveness	246	94	10	0	1	2	353	96.87%
Reliability	239	47	1	0	0	66	353	99.65%
Access and Facilities	231	55	1	1	0	65	353	99.31%
Communication	231	53	4	0	0	65	353	98.61%
Costs	198	49	3	0	0	103	353	98.80%
Integrity	231	54	3	0	0	65	353	98.96%
Assurance	304	47	1	0	0	1	353	99.72%
Outcome	222	57	5	0	0	69	353	98.24%
Overall	1,902	456	28	1	1	436	2,824	98.74%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	11
2	Opening of other Deposit Account	249
3	Request for ATM PIN Change	4
4	Cash Deposit - (Peso/Foreign Currencies)	14
5	Cash Withdrawal	5
6	Check Deposit - Peso	2
7	Check Encashment	7
8	Request for Fund Transfer	2
9	Updating of Bank Records - Change in Account Details/Type	41
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	14
11	Salary Loan	2
12	Outgoing Remittance/Wire Transfer	1
13	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		353

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.	14	93.33%
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. 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	12	80.00%
2. Somewhat easy to see	1	6.67%
3. Difficult to see	-	-
4. Not visible at all	1	6.67%
N/A	-	-
Did not specify	1	6.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	80.00%
2. Somewhat helped	1	6.67%
3. Did not help	1	6.67%
N/A	-	-
Did not specify	1	6.67%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	13	1	1	0	0	0	15	93.33%
Service Quality Dimensions								
Responsiveness	13	1	0	0	1	0	15	93.33%
Reliability	12	1	0	0	1	1	15	92.86%
Access and Facilities	12	1	0	0	1	1	15	92.86%
Communication	12	1	0	0	1	1	15	92.86%
Costs	9	1	1	0	0	4	15	90.91%
Integrity	12	1	0	1	0	1	15	92.86%
Assurance	13	1	1	0	0	0	15	93.33%
Outcome	12	1	1	0	0	1	15	92.86%
Overall	95	8	3	1	4	9	120	92.79%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	5

External Services		Responses
3	Cash Withdrawal	1
4	Check Deposit - Peso	2
5	Check Encashment	4
6	Request for Checkbook	1
Total		15

17. San Jose (M) Lopez Jaena Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	17	77.27%
2. Somewhat easy to see	2	9.09%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	13.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	77.27%
2. Somewhat helped	2	9.09%
3. Did not help	-	-
N/A	-	-
Did not specify	3	13.64%

	Strongly Agree	Agree	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	1	0	1	0	1	22	95.24%
Service Quality Dimensions								
Responsiveness	18	1	1	0	1	1	22	90.48%
Reliability	18	0	1	0	0	3	22	94.74%
Access and Facilities	17	2	0	0	0	3	22	100.00%
Communication	17	2	0	0	0	3	22	100.00%
Costs	16	2	0	0	0	4	22	100.00%
Integrity	17	1	0	1	0	3	22	94.74%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	18	3	0	0	0	1	22	100.00%
Outcome	16	3	0	0	0	3	22	100.00%
Overall	137	14	2	1	1	21	176	97.42%

External Services		Responses
1	Opening of other Deposit Account	9
2	Cash Deposit - (Peso/Foreign Currencies)	7
3	Cash Withdrawal	3
4	Online Collection Payments	1
5	Request for Fund Transfer	1
6	Updating of Bank Records - Change in Account Details/Type	1
	Total	22

18. 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.	32	84.21%
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	7.89%
4. I do not know what a CC is and I did not see this office's CC.	2	5.26%
N/A	1	2.63%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	29	78.38%
2. Somewhat easy to see	2	5.41%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	8.11%
Did not specify	3	8.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	27	72.97%
2. Somewhat helped	3	8.11%
3. Did not help	-	-
N/A	4	10.81%
Did not specify	3	8.11%

	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>	32	4	2	0	0	0	38	94.74%
Service Quality Dimensions								
Responsiveness	24	12	2	0	0	0	38	94.74%
Reliability	33	5	0	0	0	0	38	100.00%
Access and Facilities	32	4	2	0	0	0	38	94.74%
Communication	32	6	0	0	0	0	38	100.00%
Costs	26	4	0	0	0	8	38	100.00%
Integrity	28	7	3	0	0	0	38	92.11%
Assurance	35	3	0	0	0	0	38	100.00%
Outcome	31	7	0	0	0	0	38	100.00%
Overall	241	48	7	0	0	8	304	97.64%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	12
3	Cash Withdrawal	14
4	Check Encashment	2
5	Online Collection Payments	2
6	Reactivation/Closure of Dormant Deposit Account	1
7	Updating of Bank Records - Change in Account Details/Type	1
8	Salary Loan	1
9	Reprinting of Bank Statement not available in the Branch	1
	Total	38

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>	1,208	318	22	13	12	0	1,573	97.01%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,066	426	44	12	21	4	1,573	95.09%
Reliability	1,125	356	24	6	6	56	1,573	97.63%
Access and Facilities	1,078	374	44	3	10	64	1,573	96.22%
Communication	1,009	419	58	5	10	72	1,573	95.14%
Costs	654	230	27	3	1	658	1,573	96.61%
Integrity	1,060	385	50	9	10	59	1,573	95.44%
Assurance	1,192	335	33	6	5	2	1,573	97.20%
Outcome	1,047	401	38	6	4	77	1,573	96.79%
Overall	8,231	2,926	318	50	67	992	12,584	96.25%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,159	73.68%
2. I know what a CC is but I did not see this office's CC.	39	2.48%
3. I learned of the CC only when I saw this office's CC.	148	9.41%
4. I do not know what a CC is and I did not see this office's CC.	187	11.89%
N/A	4	0.25%
Did not specify	1,159	73.68%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	976	63.67%
2. Somewhat easy to see	136	8.87%
3. Difficult to see	9	0.59%
4. Not visible at all	7	0.46%
N/A	206	13.44%
Did not specify	199	12.98%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	960	62.62%
2. Somewhat helped	157	10.24%
3. Did not help	10	0.65%
N/A	213	13.89%
Did not specify	193	12.59%

External Services	Responses	Overall Score
1. Opening of a Deposit Accounts	239	95.43%
2. ATM Card Requests	61	98.30%
3. Branch Over-the-Counter Transactions	1,106	96.63%
4. Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	22	86.25%
5. Branch Banking Loan Servicing	61	97.20%
6. Other Branch Products/Services	30	98.67%
7. Request for Bank Documents	31	89.96%
8. Regular Loan Processing	12	93.42%
9. Agrarian Services	6	100.00%
10. Complaints Management	5	82.35%

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.	5	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	3	60.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	40.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	60.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	2	40.00%

	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>	5	0	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	5	0	0	0	0	0	5	100.00%
Reliability	3	0	0	0	0	2	5	100.00%
Access and Facilities	3	0	0	0	0	2	5	100.00%
Communication	3	0	0	0	0	2	5	100.00%
Costs	3	0	0	0	0	2	5	100.00%
Integrity	3	0	0	0	0	2	5	100.00%
Assurance	5	0	0	0	0	0	5	100.00%
Outcome	3	0	0	0	0	2	5	100.00%
Overall	28	0	0	0	0	12	40	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	5
Total		5

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.	1	50.00%
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.	1	50.00%
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	2	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	2	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>	2	0	0	0	0	0	2	100.00%
Service Quality Dimensions								
Responsiveness	2	0	0	0	0	0	2	100.00%
Reliability	1	1	0	0	0	0	2	100.00%
Access and Facilities	1	1	0	0	0	0	2	100.00%
Communication	2	0	0	0	0	0	2	100.00%
Costs	1	1	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	1	0	0	0	0	2	100.00%
Overall	12	4	0	0	0	0	16	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	2
	Total	2

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.	-	-
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	50.00%
4. I do not know what a CC is and I did not see this office's CC.	2	50.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	50.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	25.00%
2. Somewhat helped	1	25.00%
3. Did not help	-	-
N/A	2	50.00%
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>	3	1	0	0	0	0	4	100.00%
Service Quality Dimensions								
Responsiveness	2	1	1	0	0	0	4	75.00%
Reliability	2	2	0	0	0	0	4	100.00%
Access and Facilities	2	2	0	0	0	0	4	100.00%
Communication	1	2	0	0	1	0	4	75.00%
Costs	1	1	0	0	0	2	4	100.00%
Integrity	2	1	1	0	0	0	4	75.00%
Assurance	3	1	0	0	0	0	4	100.00%
Outcome	2	0	2	0	0	0	4	50.00%
Overall	15	10	4	0	1	2	32	83.33%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	4
Total		4

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.	8	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	3	37.50%
2. Somewhat easy to see	1	12.50%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	25.00%
2. Somewhat helped	2	25.00%
3. Did not help	-	-
N/A	-	-
Did not specify	4	50.00%

	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>	6	2	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	5	3	0	0	0	0	8	100.00%
Reliability	4	1	0	0	0	3	8	100.00%
Access and Facilities	4	1	0	0	0	3	8	100.00%
Communication	4	1	0	0	0	3	8	100.00%
Costs	3	1	0	0	0	4	8	100.00%
Integrity	4	1	0	0	0	3	8	100.00%
Assurance	8	0	0	0	0	0	8	100.00%
Outcome	4	1	0	0	0	3	8	100.00%
Overall	36	9	0	0	0	19	64	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	4
2	Cash Withdrawal	3
3	Salary Loan	1
Total		8

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.	277	77.59%
2. I know what a CC is but I did not see this office's CC.	9	2.52%
3. I learned of the CC only when I saw this office's CC.	44	12.32%
4. I do not know what a CC is and I did not see this office's CC.	15	4.20%
N/A	8	2.24%
Did not specify	4	1.12%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	261	75.65%
2. Somewhat easy to see	41	11.88%
3. Difficult to see	2	0.58%
4. Not visible at all	1	0.29%
N/A	20	5.80%
Did not specify	20	5.80%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	248	71.88%
2. Somewhat helped	61	17.68%
3. Did not help	1	0.29%
N/A	20	5.80%
Did not specify	15	4.35%

	Strongly Agree	Agree	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	74	2	0	0	0	357	99.44%
Service Quality Dimensions								
Responsiveness	230	118	6	1	2	0	357	97.48%
Reliability	271	74	2	0	1	9	357	99.14%
Access and Facilities	260	83	1	0	0	13	357	99.71%
Communication	226	107	8	0	0	16	357	97.65%
Costs	184	75	4	0	0	94	357	98.48%
Integrity	257	85	6	0	0	9	357	98.28%
Assurance	286	68	3	0	0	0	357	99.16%
Outcome	248	89	6	1	0	13	357	97.97%
Overall	1,962	699	36	2	3	154	2,856	98.48%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	60

External Services		Responses
3	Release of Captured Card	6
4	Request for ATM PIN Change	4
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	23
7	Cash Withdrawal	33
8	Check Deposit - Peso	21
9	Check Deposit - Foreign Currency	1
10	Check Encashment	96
11	Closure of Deposit Account	4
12	Online Collection Payments	9
13	Reactivation/Closure of Dormant Deposit Account	2
14	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSDTD)	1
15	Request for Fund Transfer	4
16	Updating of Bank Records - Change in Account Details/Type	54
17	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	7
20	Request for Bank Certification/Statement of Account for Salary Loan	2
21	Servicing of Modified Disbursement System Transactions	9
22	Printing/Reprinting of Bank Statement/Snapshot	5
Total		357

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.	42	64.62%
2. I know what a CC is but I did not see this office's CC.	2	3.08%
3. I learned of the CC only when I saw this office's CC.	12	18.46%
4. I do not know what a CC is and I did not see this office's CC.	7	10.77%
N/A	2	3.08%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	48	76.19%
2. Somewhat easy to see	5	7.94%
3. Difficult to see	1	1.59%
4. Not visible at all	-	-
N/A	7	11.11%
Did not specify	2	3.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	47	74.60%
2. Somewhat helped	4	6.35%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	1	1.59%
N/A	8	12.70%
Did not specify	3	4.76%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	52	12	0	1	0	0	65	98.46%
Service Quality Dimensions								
Responsiveness	50	13	1	0	1	0	65	96.92%
Reliability	53	10	1	0	0	1	65	98.44%
Access and Facilities	52	7	4	0	1	1	65	92.19%
Communication	44	15	4	0	1	1	65	92.19%
Costs	38	13	0	0	0	14	65	100.00%
Integrity	51	12	0	0	1	1	65	98.44%
Assurance	55	9	1	0	0	0	65	98.46%
Outcome	46	12	1	0	0	6	65	98.31%
Overall	389	91	12	0	4	24	520	96.77%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	20
3	Request for ATM PIN Change	2
4	Cash Deposit - (Peso/Foreign Currencies)	23
5	Cash Withdrawal	3
6	Check Deposit - Peso	4
7	Check Encashment	2
8	Online Collection Payments	2
9	Request for Fund Transfer	2
10	Updating of Bank Records - Change in Account Details/Type	2
11	Updating of Bank Records - Change in Account Type	1
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
Total		65

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.	14	100.00%
2. I know what a CC is but I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
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	13	92.86%
2. Somewhat easy to see	1	7.14%
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	12	85.71%
2. Somewhat helped	2	14.29%
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>	12	1	0	1	0	0	14	92.86%
Service Quality Dimensions								
Responsiveness	11	3	0	0	0	0	14	100.00%
Reliability	12	1	0	0	1	0	14	92.86%
Access and Facilities	10	3	1	0	0	0	14	92.86%
Communication	10	3	1	0	0	0	14	92.86%
Costs	8	3	1	0	0	2	14	91.67%
Integrity	11	2	0	1	0	0	14	92.86%
Assurance	11	2	1	0	0	0	14	92.86%
Outcome	10	3	1	0	0	0	14	92.86%
Overall	83	20	5	1	1	2	112	93.64%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	5
4	Cash Withdrawal	1
5	Check Deposit - Peso	3
Total		14

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.	3	50.00%
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.	3	50.00%
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	5	83.33%
2. Somewhat easy to see	1	16.67%
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	66.67%
2. Somewhat helped	1	16.67%
3. Did not help	-	-
N/A	1	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>	6	0	0	0	0	0	6	100.00%
Service Quality Dimensions								
Responsiveness	3	3	0	0	0	0	6	100.00%
Reliability	6	0	0	0	0	0	6	100.00%
Access and Facilities	6	0	0	0	0	0	6	100.00%
Communication	4	0	0	0	0	2	6	100.00%
Costs	2	1	0	0	0	3	6	100.00%
Integrity	6	0	0	0	0	0	6	100.00%
Assurance	6	0	0	0	0	0	6	100.00%
Outcome	6	0	0	0	0	0	6	100.00%
Overall	39	4	0	0	0	5	48	100.00%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	1
2	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	4

External Services		Responses
3	Refund of Excess Payment	1
Total		6

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.	1	50.00%
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.	1	50.00%
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	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	50.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	50.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	50.00%
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	1	1	0	0	0	0	2	100.00%
Costs	1	0	0	0	0	1	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	1	0	0	0	0	2	100.00%
Overall	12	3	0	0	0	1	16	100.00%

External Services		Responses
1	Cash Withdrawal	2
Total		2

10. Iriga Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	80.00%
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.	1	10.00%
N/A	1	10.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	88.89%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	11.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	88.89%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	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>	8	1	0	1	0	0	10	90.00%
Service Quality Dimensions								
Responsiveness	8	1	0	0	1	0	10	90.00%
Reliability	8	2	0	0	0	0	10	100.00%
Access and Facilities	8	1	0	1	0	0	10	90.00%
Communication	6	3	1	0	0	0	10	90.00%
Costs	7	1	1	0	0	1	10	88.89%
Integrity	8	1	0	1	0	0	10	90.00%
Assurance	9	0	1	0	0	0	10	90.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	7	2	0	1	0	0	10	90.00%
Overall	61	11	3	3	1	1	80	91.14%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Deposit - Peso	3
4	Request for Checkbook	1
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		10

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.	3	75.00%
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.	1	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	1	25.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	25.00%
N/A	1	25.00%
Did not specify	1	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	25.00%
2. Somewhat helped	-	-
3. Did not help	1	25.00%
N/A	1	25.00%
Did not specify	1	25.00%

	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>	2	0	0	1	1	0	4	50.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	1	1	0	0	2	0	4	50.00%
Reliability	1	0	0	1	0	2	4	50.00%
Access and Facilities	1	0	1	0	1	1	4	33.33%
Communication	1	0	1	0	1	1	4	33.33%
Costs	0	1	0	0	0	3	4	100.00%
Integrity	1	0	0	0	2	1	4	33.33%
Assurance	2	0	1	0	1	0	4	50.00%
Outcome	1	1	1	0	0	1	4	66.67%
Overall	8	3	4	1	7	9	32	47.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	1
3	Check Deposit - Peso	1
4	Check Encashment	1
Total		4

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.	407	67.61%
2. I know what a CC is but I did not see this office's CC.	7	1.16%
3. I learned of the CC only when I saw this office's CC.	45	7.48%
4. I do not know what a CC is and I did not see this office's CC.	129	21.43%
N/A	14	2.33%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	300	51.02%
2. Somewhat easy to see	33	5.61%
3. Difficult to see	1	0.17%
4. Not visible at all	-	-
N/A	131	22.28%
Did not specify	123	20.92%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	301	51.19%
2. Somewhat helped	34	5.78%
3. Did not help	-	-
N/A	132	22.45%
Did not specify	121	20.58%

	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>	426	162	14	0	0	0	602	97.67%
Service Quality Dimensions								
Responsiveness	391	184	25	0	0	2	602	95.83%
Reliability	400	183	11	1	0	7	602	97.98%
Access and Facilities	378	191	26	0	0	7	602	95.63%
Communication	365	202	26	0	0	9	602	95.62%
Costs	157	67	10	0	0	368	602	95.73%
Integrity	368	196	28	2	1	7	602	94.79%
Assurance	408	173	20	0	0	1	602	96.67%
Outcome	381	196	15	0	0	10	602	97.47%
Overall	2,848	1,392	161	3	1	411	4,816	96.25%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	69
3	Request for ATM PIN Change	5
4	Request for Card Replacement	18
5	Cash Deposit - (Peso/Foreign Currencies)	136
6	Cash Withdrawal	190
7	Check Deposit - Peso	74
8	Check Deposit - Foreign Currency	1
9	Check Encashment	48
10	Closure of Deposit Account	1
11	Online Collection Payments	25
12	Reactivation/Closure of Dormant Deposit Account	1
13	Request for Checkbook	10
14	Request for Fund Transfer	2
15	Updating of Bank Records - Change in Account Details/Type	7
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
17	Salary Loan	4
18	Request for Bank Certification/Statement of Account for Salary Loan	4
19	Outgoing Remittance/Wire Transfer	1
20	Servicing of Modified Disbursement System Transactions	2
21	Printing/Reprinting of Bank Statement/Snapshot	2
Total		602

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.	38	56.72%
2. I know what a CC is but I did not see this office's CC.	6	8.96%
3. I learned of the CC only when I saw this office's CC.	5	7.46%
4. I do not know what a CC is and I did not see this office's CC.	11	16.42%
N/A	7	10.45%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	34	56.67%
2. Somewhat easy to see	6	10.00%
3. Difficult to see	-	-
4. Not visible at all	3	5.00%
N/A	13	21.67%
Did not specify	4	6.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	36	60.00%
2. Somewhat helped	3	5.00%
3. Did not help	1	1.67%
N/A	16	26.67%
Did not specify	4	6.67%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	51	10	1	2	3	0	67	91.04%
Service Quality Dimensions								
Responsiveness	46	15	2	0	4	0	67	91.04%
Reliability	48	13	0	1	3	2	67	93.85%
Access and Facilities	45	15	0	0	4	3	67	93.75%
Communication	45	15	1	0	3	3	67	93.75%
Costs	27	7	0	1	1	31	67	94.44%
Integrity	44	16	1	1	2	3	67	93.75%
Assurance	47	16	0	2	2	0	67	94.03%
Outcome	43	17	1	0	2	4	67	95.24%
Overall	345	114	5	5	21	46	536	93.67%

External Services		Responses
1	Opening of other Deposit Account	15
2	Request for ATM PIN Change	1

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	5
4	Cash Withdrawal	20
5	Check Deposit - Peso	2
6	Check Encashment	2
7	Online Collection Payments	2
8	Request for Checkbook	1
9	Request for Fund Transfer	3
10	Updating of Bank Records - Change in Account Details/Type	3
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
12	Handling of Customer's Complaint	2
13	Salary Loan	3
14	Request for Bank Certification/Statement of Account for Salary Loan	1
15	Servicing of Modified Disbursement System Transactions	4
16	Printing/Reprinting of Bank Statement/Snapshot	1
Total		67

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.	64	90.14%
2. I know what a CC is but I did not see this office's CC.	1	1.41%
3. I learned of the CC only when I saw this office's CC.	4	5.63%
4. I do not know what a CC is and I did not see this office's CC.	2	2.82%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	54	76.06%
2. Somewhat easy to see	2	2.82%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	5.63%
Did not specify	11	15.49%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	53	74.65%
2. Somewhat helped	4	5.63%
3. Did not help	-	-
N/A	3	4.23%
Did not specify	11	15.49%

	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>	66	4	0	0	1	0	71	98.59%
Service Quality Dimensions								
Responsiveness	64	4	1	1	1	0	71	95.77%
Reliability	59	4	0	0	0	8	71	100.00%
Access and Facilities	58	4	1	0	0	8	71	98.41%
Communication	58	4	1	0	0	8	71	98.41%
Costs	52	2	1	0	0	16	71	98.18%
Integrity	59	4	0	0	0	8	71	100.00%
Assurance	68	2	0	1	0	0	71	98.59%
Outcome	58	4	1	0	0	8	71	98.41%
Overall	476	28	5	2	1	56	568	98.44%

External Services		Responses
1	Opening of other Deposit Account	10
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	6
4	Cash Withdrawal	9
5	Check Deposit - Peso	6
6	Check Encashment	26
7	Online Collection Payments	2
8	Request for Checkbook	4
9	Updating of Bank Records - Change in Account Details/Type	3
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
11	Handling of Customer's Complaint	1
12	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		71

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.	36	94.74%
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	5.26%
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	36	94.74%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	2	5.26%
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	36	94.74%
2. Somewhat helped	2	5.26%
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>	38	0	0	0	0	0	38	100.00%
Service Quality Dimensions								
Responsiveness	37	1	0	0	0	0	38	100.00%
Reliability	37	1	0	0	0	0	38	100.00%
Access and Facilities	37	1	0	0	0	0	38	100.00%
Communication	34	3	1	0	0	0	38	97.37%
Costs	20	3	0	0	0	15	38	100.00%
Integrity	34	4	0	0	0	0	38	100.00%
Assurance	37	1	0	0	0	0	38	100.00%
Outcome	34	4	0	0	0	0	38	100.00%
Overall	270	18	1	0	0	15	304	99.65%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Release of Captured Card	7
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	7
5	Cash Withdrawal	4
6	Check Deposit - Peso	4
7	Check Encashment	2
8	Request for Checkbook	1
9	Updating of Bank Records - Change in Account Details/Type	1
10	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
11	Salary Loan	8
12	Servicing of Modified Disbursement System Transactions	1
Total		38

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.	29	93.55%
2. I know what a CC is but I did not see this office's CC.	1	3.23%
3. I learned of the CC only when I saw this office's CC.	1	3.23%
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	27	87.10%
2. Somewhat easy to see	1	3.23%
3. Difficult to see	-	-
4. Not visible at all	1	3.23%
N/A	1	3.23%
Did not specify	1	3.23%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	24	77.42%
2. Somewhat helped	4	12.90%
3. Did not help	-	-
N/A	2	6.45%
Did not specify	1	3.23%

	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>	20	9	0	1	1	0	31	93.55%
Service Quality Dimensions								
Responsiveness	17	11	0	0	2	1	31	93.33%
Reliability	20	9	2	0	0	0	31	93.55%
Access and Facilities	19	9	1	0	2	0	31	90.32%
Communication	19	9	1	0	2	0	31	90.32%
Costs	12	10	0	0	0	9	31	100.00%
Integrity	19	10	0	0	2	0	31	93.55%
Assurance	18	12	0	0	1	0	31	96.77%
Outcome	16	14	0	0	1	0	31	96.77%
Overall	140	84	4	0	10	10	248	94.12%

External Services		Responses
1	Opening of other Deposit Account	3
2	Request for ATM PIN Change	1
3	Cash Withdrawal	2

External Services		Responses
4	Updating of Bank Records - Change in Account Details/Type	3
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
6	Salary Loan	21
Total		31

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.	13	68.42%
2. I know what a CC is but I did not see this office's CC.	2	10.53%
3. I learned of the CC only when I saw this office's CC.	3	15.79%
4. I do not know what a CC is and I did not see this office's CC.	1	5.26%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	47.37%
2. Somewhat easy to see	6	31.58%
3. Difficult to see	1	5.26%
4. Not visible at all	-	-
N/A	1	5.26%
Did not specify	2	10.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	52.63%
2. Somewhat helped	3	15.79%
3. Did not help	3	15.79%
N/A	1	5.26%
Did not specify	2	10.53%

	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>	6	5	2	1	5	0	19	57.89%
Service Quality Dimensions								
Responsiveness	5	5	2	2	5	0	19	52.63%
Reliability	7	6	4	2	0	0	19	68.42%
Access and Facilities	7	5	3	1	2	1	19	66.67%
Communication	7	3	3	2	2	2	19	58.82%
Costs	4	4	2	1	0	8	19	72.73%
Integrity	7	6	4	1	1	0	19	68.42%
Assurance	10	5	3	1	0	0	19	78.95%
Outcome	8	4	3	2	1	1	19	66.67%
Overall	55	38	24	12	11	12	152	66.43%

External Services		Responses
1	Opening of other Deposit Account	2
2	Release of Captured Card	1
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	2
5	Check Encashment	3
6	Closure of Deposit Account	1
7	Reactivation/Closure of Dormant Deposit Account	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Salary Loan	1
11	Outgoing Remittance/Wire Transfer	1
12	Printing/Reprinting of Bank Statement/Snapshot	3
Total		19

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.	13	81.25%
2. I know what a CC is but I did not see this office's CC.	1	6.25%
3. I learned of the CC only when I saw this office's CC.	1	6.25%
4. I do not know what a CC is and I did not see this office's CC.	1	6.25%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	13	81.25%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	12.50%
Did not specify	1	6.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	75.00%
2. Somewhat helped	1	6.25%
3. Did not help	-	-
N/A	2	12.50%
Did not specify	1	6.25%

	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>	15	1	0	0	0	0	16	100.00%
Service Quality Dimensions								
Responsiveness	13	2	0	0	1	0	16	93.75%
Reliability	13	2	0	0	0	1	16	100.00%
Access and Facilities	13	2	0	0	0	1	16	100.00%
Communication	13	2	0	0	0	1	16	100.00%
Costs	10	2	0	0	0	4	16	100.00%
Integrity	13	2	0	0	0	1	16	100.00%
Assurance	15	1	0	0	0	0	16	100.00%
Outcome	13	1	0	0	0	2	16	100.00%
Overall	103	14	0	0	1	10	128	99.15%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	3
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	2
5	Check Encashment	1
6	Online Collection Payments	3
7	Reactivation/Closure of Dormant Deposit Account	1
8	Printing/Reprinting of Bank Statement/Snapshot	1
Total		16

19. Naga Rotunda Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	23	69.70%
2. I know what a CC is but I did not see this office's CC.	2	6.06%
3. I learned of the CC only when I saw this office's CC.	7	21.21%
4. I do not know what a CC is and I did not see this office's CC.	1	3.03%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	19	57.58%
2. Somewhat easy to see	8	24.24%
3. Difficult to see	1	3.03%
4. Not visible at all	-	-
N/A	2	6.06%
Did not specify	3	9.09%

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	22	66.67%
2. Somewhat helped	5	15.15%
3. Did not help	-	-
N/A	3	9.09%
Did not specify	3	9.09%

	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>	30	2	0	1	0	0	33	96.97%
Service Quality Dimensions								
Responsiveness	22	9	1	0	1	0	33	93.94%
Reliability	28	2	0	0	1	2	33	96.77%
Access and Facilities	26	4	0	1	0	2	33	96.77%
Communication	25	3	2	0	0	3	33	93.33%
Costs	19	2	1	0	0	11	33	95.45%
Integrity	29	1	1	0	0	2	33	96.77%
Assurance	30	2	0	0	1	0	33	96.97%
Outcome	24	4	0	1	0	4	33	96.55%
Overall	203	27	5	2	3	24	264	95.83%

External Services		Responses
1	Opening of other Deposit Account	13
2	Request for Card Replacement	2
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	3
5	Check Deposit - Peso	3
6	Check Encashment	2
7	Online Collection Payments	2
8	Updating of Bank Records - Change in Account Details/Type	2
9	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
Total		33

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.	21	84.00%
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.	1	4.00%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	3	12.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	16	72.73%
2. Somewhat easy to see	2	9.09%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	18.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	77.27%
2. Somewhat helped	1	4.55%
3. Did not help	-	-
N/A	-	-
Did not specify	4	18.18%

	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>	24	0	0	1	0	0	25	96.00%
Service Quality Dimensions								
Responsiveness	21	2	0	1	0	1	25	95.83%
Reliability	20	1	0	0	0	4	25	100.00%
Access and Facilities	19	2	0	0	0	4	25	100.00%
Communication	18	3	0	0	0	4	25	100.00%
Costs	17	0	0	0	0	8	25	100.00%
Integrity	19	1	0	1	0	4	25	95.24%
Assurance	23	2	0	0	0	0	25	100.00%
Outcome	20	1	0	0	0	4	25	100.00%
Overall	157	12	0	2	0	29	200	98.83%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	13
3	Cash Withdrawal	1
4	Check Deposit - Peso	1
5	Check Encashment	3
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
7	Salary Loan	5
Total		25

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.	14	87.50%
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. I do not know what a CC is and I did not see this office's CC.	2	12.50%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	13	81.25%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	12.50%
Did not specify	1	6.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	75.00%
2. Somewhat helped	1	6.25%
3. Did not help	-	-
N/A	2	12.50%
Did not specify	1	6.25%

	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>	14	2	0	0	0	0	16	100.00%
Service Quality Dimensions								
Responsiveness	14	1	1	0	0	0	16	93.75%
Reliability	14	1	0	0	0	1	16	100.00%
Access and Facilities	14	1	0	0	0	1	16	100.00%
Communication	14	0	1	0	0	1	16	93.33%
Costs	12	1	0	0	0	3	16	100.00%
Integrity	14	0	1	0	0	1	16	93.33%
Assurance	14	1	1	0	0	0	16	93.75%
Outcome	14	0	1	0	0	1	16	93.33%
Overall	110	5	5	0	0	8	128	95.83%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	4

External Services		Responses
3	Cash Withdrawal	2
4	Check Deposit - Peso	1
5	Request for Fund Transfer	4
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
7	Salary Loan	2
Total		16

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.	4	30.77%
2. I know what a CC is but I did not see this office's CC.	1	7.69%
3. I learned of the CC only when I saw this office's CC.	7	53.85%
4. I do not know what a CC is and I did not see this office's CC.	1	7.69%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5	38.46%
2. Somewhat easy to see	5	38.46%
3. Difficult to see	2	15.38%
4. Not visible at all	-	-
N/A	1	7.69%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	46.15%
2. Somewhat helped	3	23.08%
3. Did not help	2	15.38%
N/A	2	15.38%
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>	12	1	0	0	0	0	13	100.00%
Service Quality Dimensions								
Responsiveness	9	4	0	0	0	0	13	100.00%
Reliability	12	1	0	0	0	0	13	100.00%
Access and Facilities	10	3	0	0	0	0	13	100.00%
Communication	10	3	0	0	0	0	13	100.00%
Costs	5	1	1	0	0	6	13	85.71%
Integrity	12	1	0	0	0	0	13	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	12	1	0	0	0	0	13	100.00%
Outcome	12	1	0	0	0	0	13	100.00%
Overall	82	15	1	0	0	6	104	98.98%

External Services		Responses
1	Opening of other Deposit Account	7
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	1
4	Updating of Bank Records - Change in Account Details/Type	2
5	Printing/Reprinting of Bank Statement/Snapshot	1
Total		13

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.	66	75.86%
2. I know what a CC is but I did not see this office's CC.	5	5.75%
3. I learned of the CC only when I saw this office's CC.	6	6.90%
4. I do not know what a CC is and I did not see this office's CC.	10	11.49%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	53	60.92%
2. Somewhat easy to see	18	20.69%
3. Difficult to see	1	1.15%
4. Not visible at all	1	1.15%
N/A	13	14.94%
Did not specify	1	1.15%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	49	56.32%
2. Somewhat helped	23	26.44%
3. Did not help	1	1.15%
N/A	13	14.94%
Did not specify	1	1.15%

	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>	61	23	1	2	0	0	87	96.55%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	47	31	3	6	0	0	87	89.66%
Reliability	52	31	2	1	0	1	87	96.51%
Access and Facilities	48	31	4	0	0	4	87	95.18%
Communication	48	29	6	1	0	3	87	91.67%
Costs	33	27	5	1	0	21	87	90.91%
Integrity	42	32	6	2	1	4	87	89.16%
Assurance	52	32	1	1	0	1	87	97.67%
Outcome	46	34	4	0	0	3	87	95.24%
Overall	368	247	31	12	1	37	696	93.32%

External Services		Responses
1	Opening of other Deposit Account	8
2	Cash Deposit - (Peso/Foreign Currencies)	13
3	Cash Withdrawal	27
4	Check Deposit - Peso	5
5	Check Encashment	8
6	Online Collection Payments	2
7	Request for Checkbook	1
8	Request for Fund Transfer	6
9	Updating of Bank Records - Change in Account Details/Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
11	Salary Loan	3
12	Request for Bank Certification/Statement of Account for Salary Loan	1
13	Outgoing Remittance/Wire Transfer	2
14	Servicing of Modified Disbursement System Transactions	7
15	Printing/Reprinting of Bank Statement/Snapshot	1
	Total	87

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.	12	66.67%
2. I know what a CC is but I did not see this office's CC.	2	11.11%
3. I learned of the CC only when I saw this office's CC.	3	16.67%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	5.56%
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	13	76.47%
2. Somewhat easy to see	2	11.76%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.88%
Did not specify	1	5.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	94.12%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	5.88%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	14	3	1	0	0	0	18	94.44%
Service Quality Dimensions								
Responsiveness	14	3	1	0	0	0	18	94.44%
Reliability	14	4	0	0	0	0	18	100.00%
Access and Facilities	15	3	0	0	0	0	18	100.00%
Communication	14	4	0	0	0	0	18	100.00%
Costs	8	2	0	0	0	8	18	100.00%
Integrity	14	4	0	0	0	0	18	100.00%
Assurance	16	2	0	0	0	0	18	100.00%
Outcome	12	4	1	0	0	1	18	94.12%
Overall	107	26	2	0	0	9	144	98.52%

External Services		Responses
1	Request for ATM PIN Change	-
2	Cash Withdrawal	3
3	Online Collection Payments	2
4	Updating of Bank Records - Change in Account Details/Type	2
5	Handling of Customer's Complaint	-
6	Salary Loan	-
7	Servicing of Modified Disbursement System Transactions	-
8	Printing/Reprinting of Bank Statement/Snapshot	-
Total		33

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.	1	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	-	-
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	100.00%
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	-	-
Did not specify	1	100.00%

	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>	1	0	0	0	0	0	1	100.00%
Service Quality Dimensions								
Responsiveness	1	0	0	0	0	0	1	100.00%
Reliability	0	0	0	0	0	1	1	-
Access and Facilities	0	0	0	0	0	1	1	-
Communication	0	0	0	0	0	1	1	-
Costs	0	0	0	0	0	1	1	-
Integrity	0	0	0	0	0	1	1	-
Assurance	1	0	0	0	0	0	1	100.00%
Outcome	0	0	0	0	0	1	1	-
Overall	2	0	0	0	0	6	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
	Total	1

26. Sorsogon Magsaysay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	14	87.50%
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. I do not know what a CC is and I did not see this office's CC.	2	12.50%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	50.00%
2. Somewhat easy to see	1	6.25%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	12.50%
Did not specify	5	31.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	50.00%
2. Somewhat helped	1	6.25%
3. Did not help	-	-
N/A	2	12.50%
Did not specify	5	31.25%

	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>	12	4	0	0	0	0	16	100.00%
Service Quality Dimensions								
Responsiveness	11	5	0	0	0	0	16	100.00%
Reliability	9	2	0	0	0	5	16	100.00%
Access and Facilities	8	3	0	0	0	5	16	100.00%
Communication	8	3	0	0	0	5	16	100.00%
Costs	4	3	0	0	0	9	16	100.00%
Integrity	8	3	0	0	0	5	16	100.00%
Assurance	12	4	0	0	0	0	16	100.00%
Outcome	7	4	0	0	0	5	16	100.00%
Overall	67	27	0	0	0	34	128	100.00%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	7
3	Cash Withdrawal	1
4	Check Encashment	1

External Services		Responses
5	Updating of Bank Records - Change in Account Details/Type	2
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		16

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.	5	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	5	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	5	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>	4	0	0	1	0	0	5	80.00%
Service Quality Dimensions								
Responsiveness	3	2	0	0	0	0	5	100.00%
Reliability	4	0	1	0	0	0	5	80.00%
Access and Facilities	4	1	0	0	0	0	5	100.00%
Communication	4	0	0	1	0	0	5	80.00%
Costs	4	1	0	0	0	0	5	100.00%
Integrity	4	0	1	0	0	0	5	80.00%
Assurance	4	0	0	1	0	0	5	80.00%
Outcome	4	0	0	1	0	0	5	80.00%
Overall	31	4	2	3	0	0	40	87.50%

External Services		Responses
1	Request for Card Replacement	1
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	1
4	Updating of Bank Records - Change in Account Details/Type	2
Total		5

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.	24	96.00%
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.	1	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	14	56.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.00%
Did not specify	10	40.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	56.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	4.00%
Did not specify	10	40.00%

	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>	24	1	0	0	0	0	25	100.00%
Service Quality Dimensions								
Responsiveness	23	2	0	0	0	0	25	100.00%
Reliability	19	0	1	0	0	5	25	95.00%
Access and Facilities	19	0	1	0	0	5	25	95.00%
Communication	18	1	1	0	0	5	25	95.00%
Costs	16	0	1	0	0	8	25	94.12%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	18	1	1	0	0	5	25	95.00%
Assurance	24	1	0	0	0	0	25	100.00%
Outcome	18	1	1	0	0	5	25	95.00%
Overall	155	6	6	0	0	33	200	96.41%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	8
3	Cash Withdrawal	1
4	Check Encashment	7
5	Online Collection Payments	3
6	Request for Fund Transfer	1
7	Salary Loan	1
	Total	25

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.	13	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	10	76.92%
2. Somewhat easy to see	1	7.69%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	15.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	76.92%
2. Somewhat helped	1	7.69%
3. Did not help	-	-
N/A	-	-
Did not specify	2	15.38%

	Strongly Agree	Agree	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	0	1	0	1	0	13	84.62%
Service Quality Dimensions								
Responsiveness	10	1	0	1	1	0	13	84.62%
Reliability	6	5	0	0	0	2	13	100.00%
Access and Facilities	9	1	1	0	0	2	13	90.91%
Communication	7	3	0	1	0	2	13	90.91%
Costs	6	1	0	0	0	6	13	100.00%
Integrity	9	2	0	0	0	2	13	100.00%
Assurance	12	0	1	0	0	0	13	92.31%
Outcome	8	2	0	0	0	3	13	100.00%
Overall	67	15	2	2	1	17	104	94.25%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Withdrawal	6
3	Check Encashment	1
4	Request for Fund Transfer	1
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
6	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
Total		13

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>	2,600	436	19	14	24	5	3,098	98.16%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	2,284	687	64	24	31	8	3,098	96.15%
Reliability	2,408	506	19	8	12	145	3,098	98.68%
Access and Facilities	2,347	537	28	10	18	158	3,098	98.10%
Communication	2,236	619	55	4	21	163	3,098	97.27%
Costs	1,747	484	49	8	7	803	3,098	97.21%
Integrity	2,421	457	41	11	19	149	3,098	97.59%
Assurance	2,644	411	18	4	16	5	3,098	98.77%
Outcome	2,275	595	26	1	17	184	3,098	98.49%
Overall	18,362	4,296	300	70	141	1,615	24,784	97.79%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,508	80.96%
2. I know what a CC is but I did not see this office's CC.	74	2.39%
3. I learned of the CC only when I saw this office's CC.	301	9.72%
4. I do not know what a CC is and I did not see this office's CC.	185	5.97%
N/A	3	0.10%
Did not specify	27	0.87%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,388	77.84%
2. Somewhat easy to see	274	8.93%
3. Difficult to see	19	0.62%
4. Not visible at all	11	0.36%
N/A	210	6.84%
Did not specify	166	5.41%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,373	77.35%
2. Somewhat helped	287	9.35%
3. Did not help	16	0.52%
N/A	226	7.37%
Did not specify	166	5.41%

External Services	Responses	Overall Score
1 Opening of a Deposit Accounts	568	97.43%
2 ATM Card Requests	73	97.14%
3 Branch Over-the-Counter Transactions	1,725	97.71%
4 Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	47	92.48%
5 Branch Banking Loan Servicing	203	99.48%
6 Other Branch Products/Services	119	97.75%
7 Request for Bank Documents	71	97.64%
8 Regular Loan Processing	257	99.06%
9 Agrarian Services	24	97.19%
10 Complaints Management	11	98.77%

1. Aklan LC (AKLLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	88.68%
2. I know what a CC is but I did not see this office's CC.	1	1.89%
3. I learned of the CC only when I saw this office's CC.	3	5.66%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	3.77%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	47	92.16%
2. Somewhat easy to see	3	5.88%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	1.96%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	43	84.31%
2. Somewhat helped	7	13.73%
3. Did not help	-	-
N/A	-	-
Did not specify	1	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>	52	1	0	0	0	0	53	100.00%
Service Quality Dimensions								
Responsiveness	49	4	0	0	0	0	53	100.00%
Reliability	51	2	0	0	0	0	53	100.00%
Access and Facilities	50	1	0	0	0	2	53	100.00%
Communication	50	3	0	0	0	0	53	100.00%
Costs	14	1	0	0	0	38	53	100.00%
Integrity	52	1	0	0	0	0	53	100.00%
Assurance	53	0	0	0	0	0	53	100.00%
Outcome	51	2	0	0	0	0	53	100.00%
Overall	370	14	0	0	0	40	424	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	22
2	Issuance of Certificate of Outstanding Balances and Interest Paid	6

External Services		Responses
3	Issuance of Certificate of Full Payment	25
Total		53

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.	160	80.81%
2. I know what a CC is but I did not see this office's CC.	2	1.01%
3. I learned of the CC only when I saw this office's CC.	22	11.11%
4. I do not know what a CC is and I did not see this office's CC.	12	6.06%
N/A	2	1.01%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	141	71.94%
2. Somewhat easy to see	21	10.71%
3. Difficult to see	1	0.51%
4. Not visible at all	2	1.02%
N/A	14	7.14%
Did not specify	17	8.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	144	73.47%
2. Somewhat helped	18	9.18%
3. Did not help	1	0.51%
N/A	15	7.65%
Did not specify	18	9.18%

	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>	144	48	3	0	2	1	198	97.46%
Service Quality Dimensions								
Responsiveness	125	59	10	0	3	1	198	93.40%
Reliability	135	44	1	0	1	17	198	98.90%
Access and Facilities	127	47	4	0	1	19	198	97.21%
Communication	128	51	1	0	1	17	198	98.90%
Costs	83	40	1	0	1	73	198	98.40%
Integrity	135	41	4	0	1	17	198	97.24%
Assurance	149	46	2	0	1	0	198	98.48%
Outcome	122	54	2	0	1	19	198	98.32%
Overall	1,004	382	25	0	10	163	1,584	97.54%

External Services		Responses
1	Opening of other Deposit Account	70
2	Release of Captured Card	1
3	Request for ATM PIN Change	5
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	8
6	Cash Withdrawal	34
7	Check Deposit - Peso	2
8	Check Encashment	10
9	Online Collection Payments	1
10	Request for Checkbook	1
11	Request for Fund Transfer	4
12	Updating of Bank Records - Change in Account Details/Type	19
13	Updating of Bank Records - Change in Account Type	3
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
15	Handling of Customer's Complaint	1
16	Salary Loan	30
17	Request for Bank Certification/Statement of Account for Salary Loan	1
18	Servicing of Modified Disbursement System Transactions	1
19	Printing/Reprinting of Bank Statement/Snapshot	1
Total		198

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.	4	66.67%
2. I know what a CC is but I did not see this office's CC.	1	16.67%
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	16.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	16.67%
N/A	1	16.67%
Did not specify	1	16.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	50.00%
2. Somewhat helped	-	-

Citizen's Charter Answers	Responses	Percentage
3. Did not help	1	16.67%
N/A	1	16.67%
Did not specify	1	16.67%

	Strongly Agree	Agree	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	2	0	0	0	0	6	100.00%
Service Quality Dimensions								
Responsiveness	4	2	0	0	0	0	6	100.00%
Reliability	4	1	0	0	0	1	6	100.00%
Access and Facilities	3	2	0	0	0	1	6	100.00%
Communication	3	2	0	0	0	1	6	100.00%
Costs	1	3	0	0	0	2	6	100.00%
Integrity	4	1	0	0	0	1	6	100.00%
Assurance	4	2	0	0	0	0	6	100.00%
Outcome	4	1	0	0	0	1	6	100.00%
Overall	27	14	0	0	0	7	48	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	6
Total		6

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.	314	91.28%
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.	27	7.85%
4. I do not know what a CC is and I did not see this office's CC.	2	0.58%
N/A	-	-
Did not specify	1	0.29%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	329	95.92%
2. Somewhat easy to see	7	2.04%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	0.87%
Did not specify	4	1.17%

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	326	95.04%
2. Somewhat helped	10	2.92%
3. Did not help	-	-
N/A	3	0.87%
Did not specify	4	1.17%

	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>	332	11	0	1	0	0	344	99.71%
Service Quality Dimensions								
Responsiveness	310	33	1	0	0	0	344	99.71%
Reliability	299	40	0	0	0	5	344	100.00%
Access and Facilities	295	44	0	0	0	5	344	100.00%
Communication	279	60	0	0	0	5	344	100.00%
Costs	236	13	0	0	0	95	344	100.00%
Integrity	325	14	0	0	0	5	344	100.00%
Assurance	332	11	0	0	1	0	344	99.71%
Outcome	265	74	0	0	0	5	344	100.00%
Overall	2,341	289	1	0	1	120	2,752	99.92%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	98
2	Opening of other Deposit Account	20
3	Request for ATM PIN Change	4
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	34
6	Cash Withdrawal	32
7	Check Deposit - Peso	20
8	Check Encashment	50
9	Closure of Deposit Account	1
10	Online Collection Payments	6
11	Reactivation/Closure of Dormant Deposit Account	1
12	Request for Checkbook	7
13	Request for Fund Transfer	2
14	Updating of Bank Records - Change in Account Details/Type	1
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	2
17	Servicing of Modified Disbursement System Transactions	59
18	Printing/Reprinting of Bank Statement/Snapshot	5

External Services		Responses
Total		344

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.	15	83.33%
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.	1	5.56%
4. I do not know what a CC is and I did not see this office's CC.	1	5.56%
N/A	1	5.56%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	11	64.71%
2. Somewhat easy to see	4	23.53%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.88%
Did not specify	1	5.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	76.47%
2. Somewhat helped	2	11.76%
3. Did not help	-	-
N/A	1	5.88%
Did not specify	1	5.88%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	13	3	0	1	1	0	18	88.89%
Service Quality Dimensions								
Responsiveness	11	5	1	0	1	0	18	88.89%
Reliability	11	5	1	0	0	1	18	94.12%
Access and Facilities	11	5	0	0	1	1	18	94.12%
Communication	11	4	0	0	1	2	18	93.75%
Costs	9	6	0	0	0	3	18	100.00%
Integrity	10	5	0	1	1	1	18	88.24%
Assurance	12	4	1	0	1	0	18	88.89%
Outcome	11	4	1	0	1	1	18	88.24%
Overall	86	38	4	1	6	9	144	91.85%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Encashment	1
4	Updating of Bank Records - Change in Account Details/Type	2
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
6	Salary Loan	6
7	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		18

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.	4	50.00%
2. I know what a CC is but I did not see this office's CC.	1	12.50%
3. I learned of the CC only when I saw this office's CC.	3	37.50%
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	7	87.50%
2. Somewhat easy to see	1	12.50%
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	7	87.50%
2. Somewhat helped	1	12.50%
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>	7	1	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	6	1	1	0	0	0	8	87.50%
Reliability	6	1	0	0	0	1	8	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	7	1	0	0	0	0	8	100.00%
Communication	6	2	0	0	0	0	8	100.00%
Costs	6	1	0	0	0	1	8	100.00%
Integrity	6	2	0	0	0	0	8	100.00%
Assurance	7	1	0	0	0	0	8	100.00%
Outcome	6	1	0	0	0	1	8	100.00%
Overall	50	10	1	0	0	3	64	98.36%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	2
4	Check Deposit - Peso	2
	Total	8

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.	17	80.95%
2. I know what a CC is but I did not see this office's CC.	1	4.76%
3. I learned of the CC only when I saw this office's CC.	1	4.76%
4. I do not know what a CC is and I did not see this office's CC.	1	4.76%
N/A	1	4.76%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	13	65.00%
2. Somewhat easy to see	1	5.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	10.00%
Did not specify	4	20.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	60.00%
2. Somewhat helped	2	10.00%
3. Did not help	-	-
N/A	2	10.00%
Did not specify	4	20.00%

	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	2	0	0	0	0	21	100.00%
Service Quality Dimensions								
Responsiveness	17	2	1	1	0	0	21	90.48%
Reliability	16	2	0	0	0	3	21	100.00%
Access and Facilities	16	2	0	0	0	3	21	100.00%
Communication	16	1	1	0	0	3	21	94.44%
Costs	12	1	1	0	0	7	21	92.86%
Integrity	15	2	0	0	0	4	21	100.00%
Assurance	20	1	0	0	0	0	21	100.00%
Outcome	15	1	1	0	0	4	21	94.12%
Overall	127	12	4	1	0	24	168	96.53%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for ATM PIN Change	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	7
5	Check Deposit - Peso	4
6	Check Encashment	4
Total		21

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.	15	65.22%
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	34.78%
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	13	56.52%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.35%
Did not specify	9	39.13%
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	13	56.52%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	4.35%
Did not specify	9	39.13%

	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>	22	0	0	0	0	1	23	100.00%
Service Quality Dimensions								
Responsiveness	21	0	0	1	0	1	23	95.45%
Reliability	22	0	0	0	0	1	23	100.00%
Access and Facilities	22	0	0	0	0	1	23	100.00%
Communication	22	0	0	0	0	1	23	100.00%
Costs	20	2	0	0	0	1	23	100.00%
Integrity	21	1	0	0	0	1	23	100.00%
Assurance	22	0	0	0	0	1	23	100.00%
Outcome	21	1	0	0	0	1	23	100.00%
Overall	171	4	0	1	0	8	184	99.43%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	1
3	Cash Deposit - (Peso/Foreign Currencies)	11
4	Cash Withdrawal	3
5	Check Deposit - Peso	1
6	Check Encashment	4
7	Online Collection Payments	1
8	Request for Fund Transfer	1
Total		23

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.	79	81.44%
2. I know what a CC is but I did not see this office's CC.	1	1.03%
3. I learned of the CC only when I saw this office's CC.	14	14.43%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	3	3.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	87	89.69%
2. Somewhat easy to see	5	5.15%
3. Difficult to see	1	1.03%
4. Not visible at all	-	-
N/A	3	3.09%
Did not specify	1	1.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	79	81.44%
2. Somewhat helped	11	11.34%
3. Did not help	-	-
N/A	6	6.19%
Did not specify	1	1.03%

	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>	81	12	2	0	2	0	97	95.88%
Service Quality Dimensions								
Responsiveness	57	34	3	1	2	0	97	93.81%
Reliability	78	16	0	0	1	2	97	98.95%
Access and Facilities	70	23	0	1	2	1	97	96.88%
Communication	62	28	3	0	1	3	97	95.74%
Costs	42	19	3	0	1	32	97	93.85%
Integrity	76	16	2	0	2	1	97	95.83%
Assurance	82	13	0	1	1	0	97	97.94%
Outcome	66	26	0	0	1	4	97	98.92%
Overall	533	175	11	3	11	43	776	96.59%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	11
3	Release of Captured Card	1
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	16
6	Cash Withdrawal	14
7	Check Deposit - Peso	11
8	Check Encashment	16

External Services		Responses
9	Reactivation/Closure of Dormant Deposit Account	1
10	Request for Checkbook	1
11	Updating of Bank Records - Change in Account Details/Type	7
12	Updating of Bank Records - Change in Account Type	3
13	Salary Loan	5
14	Request for Bank Certification/Statement of Account for Salary Loan	1
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
16	Printing/Reprinting of Bank Statement/Snapshot	5
Total		97

12. 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.	122	94.57%
2. I know what a CC is but I did not see this office's CC.	1	0.78%
3. I learned of the CC only when I saw this office's CC.	2	1.55%
4. I do not know what a CC is and I did not see this office's CC.	4	3.10%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	111	86.05%
2. Somewhat easy to see	4	3.10%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	3.88%
Did not specify	9	6.98%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	114	88.37%
2. Somewhat helped	1	0.78%
3. Did not help	-	-
N/A	5	3.88%
Did not specify	9	6.98%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	117	11	0	0	0	1	129	100.00%
Service Quality Dimensions								
Responsiveness	113	16	0	0	0	0	129	100.00%
Reliability	109	11	0	0	0	9	129	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	108	10	1	0	0	10	129	99.16%
Communication	103	15	0	1	0	10	129	99.16%
Costs	94	9	3	2	0	21	129	95.37%
Integrity	113	7	0	0	0	9	129	100.00%
Assurance	120	9	0	0	0	0	129	100.00%
Outcome	108	11	0	0	1	9	129	99.17%
Overall	868	88	4	3	1	68	1,032	99.17%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	129
	Total	129

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.	122	94.57%
2. I know what a CC is but I did not see this office's CC.	1	0.78%
3. I learned of the CC only when I saw this office's CC.	2	1.55%
4. I do not know what a CC is and I did not see this office's CC.	4	3.10%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	111	86.05%
2. Somewhat easy to see	4	3.10%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	3.88%
Did not specify	9	6.98%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	114	88.37%
2. Somewhat helped	1	0.78%
3. Did not help	-	-
N/A	5	3.88%
Did not specify	9	6.98%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	117	11	0	0	0	1	129	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	113	16	0	0	0	0	129	100.00%
Reliability	109	11	0	0	0	9	129	100.00%
Access and Facilities	108	10	1	0	0	10	129	99.16%
Communication	103	15	0	1	0	10	129	99.16%
Costs	94	9	3	2	0	21	129	95.37%
Integrity	113	7	0	0	0	9	129	100.00%
Assurance	120	9	0	0	0	0	129	100.00%
Outcome	108	11	0	0	1	9	129	99.17%
Overall	868	88	4	3	1	68	1,032	99.17%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	129
Total		129

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.	17	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	12	70.59%
2. Somewhat easy to see	1	5.88%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	23.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	70.59%
2. Somewhat helped	1	5.88%
3. Did not help	-	-
N/A	-	-
Did not specify	4	23.53%

	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>	15	2	0	0	0	0	17	100.00%
Service Quality Dimensions								
Responsiveness	10	6	1	0	0	0	17	94.12%
Reliability	11	2	0	0	0	4	17	100.00%
Access and Facilities	9	4	0	0	0	4	17	100.00%
Communication	9	4	0	0	0	4	17	100.00%
Costs	9	3	0	0	0	5	17	100.00%
Integrity	11	2	0	0	0	4	17	100.00%
Assurance	16	1	0	0	0	0	17	100.00%
Outcome	9	4	0	0	0	4	17	100.00%
Overall	84	26	1	0	0	25	136	99.10%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	1
4	Check Deposit - Peso	1
5	Check Encashment	4
6	Online Collection Payments	1
7	Request for Fund Transfer	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
9	Printing/Reprinting of Bank Statement/Snapshot	1
Total		17

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.	160	85.11%
2. I know what a CC is but I did not see this office's CC.	4	2.13%
3. I learned of the CC only when I saw this office's CC.	15	7.98%
4. I do not know what a CC is and I did not see this office's CC.	7	3.72%
N/A	2	1.06%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	151	81.18%
2. Somewhat easy to see	25	13.44%
3. Difficult to see	-	-
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	8	4.30%
Did not specify	2	1.08%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	141	75.81%
2. Somewhat helped	34	18.28%
3. Did not help	1	0.54%
N/A	8	4.30%
Did not specify	2	1.08%

	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>	138	49	1	0	0	0	188	99.47%
Service Quality Dimensions								
Responsiveness	114	66	5	2	0	1	188	96.26%
Reliability	137	48	1	0	0	2	188	99.46%
Access and Facilities	131	49	4	1	0	3	188	97.30%
Communication	128	44	13	0	0	3	188	92.97%
Costs	83	29	3	0	0	73	188	97.39%
Integrity	124	49	12	1	0	2	188	93.01%
Assurance	141	46	1	0	0	0	188	99.47%
Outcome	123	60	1	0	0	4	188	99.46%
Overall	981	391	40	4	0	88	1,504	96.89%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	33
3	Request for ATM PIN Change	3
4	Cash Deposit - (Peso/Foreign Currencies)	27
5	Cash Withdrawal	31
6	Check Deposit - Peso	11
7	Check Encashment	50
8	Online Collection Payments	1
9	Request for Checkbook	1
10	Request for Fund Transfer	3
11	Request for Passbook Replacement	1
12	Updating of Bank Records - Change in Account Details/Type	2
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	8
14	Handling of Customer's Complaint	1
15	Salary Loan	5
16	Bond Redemption and Interest Payment	1
17	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1

External Services		Responses
18	Servicing of Modified Disbursement System Transactions	3
19	Trust/Treasury Placements	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Printing/Reprinting of Bank Statement/Snapshot	3
Total		188

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.	81	88.04%
2. I know what a CC is but I did not see this office's CC.	1	1.09%
3. I learned of the CC only when I saw this office's CC.	8	8.70%
4. I do not know what a CC is and I did not see this office's CC.	1	1.09%
N/A	1	1.09%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	71	78.02%
2. Somewhat easy to see	15	16.48%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	2.20%
Did not specify	3	3.30%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	74	81.32%
2. Somewhat helped	11	12.09%
3. Did not help	1	1.10%
N/A	2	2.20%
Did not specify	3	3.30%

	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>	85	5	1	0	1	0	92	97.83%
Service Quality Dimensions								
Responsiveness	76	13	2	1	0	0	92	96.74%
Reliability	78	9	2	0	0	3	92	97.75%
Access and Facilities	75	12	1	0	1	3	92	97.75%
Communication	73	14	1	0	1	3	92	97.75%
Costs	70	11	1	0	0	10	92	98.78%
Integrity	79	8	1	0	1	3	92	97.75%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	83	7	1	0	1	0	92	97.83%
Outcome	80	8	0	0	1	3	92	98.88%
Overall	614	82	9	1	5	25	736	97.89%

External Services		Responses
1	Opening of other Deposit Account	23
2	Release of Captured Card	1
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	5
6	Check Deposit - Peso	3
7	Check Encashment	14
8	Online Collection Payments	2
9	Reactivation/Closure of Dormant Deposit Account	1
10	Request for Checkbook	1
11	Request for Fund Transfer	3
12	Updating of Bank Records - Change in Account Details/Type	25
13	Updating of Bank Records - Change in Account Type	1
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
15	Salary Loan	2
16	Sale/Purchase of Foreign Currencies	1
17	Printing/Reprinting of Bank Statement/Snapshot	2
Total		92

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.	16	66.67%
2. I know what a CC is but I did not see this office's CC.	2	8.33%
3. I learned of the CC only when I saw this office's CC.	2	8.33%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	4	16.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18	90.00%
2. Somewhat easy to see	2	10.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
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	18	90.00%
2. Somewhat helped	2	10.00%
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>	20	4	0	0	0	0	24	100.00%
Service Quality Dimensions								
Responsiveness	19	5	0	0	0	0	24	100.00%
Reliability	21	2	1	0	0	0	24	95.83%
Access and Facilities	19	3	0	1	0	1	24	95.65%
Communication	16	6	0	0	1	1	24	95.65%
Costs	8	4	1	0	0	11	24	92.31%
Integrity	22	1	1	0	0	0	24	95.83%
Assurance	22	2	0	0	0	0	24	100.00%
Outcome	21	2	0	0	0	1	24	100.00%
Overall	148	25	3	1	1	14	192	97.19%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	9
2	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	2
3	Refund of Excess Payment	13
Total		24

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.	15	88.24%
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	5.88%
4. I do not know what a CC is and I did not see this office's CC.	1	5.88%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	16	94.12%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	88.24%
2. Somewhat helped	1	5.88%
3. Did not help	-	-
N/A	1	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>	16	0	0	0	1	0	17	94.12%
Service Quality Dimensions								
Responsiveness	13	3	0	0	1	0	17	94.12%
Reliability	16	0	0	0	0	1	17	100.00%
Access and Facilities	15	1	0	0	0	1	17	100.00%
Communication	16	0	0	0	0	1	17	100.00%
Costs	14	1	0	0	0	2	17	100.00%
Integrity	16	0	0	0	0	1	17	100.00%
Assurance	16	0	0	0	1	0	17	94.12%
Outcome	16	0	0	0	0	1	17	100.00%
Overall	122	5	0	0	2	7	136	98.45%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Withdrawal	2
3	Online Collection Payments	1
4	Updating of Bank Records - Change in Account Details/Type	1
5	Salary Loan	12
Total		17

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.	143	87.73%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	4	2.45%
3. I learned of the CC only when I saw this office's CC.	12	7.36%
4. I do not know what a CC is and I did not see this office's CC.	3	1.84%
N/A	1	0.61%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	143	88.27%
2. Somewhat easy to see	13	8.02%
3. Difficult to see	1	0.62%
4. Not visible at all	-	-
N/A	4	2.47%
Did not specify	1	0.62%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	148	91.36%
2. Somewhat helped	8	4.94%
3. Did not help	1	0.62%
N/A	4	2.47%
Did not specify	1	0.62%

	Strongly Agree	Agree	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	16	1	1	0	0	163	98.77%
Service Quality Dimensions								
Responsiveness	121	36	4	1	1	0	163	96.32%
Reliability	138	24	1	0	0	0	163	99.39%
Access and Facilities	133	29	1	0	0	0	163	99.39%
Communication	135	27	1	0	0	0	163	99.39%
Costs	105	28	0	0	1	29	163	99.25%
Integrity	135	26	1	1	0	0	163	98.77%
Assurance	149	13	1	0	0	0	163	99.39%
Outcome	132	29	1	0	0	1	163	99.38%
Overall	1,048	212	10	2	2	30	1,304	98.90%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	9
3	Request for ATM PIN Change	2
4	Cash Deposit - (Peso/Foreign Currencies)	52
5	Cash Withdrawal	12
6	Check Deposit - Peso	7

External Services		Responses
7	Check Encashment	20
8	Closure of Deposit Account	1
9	Online Collection Payments	2
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	5
12	Updating of Bank Records - Change in Account Type	1
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
14	Handling of Customer's Complaint	1
15	Salary Loan	33
16	Servicing of Modified Disbursement System Transactions	2
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
18	Printing/Reprinting of Bank Statement/Snapshot	7
Total		163

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.	109	80.15%
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.	22	16.18%
4. I do not know what a CC is and I did not see this office's CC.	2	1.47%
N/A	3	2.21%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	107	80.45%
2. Somewhat easy to see	20	15.04%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	2.26%
Did not specify	3	2.26%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	109	81.95%
2. Somewhat helped	18	13.53%
3. Did not help	-	-
N/A	3	2.26%
Did not specify	3	2.26%

	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>	128	8	0	0	0	0	136	100.00%
Service Quality Dimensions								
Responsiveness	107	27	0	0	0	2	136	100.00%
Reliability	124	11	0	0	0	1	136	100.00%
Access and Facilities	120	14	0	0	0	2	136	100.00%
Communication	117	18	0	0	0	1	136	100.00%
Costs	105	16	1	0	0	14	136	99.18%
Integrity	126	9	0	0	0	1	136	100.00%
Assurance	126	10	0	0	0	0	136	100.00%
Outcome	122	12	0	0	0	2	136	100.00%
Overall	947	117	1	0	0	23	1,088	99.91%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	14
2	Opening of other Deposit Account	19
3	Request for ATM PIN Change	4
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	8
6	Cash Withdrawal	19
7	Check Deposit - Peso	19
8	Check Encashment	40
9	Online Collection Payments	1
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	4
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
13	Salary Loan	2
14	Printing/Reprinting of Bank Statement/Snapshot	2
Total		136

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.	12	70.59%
2. I know what a CC is but I did not see this office's CC.	2	11.76%
3. I learned of the CC only when I saw this office's CC.	3	17.65%
4. I do not know what a CC is and I did not see this office's CC.	-	-
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	10	58.82%
2. Somewhat easy to see	3	17.65%
3. Difficult to see	1	5.88%
4. Not visible at all	1	5.88%
N/A	-	-
Did not specify	2	11.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	64.71%
2. Somewhat helped	2	11.76%
3. Did not help	-	-
N/A	2	11.76%
Did not specify	2	11.76%

	Strongly Agree	Agree	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	4	0	0	3	1	17	81.25%
Service Quality Dimensions								
Responsiveness	10	3	0	0	3	1	17	81.25%
Reliability	10	5	0	0	1	1	17	93.75%
Access and Facilities	10	4	0	0	2	1	17	87.50%
Communication	9	4	2	0	1	1	17	81.25%
Costs	6	4	1	0	0	6	17	90.91%
Integrity	11	2	1	0	2	1	17	81.25%
Assurance	13	2	0	0	1	1	17	93.75%
Outcome	10	4	1	0	1	1	17	87.50%
Overall	79	28	5	0	11	13	136	86.99%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	4
4	Check Deposit - Peso	1
5	Request for Fund Transfer	1
6	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
7	Servicing of Modified Disbursement System Transactions	1
8	Printing/Reprinting of Bank Statement/Snapshot	1
Total		17

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.	5	83.33%
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.	-	-
4. I do not know what a CC is and I did not see this office's CC.	1	16.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4	66.67%
2. Somewhat easy to see	1	16.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	16.67%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	50.00%
2. Somewhat helped	2	33.33%
3. Did not help	-	-
N/A	1	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>	4	1	0	0	1	0	6	83.33%
Service Quality Dimensions								
Responsiveness	3	1	1	0	1	0	6	66.67%
Reliability	3	2	0	0	1	0	6	83.33%
Access and Facilities	2	3	0	0	1	0	6	83.33%
Communication	4	1	0	0	1	0	6	83.33%
Costs	1	0	0	0	1	4	6	50.00%
Integrity	4	1	0	0	1	0	6	83.33%
Assurance	5	0	0	0	1	0	6	83.33%
Outcome	4	1	0	0	1	0	6	83.33%
Overall	26	9	1	0	8	4	48	79.55%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	4
2	Issuance of Letter of Guarantee	2
Total		6

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.	21	87.50%
2. I know what a CC is but I did not see this office's CC.	1	4.17%
3. I learned of the CC only when I saw this office's CC.	2	8.33%
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	17	70.83%
2. Somewhat easy to see	4	16.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	12.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	70.83%
2. Somewhat helped	4	16.67%
3. Did not help	-	-
N/A	1	4.17%
Did not specify	2	8.33%

	Strongly Agree	Agree	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	2	1	0	0	0	24	95.83%
Service Quality Dimensions								
Responsiveness	16	6	1	1	0	0	24	91.67%
Reliability	19	2	0	0	0	3	24	100.00%
Access and Facilities	17	4	0	0	0	3	24	100.00%
Communication	18	3	0	0	0	3	24	100.00%
Costs	14	3	0	0	0	7	24	100.00%
Integrity	19	3	0	0	0	2	24	100.00%
Assurance	23	1	0	0	0	0	24	100.00%
Outcome	17	4	0	0	0	3	24	100.00%
Overall	143	26	1	1	0	21	192	98.83%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	7

External Services		Responses
3	Cash Withdrawal	5
4	Check Deposit - Peso	1
5	Check Encashment	4
6	Updating of Bank Records - Change in Account Details/Type	1
Total		24

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.	14	82.35%
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	11.76%
4. I do not know what a CC is and I did not see this office's CC.	1	5.88%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	13	76.47%
2. Somewhat easy to see	3	17.65%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	88.24%
2. Somewhat helped	1	5.88%
3. Did not help	-	-
N/A	1	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>	14	3	0	0	0	0	17	100.00%
Service Quality Dimensions								
Responsiveness	13	4	0	0	0	0	17	100.00%
Reliability	14	3	0	0	0	0	17	100.00%
Access and Facilities	14	3	0	0	0	0	17	100.00%
Communication	13	4	0	0	0	0	17	100.00%
Costs	6	3	0	0	0	8	17	100.00%
Integrity	14	3	0	0	0	0	17	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	14	3	0	0	0	0	17	100.00%
Outcome	14	3	0	0	0	0	17	100.00%
Overall	102	26	0	0	0	8	136	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	3
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	2
5	Cash Withdrawal	1
6	Check Deposit - Peso	3
7	Check Encashment	2
8	Online Collection Payments	1
9	Updating of Bank Records - Change in Account Details/Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Trust/Treasury Placements	1
Total		17

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.	116	54.98%
2. I know what a CC is but I did not see this office's CC.	8	3.79%
3. I learned of the CC only when I saw this office's CC.	27	12.80%
4. I do not know what a CC is and I did not see this office's CC.	56	26.54%
N/A	4	1.90%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	117	56.52%
2. Somewhat easy to see	22	10.63%
3. Difficult to see	2	0.97%
4. Not visible at all	-	-
N/A	59	28.50%
Did not specify	7	3.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	117	56.52%
2. Somewhat helped	22	10.63%
3. Did not help	1	0.48%
N/A	60	28.99%
Did not specify	7	3.38%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	164	44	2	1	0	0	211	98.58%
Service Quality Dimensions								
Responsiveness	142	58	7	3	1	0	211	94.79%
Reliability	147	56	3	0	0	5	211	98.54%
Access and Facilities	143	59	4	0	0	5	211	98.06%
Communication	122	75	8	0	0	6	211	96.10%
Costs	97	70	9	1	0	34	211	94.35%
Integrity	151	50	2	2	0	6	211	98.05%
Assurance	168	43	0	0	0	0	211	100.00%
Outcome	139	58	4	0	0	10	211	98.01%
Overall	1,109	469	37	6	1	66	1,688	97.29%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	33
3	Request for ATM PIN Change	6
4	Cash Deposit - (Peso/Foreign Currencies)	39
5	Cash Withdrawal	27
6	Check Deposit - Peso	34
7	Check Encashment	24
8	Online Collection Payments	6
9	Reactivation/Closure of Dormant Deposit Account	2
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	4
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
13	Salary Loan	4
14	Bond Redemption and Interest Payment	19
15	Claim of Remittance Proceeds	1
16	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
17	Outgoing Remittance/Wire Transfer	1
18	Printing/Reprinting of Bank Statement/Snapshot	1
Total		211

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.	15	100.00%
2. I know what a CC is but I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
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	4	26.67%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	11	73.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	20.00%
2. Somewhat helped	1	6.67%
3. Did not help	-	-
N/A	-	-
Did not specify	11	73.33%

	Strongly Agree	Agree	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	3	0	0	0	0	15	100.00%
Service Quality Dimensions								
Responsiveness	8	7	0	0	0	0	15	100.00%
Reliability	3	1	0	0	0	11	15	100.00%
Access and Facilities	4	0	0	0	0	11	15	100.00%
Communication	3	1	0	0	0	11	15	100.00%
Costs	3	1	0	0	0	11	15	100.00%
Integrity	4	0	0	0	0	11	15	100.00%
Assurance	8	7	0	0	0	0	15	100.00%
Outcome	4	0	0	0	0	11	15	100.00%
Overall	37	17	0	0	0	66	120	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	6
2	Cash Withdrawal	7
3	Check Encashment	1
4	Online Collection Payments	1
Total		15

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.	120	84.51%
2. I know what a CC is but I did not see this office's CC.	4	2.82%
3. I learned of the CC only when I saw this office's CC.	10	7.04%
4. I do not know what a CC is and I did not see this office's CC.	8	5.63%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	114	80.28%
2. Somewhat easy to see	15	10.56%
3. Difficult to see	1	0.70%
4. Not visible at all	2	1.41%
N/A	10	7.04%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	114	80.28%
2. Somewhat helped	17	11.97%
3. Did not help	2	1.41%
N/A	9	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>	120	16	1	1	4	0	142	95.77%
Service Quality Dimensions								
Responsiveness	98	36	3	1	4	0	142	94.37%
Reliability	116	21	1	1	3	0	142	96.48%
Access and Facilities	113	23	2	1	3	0	142	95.77%
Communication	100	32	3	0	4	3	142	94.96%
Costs	65	14	5	0	0	58	142	94.05%
Integrity	113	23	1	1	4	0	142	95.77%
Assurance	123	14	2	1	2	0	142	96.48%
Outcome	106	27	2	0	3	4	142	96.38%
Overall	834	190	19	5	23	65	1,136	95.61%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	13
3	Release of Captured Card	4

External Services		Responses
4	Request for ATM PIN Change	3
5	Cash Deposit - (Peso/Foreign Currencies)	29
6	Cash Withdrawal	22
7	Check Deposit - Peso	21
8	Check Encashment	15
9	Online Collection Payments	8
10	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSDTD)	1
11	Request for Fund Transfer	1
12	Updating of Bank Records - Change in Account Details/Type	2
13	Updating of Bank Records - Change in Account Type	1
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
15	Handling of Customer's Complaint	1
16	Salary Loan	5
17	Request for Bank Certification/Statement of Account for Salary Loan	1
18	Trust/Treasury Placements	2
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
20	Printing/Reprinting of Bank Statement/Snapshot	4
Total		142

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.	50	46.30%
2. I know what a CC is but I did not see this office's CC.	9	8.33%
3. I learned of the CC only when I saw this office's CC.	21	19.44%
4. I do not know what a CC is and I did not see this office's CC.	27	25.00%
N/A	1	0.93%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	41	38.32%
2. Somewhat easy to see	18	16.82%
3. Difficult to see	5	4.67%
4. Not visible at all	1	0.93%
N/A	29	27.10%
Did not specify	13	12.15%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	43	40.19%
2. Somewhat helped	19	17.76%
3. Did not help	-	-
N/A	32	29.91%
Did not specify	13	12.15%

	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>	77	28	2	0	1	0	108	97.22%
Service Quality Dimensions								
Responsiveness	61	44	3	0	0	0	108	97.22%
Reliability	66	26	1	0	1	14	108	97.87%
Access and Facilities	63	26	1	0	1	17	108	97.80%
Communication	58	30	3	0	1	16	108	95.65%
Costs	44	32	1	0	0	31	108	98.70%
Integrity	65	26	1	0	0	16	108	98.91%
Assurance	88	18	0	0	1	1	108	99.07%
Outcome	58	23	4	0	1	22	108	94.19%
Overall	503	225	14	0	5	117	864	97.46%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	41
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	20
5	Cash Withdrawal	12
6	Check Deposit - Peso	17
7	Check Encashment	6
8	Online Collection Payments	4
9	Updating of Bank Records - Change in Account Details/Type	2
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Printing/Reprinting of Bank Statement/Snapshot	2
Total		108

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.	100	78.74%
2. I know what a CC is but I did not see this office's CC.	6	4.72%
3. I learned of the CC only when I saw this office's CC.	10	7.87%
4. I do not know what a CC is and I did not see this office's CC.	10	7.87%
N/A	1	0.79%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	100	79.37%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	11	8.73%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	12	9.52%
Did not specify	3	2.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	98	77.78%
2. Somewhat helped	12	9.52%
3. Did not help	-	-
N/A	13	10.32%
Did not specify	3	2.38%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	95	30	0	1	1	0	127	98.43%
Service Quality Dimensions								
Responsiveness	84	36	5	1	1	0	127	94.49%
Reliability	89	34	1	0	0	3	127	99.19%
Access and Facilities	87	36	1	0	0	3	127	99.19%
Communication	82	38	1	0	2	4	127	97.56%
Costs	60	36	2	0	0	29	127	97.96%
Integrity	92	30	2	0	0	3	127	98.39%
Assurance	96	30	1	0	0	0	127	99.21%
Outcome	81	39	2	0	0	5	127	98.36%
Overall	671	279	15	1	3	47	1,016	98.04%

External Services		Responses
1	Opening of other Deposit Account	33
2	Release of Captured Card	2
3	Request for ATM PIN Change	1
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	11
6	Cash Withdrawal	16
7	Check Deposit - Peso	10
8	Check Encashment	31
9	Reactivation/Closure of Dormant Deposit Account	1
10	Updating of Bank Records - Change in Account Details/Type	2
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
12	Salary Loan	13
13	Trust/Treasury Placements	1

External Services		Responses
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
15	Printing/Reprinting of Bank Statement/Snapshot	1
Total		127

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.	9	69.23%
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.	3	23.08%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	7.69%
Did not specify	-	-
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	-	-
Did not specify	2	16.67%
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	-	-
Did not specify	2	16.67%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	13	0	0	0	0	0	13	100.00%
Service Quality Dimensions								
Responsiveness	11	1	0	0	0	1	13	100.00%
Reliability	11	0	0	0	0	2	13	100.00%
Access and Facilities	11	0	0	0	0	2	13	100.00%
Communication	10	1	0	0	0	2	13	100.00%
Costs	7	1	0	0	0	5	13	100.00%
Integrity	11	0	0	0	0	2	13	100.00%
Assurance	13	0	0	0	0	0	13	100.00%
Outcome	9	0	0	0	0	4	13	100.00%
Overall	83	3	0	0	0	18	104	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	6
2	Cash Withdrawal	1
3	Check Deposit - Peso	1
4	Check Encashment	3
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		13

28. Miag-ao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	65	84.42%
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	9.09%
4. I do not know what a CC is and I did not see this office's CC.	4	5.19%
N/A	1	1.30%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	53	69.74%
2. Somewhat easy to see	9	11.84%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	6.58%
Did not specify	9	11.84%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	53	69.74%
2. Somewhat helped	9	11.84%
3. Did not help	-	-
N/A	5	6.58%
Did not specify	9	11.84%

	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>	69	5	0	3	0	0	77	96.10%
Service Quality Dimensions								
Responsiveness	64	10	0	1	2	0	77	96.10%
Reliability	59	9	0	0	0	9	77	100.00%
Access and Facilities	57	10	0	0	0	10	77	100.00%
Communication	55	8	3	0	0	11	77	95.45%
Costs	39	5	1	1	0	31	77	95.65%
Integrity	56	12	0	0	0	9	77	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	68	8	1	0	0	0	77	98.70%
Outcome	56	12	0	0	0	9	77	100.00%
Overall	454	74	5	2	2	79	616	98.32%

External Services		Responses
1	Opening of other Deposit Account	9
2	Cash Deposit - (Peso/Foreign Currencies)	12
3	Cash Withdrawal	9
4	Check Deposit - Peso	7
5	Check Encashment	7
6	Online Collection Payments	2
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Handling of Customer's Complaint	1
11	Salary Loan	22
12	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
13	Servicing of Modified Disbursement System Transactions	1
14	Trust/Treasury Placements	1
15	Printing/Reprinting of Bank Statement/Snapshot	2
Total		77

29. Negros Occidental South Lending 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.	50	98.04%
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	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	50	98.04%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	1.96%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	50	98.04%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	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>	51	0	0	0	0	0	51	100.00%
Service Quality Dimensions								
Responsiveness	50	0	0	1	0	0	51	98.04%
Reliability	50	1	0	0	0	0	51	100.00%
Access and Facilities	51	0	0	0	0	0	51	100.00%
Communication	50	1	0	0	0	0	51	100.00%
Costs	50	1	0	0	0	0	51	100.00%
Integrity	50	1	0	0	0	0	51	100.00%
Assurance	51	0	0	0	0	0	51	100.00%
Outcome	51	0	0	0	0	0	51	100.00%
Overall	403	4	0	1	0	0	408	99.75%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
2	Issuance of Certificate of Outstanding Balances and Interest Paid	21
3	Issuance of Certificate of Full Payment	29
Total		51

30. 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.	57	93.44%
2. I know what a CC is but I did not see this office's CC.	1	1.64%
3. I learned of the CC only when I saw this office's CC.	1	1.64%
4. I do not know what a CC is and I did not see this office's CC.	2	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	51	83.61%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	2	3.28%
Did not specify	8	13.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	50	81.97%
2. Somewhat helped	1	1.64%
3. Did not help	-	-
N/A	2	3.28%
Did not specify	8	13.11%

	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>	54	7	0	0	0	0	61	100.00%
Service Quality Dimensions								
Responsiveness	50	10	0	1	0	0	61	98.36%
Reliability	48	6	0	0	0	7	61	100.00%
Access and Facilities	47	6	0	1	0	7	61	98.15%
Communication	44	9	1	0	0	7	61	98.15%
Costs	30	7	0	0	0	24	61	100.00%
Integrity	44	9	1	0	0	7	61	98.15%
Assurance	53	8	0	0	0	0	61	100.00%
Outcome	43	11	0	0	0	7	61	100.00%
Overall	359	66	2	2	0	59	488	99.07%

External Services		Responses
1	Opening of other Deposit Account	7
2	Cash Deposit - (Peso/Foreign Currencies)	8
3	Cash Withdrawal	11
4	Check Deposit - Peso	9
5	Check Encashment	9
6	Online Collection Payments	1
7	Reactivation/Closure of Dormant Deposit Account	1
8	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSD TD)	1
9	Request for Fund Transfer	3
10	Updating of Bank Records - Change in Account Details/Type	1
11	Updating of Bank Records - Change in Account Type	2
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Handling of Customer's Complaint	2
14	Salary Loan	2
15	Release of Inward Returned Check	1

External Services		Responses
16	Servicing of Modified Disbursement System Transactions	1
17	Printing/Reprinting of Bank Statement/Snapshot	1
Total		61

31. 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.	39	86.67%
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.	3	6.67%
4. I do not know what a CC is and I did not see this office's CC.	3	6.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	36	80.00%
2. Somewhat easy to see	4	8.89%
3. Difficult to see	1	2.22%
4. Not visible at all	-	-
N/A	3	6.67%
Did not specify	1	2.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	35	77.78%
2. Somewhat helped	5	11.11%
3. Did not help	1	2.22%
N/A	3	6.67%
Did not specify	1	2.22%

	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>	33	7	2	1	2	0	45	88.89%
Service Quality Dimensions								
Responsiveness	34	4	2	2	3	0	45	84.44%
Reliability	33	8	1	0	2	1	45	93.18%
Access and Facilities	32	9	1	1	1	1	45	93.18%
Communication	28	12	2	0	2	1	45	90.91%
Costs	23	7	2	1	1	11	45	88.24%
Integrity	30	8	2	2	2	1	45	86.36%
Assurance	32	8	3	0	2	0	45	88.89%
Outcome	31	9	1	0	1	3	45	95.24%
Overall	243	65	14	6	14	18	360	90.06%

External Services		Responses
1	Opening of other Deposit Account	2
2	Request for ATM PIN Change	2
3	Cash Deposit - (Peso/Foreign Currencies)	6
4	Cash Withdrawal	9
5	Check Deposit - Peso	5
6	Check Encashment	10
7	Request for Fund Transfer	2
8	Updating of Bank Records - Change in Account Details/Type	5
9	Updating of Bank Records - Change in Account Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
12	Printing/Reprinting of Bank Statement/Snapshot	1
Total		45

32. 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.	126	85.14%
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.	15	10.14%
4. I do not know what a CC is and I did not see this office's CC.	1	0.68%
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	83.11%
2. Somewhat easy to see	14	9.46%
3. Difficult to see	1	0.68%
4. Not visible at all	1	0.68%
N/A	3	2.03%
Did not specify	6	4.05%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	126	85.14%
2. Somewhat helped	10	6.76%
3. Did not help	2	1.35%
N/A	4	2.70%
Did not specify	6	4.05%

	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>	125	20	1	1	1	0	148	97.97%
Service Quality Dimensions								
Responsiveness	106	35	2	3	2	0	148	95.27%
Reliability	115	24	0	1	1	7	148	98.58%
Access and Facilities	106	28	1	2	1	10	148	97.10%
Communication	107	27	4	1	1	8	148	95.71%
Costs	82	23	2	0	1	40	148	97.22%
Integrity	117	21	0	0	2	8	148	98.57%
Assurance	123	24	0	0	1	0	148	99.32%
Outcome	117	23	0	0	1	7	148	99.29%
Overall	873	205	9	7	10	80	1,184	97.64%

External Services		Responses
1	Opening of other Deposit Account	20
2	Release of Captured Card	5
3	Request for ATM PIN Change	2
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	17
6	Cash Withdrawal	31
7	Check Deposit - Peso	9
8	Check Deposit - Foreign Currency	1
9	Check Encashment	18
10	Reactivation/Closure of Dormant Deposit Account	1
11	Request for Checkbook	3
12	Request for Fund Transfer	2
13	Request for Passbook Replacement	1
14	Request for Stop Payment Order	1
15	Updating of Bank Records - Change in Account Details/Type	13
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
17	Handling of Customer's Complaint	2
18	Salary Loan	4
19	Request for Bank Certification/Statement of Account for Salary Loan	5
20	Bond Redemption and Interest Payment	2
21	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
22	Servicing of Modified Disbursement System Transactions	1
23	Printing/Reprinting of Bank Statement/Snapshot	4
Total		148

33. 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.	123	75.00%
2. I know what a CC is but I did not see this office's CC.	4	2.44%
3. I learned of the CC only when I saw this office's CC.	30	18.29%
4. I do not know what a CC is and I did not see this office's CC.	4	2.44%
N/A	1	0.61%
Did not specify	2	1.22%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	131	81.37%
2. Somewhat easy to see	23	14.29%
3. Difficult to see	3	1.86%
4. Not visible at all	-	-
N/A	4	2.48%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	129	80.12%
2. Somewhat helped	27	16.77%
3. Did not help	1	0.62%
N/A	4	2.48%
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>	144	19	0	1	0	0	164	99.39%
Service Quality Dimensions								
Responsiveness	127	34	1	2	0	0	164	98.17%
Reliability	140	22	1	0	1	0	164	98.78%
Access and Facilities	137	24	2	0	1	0	164	98.17%
Communication	128	32	1	1	0	2	164	98.77%
Costs	108	29	2	1	0	24	164	97.86%
Integrity	135	24	2	0	1	2	164	98.15%
Assurance	148	14	1	0	1	0	164	98.78%
Outcome	134	27	0	0	1	2	164	99.38%
Overall	1,057	206	10	4	5	30	1,312	98.52%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	15
3	Request for Card Replacement	2

External Services		Responses
4	Cash Deposit - (Peso/Foreign Currencies)	31
5	Cash Withdrawal	17
6	Check Deposit - Peso	5
7	Check Encashment	20
8	Closure of Deposit Account	1
9	Online Collection Payments	5
10	Request for Checkbook	1
11	Request for Fund Transfer	9
12	Updating of Bank Records - Change in Account Details/Type	1
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
14	Handling of Customer's Complaint	1
15	Salary Loan	35
16	Request for Bank Certification/Statement of Account for Salary Loan	2
17	Claim of Remittance Proceeds	1
18	Servicing of Modified Disbursement System Transactions	8
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
20	Printing/Reprinting of Bank Statement/Snapshot	1
Total		164

34. 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.	11	84.62%
2. I know what a CC is but I did not see this office's CC.	2	15.38%
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	6	46.15%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	7.69%
N/A	1	7.69%
Did not specify	5	38.46%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	46.15%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	15.38%
Did not specify	5	38.46%

	Strongly Agree	Agree	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	2	0	1	0	0	13	92.31%
Service Quality Dimensions								
Responsiveness	9	2	1	0	1	0	13	84.62%
Reliability	7	0	0	1	0	5	13	87.50%
Access and Facilities	7	0	0	1	0	5	13	87.50%
Communication	6	0	0	1	0	6	13	85.71%
Costs	7	0	1	0	0	5	13	87.50%
Integrity	7	0	0	1	0	5	13	87.50%
Assurance	10	2	1	0	0	0	13	92.31%
Outcome	7	0	1	0	0	5	13	87.50%
Overall	60	4	4	4	1	31	104	87.67%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	2
5	Cash Withdrawal	2
6	Check Encashment	1
7	Reactivation/Closure of Dormant Deposit Account	1
8	Request for Passbook Replacement	1
9	Request for Stop Payment Order	1
10	Request for Bank Certification/Statement of Account for Salary Loan	1
11	Trust/Treasury Placements	1
Total		13

35. 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.	59	76.62%
2. I know what a CC is but I did not see this office's CC.	7	9.09%
3. I learned of the CC only when I saw this office's CC.	6	7.79%
4. I do not know what a CC is and I did not see this office's CC.	4	5.19%
N/A	1	1.30%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	61	80.26%
2. Somewhat easy to see	4	5.26%
3. Difficult to see	1	1.32%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	1	1.32%
N/A	5	6.58%
Did not specify	4	5.26%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	53	69.74%
2. Somewhat helped	12	15.79%
3. Did not help	1	1.32%
N/A	6	7.89%
Did not specify	4	5.26%

	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>	71	5	0	1	0	0	77	98.70%
Service Quality Dimensions								
Responsiveness	62	13	1	0	1	0	77	97.40%
Reliability	66	6	0	1	0	4	77	98.63%
Access and Facilities	64	8	0	1	0	4	77	98.63%
Communication	64	8	1	0	0	4	77	98.63%
Costs	50	7	1	1	1	17	77	95.00%
Integrity	63	8	1	1	0	4	77	97.26%
Assurance	70	6	0	1	0	0	77	98.70%
Outcome	58	11	1	1	0	6	77	97.18%
Overall	497	67	5	6	2	39	616	97.75%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	13
3	Request for ATM PIN Change	2
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	9
6	Cash Withdrawal	6
7	Check Deposit - Peso	3
8	Check Encashment	3
9	Online Collection Payments	2
10	Reactivation/Closure of Dormant Deposit Account	1
11	Request for Checkbook	2
12	Updating of Bank Records - Change in Account Details/Type	7
13	Updating of Bank Records - Change in Account Type	1
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
15	Handling of Customer's Complaint	1

External Services		Responses
16	Salary Loan	18
17	Printing/Reprinting of Bank Statement/Snapshot	1
Total		77

36. 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.	20	95.24%
2. I know what a CC is but I did not see this office's CC.	1	4.76%
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	9	42.86%
2. Somewhat easy to see	1	4.76%
3. Difficult to see	-	-
4. Not visible at all	1	4.76%
N/A	-	-
Did not specify	10	47.62%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	47.62%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	4.76%
Did not specify	10	47.62%

	Strongly Agree	Agree	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	4	0	0	0	0	21	100.00%
Service Quality Dimensions								
Responsiveness	15	6	0	0	0	0	21	100.00%
Reliability	9	2	0	0	0	10	21	100.00%
Access and Facilities	11	0	0	0	0	10	21	100.00%
Communication	9	2	0	0	0	10	21	100.00%
Costs	6	1	0	0	0	14	21	100.00%
Integrity	9	2	0	0	0	10	21	100.00%
Assurance	17	4	0	0	0	0	21	100.00%
Outcome	8	3	0	0	0	10	21	100.00%
Overall	84	20	0	0	0	64	168	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	5
2	Cash Withdrawal	6
3	Check Deposit - Peso	2
4	Check Encashment	6
5	Request for Fund Transfer	1
6	Salary Loan	1
Total		21

37. 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.	71	65.74%
2. I know what a CC is but I did not see this office's CC.	3	2.78%
3. I learned of the CC only when I saw this office's CC.	12	11.11%
4. I do not know what a CC is and I did not see this office's CC.	22	20.37%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	64	59.26%
2. Somewhat easy to see	13	12.04%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	23	21.30%
Did not specify	8	7.41%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	64	59.26%
2. Somewhat helped	12	11.11%
3. Did not help	-	-
N/A	24	22.22%
Did not specify	8	7.41%

	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>	84	22	1	0	0	1	108	99.07%
Service Quality Dimensions								
Responsiveness	73	27	6	1	0	1	108	93.46%
Reliability	78	19	3	0	0	8	108	97.00%
Access and Facilities	83	14	3	0	0	8	108	97.00%
Communication	79	17	4	0	0	8	108	96.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	76	16	4	0	0	12	108	95.83%
Integrity	80	17	3	0	0	8	108	97.00%
Assurance	87	19	1	0	0	1	108	99.07%
Outcome	81	15	2	0	0	10	108	97.96%
Overall	637	144	26	1	0	56	864	96.66%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	6
2	Opening of other Deposit Account	17
3	Cash Deposit - (Peso/Foreign Currencies)	45
4	Cash Withdrawal	26
5	Check Deposit - Peso	4
6	Check Encashment	6
7	Salary Loan	1
8	Trust/Treasury Placements	1
9	Printing/Reprinting of Bank Statement/Snapshot	2
Total		108

38. 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.	9	75.00%
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.	3	25.00%
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	10	83.33%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	16.67%
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	-	-
Did not specify	2	16.67%

	Strongly Agree	Agree	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	1	0	0	0	0	12	100.00%
Service Quality Dimensions								
Responsiveness	10	2	0	0	0	0	12	100.00%
Reliability	9	1	0	0	0	2	12	100.00%
Access and Facilities	10	0	0	0	0	2	12	100.00%
Communication	10	0	0	0	0	2	12	100.00%
Costs	6	0	0	0	0	6	12	100.00%
Integrity	10	0	0	0	0	2	12	100.00%
Assurance	12	0	0	0	0	0	12	100.00%
Outcome	10	0	0	0	0	2	12	100.00%
Overall	77	3	0	0	0	16	96	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	12
Total		12

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.	98	91.59%
2. I know what a CC is but I did not see this office's CC.	1	0.93%
3. I learned of the CC only when I saw this office's CC.	5	4.67%
4. I do not know what a CC is and I did not see this office's CC.	3	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	86	80.37%
2. Somewhat easy to see	5	4.67%
3. Difficult to see	1	0.93%
4. Not visible at all	-	-
N/A	3	2.80%
Did not specify	12	11.21%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	87	81.31%
2. Somewhat helped	2	1.87%
3. Did not help	3	2.80%
N/A	3	2.80%
Did not specify	12	11.21%

	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>	64	38	1	0	4	0	107	95.33%
Service Quality Dimensions								
Responsiveness	65	36	2	0	4	0	107	94.39%
Reliability	60	40	1	4	0	2	107	95.24%
Access and Facilities	67	33	2	0	3	2	107	95.24%
Communication	63	35	2	0	4	3	107	94.23%
Costs	56	37	4	1	0	9	107	94.90%
Integrity	66	32	4	1	2	2	107	93.33%
Assurance	68	34	2	1	1	1	107	96.23%
Outcome	65	35	2	0	3	2	107	95.24%
Overall	510	282	19	7	17	21	856	94.85%

External Services		Responses
1	Opening of other Deposit Account	7
2	Request for ATM PIN Change	2
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	3
5	Cash Withdrawal	76
6	Check Deposit - Peso	4
7	Check Encashment	4
8	Online Collection Payments	2
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	3
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
12	Request for Bank Certification/Statement of Account for Salary Loan	2
13	Claim of Remittance Proceeds	1
Total		107

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>	4,046	636	23	9	49	2	4,765	98.30%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	3,640	952	87	19	62	5	4,765	96.47%
Reliability	3,825	737	17	3	34	149	4,765	98.83%
Access and Facilities	3,723	788	34	6	41	173	4,765	98.24%
Communication	3,590	912	49	4	35	175	4,765	98.08%
Costs	2,795	657	51	9	38	1,215	4,765	97.24%
Integrity	3,891	644	33	13	37	147	4,765	98.20%
Assurance	4,181	509	27	8	36	4	4,765	98.51%
Outcome	3,658	782	39	3	30	253	4,765	98.40%
Overall	29,303	5,981	337	65	313	2,121	38,120	98.01%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,533	74.14%
2. I know what a CC is but I did not see this office's CC.	98	2.06%
3. I learned of the CC only when I saw this office's CC.	637	13.37%
4. I do not know what a CC is and I did not see this office's CC.	314	6.59%
N/A	-	-
Did not specify	183	3.84%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3,597	78.50%
2. Somewhat easy to see	364	7.94%
3. Difficult to see	25	0.55%
4. Not visible at all	10	0.22%
N/A	354	7.73%
Did not specify	232	5.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3,584	78.22%
2. Somewhat helped	400	8.73%
3. Did not help	14	0.31%
N/A	370	8.08%
Did not specify	214	4.67%

	External Services	Responses	Overall Score
1	Opening of a Deposit Accounts	1,291	98.71%
2	ATM Card Requests	248	99.38%
3	Branch Over-the-Counter Transactions	2,669	97.54%
4	Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	128	96.57%
5	Branch Banking Loan Servicing	88	98.15%
6	Other Branch Products/Services	23	95.45%
7	Request for Bank Documents	137	99.07%
8	Regular Loan Processing	114	98.53%
9	Agrarian Services	45	97.59%
10	Complaints Management	22	100.00%

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.	131	91.61%
2. I know what a CC is but I did not see this office's CC.	2	1.40%
3. I learned of the CC only when I saw this office's CC.	9	6.29%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	0.70%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	124	87.32%
2. Somewhat easy to see	15	10.56%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	2.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	119	83.80%
2. Somewhat helped	20	14.08%
3. Did not help	-	-
N/A	2	1.41%
Did not specify	1	0.70%

	Strongly Agree	Agree	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	34	0	0	0	0	143	100.00%
Service Quality Dimensions								
Responsiveness	90	47	6	0	0	0	143	95.80%
Reliability	102	40	0	0	0	1	143	100.00%
Access and Facilities	102	40	0	0	0	1	143	100.00%
Communication	97	43	2	0	0	1	143	98.59%
Costs	44	26	0	0	0	73	143	100.00%
Integrity	97	45	0	0	0	1	143	100.00%
Assurance	124	19	0	0	0	0	143	100.00%
Outcome	98	43	0	0	0	2	143	100.00%
Overall	754	303	8	0	0	79	1,144	99.25%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	7
2	Opening of other Deposit Account	26

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	17
4	Cash Withdrawal	6
5	Check Deposit - Peso	5
6	Check Encashment	11
7	Online Collection Payments	2
8	Reactivation/Closure of Dormant Deposit Account	2
9	Request for Checkbook	3
10	Request for Fund Transfer	3
11	Updating of Bank Records - Change in Account Details/Type	21
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
13	Salary Loan	28
14	Printing/Reprinting of Bank Statement/Snapshot	10
Total		143

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.	82	80.39%
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	8.82%
4. I do not know what a CC is and I did not see this office's CC.	7	6.86%
N/A	4	3.92%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	79	80.61%
2. Somewhat easy to see	8	8.16%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	8	8.16%
Did not specify	3	3.06%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	78	79.59%
2. Somewhat helped	8	8.16%
3. Did not help	-	-
N/A	9	9.18%
Did not specify	3	3.06%

	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>	93	9	0	0	0	0	102	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	83	19	0	0	0	0	102	100.00%
Reliability	85	15	0	0	0	2	102	100.00%
Access and Facilities	85	14	1	0	1	1	102	98.02%
Communication	83	18	0	0	0	1	102	100.00%
Costs	64	15	0	0	0	23	102	100.00%
Integrity	84	17	0	0	0	1	102	100.00%
Assurance	88	13	0	0	0	1	102	100.00%
Outcome	81	17	0	0	0	4	102	100.00%
Overall	653	128	1	0	1	33	816	99.74%

External Services		Responses
1	Opening of other Deposit Account	17
2	Cash Deposit - (Peso/Foreign Currencies)	19
3	Cash Withdrawal	22
4	Check Deposit - Peso	9
5	Check Encashment	21
6	Online Collection Payments	4
7	Reactivation/Closure of Dormant Deposit Account	1
8	Request for Checkbook	1
9	Updating of Bank Records - Change in Account Details/Type	2
10	Salary Loan	1
11	Bond Redemption and Interest Payment	1
12	Domestic Bills Purchase Initiation/Availment	1
13	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
14	Printing/Reprinting of Bank Statement/Snapshot	2
Total		102

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.	111	62.36%
2. I know what a CC is but I did not see this office's CC.	6	3.37%
3. I learned of the CC only when I saw this office's CC.	33	18.54%
4. I do not know what a CC is and I did not see this office's CC.	23	12.92%
N/A	5	2.81%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	102	58.96%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	26	15.03%
3. Difficult to see	2	1.16%
4. Not visible at all	-	-
N/A	28	16.18%
Did not specify	15	8.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	110	63.58%
2. Somewhat helped	20	11.56%
3. Did not help	-	-
N/A	30	17.34%
Did not specify	13	7.51%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	153	25	0	0	0	0	178	100.00%
Service Quality Dimensions								
Responsiveness	130	45	3	0	0	0	178	98.31%
Reliability	144	25	0	0	0	9	178	100.00%
Access and Facilities	144	24	1	0	0	9	178	99.41%
Communication	136	33	0	0	0	9	178	100.00%
Costs	119	26	0	1	0	32	178	99.32%
Integrity	150	18	0	1	0	9	178	99.41%
Assurance	164	14	0	0	0	0	178	100.00%
Outcome	138	24	0	0	0	16	178	100.00%
Overall	1,125	209	4	2	0	84	1,424	99.55%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	85
2	Opening of other Deposit Account	1
3	Request for ATM PIN Change	4
4	Request for Card Replacement	29
5	Cash Deposit - (Peso/Foreign Currencies)	9
6	Cash Withdrawal	12
7	Check Deposit - Peso	9
8	Check Encashment	1
9	Closure of Deposit Account	6
10	Online Collection Payments	1
11	Reactivation/Closure of Dormant Deposit Account	5
12	Updating of Bank Records - Change in Account Details/Type	5
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
14	Salary Loan	1

External Services		Responses
15	Request for Bank Certification/Statement of Account for Salary Loan	1
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	178
Total		

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.	16	72.73%
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	18.18%
4. I do not know what a CC is and I did not see this office's CC.	2	9.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15	68.18%
2. Somewhat easy to see	4	18.18%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	9.09%
Did not specify	1	4.55%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	72.73%
2. Somewhat helped	3	13.64%
3. Did not help	-	-
N/A	2	9.09%
Did not specify	1	4.55%

	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>	17	5	0	0	0	0	22	100.00%
Service Quality Dimensions								
Responsiveness	18	4	0	0	0	0	22	100.00%
Reliability	16	5	0	0	0	1	22	100.00%
Access and Facilities	17	4	0	0	0	1	22	100.00%
Communication	16	5	0	0	0	1	22	100.00%
Costs	13	2	0	0	0	7	22	100.00%
Integrity	16	5	0	0	0	1	22	100.00%
Assurance	18	4	0	0	0	0	22	100.00%
Outcome	16	3	1	0	0	2	22	95.00%
Overall	130	32	1	0	0	13	176	99.39%

External Services		Responses
1	Opening of other Deposit Account	9
2	Request for ATM PIN Change	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	1
5	Cash Withdrawal	1
6	Check Deposit - Peso	2
7	Check Encashment	4
8	Salary Loan	1
9	Trust/Treasury Placements	1
10	Printing/Reprinting of Bank Statement/Snapshot	1
Total		22

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.	20	74.07%
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.	3	11.11%
4. I do not know what a CC is and I did not see this office's CC.	3	11.11%
N/A	1	3.70%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	21	80.77%
2. Somewhat easy to see	1	3.85%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	11.54%
Did not specify	1	3.85%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	22	84.62%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	3	11.54%
Did not specify	1	3.85%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	22	5	0	0	0	0	27	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	18	8	0	0	1	0	27	96.30%
Reliability	20	6	0	0	0	1	27	100.00%
Access and Facilities	20	6	0	0	0	1	27	100.00%
Communication	21	5	0	0	0	1	27	100.00%
Costs	13	7	0	1	0	6	27	95.24%
Integrity	21	5	0	0	0	1	27	100.00%
Assurance	22	5	0	0	0	0	27	100.00%
Outcome	19	7	0	0	0	1	27	100.00%
Overall	154	49	0	1	1	11	216	99.02%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	4
2	Opening of other Deposit Account	10
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Cash Withdrawal	3
5	Check Deposit - Peso	2
6	Check Encashment	2
7	Request for Checkbook	1
8	Handling of Customer's Complaint	1
9	Outgoing Remittance/Wire Transfer	1
10	Trust/Treasury Placements	1
	Total	27

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	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	2	40.00%
2. Somewhat easy to see	1	20.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	40.00%

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	60.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	2	40.00%

	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>	5	0	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	3	2	0	0	0	0	5	100.00%
Reliability	5	0	0	0	0	0	5	100.00%
Access and Facilities	4	1	0	0	0	0	5	100.00%
Communication	4	1	0	0	0	0	5	100.00%
Costs	3	0	0	0	0	2	5	100.00%
Integrity	4	1	0	0	0	0	5	100.00%
Assurance	5	0	0	0	0	0	5	100.00%
Outcome	5	0	0	0	0	0	5	100.00%
Overall	33	5	0	0	0	2	40	100.00%

External Services		Responses
1	Request for Card Replacement	1
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Encashment	2
Total		5

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.	112	80.00%
2. I know what a CC is but I did not see this office's CC.	5	3.57%
3. I learned of the CC only when I saw this office's CC.	13	9.29%
4. I do not know what a CC is and I did not see this office's CC.	7	5.00%
N/A	3	2.14%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	113	82.48%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	6	4.38%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	9	6.57%
Did not specify	9	6.57%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	114	83.21%
2. Somewhat helped	8	5.84%
3. Did not help	-	-
N/A	7	5.11%
Did not specify	8	5.84%

	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>	103	34	1	0	2	0	140	97.86%
Service Quality Dimensions								
Responsiveness	84	52	2	0	2	0	140	97.14%
Reliability	95	43	1	0	0	1	140	99.28%
Access and Facilities	87	50	1	1	0	1	140	98.56%
Communication	88	47	2	0	0	3	140	98.54%
Costs	64	38	7	0	0	31	140	93.58%
Integrity	97	40	1	1	0	1	140	98.56%
Assurance	107	30	3	0	0	0	140	97.86%
Outcome	87	46	5	0	0	2	140	96.38%
Overall	709	346	22	2	2	39	1,120	97.59%

External Services		Responses
1	Opening of other Deposit Account	25
2	Request for ATM PIN Change	3
3	Cash Deposit - (Peso/Foreign Currencies)	36
4	Cash Withdrawal	28
5	Check Deposit - Peso	9
6	Check Encashment	24
7	Online Collection Payments	8
8	Request for Checkbook	1
9	Outgoing Remittance/Wire Transfer	2
10	Printing/Reprinting of Bank Statement/Snapshot	3
11	Reprinting of Bank Statement not available in the Branch	1
Total		140

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.	8	47.06%
2. I know what a CC is but I did not see this office's CC.	2	11.76%
3. I learned of the CC only when I saw this office's CC.	3	17.65%
4. I do not know what a CC is and I did not see this office's CC.	3	17.65%
N/A	1	5.88%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	56.25%
2. Somewhat easy to see	2	12.50%
3. Difficult to see	-	-
4. Not visible at all	1	6.25%
N/A	4	25.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	68.75%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	5	31.25%
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>	12	5	0	0	0	0	17	100.00%
Service Quality Dimensions								
Responsiveness	8	9	0	0	0	0	17	100.00%
Reliability	11	6	0	0	0	0	17	100.00%
Access and Facilities	7	10	0	0	0	0	17	100.00%
Communication	9	7	1	0	0	0	17	94.12%
Costs	8	4	1	0	0	4	17	92.31%
Integrity	9	8	0	0	0	0	17	100.00%
Assurance	13	4	0	0	0	0	17	100.00%
Outcome	8	8	1	0	0	0	17	94.12%
Overall	73	56	3	0	0	4	136	97.73%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	17
	Total	17

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.	47	50.54%
2. I know what a CC is but I did not see this office's CC.	3	3.23%
3. I learned of the CC only when I saw this office's CC.	23	24.73%
4. I do not know what a CC is and I did not see this office's CC.	20	21.51%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	53	56.99%
2. Somewhat easy to see	16	17.20%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	24	25.81%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	52	55.91%
2. Somewhat helped	15	16.13%
3. Did not help	1	1.08%
N/A	25	26.88%
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>	72	21	0	0	0	0	93	100.00%
Service Quality Dimensions								
Responsiveness	57	34	2	0	0	0	93	97.85%
Reliability	67	26	0	0	0	0	93	100.00%
Access and Facilities	63	29	1	0	0	0	93	98.92%
Communication	63	29	1	0	0	0	93	98.92%
Costs	46	19	2	0	0	26	93	97.01%
Integrity	67	25	1	0	0	0	93	98.92%
Assurance	72	21	0	0	0	0	93	100.00%
Outcome	60	30	1	0	0	2	93	98.90%
Overall	495	213	8	0	0	28	744	98.88%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	3
2	Opening of other Deposit Account	43

External Services		Responses
3	Release of Captured Card	1
4	Request for ATM PIN Change	3
5	Cash Deposit - (Peso/Foreign Currencies)	16
6	Cash Withdrawal	8
7	Check Deposit - Peso	8
8	Check Encashment	2
9	Online Collection Payments	1
10	Updating of Bank Records - Change in Account Details/Type	3
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
12	Handling of Customer's Complaint	1
13	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		93

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.	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.	4	11.43%
4. I do not know what a CC is and I did not see this office's CC.	4	11.43%
N/A	1	2.86%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	26	76.47%
2. Somewhat easy to see	1	2.94%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	14.71%
Did not specify	2	5.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	22	64.71%
2. Somewhat helped	4	11.76%
3. Did not help	1	2.94%
N/A	5	14.71%
Did not specify	2	5.88%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	16	15	1	1	2	0	35	88.57%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	15	13	1	2	4	0	35	80.00%
Reliability	19	12	0	0	1	3	35	96.88%
Access and Facilities	17	13	1	0	1	3	35	93.75%
Communication	12	16	3	0	0	4	35	90.32%
Costs	7	12	1	0	0	15	35	95.00%
Integrity	16	11	3	2	0	3	35	84.38%
Assurance	26	7	2	0	0	0	35	94.29%
Outcome	12	17	1	0	0	5	35	96.67%
Overall	124	101	12	4	6	33	280	91.09%

External Services		Responses
1	Opening of other Deposit Account	3
2	Release of Captured Card	1
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	10
5	Cash Withdrawal	3
6	Check Deposit - Peso	6
7	Check Encashment	8
8	Online Collection Payments	1
9	Request for Fund Transfer	1
10	Printing/Reprinting of Bank Statement/Snapshot	1
Total		35

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.	26	96.30%
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	3.70%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	22	81.48%
2. Somewhat easy to see	2	7.41%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	3.70%
Did not specify	2	7.41%

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	21	77.78%
2. Somewhat helped	2	7.41%
3. Did not help	-	-
N/A	1	3.70%
Did not specify	3	11.11%

	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>	26	1	0	0	0	0	27	100.00%
Service Quality Dimensions								
Responsiveness	26	1	0	0	0	0	27	100.00%
Reliability	25	1	0	0	0	1	27	100.00%
Access and Facilities	23	3	0	0	0	1	27	100.00%
Communication	23	3	0	0	0	1	27	100.00%
Costs	17	4	0	0	0	6	27	100.00%
Integrity	25	1	0	0	0	1	27	100.00%
Assurance	26	1	0	0	0	0	27	100.00%
Outcome	24	1	0	0	0	2	27	100.00%
Overall	189	15	0	0	0	12	216	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	8
2	Opening of other Deposit Account	9
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	2
5	Cash Withdrawal	3
6	Check Encashment	1
7	Updating of Bank Records - Change in Account Details/Type	1
8	Updating of Bank Records - Change in Account Type	1
9	Printing/Reprinting of Bank Statement/Snapshot	1
Total		27

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.	177	63.67%
2. I know what a CC is but I did not see this office's CC.	5	1.80%

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	83	29.86%
4. I do not know what a CC is and I did not see this office's CC.	9	3.24%
N/A	4	1.44%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	226	82.48%
2. Somewhat easy to see	13	4.74%
3. Difficult to see	1	0.36%
4. Not visible at all	2	0.73%
N/A	10	3.65%
Did not specify	22	8.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	180	65.69%
2. Somewhat helped	58	21.17%
3. Did not help	2	0.73%
N/A	11	4.01%
Did not specify	23	8.39%

	Strongly Agree	Agree	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	92	2	0	2	0	278	98.56%
Service Quality Dimensions								
Responsiveness	157	111	7	1	2	0	278	96.40%
Reliability	141	118	2	0	1	16	278	98.85%
Access and Facilities	133	119	2	0	0	24	278	99.21%
Communication	118	140	1	0	1	18	278	99.23%
Costs	88	73	5	1	0	111	278	96.41%
Integrity	177	81	2	1	1	16	278	98.47%
Assurance	214	61	2	0	1	0	278	98.92%
Outcome	159	97	4	0	1	17	278	98.08%
Overall	1,187	800	25	3	7	202	2,224	98.27%

External Services		Responses
1	Opening of other Deposit Account	126
2	Release of Captured Card	1
3	Request for ATM PIN Change	26
4	Request for Card Replacement	9
5	Cash Deposit - (Peso/Foreign Currencies)	11
6	Cash Withdrawal	14
7	Check Deposit - Peso	6

External Services		Responses
8	Check Encashment	11
9	Online Collection Payments	2
10	Reactivation/Closure of Dormant Deposit Account	5
11	Request for Fund Transfer	10
12	Updating of Bank Records - Change in Account Details/Type	22
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	17
14	Handling of Customer's Complaint	7
15	Salary Loan	3
16	Request for Bank Certification/Statement of Account for Salary Loan	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
18	Printing/Reprinting of Bank Statement/Snapshot	4
Total		278

13. 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.	81	81.82%
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	9.09%
4. I do not know what a CC is and I did not see this office's CC.	5	5.05%
N/A	4	4.04%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	63	66.32%
2. Somewhat easy to see	12	12.63%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	5.26%
Did not specify	15	15.79%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	66	69.47%
2. Somewhat helped	10	10.53%
3. Did not help	-	-
N/A	5	5.26%
Did not specify	14	14.74%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	94	5	0	0	0	0	99	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	88	10	1	0	0	0	99	98.99%
Reliability	77	8	0	0	0	14	99	100.00%
Access and Facilities	77	7	0	0	0	15	99	100.00%
Communication	71	13	0	0	0	15	99	100.00%
Costs	65	10	1	0	0	23	99	98.68%
Integrity	76	8	0	0	0	15	99	100.00%
Assurance	94	5	0	0	0	0	99	100.00%
Outcome	75	9	0	0	0	15	99	100.00%
Overall	623	70	2	0	0	97	792	99.71%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	35
3	Cash Deposit - (Peso/Foreign Currencies)	9
4	Cash Withdrawal	10
5	Check Deposit - Peso	14
6	Check Encashment	4
7	Closure of Deposit Account	1
8	Online Collection Payments	11
9	Reactivation/Closure of Dormant Deposit Account	1
10	Request for Fund Transfer	2
11	Updating of Bank Records - Change in Account Details/Type	3
12	Updating of Bank Records - Change in Account Type	1
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
14	Salary Loan	2
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		99

14. 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.	19	76.00%
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.	6	24.00%
4. I do not know what a CC is and I did not see this office's CC.	-	-
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	25	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	25	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>	24	1	0	0	0	0	25	100.00%
Service Quality Dimensions								
Responsiveness	23	2	0	0	0	0	25	100.00%
Reliability	24	1	0	0	0	0	25	100.00%
Access and Facilities	24	1	0	0	0	0	25	100.00%
Communication	24	1	0	0	0	0	25	100.00%
Costs	23	1	0	0	0	1	25	100.00%
Integrity	24	1	0	0	0	0	25	100.00%
Assurance	24	1	0	0	0	0	25	100.00%
Outcome	24	1	0	0	0	0	25	100.00%
Overall	190	9	0	0	0	1	200	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	25
Total		25

15. 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.	21	75.00%
2. I know what a CC is but I did not see this office's CC.	1	3.57%
3. I learned of the CC only when I saw this office's CC.	1	3.57%

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	7.14%
N/A	3	10.71%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	19	76.00%
2. Somewhat easy to see	3	12.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	8.00%
Did not specify	1	4.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	64.00%
2. Somewhat helped	6	24.00%
3. Did not help	-	-
N/A	2	8.00%
Did not specify	1	4.00%

	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>	26	2	0	0	0	0	28	100.00%
Service Quality Dimensions								
Responsiveness	24	3	1	0	0	0	28	96.43%
Reliability	23	5	0	0	0	0	28	100.00%
Access and Facilities	20	4	1	0	1	2	28	92.31%
Communication	19	6	3	0	0	0	28	89.29%
Costs	11	4	0	0	0	13	28	100.00%
Integrity	27	1	0	0	0	0	28	100.00%
Assurance	28	0	0	0	0	0	28	100.00%
Outcome	24	3	1	0	0	0	28	96.43%
Overall	176	26	6	0	1	15	224	96.65%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	27
2	Issuance of Certificate of Full Payment	1
Total		28

16. 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.	91	81.98%
2. I know what a CC is but I did not see this office's CC.	2	1.80%
3. I learned of the CC only when I saw this office's CC.	8	7.21%
4. I do not know what a CC is and I did not see this office's CC.	9	8.11%
N/A	1	0.90%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	83	75.45%
2. Somewhat easy to see	8	7.27%
3. Difficult to see	-	-
4. Not visible at all	1	0.91%
N/A	9	8.18%
Did not specify	9	8.18%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	82	74.55%
2. Somewhat helped	6	5.45%
3. Did not help	1	0.91%
N/A	13	11.82%
Did not specify	8	7.27%

	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>	99	9	0	1	2	0	111	97.30%
Service Quality Dimensions								
Responsiveness	93	12	1	0	5	0	111	94.59%
Reliability	98	7	0	0	0	6	111	100.00%
Access and Facilities	95	10	0	0	0	6	111	100.00%
Communication	89	16	0	0	0	6	111	100.00%
Costs	71	11	1	0	0	28	111	98.80%
Integrity	94	11	0	0	0	6	111	100.00%
Assurance	97	11	2	1	0	0	111	97.30%
Outcome	93	10	1	0	0	7	111	99.04%
Overall	730	88	5	1	5	59	888	98.67%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	19

External Services		Responses
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	20
5	Cash Withdrawal	16
6	Check Deposit - Peso	24
7	Check Encashment	5
8	Online Collection Payments	12
9	Updating of Bank Records - Change in Account Details/Type	2
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
11	Request for Bank Certification/Statement of Account for Salary Loan	1
12	Servicing of Modified Disbursement System Transactions	1
13	Trust/Treasury Placements	1
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
Total		111

17. 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.	123	81.46%
2. I know what a CC is but I did not see this office's CC.	2	1.32%
3. I learned of the CC only when I saw this office's CC.	14	9.27%
4. I do not know what a CC is and I did not see this office's CC.	10	6.62%
N/A	2	1.32%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	124	83.22%
2. Somewhat easy to see	8	5.37%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	11	7.38%
Did not specify	6	4.03%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	130	87.25%
2. Somewhat helped	3	2.01%
3. Did not help	-	-
N/A	11	7.38%
Did not specify	5	3.36%

	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>	106	17	1	0	27	0	151	81.46%
Service Quality Dimensions								
Responsiveness	96	28	1	0	26	0	151	82.12%
Reliability	92	28	1	0	26	4	151	81.63%
Access and Facilities	87	33	0	0	27	4	151	81.63%
Communication	91	27	2	0	27	4	151	80.27%
Costs	85	17	0	0	26	23	151	79.69%
Integrity	101	18	1	1	26	4	151	80.95%
Assurance	110	14	1	1	25	0	151	82.12%
Outcome	91	28	2	0	25	5	151	81.51%
Overall	753	193	8	2	208	44	1,208	81.27%

External Services		Responses
1	Opening of other Deposit Account	29
2	Release of Captured Card	8
3	Cash Deposit - (Peso/Foreign Currencies)	62
4	Cash Withdrawal	6
5	Check Deposit - Peso	29
6	Check Encashment	4
7	Closure of Deposit Account	1
8	Online Collection Payments	4
9	Request for Checkbook	2
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
11	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
12	Request for Bank Certification/Statement of Account for Salary Loan	1
13	Outgoing Remittance/Wire Transfer	1
14	Trust/Treasury Placements	1
Total		151

18. 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.	162	72.00%
2. I know what a CC is but I did not see this office's CC.	5	2.22%
3. I learned of the CC only when I saw this office's CC.	37	16.44%
4. I do not know what a CC is and I did not see this office's CC.	18	8.00%
N/A	3	1.33%
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	172	77.48%
2. Somewhat easy to see	17	7.66%
3. Difficult to see	3	1.35%
4. Not visible at all	-	-
N/A	20	9.01%
Did not specify	10	4.50%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	176	79.28%
2. Somewhat helped	13	5.86%
3. Did not help	1	0.45%
N/A	23	10.36%
Did not specify	9	4.05%

	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>	177	47	0	0	0	1	225	100.00%
Service Quality Dimensions								
Responsiveness	160	54	9	1	0	1	225	95.54%
Reliability	178	38	2	0	0	7	225	99.08%
Access and Facilities	173	42	2	0	0	8	225	99.08%
Communication	165	49	3	0	1	7	225	98.17%
Costs	127	47	2	0	0	49	225	98.86%
Integrity	182	35	1	0	0	7	225	99.54%
Assurance	190	34	0	0	0	1	225	100.00%
Outcome	166	47	1	0	0	11	225	99.53%
Overall	1,341	346	20	1	1	91	1,800	98.71%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	135
3	Release of Captured Card	2
4	Request for ATM PIN Change	11
5	Request for Card Replacement	8
6	Cash Deposit - (Peso/Foreign Currencies)	10
7	Cash Withdrawal	3
8	Check Deposit - Peso	4
9	Check Encashment	3
10	Online Collection Payments	8
11	Request for Checkbook	4

External Services		Responses
12	Request for Fund Transfer	1
13	Request for Passbook Replacement	2
14	Updating of Bank Records - Change in Account Details/Type	3
15	Updating of Bank Records - Change in Account Type	1
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	13
17	Handling of Customer's Complaint	2
18	Salary Loan	2
19	Request for Bank Certification/Statement of Account for Salary Loan	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	5
21	Printing/Reprinting of Bank Statement/Snapshot	6
Total		225

19. 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.	80	86.02%
2. I know what a CC is but I did not see this office's CC.	3	3.23%
3. I learned of the CC only when I saw this office's CC.	6	6.45%
4. I do not know what a CC is and I did not see this office's CC.	4	4.30%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	79	84.95%
2. Somewhat easy to see	3	3.23%
3. Difficult to see	3	3.23%
4. Not visible at all	-	-
N/A	4	4.30%
Did not specify	4	4.30%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	80	86.02%
2. Somewhat helped	4	4.30%
3. Did not help	1	1.08%
N/A	4	4.30%
Did not specify	4	4.30%

	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>	83	7	1	1	1	0	93	96.77%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	71	16	2	3	1	0	93	93.55%
Reliability	84	3	1	0	1	4	93	97.75%
Access and Facilities	81	5	1	0	1	5	93	97.73%
Communication	79	8	2	0	0	4	93	97.75%
Costs	22	6	3	0	0	62	93	90.32%
Integrity	82	4	2	1	0	4	93	96.63%
Assurance	86	5	2	0	0	0	93	97.85%
Outcome	78	9	2	0	0	4	93	97.75%
Overall	583	56	15	4	3	83	744	96.67%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	73
3	Request for ATM PIN Change	1
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	3
6	Cash Withdrawal	2
7	Check Deposit - Peso	1
8	Check Encashment	5
9	Updating of Bank Records - Change in Account Details/Type	3
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		93

20. 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.	42	84.00%
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	8.00%
4. I do not know what a CC is and I did not see this office's CC.	2	4.00%
N/A	2	4.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	33	68.75%
2. Somewhat easy to see	2	4.17%
3. Difficult to see	1	2.08%
4. Not visible at all	-	-
N/A	2	4.17%

Citizen's Charter Answers	Responses	Percentage
Did not specify	10	20.83%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	31	64.58%
2. Somewhat helped	5	10.42%
3. Did not help	1	2.08%
N/A	2	4.17%
Did not specify	9	18.75%

	Strongly Agree	Agree	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	3	0	0	0	0	50	100.00%
Service Quality Dimensions								
Responsiveness	38	11	1	0	0	0	50	98.00%
Reliability	31	10	0	0	0	9	50	100.00%
Access and Facilities	30	9	1	0	0	10	50	97.50%
Communication	30	11	0	0	0	9	50	100.00%
Costs	23	9	0	0	0	18	50	100.00%
Integrity	30	10	0	0	0	10	50	100.00%
Assurance	43	7	0	0	0	0	50	100.00%
Outcome	26	12	0	0	0	12	50	100.00%
Overall	251	79	2	0	0	68	400	99.40%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	17
3	Cash Withdrawal	4
4	Check Deposit - Peso	7
5	Check Encashment	10
6	Online Collection Payments	4
7	Reactivation/Closure of Dormant Deposit Account	1
8	Updating of Bank Records - Change in Account Details/Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		50

21. 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.	10	90.91%
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	9.09%
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	6	54.55%
2. Somewhat easy to see	2	18.18%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	27.27%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	54.55%
2. Somewhat helped	2	18.18%
3. Did not help	-	-
N/A	-	-
Did not specify	3	27.27%

	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>	8	3	0	0	0	0	11	100.00%
Service Quality Dimensions								
Responsiveness	4	6	1	0	0	0	11	90.91%
Reliability	3	5	0	0	0	3	11	100.00%
Access and Facilities	4	4	0	0	0	3	11	100.00%
Communication	3	4	1	0	0	3	11	87.50%
Costs	2	5	0	0	0	4	11	100.00%
Integrity	2	5	1	0	0	3	11	87.50%
Assurance	6	5	0	0	0	0	11	100.00%
Outcome	2	6	0	0	0	3	11	100.00%
Overall	26	40	3	0	0	19	88	95.65%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	2

External Services		Responses
3	Cash Withdrawal	1
4	Check Deposit - Peso	1
5	Online Collection Payments	2
6	Updating of Bank Records - Change in Account Details/Type	1
Total		11

22. 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.	40	75.47%
2. I know what a CC is but I did not see this office's CC.	4	7.55%
3. I learned of the CC only when I saw this office's CC.	5	9.43%
4. I do not know what a CC is and I did not see this office's CC.	3	5.66%
N/A	1	1.89%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	37	71.15%
2. Somewhat easy to see	8	15.38%
3. Difficult to see	2	3.85%
4. Not visible at all	-	-
N/A	4	7.69%
Did not specify	1	1.92%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	38	73.08%
2. Somewhat helped	10	19.23%
3. Did not help	-	-
N/A	3	5.77%
Did not specify	1	1.92%

	Strongly Agree	Agree	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	12	6	1	2	0	53	83.02%
Service Quality Dimensions								
Responsiveness	30	14	6	1	2	0	53	83.02%
Reliability	34	15	3	1	0	0	53	92.45%
Access and Facilities	29	16	4	2	2	0	53	84.91%
Communication	27	18	5	1	0	2	53	88.24%
Costs	23	10	4	0	0	16	53	89.19%
Integrity	32	13	6	1	1	0	53	84.91%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	33	12	4	2	2	0	53	84.91%
Outcome	30	19	2	1	0	1	53	94.23%
Overall	238	117	34	9	7	19	424	87.65%

External Services		Responses
1	Opening of other Deposit Account	15
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	11
5	Check Deposit - Peso	3
6	Check Encashment	9
7	Updating of Bank Records - Change in Account Details/Type	3
8	Updating of Bank Records - Change in Account Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Handling of Customer's Complaint	1
11	Salary Loan	2
12	Request for Bank Certification/Statement of Account for Salary Loan	1
13	Printing/Reprinting of Bank Statement/Snapshot	1
	Total	53

23. 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.	18	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	17	94.44%
2. Somewhat easy to see	-	-
3. Difficult to see	1	5.56%
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	17	94.44%
2. Somewhat helped	1	5.56%
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>	18	0	0	0	0	0	18	100.00%
Service Quality Dimensions								
Responsiveness	18	0	0	0	0	0	18	100.00%
Reliability	17	1	0	0	0	0	18	100.00%
Access and Facilities	17	1	0	0	0	0	18	100.00%
Communication	17	1	0	0	0	0	18	100.00%
Costs	0	1	0	0	0	17	18	100.00%
Integrity	18	0	0	0	0	0	18	100.00%
Assurance	17	0	1	0	0	0	18	94.44%
Outcome	17	1	0	0	0	0	18	100.00%
Overall	121	5	1	0	0	17	144	99.21%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	13
2	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	3
3	Bond Redemption and Interest Payment	2
Total		18

24. 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.	10	37.04%
2. I know what a CC is but I did not see this office's CC.	1	3.70%
3. I learned of the CC only when I saw this office's CC.	9	33.33%
4. I do not know what a CC is and I did not see this office's CC.	1	3.70%
N/A	6	22.22%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15	71.43%
2. Somewhat easy to see	5	23.81%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.76%

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	13	61.90%
2. Somewhat helped	7	33.33%
3. Did not help	-	-
N/A	1	4.76%
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>	26	0	1	0	0	0	27	96.30%
Service Quality Dimensions								
Responsiveness	21	1	1	0	3	1	27	84.62%
Reliability	25	2	0	0	0	0	27	100.00%
Access and Facilities	26	0	1	0	0	0	27	96.30%
Communication	24	3	0	0	0	0	27	100.00%
Costs	15	2	0	0	1	9	27	94.44%
Integrity	25	1	0	1	0	0	27	96.30%
Assurance	27	0	0	0	0	0	27	100.00%
Outcome	26	0	0	0	0	1	27	100.00%
Overall	189	9	2	1	4	11	216	96.59%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	9
2	Valuation of Landholdings under RA 6657/RA 9700	2
3	Refund of Excess Payment	14
4	Bond Redemption and Interest Payment	2
Total		27

25. 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.	31	56.36%
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.	12	21.82%
4. I do not know what a CC is and I did not see this office's CC.	8	14.55%
N/A	3	5.45%
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	34	65.38%
2. Somewhat easy to see	6	11.54%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	8	15.38%
Did not specify	4	7.69%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	37	71.15%
2. Somewhat helped	5	9.62%
3. Did not help	-	-
N/A	8	15.38%
Did not specify	2	3.85%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	45	9	1	0	0	0	55	98.18%
Service Quality Dimensions								
Responsiveness	41	11	2	0	1	0	55	94.55%
Reliability	45	10	0	0	0	0	55	100.00%
Access and Facilities	42	11	1	1	0	0	55	96.36%
Communication	45	10	0	0	0	0	55	100.00%
Costs	36	8	0	0	0	11	55	100.00%
Integrity	47	8	0	0	0	0	55	100.00%
Assurance	46	7	2	0	0	0	55	96.36%
Outcome	44	11	0	0	0	0	55	100.00%
Overall	346	76	5	1	1	11	440	98.37%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	35
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	1
5	Cash Withdrawal	3
6	Check Deposit - Peso	2
7	Check Encashment	5
8	Online Collection Payments	3
9	Updating of Bank Records - Change in Account Details/Type	1
10	Updating of Bank Records - Change in Account Type	1
Total		55

26. 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.	4	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	2	50.00%
2. Somewhat easy to see	1	25.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	50.00%
2. Somewhat helped	1	25.00%
3. Did not help	-	-
N/A	-	-
Did not specify	1	25.00%

	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>	2	1	0	1	0	0	4	75.00%
Service Quality Dimensions								
Responsiveness	2	1	0	0	1	0	4	75.00%
Reliability	2	2	0	0	0	0	4	100.00%
Access and Facilities	2	2	0	0	0	0	4	100.00%
Communication	3	0	0	0	0	1	4	100.00%
Costs	3	0	0	0	0	1	4	100.00%
Integrity	4	0	0	0	0	0	4	100.00%
Assurance	3	1	0	0	0	0	4	100.00%
Outcome	2	2	0	0	0	0	4	100.00%
Overall	21	8	0	0	1	2	32	96.67%

External Services		Responses
1	Opening of other Deposit Account	2
2	Request for Card Replacement	1
3	Check Deposit - Peso	1
Total		4

27. 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.	9	69.23%
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.	4	30.77%
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	9	69.23%
2. Somewhat easy to see	4	30.77%
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	11	84.62%
2. Somewhat helped	2	15.38%
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>	6	7	0	0	0	0	13	100.00%
Service Quality Dimensions								
Responsiveness	7	6	0	0	0	0	13	100.00%
Reliability	10	3	0	0	0	0	13	100.00%
Access and Facilities	8	5	0	0	0	0	13	100.00%
Communication	10	3	0	0	0	0	13	100.00%
Costs	6	5	0	0	0	2	13	100.00%
Integrity	9	4	0	0	0	0	13	100.00%
Assurance	9	4	0	0	0	0	13	100.00%
Outcome	8	5	0	0	0	0	13	100.00%
Overall	67	35	0	0	0	2	104	100.00%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Check Deposit - Peso	3

External Services		Responses
4	Check Encashment	1
5	Trust/Treasury Placements	1
Total		13

28. 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.	25	62.50%
2. I know what a CC is but I did not see this office's CC.	1	2.50%
3. I learned of the CC only when I saw this office's CC.	8	20.00%
4. I do not know what a CC is and I did not see this office's CC.	5	12.50%
N/A	1	2.50%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	27	69.23%
2. Somewhat easy to see	5	12.82%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	12.82%
Did not specify	2	5.13%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	29	74.36%
2. Somewhat helped	3	7.69%
3. Did not help	-	-
N/A	5	12.82%
Did not specify	2	5.13%

	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>	30	6	2	1	1	0	40	90.00%
Service Quality Dimensions								
Responsiveness	27	6	3	2	1	1	40	84.62%
Reliability	27	10	1	0	1	1	40	94.87%
Access and Facilities	29	6	3	0	1	1	40	89.74%
Communication	25	6	5	1	1	2	40	81.58%
Costs	21	5	2	0	2	10	40	86.67%
Integrity	31	5	2	0	1	1	40	92.31%
Assurance	34	5	0	0	1	0	40	97.50%
Outcome	24	4	2	0	1	9	40	90.32%
Overall	218	47	18	3	9	25	320	89.83%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	9
2	Opening of other Deposit Account	14
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	2
5	Cash Withdrawal	1
6	Check Encashment	3
7	Updating of Bank Records - Change in Account Details/Type	5
8	Updating of Bank Records - Change in Account Type	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Reprinting of Bank Statement not available in the Branch	1
Total		40

29. 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.	884	89.56%
2. I know what a CC is but I did not see this office's CC.	11	1.11%
3. I learned of the CC only when I saw this office's CC.	52	5.27%
4. I do not know what a CC is and I did not see this office's CC.	28	2.84%
N/A	12	1.22%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	884	90.67%
2. Somewhat easy to see	41	4.21%
3. Difficult to see	2	0.21%
4. Not visible at all	2	0.21%
N/A	29	2.97%
Did not specify	17	1.74%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	895	91.79%
2. Somewhat helped	37	3.79%
3. Did not help	1	0.10%
N/A	31	3.18%
Did not specify	11	1.13%

	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>	944	39	2	0	2	0	987	99.59%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	902	75	6	2	2	0	987	98.99%
Reliability	938	44	1	1	0	3	987	99.80%
Access and Facilities	929	48	2	0	2	6	987	99.59%
Communication	908	65	5	0	3	6	987	99.18%
Costs	814	61	3	4	1	104	987	99.09%
Integrity	939	43	1	0	1	3	987	99.80%
Assurance	956	29	1	0	1	0	987	99.80%
Outcome	929	47	3	1	0	7	987	99.59%
Overall	7,315	412	22	8	10	129	7,896	99.49%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	93
3	Release of Captured Card	2
4	Request for ATM PIN Change	112
5	Request for Card Replacement	12
6	Cash Deposit - (Peso/Foreign Currencies)	50
7	Cash Withdrawal	319
8	Check Deposit - Peso	16
9	Check Encashment	112
10	Online Collection Payments	45
11	Reactivation/Closure of Dormant Deposit Account	4
12	Request for Checkbook	2
13	Updating of Bank Records - Change in Account Details/Type	120
14	Updating of Bank Records - Change in Account Type	5
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	37
16	Handling of Customer's Complaint	5
17	Salary Loan	14
18	Request for Bank Certification/Statement of Account for Salary Loan	13
19	Outgoing Remittance/Wire Transfer	2
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	9
21	Printing/Reprinting of Bank Statement/Snapshot	10
22	Reprinting of Bank Statement not available in the Branch	3
	Total	987

30. 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.	10	55.56%
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	22.22%
4. I do not know what a CC is and I did not see this office's CC.	3	16.67%
N/A	1	5.56%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	14	82.35%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	17.65%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	64.71%
2. Somewhat helped	1	5.88%
3. Did not help	-	-
N/A	5	29.41%
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>	15	3	0	0	0	0	18	100.00%
Service Quality Dimensions								
Responsiveness	13	4	0	0	1	0	18	94.44%
Reliability	14	4	0	0	0	0	18	100.00%
Access and Facilities	14	3	0	0	0	1	18	100.00%
Communication	14	4	0	0	0	0	18	100.00%
Costs	8	3	1	0	0	6	18	91.67%
Integrity	15	3	0	0	0	0	18	100.00%
Assurance	14	4	0	0	0	0	18	100.00%
Outcome	12	5	0	0	0	1	18	100.00%
Overall	104	30	1	0	1	8	144	98.53%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	1

External Services		Responses
3	Cash Withdrawal	1
4	Check Deposit - Peso	6
5	Check Encashment	5
6	Online Collection Payments	2
7	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		18

31. 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.	62	63.27%
2. I know what a CC is but I did not see this office's CC.	5	5.10%
3. I learned of the CC only when I saw this office's CC.	17	17.35%
4. I do not know what a CC is and I did not see this office's CC.	10	10.20%
N/A	4	4.08%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	62	65.96%
2. Somewhat easy to see	11	11.70%
3. Difficult to see	1	1.06%
4. Not visible at all	-	-
N/A	15	15.96%
Did not specify	5	5.32%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	62	65.96%
2. Somewhat helped	12	12.77%
3. Did not help	-	-
N/A	15	15.96%
Did not specify	5	5.32%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	91	6	0	0	1	0	98	98.98%
Service Quality Dimensions								
Responsiveness	79	16	1	0	2	0	98	96.94%
Reliability	85	8	1	0	0	4	98	98.94%
Access and Facilities	80	10	0	0	1	7	98	98.90%
Communication	81	11	1	0	0	5	98	98.92%
Costs	69	8	1	0	0	20	98	98.72%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	85	8	0	0	1	4	98	98.94%
Assurance	91	6	0	0	1	0	98	98.98%
Outcome	85	7	2	0	0	4	98	97.87%
Overall	655	74	6	0	5	44	784	98.51%

External Services		Responses
1	Opening of other Deposit Account	40
2	Request for ATM PIN Change	1
3	Request for Card Replacement	4
4	Cash Deposit - (Peso/Foreign Currencies)	10
5	Cash Withdrawal	9
6	Check Deposit - Peso	9
7	Check Encashment	1
8	Reactivation/Closure of Dormant Deposit Account	2
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	5
11	Updating of Bank Records - Change in Account Type	1
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
13	Handling of Customer's Complaint	1
14	Request for Bank Certification/Statement of Account for Salary Loan	3
15	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
Total		98

32. 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.	69	85.19%
2. I know what a CC is but I did not see this office's CC.	1	1.23%
3. I learned of the CC only when I saw this office's CC.	3	3.70%
4. I do not know what a CC is and I did not see this office's CC.	4	4.94%
N/A	4	4.94%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	47	61.04%
2. Somewhat easy to see	8	10.39%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	6.49%
Did not specify	17	22.08%

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	44	57.14%
2. Somewhat helped	9	11.69%
3. Did not help	1	1.30%
N/A	5	6.49%
Did not specify	18	23.38%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	62	16	1	1	1	0	81	96.30%
Service Quality Dimensions								
Responsiveness	53	25	1	0	2	0	81	96.30%
Reliability	45	15	2	0	0	19	81	96.77%
Access and Facilities	45	15	2	0	0	19	81	96.77%
Communication	41	18	0	1	1	20	81	96.72%
Costs	28	15	1	0	0	37	81	97.73%
Integrity	45	14	2	1	1	18	81	93.65%
Assurance	65	14	0	2	0	0	81	97.53%
Outcome	42	16	0	0	0	23	81	100.00%
Overall	364	132	8	4	4	136	648	96.88%

External Services		Responses
1	Opening of other Deposit Account	7
2	Cash Deposit - (Peso/Foreign Currencies)	12
3	Cash Withdrawal	13
4	Check Deposit - Peso	16
5	Check Encashment	19
6	Online Collection Payments	2
7	Reactivation/Closure of Dormant Deposit Account	1
8	Request for Fund Transfer	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
10	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
11	Salary Loan	7
Total		81

33. 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.	33	80.49%
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	12.20%
4. I do not know what a CC is and I did not see this office's CC.	3	7.32%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	27	65.85%
2. Somewhat easy to see	4	9.76%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	9.76%
Did not specify	6	14.63%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	31	75.61%
2. Somewhat helped	1	2.44%
3. Did not help	-	-
N/A	4	9.76%
Did not specify	5	12.20%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	36	4	1	0	0	0	41	97.56%
Service Quality Dimensions								
Responsiveness	32	9	0	0	0	0	41	100.00%
Reliability	32	5	0	0	0	4	41	100.00%
Access and Facilities	29	8	0	0	0	4	41	100.00%
Communication	27	10	0	0	0	4	41	100.00%
Costs	20	6	0	0	1	14	41	96.30%
Integrity	32	5	0	0	0	4	41	100.00%
Assurance	35	5	1	0	0	0	41	97.56%
Outcome	27	9	0	0	0	5	41	100.00%
Overall	234	57	1	0	1	35	328	99.32%

External Services		Responses
1	Opening of other Deposit Account	15
2	Cash Deposit - (Peso/Foreign Currencies)	10

External Services		Responses
3	Cash Withdrawal	3
4	Check Deposit - Peso	5
5	Check Encashment	3
6	Updating of Bank Records - Change in Account Details/Type	1
7	Updating of Bank Records - Change in Account Type	1
8	Salary Loan	3
Total		41

34. 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.	81	75.00%
2. I know what a CC is but I did not see this office's CC.	7	6.48%
3. I learned of the CC only when I saw this office's CC.	11	10.19%
4. I do not know what a CC is and I did not see this office's CC.	7	6.48%
N/A	2	1.85%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	56	52.83%
2. Somewhat easy to see	13	12.26%
3. Difficult to see	1	0.94%
4. Not visible at all	-	-
N/A	9	8.49%
Did not specify	27	25.47%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	60	56.60%
2. Somewhat helped	11	10.38%
3. Did not help	1	0.94%
N/A	9	8.49%
Did not specify	25	23.58%

	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>	83	24	1	0	0	0	108	99.07%
Service Quality Dimensions								
Responsiveness	67	34	5	1	0	1	108	94.39%
Reliability	62	27	0	0	0	19	108	100.00%
Access and Facilities	62	27	0	0	0	19	108	100.00%
Communication	52	36	1	0	0	19	108	98.88%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	40	19	2	0	0	47	108	96.72%
Integrity	71	16	2	0	0	19	108	97.75%
Assurance	92	15	0	1	0	0	108	99.07%
Outcome	57	30	0	1	0	20	108	98.86%
Overall	503	204	10	3	0	144	864	98.19%

External Services		Responses
1	Opening of other Deposit Account	32
2	Cash Deposit - (Peso/Foreign Currencies)	15
3	Cash Withdrawal	7
4	Check Deposit - Peso	8
5	Check Encashment	26
6	Online Collection Payments	6
7	Reactivation/Closure of Dormant Deposit Account	1
8	Request for Checkbook	1
9	Request for Fund Transfer	2
10	Handling of Customer's Complaint	1
11	Salary Loan	3
12	Request for Bank Certification/Statement of Account for Salary Loan	1
13	Servicing of Modified Disbursement System Transactions	2
14	Printing/Reprinting of Bank Statement/Snapshot	3
Total		108

35. 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.	177	72.54%
2. I know what a CC is but I did not see this office's CC.	8	3.28%
3. I learned of the CC only when I saw this office's CC.	27	11.07%
4. I do not know what a CC is and I did not see this office's CC.	24	9.84%
N/A	8	3.28%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	177	75.00%
2. Somewhat easy to see	26	11.02%
3. Difficult to see	-	-
4. Not visible at all	1	0.42%
N/A	28	11.86%
Did not specify	4	1.69%

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	186	78.81%
2. Somewhat helped	18	7.63%
3. Did not help	1	0.42%
N/A	27	11.44%
Did not specify	4	1.69%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	199	39	1	1	4	0	244	97.54%
Service Quality Dimensions								
Responsiveness	173	62	4	1	4	0	244	96.31%
Reliability	188	50	1	0	4	1	244	97.94%
Access and Facilities	181	55	3	1	3	1	244	97.12%
Communication	178	57	6	0	1	2	244	97.11%
Costs	145	49	2	0	2	46	244	97.98%
Integrity	192	42	4	1	4	1	244	96.30%
Assurance	203	34	2	1	3	1	244	97.53%
Outcome	181	48	5	0	2	8	244	97.03%
Overall	1,441	397	27	4	23	60	1,952	97.15%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	56
2	Opening of other Deposit Account	1
3	Request for ATM PIN Change	2
4	Request for Card Replacement	63
5	Cash Deposit - (Peso/Foreign Currencies)	44
6	Cash Withdrawal	12
7	Check Deposit - Peso	23
8	Check Encashment	6
9	Online Collection Payments	6
10	Request for Checkbook	1
11	Request for Fund Transfer	5
12	Updating of Bank Records - Change in Account Details/Type	9
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
14	Handling of Customer's Complaint	1
15	Salary Loan	1
16	Bond Redemption and Interest Payment	1
17	Outgoing Remittance/Wire Transfer	1
18	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
19	Printing/Reprinting of Bank Statement/Snapshot	244
Total		

36. 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.	30	68.18%
2. I know what a CC is but I did not see this office's CC.	1	2.27%
3. I learned of the CC only when I saw this office's CC.	11	25.00%
4. I do not know what a CC is and I did not see this office's CC.	1	2.27%
N/A	1	2.27%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	39	90.70%
2. Somewhat easy to see	2	4.65%
3. Difficult to see	1	2.33%
4. Not visible at all	-	-
N/A	1	2.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	38	88.37%
2. Somewhat helped	4	9.30%
3. Did not help	-	-
N/A	1	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>	39	5	0	0	0	0	44	100.00%
Service Quality Dimensions								
Responsiveness	27	16	0	1	0	0	44	97.73%
Reliability	40	4	0	0	0	0	44	100.00%
Access and Facilities	33	10	0	0	0	1	44	100.00%
Communication	30	11	1	0	0	2	44	97.62%
Costs	31	7	1	0	0	5	44	97.44%
Integrity	38	6	0	0	0	0	44	100.00%
Assurance	40	4	0	0	0	0	44	100.00%
Outcome	34	9	0	0	0	1	44	100.00%
Overall	273	67	2	1	0	9	352	99.13%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	28
2	Issuance of Certificate of Outstanding Balances and Interest Paid	5
3	Issuance of Certificate of Full Payment	11
Total		44

37. 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.	11	91.67%
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	8.33%
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	9	75.00%
2. Somewhat easy to see	1	8.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	16.67%
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	-	-
Did not specify	2	16.67%

	Strongly Agree	Agree	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	2	0	0	0	0	12	100.00%
Service Quality Dimensions								
Responsiveness	9	2	0	1	0	0	12	91.67%
Reliability	9	2	0	0	0	1	12	100.00%
Access and Facilities	9	2	0	0	0	1	12	100.00%
Communication	10	0	1	0	0	1	12	90.91%
Costs	5	0	1	0	0	6	12	83.33%
Integrity	10	1	0	0	0	1	12	100.00%
Assurance	11	1	0	0	0	0	12	100.00%
Outcome	10	1	0	0	0	1	12	100.00%
Overall	73	9	2	1	0	11	96	96.47%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	1

External Services		Responses
3	Cash Withdrawal	1
4	Check Encashment	3
5	Reactivation/Closure of Dormant Deposit Account	1
6	Request for Checkbook	1
7	Updating of Bank Records - Change in Account Details/Type	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
9	Salary Loan	1
10	Printing/Reprinting of Bank Statement/Snapshot	1
Total		12

38. 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	50.00%
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.	1	16.67%
4. I do not know what a CC is and I did not see this office's CC.	1	16.67%
N/A	1	16.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	60.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	20.00%
Did not specify	1	20.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	60.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	20.00%
Did not specify	1	20.00%

	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>	5	1	0	0	0	0	6	100.00%
Service Quality Dimensions								
Responsiveness	4	1	1	0	0	0	6	83.33%
Reliability	3	0	0	0	0	3	6	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	3	0	0	0	0	3	6	100.00%
Communication	3	0	0	0	0	3	6	100.00%
Costs	2	0	0	0	0	4	6	100.00%
Integrity	3	0	0	0	0	3	6	100.00%
Assurance	6	0	0	0	0	0	6	100.00%
Outcome	3	0	0	0	0	3	6	100.00%
Overall	27	1	1	0	0	19	48	96.55%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Withdrawal	4
3	Check Encashment	1
	Total	6

39. SM 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.	15	55.56%
2. I know what a CC is but I did not see this office's CC.	3	11.11%
3. I learned of the CC only when I saw this office's CC.	8	29.63%
4. I do not know what a CC is and I did not see this office's CC.	1	3.70%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	13	48.15%
2. Somewhat easy to see	10	37.04%
3. Difficult to see	3	11.11%
4. Not visible at all	-	-
N/A	1	3.70%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	44.44%
2. Somewhat helped	14	51.85%
3. Did not help	-	-
N/A	1	3.70%
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>	22	5	0	0	0	0	27	100.00%
Service Quality Dimensions								
Responsiveness	16	10	1	0	0	0	27	96.30%
Reliability	26	1	0	0	0	0	27	100.00%
Access and Facilities	26	0	1	0	0	0	27	96.30%
Communication	24	3	0	0	0	0	27	100.00%
Costs	16	1	0	0	0	10	27	100.00%
Integrity	24	3	0	0	0	0	27	100.00%
Assurance	26	1	0	0	0	0	27	100.00%
Outcome	22	3	1	0	0	1	27	96.15%
Overall	180	22	3	0	0	11	216	98.54%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	1
3	Cash Deposit - (Peso/Foreign Currencies)	9
4	Cash Withdrawal	9
5	Check Deposit - Peso	3
6	Check Encashment	1
7	Online Collection Payments	1
8	Salary Loan	1
9	Printing/Reprinting of Bank Statement/Snapshot	1
Total		27

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.	61	66.30%
2. I know what a CC is but I did not see this office's CC.	3	3.26%
3. I learned of the CC only when I saw this office's CC.	12	13.04%
4. I do not know what a CC is and I did not see this office's CC.	13	14.13%
N/A	3	3.26%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	64	71.91%
2. Somewhat easy to see	9	10.11%
3. Difficult to see	1	1.12%
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	14	15.73%
Did not specify	1	1.12%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	64	71.91%
2. Somewhat helped	8	8.99%
3. Did not help	-	-
N/A	14	15.73%
Did not specify	3	3.37%

	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>	78	14	0	0	0	0	92	100.00%
Service Quality Dimensions								
Responsiveness	68	21	2	1	0	0	92	96.74%
Reliability	76	16	0	0	0	0	92	100.00%
Access and Facilities	70	20	0	0	0	2	92	100.00%
Communication	67	23	0	0	0	2	92	100.00%
Costs	50	16	0	1	0	25	92	98.51%
Integrity	68	22	1	1	0	0	92	97.83%
Assurance	78	14	0	0	0	0	92	100.00%
Outcome	71	20	0	0	0	1	92	100.00%
Overall	548	152	3	3	0	30	736	99.15%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	35
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	7
5	Cash Withdrawal	10
6	Check Deposit - Peso	9
7	Check Encashment	11
8	Online Collection Payments	1
9	Reactivation/Closure of Dormant Deposit Account	1
10	Request for Fund Transfer	3
11	Updating of Bank Records - Change in Account Details/Type	5
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
13	Salary Loan	1
14	Trust/Treasury Placements	1
15	Printing/Reprinting of Bank Statement/Snapshot	3
Total		92

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.	16	66.67%
2. I know what a CC is but I did not see this office's CC.	1	4.17%
3. I learned of the CC only when I saw this office's CC.	4	16.67%
4. I do not know what a CC is and I did not see this office's CC.	1	4.17%
N/A	2	8.33%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	16	72.73%
2. Somewhat easy to see	1	4.55%
3. Difficult to see	-	-
4. Not visible at all	1	4.55%
N/A	1	4.55%
Did not specify	3	13.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	72.73%
2. Somewhat helped	1	4.55%
3. Did not help	-	-
N/A	2	9.09%
Did not specify	3	13.64%

	Strongly Agree	Agree	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	2	0	0	1	0	24	95.83%
Service Quality Dimensions								
Responsiveness	18	5	0	0	1	0	24	95.83%
Reliability	18	2	0	0	0	4	24	100.00%
Access and Facilities	17	3	0	0	1	3	24	95.24%
Communication	16	4	0	0	0	4	24	100.00%
Costs	10	3	2	0	1	8	24	81.25%
Integrity	17	3	0	0	1	3	24	95.24%
Assurance	22	1	0	0	1	0	24	95.83%
Outcome	14	5	0	0	0	5	24	100.00%
Overall	132	26	2	0	5	27	192	95.76%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	9
3	Cash Withdrawal	3

External Services		Responses
4	Check Deposit - Peso	3
5	Check Encashment	6
Total		24

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.	281	54.99%
2. I know what a CC is but I did not see this office's CC.	10	1.96%
3. I learned of the CC only when I saw this office's CC.	121	23.68%
4. I do not know what a CC is and I did not see this office's CC.	6	1.17%
N/A	93	18.20%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	368	88.04%
2. Somewhat easy to see	24	5.74%
3. Difficult to see	2	0.48%
4. Not visible at all	1	0.24%
N/A	9	2.15%
Did not specify	14	3.35%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	358	85.65%
2. Somewhat helped	41	9.81%
3. Did not help	1	0.24%
N/A	7	1.67%
Did not specify	11	2.63%

	Strongly Agree	Agree	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	76	1	1	0	1	511	99.61%
Service Quality Dimensions								
Responsiveness	401	97	10	1	1	1	511	97.65%
Reliability	421	86	1	0	0	3	511	99.80%
Access and Facilities	410	92	4	0	0	5	511	99.21%
Communication	389	110	2	0	0	10	511	99.60%
Costs	240	65	6	1	0	199	511	97.76%
Integrity	436	68	3	1	0	3	511	99.21%
Assurance	447	61	2	0	0	1	511	99.61%
Outcome	383	86	2	0	0	40	511	99.58%
Overall	3,127	665	30	3	1	262	4,088	99.11%

External Services		Responses
1	Opening of other Deposit Account	51
2	Release of Captured Card	1
3	Request for ATM PIN Change	3
4	Request for Card Replacement	9
5	Cash Deposit - (Peso/Foreign Currencies)	121
6	Cash Withdrawal	34
7	Check Deposit - Peso	32
8	Check Encashment	170
9	Online Collection Payments	26
10	Reactivation/Closure of Dormant Deposit Account	2
11	Request for Checkbook	6
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	10
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
15	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
16	Salary Loan	5
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
18	Printing/Reprinting of Bank Statement/Snapshot	27
19	Reprinting of Bank Statement not available in the Branch	1
Total		511

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.	152	71.36%
2. I know what a CC is but I did not see this office's CC.	1	0.47%
3. I learned of the CC only when I saw this office's CC.	10	4.69%
4. I do not know what a CC is and I did not see this office's CC.	47	22.07%
N/A	3	1.41%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	151	71.90%
2. Somewhat easy to see	4	1.90%
3. Difficult to see	-	-
4. Not visible at all	1	0.48%
N/A	47	22.38%
Did not specify	7	3.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	152	72.38%
2. Somewhat helped	4	1.90%
3. Did not help	1	0.48%

Citizen's Charter Answers	Responses	Percentage
N/A	47	22.38%
Did not specify	6	2.86%

	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>	208	4	0	0	1	0	213	99.53%
Service Quality Dimensions								
Responsiveness	197	15	0	1	0	0	213	99.53%
Reliability	204	4	0	1	0	4	213	99.52%
Access and Facilities	202	6	0	1	0	4	213	99.52%
Communication	203	6	0	1	0	3	213	99.52%
Costs	186	7	0	0	4	16	213	97.97%
Integrity	200	10	0	0	0	3	213	100.00%
Assurance	203	9	0	0	1	0	213	99.53%
Outcome	201	6	0	0	1	5	213	99.52%
Overall	1,596	63	0	4	6	35	1,704	99.40%

External Services		Responses
1	Opening of other Deposit Account	53
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	65
4	Cash Withdrawal	46
5	Check Deposit - Peso	17
6	Check Deposit - Foreign Currency	1
7	Check Encashment	14
8	Online Collection Payments	3
9	Request for Fund Transfer	1
10	Updating of Bank Records - Change in Account Details/Type	2
11	Updating of Bank Records - Change in Account Type	2
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
13	Handling of Customer's Complaint	1
14	Salary Loan	3
15	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
16	Printing/Reprinting of Bank Statement/Snapshot	1
Total		213

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.	36	76.60%
2. I know what a CC is but I did not see this office's CC.	1	2.13%
3. I learned of the CC only when I saw this office's CC.	6	12.77%
4. I do not know what a CC is and I did not see this office's CC.	2	4.26%
N/A	2	4.26%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	35	77.78%
2. Somewhat easy to see	5	11.11%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	8.89%
Did not specify	1	2.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	32	71.11%
2. Somewhat helped	7	15.56%
3. Did not help	-	-
N/A	4	8.89%
Did not specify	2	4.44%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	35	12	0	0	0	0	47	100.00%
Service Quality Dimensions								
Responsiveness	26	20	1	0	0	0	47	97.87%
Reliability	32	14	0	0	0	1	47	100.00%
Access and Facilities	32	14	0	0	0	1	47	100.00%
Communication	29	16	1	0	0	1	47	97.83%
Costs	15	15	0	0	0	17	47	100.00%
Integrity	35	11	0	0	0	1	47	100.00%
Assurance	32	14	1	0	0	0	47	97.87%
Outcome	28	17	0	0	0	2	47	100.00%
Overall	229	121	3	0	0	23	376	99.15%

External Services		Responses
1	Opening of other Deposit Account	15
2	Request for Card Replacement	3

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	6
4	Cash Withdrawal	5
5	Check Deposit - Peso	2
6	Check Encashment	6
7	Online Collection Payments	1
8	Reactivation/Closure of Dormant Deposit Account	1
9	Updating of Bank Records - Change in Account Details/Type	1
10	Salary Loan	6
11	Printing/Reprinting of Bank Statement/Snapshot	1
Total		47

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.	85	59.86%
2. I know what a CC is but I did not see this office's CC.	3	2.11%
3. I learned of the CC only when I saw this office's CC.	36	25.35%
4. I do not know what a CC is and I did not see this office's CC.	17	11.97%
N/A	1	0.70%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	95	67.38%
2. Somewhat easy to see	26	18.44%
3. Difficult to see	1	0.71%
4. Not visible at all	-	-
N/A	18	12.77%
Did not specify	1	0.71%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	104	73.76%
2. Somewhat helped	15	10.64%
3. Did not help	-	-
N/A	20	14.18%
Did not specify	2	1.42%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	133	9	0	0	0	0	142	100.00%
Service Quality Dimensions								
Responsiveness	123	14	5	0	0	0	142	96.48%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	132	10	0	0	0	0	142	100.00%
Access and Facilities	135	6	1	0	0	0	142	99.30%
Communication	126	15	0	0	0	1	142	100.00%
Costs	97	15	2	0	0	28	142	98.25%
Integrity	134	8	0	0	0	0	142	100.00%
Assurance	134	7	1	0	0	0	142	99.30%
Outcome	122	13	2	0	0	5	142	98.54%
Overall	1,003	88	11	0	0	34	1,136	99.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	104
2	Opening of other Deposit Account	1
3	Request for ATM PIN Change	2
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	2
6	Cash Withdrawal	3
7	Check Encashment	1
8	Online Collection Payments	14
9	Request for Checkbook	2
10	Request for Fund Transfer	3
11	Updating of Bank Records - Change in Account Details/Type	2
12	Updating of Bank Records - Change in Account Type	142
	Total	

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>	1,688	905	27	8	8	0	2,636	98.37%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,441	1,078	77	11	19	10	2,636	95.93%
Reliability	1,672	909	29	3	4	19	2,636	98.62%
Access and Facilities	1,569	973	47	2	3	42	2,636	98.00%
Communication	1,478	1,055	54	3	2	44	2,636	97.72%
Costs	1,097	611	83	5	3	837	2,636	94.94%
Integrity	1,612	934	56	9	4	21	2,636	97.36%
Assurance	1,740	863	26	2	2	3	2,636	98.86%
Outcome	1,547	987	45	5	1	51	2,636	98.03%
Overall	12,156	7,410	417	40	38	1,027	21,088	97.53%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	2,054	77.92%
2. I know what a CC is but I did not see this office's CC.	66	2.50%
3. I learned of the CC only when I saw this office's CC.	325	12.33%
4. I do not know what a CC is and I did not see this office's CC.	133	5.05%
N/A	2	0.08%
Did not specify	56	2.12%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2,091	81.11%
2. Somewhat easy to see	264	10.24%
3. Difficult to see	17	0.66%
4. Not visible at all	7	0.27%
N/A	156	6.05%
Did not specify	43	1.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2,063	80.02%
2. Somewhat helped	294	11.40%
3. Did not help	5	0.19%
N/A	177	6.87%
Did not specify	39	1.51%

External Services	Responses	Overall Score
1. Opening of a Deposit Accounts	525	98.01%
2. ATM Card Requests	75	97.60%
3. Branch Over-the-Counter Transactions	1,714	97.43%
4. Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	65	95.60%
5. Branch Banking Loan Servicing	37	96.81%
6. Other Branch Products/Services	16	99.16%
7. Request for Bank Documents	81	96.97%
8. Regular Loan Processing	17	100.00%
9. Agrarian Services	84	97.97%
10. Complaints Management	22	98.15%

1. Allen Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	68.42%
2. I know what a CC is but I did not see this office's CC.	1	5.26%
3. I learned of the CC only when I saw this office's CC.	2	10.53%
4. I do not know what a CC is and I did not see this office's CC.	3	15.79%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	12	63.16%
2. Somewhat easy to see	2	10.53%
3. Difficult to see	-	-
4. Not visible at all	1	5.26%
N/A	3	15.79%
Did not specify	1	5.26%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	52.63%
2. Somewhat helped	2	10.53%
3. Did not help	1	5.26%
N/A	5	26.32%
Did not specify	1	5.26%

	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>	12	3	0	1	3	0	19	78.95%
Service Quality Dimensions								
Responsiveness	12	2	1	1	3	0	19	73.68%
Reliability	10	4	2	1	1	1	19	77.78%
Access and Facilities	10	4	2	0	0	3	19	87.50%
Communication	9	7	1	0	0	2	19	94.12%
Costs	9	4	1	0	0	5	19	92.86%
Integrity	10	3	3	1	1	1	19	72.22%
Assurance	12	3	4	0	0	0	19	78.95%
Outcome	11	5	2	0	0	1	19	88.89%
Overall	83	32	16	3	5	13	152	82.73%

External Services		Responses
1	Request for ATM PIN Change	2
2	Cash Deposit - (Peso/Foreign Currencies)	4

External Services		Responses
3	Cash Withdrawal	6
4	Check Deposit - Peso	3
5	Check Encashment	3
6	Online Collection Payments	1
Total		19

2. 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.	55	71.43%
2. I know what a CC is but I did not see this office's CC.	3	3.90%
3. I learned of the CC only when I saw this office's CC.	8	10.39%
4. I do not know what a CC is and I did not see this office's CC.	3	3.90%
N/A	8	10.39%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	57	82.61%
2. Somewhat easy to see	5	7.25%
3. Difficult to see	2	2.90%
4. Not visible at all	1	1.45%
N/A	3	4.35%
Did not specify	1	1.45%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	59	85.51%
2. Somewhat helped	5	7.25%
3. Did not help	-	-
N/A	3	4.35%
Did not specify	2	2.90%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	71	4	0	1	1	0	77	97.40%
Service Quality Dimensions								
Responsiveness	56	17	4	0	0	0	77	94.81%
Reliability	66	7	2	0	0	2	77	97.33%
Access and Facilities	64	9	1	1	0	2	77	97.33%
Communication	62	12	0	1	0	2	77	98.67%
Costs	58	11	0	0	0	8	77	100.00%
Integrity	64	9	1	0	1	2	77	97.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	67	9	0	0	1	0	77	98.70%
Outcome	66	8	1	0	0	2	77	98.67%
Overall	503	82	9	2	2	18	616	97.83%

External Services		Responses
1	Opening of other Deposit Account	23
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	10
4	Check Deposit - Peso	1
5	Check Encashment	32
6	Updating of Bank Records - Change in Account Details/Type	5
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
8	Handling of Customer's Complaint	2
9	Request for Bank Certification/Statement of Account for Salary Loan	1
Total		77

3. 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.	58	85.29%
2. I know what a CC is but I did not see this office's CC.	1	1.47%
3. I learned of the CC only when I saw this office's CC.	7	10.29%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	2.94%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	43	65.15%
2. Somewhat easy to see	12	18.18%
3. Difficult to see	-	-
4. Not visible at all	1	1.52%
N/A	1	1.52%
Did not specify	9	13.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	50	75.76%
2. Somewhat helped	7	10.61%
3. Did not help	-	-
N/A	3	4.55%
Did not specify	6	9.09%

	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>	58	10	0	0	0	0	68	100.00%
Service Quality Dimensions								
Responsiveness	51	15	2	0	0	0	68	97.06%
Reliability	54	6	2	0	0	6	68	96.77%
Access and Facilities	51	6	2	0	0	9	68	96.61%
Communication	50	10	0	0	0	8	68	100.00%
Costs	33	3	0	0	0	32	68	100.00%
Integrity	52	8	2	0	0	6	68	96.77%
Assurance	64	4	0	0	0	0	68	100.00%
Outcome	53	9	0	0	0	6	68	100.00%
Overall	408	61	8	0	0	67	544	98.32%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	15
3	Request for ATM PIN Change	3
4	Cash Deposit - (Peso/Foreign Currencies)	9
5	Cash Withdrawal	7
6	Check Deposit - Peso	4
7	Check Encashment	4
8	Online Collection Payments	1
9	Request for Checkbook	1
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	5
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
13	Handling of Customer's Complaint	1
14	Salary Loan	3
15	Servicing of Modified Disbursement System Transactions	1
16	Printing/Reprinting of Bank Statement/Snapshot	6
Total		68

4. 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.	15	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.	-	-

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	15	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	15	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>	15	0	0	0	0	0	15	100.00%
Service Quality Dimensions								
Responsiveness	12	3	0	0	0	0	15	100.00%
Reliability	15	0	0	0	0	0	15	100.00%
Access and Facilities	15	0	0	0	0	0	15	100.00%
Communication	11	4	0	0	0	0	15	100.00%
Costs	11	4	0	0	0	0	15	100.00%
Integrity	15	0	0	0	0	0	15	100.00%
Assurance	15	0	0	0	0	0	15	100.00%
Outcome	15	0	0	0	0	0	15	100.00%
Overall	109	11	0	0	0	0	120	100.00%

External Services		Responses
1	Opening of other Deposit Account	14
2	Request for ATM PIN Change	1
Total		15

5. 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.	23	85.19%
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	7.41%
4. I do not know what a CC is and I did not see this office's CC.	2	7.41%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	20	74.07%
2. Somewhat easy to see	1	3.70%
3. Difficult to see	1	3.70%
4. Not visible at all	-	-
N/A	2	7.41%
Did not specify	3	11.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	66.67%
2. Somewhat helped	2	7.41%
3. Did not help	1	3.70%
N/A	3	11.11%
Did not specify	3	11.11%

	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>	20	6	0	1	0	0	27	96.30%
Service Quality Dimensions								
Responsiveness	17	8	0	1	1	0	27	92.59%
Reliability	18	6	0	0	0	3	27	100.00%
Access and Facilities	19	5	0	0	0	3	27	100.00%
Communication	18	5	1	0	0	3	27	95.83%
Costs	12	5	0	0	0	10	27	100.00%
Integrity	17	6	0	1	0	3	27	95.83%
Assurance	21	5	1	0	0	0	27	96.30%
Outcome	17	5	1	0	0	4	27	95.65%
Overall	139	45	3	2	1	26	216	96.84%

External Services		Responses
1	Opening of other Deposit Account	18
2	Cash Deposit - (Peso/Foreign Currencies)	2

External Services		Responses
3	Cash Withdrawal	2
4	Check Encashment	1
5	Reactivation/Closure of Dormant Deposit Account	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
7	Salary Loan	1
8	Printing/Reprinting of Bank Statement/Snapshot	1
Total		27

6. 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.	28	71.79%
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	15.38%
4. I do not know what a CC is and I did not see this office's CC.	4	10.26%
N/A	1	2.56%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	31	81.58%
2. Somewhat easy to see	2	5.26%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	10.53%
Did not specify	1	2.63%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	28	73.68%
2. Somewhat helped	5	13.16%
3. Did not help	-	-
N/A	4	10.53%
Did not specify	1	2.63%

	Strongly Agree	Agree	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	6	0	0	0	0	39	100.00%
Service Quality Dimensions								
Responsiveness	25	13	1	0	0	0	39	97.44%
Reliability	30	8	0	0	0	1	39	100.00%
Access and Facilities	30	8	0	0	0	1	39	100.00%
Communication	22	15	1	0	0	1	39	97.37%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	18	5	0	0	0	16	39	100.00%
Integrity	30	6	2	0	0	1	39	94.74%
Assurance	30	9	0	0	0	0	39	100.00%
Outcome	24	12	2	0	0	1	39	94.74%
Overall	209	76	6	0	0	21	312	97.94%

External Services		Responses
1	Opening of other Deposit Account	6
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	8
4	Cash Withdrawal	5
5	Check Deposit - Peso	3
6	Check Encashment	5
7	Online Collection Payments	1
8	Request for Checkbook	2
9	Request for Fund Transfer	2
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Handling of Customer's Complaint	2
12	Salary Loan	1
13	Trust/Treasury Placements	1
14	Printing/Reprinting of Bank Statement/Snapshot	1
Total		39

7. 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.	38	55.88%
2. I know what a CC is but I did not see this office's CC.	1	1.47%
3. I learned of the CC only when I saw this office's CC.	12	17.65%
4. I do not know what a CC is and I did not see this office's CC.	2	2.94%
N/A	15	22.06%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	38	71.70%
2. Somewhat easy to see	9	16.98%
3. Difficult to see	1	1.89%
4. Not visible at all	-	-
N/A	3	5.66%
Did not specify	2	3.77%

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	35	66.04%
2. Somewhat helped	13	24.53%
3. Did not help	-	-
N/A	3	5.66%
Did not specify	2	3.77%

	Strongly Agree	Agree	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	10	0	1	1	0	68	97.06%
Service Quality Dimensions								
Responsiveness	48	15	3	0	2	0	68	92.65%
Reliability	54	10	3	0	1	0	68	94.12%
Access and Facilities	51	14	2	0	1	0	68	95.59%
Communication	52	13	3	0	0	0	68	95.59%
Costs	41	11	2	0	0	14	68	96.30%
Integrity	53	13	1	0	1	0	68	97.06%
Assurance	55	12	0	0	1	0	68	98.53%
Outcome	51	13	1	1	1	1	68	95.52%
Overall	405	101	15	1	7	15	544	95.65%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	4
3	Request for ATM PIN Change	2
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	12
6	Cash Withdrawal	13
7	Check Deposit - Peso	3
8	Check Encashment	6
9	Online Collection Payments	4
10	Request for Fund Transfer	4
11	Updating of Bank Records - Change in Account Details/Type	2
12	Updating of Bank Records - Change in Account Type	1
13	Salary Loan	13
14	Printing/Reprinting of Bank Statement/Snapshot	2
Total		68

8. 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.	3	60.00%
2. I know what a CC is but I did not see this office's CC.	1	20.00%
3. I learned of the CC only when I saw this office's CC.	1	20.00%
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	5	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	4	80.00%
2. Somewhat helped	1	20.00%
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>	4	1	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	3	2	0	0	0	0	5	100.00%
Reliability	4	1	0	0	0	0	5	100.00%
Access and Facilities	4	1	0	0	0	0	5	100.00%
Communication	3	2	0	0	0	0	5	100.00%
Costs	3	0	1	0	0	1	5	75.00%
Integrity	3	2	0	0	0	0	5	100.00%
Assurance	4	1	0	0	0	0	5	100.00%
Outcome	4	1	0	0	0	0	5	100.00%
Overall	28	10	1	0	0	1	40	97.44%

External Services		Responses
1	Request for ATM PIN Change	1
2	Cash Withdrawal	2

External Services		Responses
3	Updating of Bank Records - Change in Account Details/Type	1
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		5

9. 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.	65	77.38%
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	5.95%
4. I do not know what a CC is and I did not see this office's CC.	7	8.33%
N/A	6	7.14%
Did not specify	1	1.19%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	65	84.42%
2. Somewhat easy to see	5	6.49%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	7	9.09%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	66	85.71%
2. Somewhat helped	3	3.90%
3. Did not help	-	-
N/A	8	10.39%
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>	75	7	1	0	1	0	84	97.62%
Service Quality Dimensions								
Responsiveness	67	9	2	1	2	3	84	93.83%
Reliability	70	13	0	0	0	1	84	100.00%
Access and Facilities	71	7	1	0	0	5	84	98.73%
Communication	67	8	2	0	0	7	84	97.40%
Costs	21	3	0	0	1	59	84	96.00%
Integrity	74	8	0	1	0	1	84	98.80%
Assurance	74	7	0	0	0	3	84	100.00%
Outcome	74	7	2	0	0	1	84	97.59%
Overall	518	62	7	2	3	80	672	97.97%

External Services		Responses
1	Adjustment of Valuation for PD 27 / EO 228 Claims	4
2	Payment of Land Transfer Claim Proceeds	19
3	Valuation of Landholdings under RA 6657/RA 9700	4
4	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	42
5	Issuance of Certificate of Payment/s	2
6	Refund of Excess Payment	13
Total		84

10. 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.	88	67.69%
2. I know what a CC is but I did not see this office's CC.	9	6.92%
3. I learned of the CC only when I saw this office's CC.	21	16.15%
4. I do not know what a CC is and I did not see this office's CC.	7	5.38%
N/A	5	3.85%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	88	70.40%
2. Somewhat easy to see	20	16.00%
3. Difficult to see	1	0.80%
4. Not visible at all	2	1.60%
N/A	10	8.00%
Did not specify	4	3.20%
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	19	15.20%
3. Did not help	1	0.80%
N/A	10	8.00%
Did not specify	4	3.20%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	96	34	0	0	0	0	130	100.00%
Service Quality Dimensions								
Responsiveness	80	44	6	0	0	0	130	95.38%
Reliability	95	35	0	0	0	0	130	100.00%
Access and Facilities	87	41	2	0	0	0	130	98.46%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	80	45	5	0	0	0	130	96.15%
Costs	55	28	0	0	0	47	130	100.00%
Integrity	91	36	2	1	0	0	130	97.69%
Assurance	99	30	1	0	0	0	130	99.23%
Outcome	88	39	2	0	0	1	130	98.45%
Overall	675	298	18	1	0	48	1,040	98.08%

External Services		Responses
1	Opening of other Deposit Account	10
2	Release of Captured Card	3
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	13
5	Cash Withdrawal	38
6	Check Deposit - Peso	3
7	Check Encashment	7
8	Closure of Deposit Account	1
9	Online Collection Payments	11
10	Request for Checkbook	3
11	Request for Fund Transfer	24
12	Updating of Bank Records - Change in Account Details/Type	7
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
14	Printing/Reprinting of Bank Statement/Snapshot	8
Total		130

11. 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.	95	53.67%
2. I know what a CC is but I did not see this office's CC.	15	8.47%
3. I learned of the CC only when I saw this office's CC.	16	9.04%
4. I do not know what a CC is and I did not see this office's CC.	51	28.81%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	91	51.41%
2. Somewhat easy to see	25	14.12%
3. Difficult to see	1	0.56%
4. Not visible at all	-	-
N/A	60	33.90%
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	93	52.54%
2. Somewhat helped	26	14.69%
3. Did not help	-	-
N/A	58	32.77%
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>	96	77	4	0	0	0	177	97.74%
Service Quality Dimensions								
Responsiveness	73	100	3	0	0	1	177	98.30%
Reliability	87	88	2	0	0	0	177	98.87%
Access and Facilities	76	97	3	0	0	1	177	98.30%
Communication	77	93	7	0	0	0	177	96.05%
Costs	57	73	12	1	0	34	177	90.91%
Integrity	77	94	6	0	0	0	177	96.61%
Assurance	79	92	6	0	0	0	177	96.61%
Outcome	61	99	14	1	0	2	177	91.43%
Overall	587	736	53	2	0	38	1,416	96.01%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	31
2	Opening of other Deposit Account	48
3	Request for ATM PIN Change	1
4	Request for Card Replacement	1
5	Cash Deposit - (Peso/Foreign Currencies)	20
6	Cash Withdrawal	23
7	Check Deposit - Peso	2
8	Check Encashment	15
9	Online Collection Payments	2
10	Reactivation/Closure of Dormant Deposit Account	1
11	Request for Checkbook	1
12	Request for Fund Transfer	2
13	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	29
14	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		177

12. 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.	15	88.24%
2. I know what a CC is but I did not see this office's CC.	1	5.88%
3. I learned of the CC only when I saw this office's CC.	1	5.88%
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	7	41.18%
2. Somewhat easy to see	9	52.94%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.88%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	58.82%
2. Somewhat helped	6	35.29%
3. Did not help	-	-
N/A	1	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>	15	2	0	0	0	0	17	100.00%
Service Quality Dimensions								
Responsiveness	12	5	0	0	0	0	17	100.00%
Reliability	14	3	0	0	0	0	17	100.00%
Access and Facilities	9	8	0	0	0	0	17	100.00%
Communication	3	14	0	0	0	0	17	100.00%
Costs	13	4	0	0	0	0	17	100.00%
Integrity	16	1	0	0	0	0	17	100.00%
Assurance	16	1	0	0	0	0	17	100.00%
Outcome	14	3	0	0	0	0	17	100.00%
Overall	97	39	0	0	0	0	136	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	6
2	Issuance of Certificate of Outstanding Balances and Interest Paid	10
3	Issuance of Certificate of Full Payment	1
Total		17

13. 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.	81	84.38%
2. I know what a CC is but I did not see this office's CC.	1	1.04%
3. I learned of the CC only when I saw this office's CC.	10	10.42%
4. I do not know what a CC is and I did not see this office's CC.	3	3.13%
N/A	1	1.04%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	77	81.05%
2. Somewhat easy to see	15	15.79%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	3.16%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	76	80.00%
2. Somewhat helped	15	15.79%
3. Did not help	-	-
N/A	4	4.21%
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>	71	24	1	0	0	0	96	98.96%
Service Quality Dimensions								
Responsiveness	62	32	2	0	0	0	96	97.92%
Reliability	75	20	1	0	0	0	96	98.96%
Access and Facilities	72	17	6	0	0	1	96	93.68%
Communication	65	28	3	0	0	0	96	96.88%
Costs	44	26	2	0	0	24	96	97.22%
Integrity	73	21	2	0	0	0	96	97.92%
Assurance	80	15	1	0	0	0	96	98.96%
Outcome	67	26	1	0	0	2	96	98.94%
Overall	538	185	18	0	0	27	768	97.57%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	25
2	Opening of other Deposit Account	4

External Services		Responses
3	Request for ATM PIN Change	1
4	Request for Card Replacement	20
5	Cash Deposit - (Peso/Foreign Currencies)	7
6	Cash Withdrawal	9
7	Check Deposit - Peso	6
8	Check Encashment	5
9	Online Collection Payments	2
10	Reactivation/Closure of Dormant Deposit Account	6
11	Updating of Bank Records - Change in Account Details/Type	6
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Handling of Customer's Complaint	1
14	Salary Loan	1
15	Release of Inward Returned Check	1
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	96
Total		

14. 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.	41	97.62%
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	2.38%
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	39	92.86%
2. Somewhat easy to see	3	7.14%
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	42	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>	41	1	0	0	0	0	42	100.00%
Service Quality Dimensions								
Responsiveness	36	4	1	1	0	0	42	95.24%
Reliability	38	4	0	0	0	0	42	100.00%
Access and Facilities	39	3	0	0	0	0	42	100.00%
Communication	38	4	0	0	0	0	42	100.00%
Costs	31	8	1	0	0	2	42	97.50%
Integrity	35	7	0	0	0	0	42	100.00%
Assurance	37	5	0	0	0	0	42	100.00%
Outcome	34	8	0	0	0	0	42	100.00%
Overall	288	43	2	1	0	2	336	99.10%

External Services		Responses
1	Opening of other Deposit Account	3
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	8
4	Cash Withdrawal	7
5	Check Deposit - Peso	2
6	Check Encashment	18
7	Updating of Bank Records - Change in Account Details/Type	1
8	Salary Loan	2
Total		42

15. 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.	564	93.22%
2. I know what a CC is but I did not see this office's CC.	7	1.16%
3. I learned of the CC only when I saw this office's CC.	27	4.46%
4. I do not know what a CC is and I did not see this office's CC.	7	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	549	90.74%
2. Somewhat easy to see	42	6.94%
3. Difficult to see	2	0.33%
4. Not visible at all	-	-
N/A	8	1.32%

Citizen's Charter Answers	Responses	Percentage
Did not specify	4	0.66%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	564	93.22%
2. Somewhat helped	30	4.96%
3. Did not help	1	0.17%
N/A	7	1.16%
Did not specify	3	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>	386	200	14	3	2	0	605	96.86%
Service Quality Dimensions								
Responsiveness	318	234	38	4	5	6	605	92.15%
Reliability	401	185	13	2	2	2	605	97.18%
Access and Facilities	378	196	22	1	2	6	605	95.83%
Communication	360	222	17	1	1	4	605	96.84%
Costs	340	194	17	0	1	53	605	96.74%
Integrity	395	177	26	4	1	2	605	94.86%
Assurance	430	166	8	1	0	0	605	98.51%
Outcome	400	183	13	1	0	8	605	97.65%
Overall	3,022	1,557	154	14	12	81	4,840	96.22%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	41
2	Opening of other Deposit Account	8
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)	158
7	Cash Withdrawal	64
8	Check Deposit - Peso	82
9	Check Encashment	89
10	Closure of Deposit Account	2
11	Online Collection Payments	59
12	Request for Checkbook	2
13	Request for Fund Transfer	4
14	Updating of Bank Records - Change in Account Details/Type	27
15	Updating of Bank Records - Change in Account Type	1
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
17	Salary Loan	5

External Services		Responses
18	Request for Bank Certification/Statement of Account for Salary Loan	1
19	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
20	Outgoing Remittance/Wire Transfer	1
21	Trust/Treasury Placements	1
22	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
23	Printing/Reprinting of Bank Statement/Snapshot	24
Total		605

16. 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.	21	87.50%
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.	1	4.17%
4. I do not know what a CC is and I did not see this office's CC.	1	4.17%
N/A	1	4.17%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	21	91.30%
2. Somewhat easy to see	1	4.35%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.35%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	22	95.65%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	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>	22	2	0	0	0	0	24	100.00%
Service Quality Dimensions								
Responsiveness	20	3	0	1	0	0	24	95.83%
Reliability	20	4	0	0	0	0	24	100.00%
Access and Facilities	21	3	0	0	0	0	24	100.00%
Communication	20	4	0	0	0	0	24	100.00%
Costs	13	3	0	0	0	8	24	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	20	4	0	0	0	0	24	100.00%
Assurance	24	0	0	0	0	0	24	100.00%
Outcome	19	4	0	0	0	1	24	100.00%
Overall	157	25	0	1	0	9	192	99.45%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	1
4	Check Encashment	1
5	Request for Checkbook	4
6	Request for Fund Transfer	3
7	Salary Loan	2
8	Request for Bank Certification/Statement of Account for Salary Loan	2
9	Servicing of Modified Disbursement System Transactions	1
10	Printing/Reprinting of Bank Statement/Snapshot	1
Total		24

17. 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.	104	70.75%
2. I know what a CC is but I did not see this office's CC.	1	0.68%
3. I learned of the CC only when I saw this office's CC.	31	21.09%
4. I do not know what a CC is and I did not see this office's CC.	7	4.76%
N/A	4	2.72%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	125	87.41%
2. Somewhat easy to see	2	1.40%
3. Difficult to see	1	0.70%
4. Not visible at all	-	-
N/A	7	4.90%
Did not specify	8	5.59%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	115	80.42%
2. Somewhat helped	5	3.50%
3. Did not help	-	-
N/A	20	13.99%
Did not specify	3	2.10%

	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>	131	15	1	0	0	0	147	99.32%
Service Quality Dimensions								
Responsiveness	117	29	0	0	1	0	147	99.32%
Reliability	124	21	0	0	0	2	147	100.00%
Access and Facilities	117	26	0	0	0	4	147	100.00%
Communication	105	32	0	0	0	10	147	100.00%
Costs	59	26	2	1	1	58	147	95.51%
Integrity	112	30	2	0	0	3	147	98.61%
Assurance	124	23	0	0	0	0	147	100.00%
Outcome	108	25	2	0	0	12	147	98.52%
Overall	866	212	6	1	2	89	1,176	99.17%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	28
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	27
5	Cash Withdrawal	13
6	Check Deposit - Peso	13
7	Check Deposit - Foreign Currency	1
8	Check Encashment	30
9	Online Collection Payments	3
10	Reactivation/Closure of Dormant Deposit Account	1
11	Request for Checkbook	3
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	9
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
15	Handling of Customer's Complaint	1
16	Request for Bank Certification/Statement of Account for Salary Loan	4
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
18	Printing/Reprinting of Bank Statement/Snapshot	8
19	Reprinting of Bank Statement not available in the Branch	1
Total		147

18. 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.	523	77.25%
2. I know what a CC is but I did not see this office's CC.	7	1.03%
3. I learned of the CC only when I saw this office's CC.	133	19.65%
4. I do not know what a CC is and I did not see this office's CC.	7	1.03%
N/A	7	1.03%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	583	87.01%
2. Somewhat easy to see	65	9.70%
3. Difficult to see	4	0.60%
4. Not visible at all	-	-
N/A	9	1.34%
Did not specify	9	1.34%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	537	80.15%
2. Somewhat helped	112	16.72%
3. Did not help	-	-
N/A	9	1.34%
Did not specify	12	1.79%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	236	438	3	0	0	0	677	99.56%
Service Quality Dimensions								
Responsiveness	211	460	5	0	1	0	677	99.11%
Reliability	239	434	4	0	0	0	677	99.41%
Access and Facilities	214	458	4	0	0	1	677	99.41%
Communication	216	449	9	0	0	3	677	98.66%
Costs	92	135	42	2	0	406	677	83.76%
Integrity	222	445	8	1	0	1	677	98.67%
Assurance	242	432	3	0	0	0	677	99.56%
Outcome	206	464	3	0	0	4	677	99.55%
Overall	1,642	3,277	78	3	1	415	5,416	98.36%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	68
3	Request for ATM PIN Change	8

External Services		Responses
4	Cash Deposit - (Peso/Foreign Currencies)	67
5	Cash Withdrawal	279
6	Check Deposit - Peso	41
7	Check Encashment	99
8	Closure of Deposit Account	1
9	Online Collection Payments	18
10	Reactivation/Closure of Dormant Deposit Account	5
11	Request for Checkbook	4
12	Request for Fund Transfer	15
13	Updating of Bank Records - Change in Account Details/Type	34
14	Updating of Bank Records - Change in Account Type	7
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
16	Handling of Customer's Complaint	9
17	Salary Loan	9
18	Request for Bank Certification/Statement of Account for Salary Loan	3
19	Outgoing Remittance/Wire Transfer	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
21	Printing/Reprinting of Bank Statement/Snapshot	1
Total		677

19. 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.	171	68.13%
2. I know what a CC is but I did not see this office's CC.	13	5.18%
3. I learned of the CC only when I saw this office's CC.	36	14.34%
4. I do not know what a CC is and I did not see this office's CC.	26	10.36%
N/A	4	1.59%
Did not specify	1	0.40%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	176	71.54%
2. Somewhat easy to see	37	15.04%
3. Difficult to see	1	0.41%
4. Not visible at all	1	0.41%
N/A	31	12.60%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	177	71.95%
2. Somewhat helped	34	13.82%
3. Did not help	1	0.41%
N/A	33	13.41%
Did not specify	1	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>	196	53	2	0	0	0	251	99.20%
Service Quality Dimensions								
Responsiveness	167	72	9	2	1	0	251	95.22%
Reliability	202	49	0	0	0	0	251	100.00%
Access and Facilities	187	60	1	0	0	3	251	99.60%
Communication	170	75	3	0	0	3	251	98.79%
Costs	148	59	3	0	0	41	251	98.57%
Integrity	202	49	0	0	0	0	251	100.00%
Assurance	214	36	1	0	0	0	251	99.60%
Outcome	185	60	1	1	0	4	251	99.19%
Overall	1,475	460	18	3	1	51	2,008	98.88%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	19
2	Opening of other Deposit Account	127
3	Release of Captured Card	3
4	Request for ATM PIN Change	6
5	Request for Card Replacement	3
6	Cash Deposit - (Peso/Foreign Currencies)	20
7	Cash Withdrawal	4
8	Check Deposit - Peso	1
9	Check Encashment	5
10	Closure of Deposit Account	2
11	Online Collection Payments	7
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	29
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
15	Handling of Customer's Complaint	6
16	Request for Bank Certification/Statement of Account for Salary Loan	6
17	Outgoing Remittance/Wire Transfer	1
18	Sale/Purchase of Foreign Currencies	1
19	Printing/Reprinting of Bank Statement/Snapshot	3
Total		251

20. 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.	32	86.49%
2. I know what a CC is but I did not see this office's CC.	1	2.70%
3. I learned of the CC only when I saw this office's CC.	2	5.41%
4. I do not know what a CC is and I did not see this office's CC.	1	2.70%
N/A	1	2.70%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	33	91.67%
2. Somewhat easy to see	2	5.56%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	2.78%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	33	91.67%
2. Somewhat helped	2	5.56%
3. Did not help	-	-
N/A	1	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>	34	3	0	0	0	0	37	100.00%
Service Quality Dimensions								
Responsiveness	33	4	0	0	0	0	37	100.00%
Reliability	34	3	0	0	0	0	37	100.00%
Access and Facilities	32	3	0	0	0	2	37	100.00%
Communication	32	4	1	0	0	0	37	97.30%
Costs	25	4	0	0	0	8	37	100.00%
Integrity	33	4	0	0	0	0	37	100.00%
Assurance	34	3	0	0	0	0	37	100.00%
Outcome	31	6	0	0	0	0	37	100.00%
Overall	254	31	1	0	0	10	296	99.65%

External Services		Responses
1	Opening of other Deposit Account	20
2	Request for Card Replacement	1

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	3
4	Cash Withdrawal	1
5	Check Deposit - Peso	2
6	Check Encashment	1
7	Updating of Bank Records - Change in Account Details/Type	4
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
9	Outgoing Remittance/Wire Transfer	1
10	Trust/Treasury Placements	1
11	Printing/Reprinting of Bank Statement/Snapshot	1
Total		37

21. 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.	21	67.74%
2. I know what a CC is but I did not see this office's CC.	4	12.90%
3. I learned of the CC only when I saw this office's CC.	3	9.68%
4. I do not know what a CC is and I did not see this office's CC.	2	6.45%
N/A	1	3.23%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	16	53.33%
2. Somewhat easy to see	7	23.33%
3. Difficult to see	3	10.00%
4. Not visible at all	1	3.33%
N/A	2	6.67%
Did not specify	1	3.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	60.00%
2. Somewhat helped	7	23.33%
3. Did not help	-	-
N/A	4	13.33%
Did not specify	1	3.33%

	Strongly Agree	Agree	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	9	1	1	0	0	31	93.55%
Service Quality Dimensions								
Responsiveness	21	7	0	0	3	0	31	90.32%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Reliability	22	8	0	0	0	1	31	100.00%
Access and Facilities	22	7	1	0	0	1	31	96.67%
Communication	18	9	1	1	1	1	31	90.00%
Costs	14	5	0	1	0	11	31	95.00%
Integrity	18	11	1	0	0	1	31	96.67%
Assurance	19	10	1	1	0	0	31	93.55%
Outcome	19	10	0	1	0	1	31	96.67%
Overall	153	67	4	4	4	16	248	94.83%

External Services		Responses
1	Opening of other Deposit Account	4
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	7
4	Cash Withdrawal	5
5	Check Deposit - Peso	3
6	Check Encashment	4
7	Online Collection Payments	1
8	Reactivation/Closure of Dormant Deposit Account	1
9	Request for Fund Transfer	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
11	Servicing of Modified Disbursement System Transactions	2
12	Trust/Treasury Placements	1
	Total	31

CSM Results - Region IX

	Strongly Agree	Agree	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	53	4	4	9	1	311	94.52%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	221	68	5	4	10	3	311	93.83%
Reliability	202	43	6	2	3	55	311	95.70%
Access and Facilities	201	39	9	1	2	59	311	95.24%
Communication	192	46	11	4	3	55	311	92.97%
Costs	151	42	6	1	1	110	311	96.02%
Integrity	207	39	7	1	4	53	311	95.35%
Assurance	251	51	2	0	5	2	311	97.73%
Outcome	201	41	6	1	1	61	311	96.80%
Overall	1,626	369	52	14	29	398	2,488	95.45%

Citizen's Charter Answers	Count	%
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	217	69.77%
2. I know what a CC is but I did not see this office's CC.	9	2.89%
3. I learned of the CC only when I saw this office's CC.	22	7.07%
4. I do not know what a CC is and I did not see this office's CC.	10	3.22%
N/A	-	-
Did not specify	53	17.04%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	168	65.12%
2. Somewhat easy to see	16	6.20%
3. Difficult to see	5	1.94%
4. Not visible at all	3	1.16%
N/A	10	3.88%
Did not specify	56	21.71%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	160	62.02%
2. Somewhat helped	28	10.85%
3. Did not help	3	1.16%
N/A	13	5.04%
Did not specify	54	20.93%

External Services	Responses	Overall Score
1. Opening of a Deposit Accounts	45	93.33%
2. ATM Card Requests	1	100.00%
3. Branch Over-the-Counter Transactions	147	94.82%
4. Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	7	85.19%
5. Branch Banking Loan Servicing	10	98.55%
6. Other Branch Products/Services	1	100.00%
7. Request for Bank Documents	5	100.00%
8. Regular Loan Processing	21	96.67%
9. Agrarian Services	73	98.93%
10. Complaints Management	1	0.00%

1. Aurora (Zamboanga del Sur) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	16	88.89%
2. I know what a CC is but I did not see this office's CC.	1	5.56%
3. I learned of the CC only when I saw this office's CC.	1	5.56%
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	15	83.33%
2. Somewhat easy to see	1	5.56%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	11.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	77.78%
2. Somewhat helped	1	5.56%
3. Did not help	-	-
N/A	1	5.56%
Did not specify	2	11.11%

	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>	16	2	0	0	0	0	18	100.00%
Service Quality Dimensions								
Responsiveness	15	3	0	0	0	0	18	100.00%
Reliability	14	2	0	0	0	2	18	100.00%
Access and Facilities	14	1	1	0	0	2	18	93.75%
Communication	14	2	0	0	0	2	18	100.00%
Costs	13	1	0	0	0	4	18	100.00%
Integrity	15	1	0	0	0	2	18	100.00%
Assurance	17	1	0	0	0	0	18	100.00%
Outcome	15	1	0	0	0	2	18	100.00%
Overall	117	12	1	0	0	14	144	99.23%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	5

External Services		Responses
3	Check Deposit - Peso	2
4	Updating of Bank Records - Change in Account Details/Type	1
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
6	Salary Loan	1
Total		18

2. Basilan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	88.89%
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	11.11%
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	8	88.89%
2. Somewhat easy to see	1	11.11%
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	8	88.89%
2. Somewhat helped	1	11.11%
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>	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	9	0	0	0	0	0	9	100.00%
Communication	9	0	0	0	0	0	9	100.00%
Costs	6	0	0	0	0	3	9	100.00%
Integrity	9	0	0	0	0	0	9	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	9	0	0	0	0	0	9	100.00%
Outcome	9	0	0	0	0	0	9	100.00%
Overall	68	1	0	0	0	3	72	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	1
4	Online Collection Payments	1
5	Request for Fund Transfer	1
6	Updating of Bank Records - Change in Account Details/Type	2
7	Printing/Reprinting of Bank Statement/Snapshot	1
	Total	9

3. Buug Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	80.00%
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.	1	20.00%
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	2	40.00%
2. Somewhat easy to see	1	20.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	40.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	20.00%
2. Somewhat helped	2	40.00%
3. Did not help	-	-
N/A	-	-
Did not specify	2	40.00%

	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>	3	2	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	2	3	0	0	0	0	5	100.00%
Reliability	2	3	0	0	0	0	5	100.00%
Access and Facilities	2	2	1	0	0	0	5	80.00%
Communication	2	2	1	0	0	0	5	80.00%
Costs	2	2	1	0	0	0	5	80.00%
Integrity	3	2	0	0	0	0	5	100.00%
Assurance	4	1	0	0	0	0	5	100.00%
Outcome	1	3	0	0	0	1	5	100.00%
Overall	18	18	3	0	0	1	40	92.31%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Encashment	1
4	Updating of Bank Records - Change in Account Details/Type	1
Total		5

4. Dapitan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	85.71%
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	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	7	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	5	71.43%
2. Somewhat helped	1	14.29%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	-	-
N/A	1	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>	6	0	0	1	0	0	7	85.71%
Service Quality Dimensions								
Responsiveness	5	1	0	0	1	0	7	85.71%
Reliability	6	1	0	0	0	0	7	100.00%
Access and Facilities	6	0	0	0	0	1	7	100.00%
Communication	6	1	0	0	0	0	7	100.00%
Costs	5	0	0	0	0	2	7	100.00%
Integrity	5	1	1	0	0	0	7	85.71%
Assurance	6	1	0	0	0	0	7	100.00%
Outcome	6	1	0	0	0	0	7	100.00%
Overall	45	6	1	0	1	3	56	96.23%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Check Deposit - Peso	1
3	Online Collection Payments	2
4	Updating of Bank Records - Change in Account Type	1
5	Salary Loan	1
6	Printing/Reprinting of Bank Statement/Snapshot	1
Total		7

5. Dipolog Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	75.00%
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.	1	12.50%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	12.50%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5	71.43%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	1	14.29%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	14.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	71.43%
2. Somewhat helped	1	14.29%
3. Did not help	-	-
N/A	-	-
Did not specify	1	14.29%

	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>	7	1	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	7	1	0	0	0	0	8	100.00%
Reliability	6	1	0	0	0	1	8	100.00%
Access and Facilities	5	1	0	0	0	2	8	100.00%
Communication	6	1	0	0	0	1	8	100.00%
Costs	2	2	1	0	0	3	8	80.00%
Integrity	6	1	0	0	0	1	8	100.00%
Assurance	7	1	0	0	0	0	8	100.00%
Outcome	6	1	0	0	0	1	8	100.00%
Overall	45	9	1	0	0	9	64	98.18%

External Services		Responses
1	Opening of other Deposit Account	3
2	Salary Loan	3
3	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
Total		8

6. Field Support Services Center IX - Zamboanga City

Citizen's Charter Answers	Responses	Percentage
CC1. 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	30.14%
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.	10	13.70%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	1	1.37%
N/A	40	54.79%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	32	96.97%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	3.03%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	27	81.82%
2. Somewhat helped	5	15.15%
3. Did not help	-	-
N/A	1	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>	68	4	1	0	0	0	73	98.63%
Service Quality Dimensions								
Responsiveness	66	6	1	0	0	0	73	98.63%
Reliability	67	6	0	0	0	0	73	100.00%
Access and Facilities	67	5	1	0	0	0	73	98.63%
Communication	64	6	3	0	0	0	73	95.89%
Costs	47	2	1	0	0	23	73	98.00%
Integrity	70	3	0	0	0	0	73	100.00%
Assurance	71	2	0	0	0	0	73	100.00%
Outcome	67	4	0	0	0	2	73	100.00%
Overall	519	34	6	0	0	25	584	98.93%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	14
2	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	44
3	Issuance of Certificate of Payment/s	2
4	Issuance of Certification on Status of AR Bond	3
5	Refund of Excess Payment	7
6	Bond Redemption and Interest Payment	3
Total		73

7. Imelda Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	14	77.78%
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.	1	5.56%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	3	16.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	10	66.67%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	5	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	60.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	6	40.00%

	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>	13	5	0	0	0	0	18	100.00%
Service Quality Dimensions								
Responsiveness	9	9	0	0	0	0	18	100.00%
Reliability	9	5	0	0	0	4	18	100.00%
Access and Facilities	11	3	0	0	0	4	18	100.00%
Communication	9	5	0	0	0	4	18	100.00%
Costs	6	3	0	0	0	9	18	100.00%
Integrity	12	2	0	0	0	4	18	100.00%
Assurance	16	2	0	0	0	0	18	100.00%
Outcome	8	6	0	0	0	4	18	100.00%
Overall	80	35	0	0	0	29	144	100.00%

External Services		Responses
1	Opening of other Deposit Account	6
2	Request for Card Replacement	1
3	Cash Deposit - (Peso/Foreign Currencies)	2

External Services		Responses
4	Cash Withdrawal	2
5	Check Deposit - Peso	1
6	Check Encashment	5
7	Request for Fund Transfer	1
Total		18

8. Ipil Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	75.00%
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	2	25.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4	66.67%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	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>	8	0	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	8	0	0	0	0	0	8	100.00%
Reliability	6	2	0	0	0	0	8	100.00%
Access and Facilities	8	0	0	0	0	0	8	100.00%
Communication	6	2	0	0	0	0	8	100.00%
Costs	4	4	0	0	0	0	8	100.00%
Integrity	8	0	0	0	0	0	8	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	8	0	0	0	0	0	8	100.00%
Outcome	8	0	0	0	0	0	8	100.00%
Overall	56	8	0	0	0	0	64	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	4
2	Cash Withdrawal	2
3	Check Encashment	2
Total		8

9. KCC Mall de Zamboanga Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	63.64%
2. I know what a CC is but I did not see this office's CC.	2	18.18%
3. I learned of the CC only when I saw this office's CC.	1	9.09%
4. I do not know what a CC is and I did not see this office's CC.	1	9.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	54.55%
2. Somewhat easy to see	2	18.18%
3. Difficult to see	1	9.09%
4. Not visible at all	1	9.09%
N/A	1	9.09%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	63.64%
2. Somewhat helped	2	18.18%
3. Did not help	1	9.09%
N/A	1	9.09%
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	1	1	0	3	0	11	63.64%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	5	2	0	1	3	0	11	63.64%
Reliability	6	2	2	0	0	1	11	80.00%
Access and Facilities	5	3	2	0	0	1	11	80.00%
Communication	5	2	2	0	1	1	11	70.00%
Costs	5	4	1	0	0	1	11	90.00%
Integrity	5	3	1	1	0	1	11	80.00%
Assurance	6	4	1	0	0	0	11	90.91%
Outcome	5	4	1	0	0	1	11	90.00%
Overall	42	24	10	2	4	6	88	80.49%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Encashment	1
4	Updating of Bank Records - Change in Account Details/Type	1
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		11

10. Liloy Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	77.78%
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.	-	-
4. I do not know what a CC is and I did not see this office's CC.	1	11.11%
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	6	75.00%
2. Somewhat easy to see	1	12.50%
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	6	75.00%
2. Somewhat helped	1	12.50%
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	1	12.50%
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	1	0	0	9	88.89%
Service Quality Dimensions								
Responsiveness	5	2	2	0	0	0	9	77.78%
Reliability	6	3	0	0	0	0	9	100.00%
Access and Facilities	5	4	0	0	0	0	9	100.00%
Communication	6	3	0	0	0	0	9	100.00%
Costs	6	2	0	0	0	1	9	100.00%
Integrity	5	4	0	0	0	0	9	100.00%
Assurance	7	2	0	0	0	0	9	100.00%
Outcome	5	4	0	0	0	0	9	100.00%
Overall	45	24	2	0	0	1	72	97.18%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Withdrawal	1
3	Check Encashment	6
4	Online Collection Payments	1
Total		9

11. Molave Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	57	86.36%
2. I know what a CC is but I did not see this office's CC.	1	1.52%
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	4.55%
N/A	5	7.58%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15	24.59%
2. Somewhat easy to see	1	1.64%
3. Difficult to see	1	1.64%
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	3	4.92%
Did not specify	41	67.21%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	26.23%
2. Somewhat helped	2	3.28%
3. Did not help	-	-
N/A	3	4.92%
Did not specify	40	65.57%

	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>	40	25	0	0	0	1	66	100.00%
Service Quality Dimensions								
Responsiveness	36	26	0	1	0	3	66	98.41%
Reliability	14	7	1	0	0	44	66	95.45%
Access and Facilities	15	8	0	0	0	43	66	100.00%
Communication	16	6	1	0	0	43	66	95.65%
Costs	11	7	0	0	0	48	66	100.00%
Integrity	15	9	0	0	0	42	66	100.00%
Assurance	38	26	0	0	0	2	66	100.00%
Outcome	15	8	0	0	0	43	66	100.00%
Overall	160	97	2	1	0	268	528	98.85%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	30
4	Check Deposit - Peso	5
5	Check Encashment	1
6	Reactivation/Closure of Dormant Deposit Account	1
7	Request for Fund Transfer	18
8	Updating of Bank Records - Change in Account Type	1
9	Salary Loan	2
10	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		66

12. Pagadian Balintawak Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	66.67%
2. I know what a CC is but I did not see this office's CC.	1	33.33%
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	2	66.67%
2. Somewhat easy to see	1	33.33%
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	33.33%
2. Somewhat helped	2	66.67%
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	1	1	0	3	33.33%
Service Quality Dimensions								
Responsiveness	1	0	0	2	0	0	3	33.33%
Reliability	1	0	1	1	0	0	3	33.33%
Access and Facilities	1	1	1	0	0	0	3	66.67%
Communication	0	1	1	1	0	0	3	33.33%
Costs	1	1	0	0	0	1	3	100.00%
Integrity	1	0	1	0	1	0	3	33.33%
Assurance	1	0	1	0	1	0	3	33.33%
Outcome	1	0	1	1	0	0	3	33.33%
Overall	7	3	6	5	2	1	24	43.48%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Cash Withdrawal	1
3	Check Deposit - Peso	1
Total		3

13. Pagadian Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	70.00%
2. I know what a CC is but I did not see this office's CC.	1	10.00%
3. I learned of the CC only when I saw this office's CC.	1	10.00%
4. I do not know what a CC is and I did not see this office's CC.	1	10.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4	40.00%
2. Somewhat easy to see	4	40.00%
3. Difficult to see	-	-
4. Not visible at all	1	10.00%
N/A	1	10.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	70.00%
2. Somewhat helped	1	10.00%
3. Did not help	1	10.00%
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>	7	2	0	0	1	0	10	90.00%
Service Quality Dimensions								
Responsiveness	8	1	0	0	1	0	10	90.00%
Reliability	7	2	1	0	0	0	10	90.00%
Access and Facilities	5	4	1	0	0	0	10	90.00%
Communication	6	3	1	0	0	0	10	90.00%
Costs	4	1	1	0	0	4	10	83.33%
Integrity	5	4	1	0	0	0	10	90.00%
Assurance	6	4	0	0	0	0	10	100.00%
Outcome	5	4	1	0	0	0	10	90.00%
Overall	46	23	6	0	1	4	80	90.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	3

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	2
5	Check Encashment	1
6	Salary Loan	1
7	Printing/Reprinting of Bank Statement/Snapshot	1
Total		10

14. Sindangan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	77.78%
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.	-	-
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	77.78%
2. Somewhat easy to see	2	22.22%
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	5	55.56%
2. Somewhat helped	4	44.44%
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>	6	2	0	1	0	0	9	88.89%
Service Quality Dimensions								
Responsiveness	5	3	0	0	1	0	9	88.89%
Reliability	6	2	0	0	1	0	9	88.89%
Access and Facilities	7	1	1	0	0	0	9	88.89%
Communication	7	2	0	0	0	0	9	100.00%
Costs	6	1	1	0	0	1	9	87.50%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	6	2	0	0	1	0	9	88.89%
Assurance	8	0	0	0	1	0	9	88.89%
Outcome	7	1	1	0	0	0	9	88.89%
Overall	52	12	3	0	4	1	72	90.14%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	3
	Total	9

15. WMSU Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	23	95.83%
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.	1	4.17%
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	22	91.67%
2. Somewhat easy to see	-	-
3. Difficult to see	1	4.17%
4. Not visible at all	1	4.17%
N/A	-	-
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	22	91.67%
2. Somewhat helped	-	-
3. Did not help	2	8.33%
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>	19	1	0	0	4	0	24	83.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	20	1	0	0	3	0	24	87.50%
Reliability	20	1	0	1	2	0	24	87.50%
Access and Facilities	19	1	0	1	2	1	24	86.96%
Communication	18	2	0	1	2	1	24	86.96%
Costs	16	3	0	0	1	4	24	95.00%
Integrity	18	3	1	0	2	0	24	87.50%
Assurance	20	1	0	0	3	0	24	87.50%
Outcome	18	1	2	0	1	2	24	86.36%
Overall	149	13	3	3	16	8	192	88.04%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	8
4	Check Deposit - Peso	1
5	Online Collection Payments	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
7	Handling of Customer's Complaint	1
8	Salary Loan	1
Total		24

16. Zamboanga City LC (ZAMLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	87.50%
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. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	12.50%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	85.71%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	14.29%

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	6	85.71%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	14.29%

	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>	8	0	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	8	0	0	0	0	0	8	100.00%
Reliability	6	0	0	0	0	2	8	100.00%
Access and Facilities	6	0	0	0	0	2	8	100.00%
Communication	5	0	1	0	0	2	8	83.33%
Costs	4	0	0	0	0	4	8	100.00%
Integrity	6	0	0	0	0	2	8	100.00%
Assurance	8	0	0	0	0	0	8	100.00%
Outcome	6	0	0	0	0	2	8	100.00%
Overall	49	0	1	0	0	14	64	98.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	6
2	Issuance of Certificate of Outstanding Balances and Interest Paid	2
Total		8

17. Zamboanga del Norte LC (ZANLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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.	2	22.22%
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.	1	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	6	66.67%
2. Somewhat easy to see	-	-
3. Difficult to see	2	22.22%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	-	-
N/A	1	11.11%
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	2	22.22%
3. Did not help	-	-
N/A	1	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>	7	0	2	0	0	0	9	77.78%
Service Quality Dimensions								
Responsiveness	7	2	0	0	0	0	9	100.00%
Reliability	7	2	0	0	0	0	9	100.00%
Access and Facilities	7	0	0	0	0	2	9	100.00%
Communication	4	3	0	2	0	0	9	77.78%
Costs	5	4	0	0	0	0	9	100.00%
Integrity	7	0	2	0	0	0	9	77.78%
Assurance	9	0	0	0	0	0	9	100.00%
Outcome	7	0	0	0	0	2	9	100.00%
Overall	53	11	2	2	0	4	72	94.12%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	5
2	Issuance of Certificate of Outstanding Balances and Interest Paid	3
3	Issuance of Certificate of Full Payment	1
Total		9

18. Zamboanga del Sur LC (ZASLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	-	-

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	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	4	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>	2	2	0	0	0	0	4	100.00%
Service Quality Dimensions								
Responsiveness	0	4	0	0	0	0	4	100.00%
Reliability	2	2	0	0	0	0	4	100.00%
Access and Facilities	1	3	0	0	0	0	4	100.00%
Communication	1	3	0	0	0	0	4	100.00%
Costs	1	3	0	0	0	0	4	100.00%
Integrity	3	1	0	0	0	0	4	100.00%
Assurance	1	3	0	0	0	0	4	100.00%
Outcome	2	2	0	0	0	0	4	100.00%
Overall	11	21	0	0	0	0	32	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	2
2	Issuance of Certificate of Full Payment	2
Total		4

19. Zamboanga Main Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	75.00%
2. I know what a CC is but I did not see this office's CC.	-	-

Citizen's Charter Answers	Responses	Percentage
3. I learned of the CC only when I saw this office's CC.	1	8.33%
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	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	58.33%
2. Somewhat easy to see	1	8.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	16.67%
Did not specify	2	16.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	66.67%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	16.67%
Did not specify	2	16.67%

	Strongly Agree	Agree	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	4	0	0	0	0	12	100.00%
Service Quality Dimensions								
Responsiveness	6	3	2	0	1	0	12	75.00%
Reliability	8	2	1	0	0	1	12	90.91%
Access and Facilities	8	2	1	0	0	1	12	90.91%
Communication	8	2	1	0	0	1	12	90.91%
Costs	7	2	0	1	0	2	12	90.00%
Integrity	8	3	0	0	0	1	12	100.00%
Assurance	9	3	0	0	0	0	12	100.00%
Outcome	10	1	0	0	0	1	12	100.00%
Overall	64	18	5	1	1	7	96	92.13%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	5
4	Check Deposit - Peso	1
5	Check Encashment	1
6	Salary Loan	1
Total		12

CSM Results - Region X

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,221	278	17	6	18	1	1,541	97.34%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,069	398	39	9	23	3	1,541	95.38%
Reliability	1,161	295	22	3	10	50	1,541	97.65%
Access and Facilities	1,115	327	25	2	13	59	1,541	97.30%
Communication	1,063	378	27	10	11	52	1,541	96.78%
Costs	843	312	34	5	6	341	1,541	96.25%
Integrity	1,138	304	22	11	16	50	1,541	96.71%
Assurance	1,247	264	12	11	7	0	1,541	98.05%
Outcome	1,086	345	27	6	8	69	1,541	97.21%
Overall	8,722	2,623	208	57	94	624	12,328	96.93%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,217	78.97%
2. I know what a CC is but I did not see this office's CC.	54	3.50%
3. I learned of the CC only when I saw this office's CC.	176	11.42%
4. I do not know what a CC is and I did not see this office's CC.	65	4.22%
N/A	-	-
Did not specify	29	1.88%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,154	76.32%
2. Somewhat easy to see	153	10.12%
3. Difficult to see	17	1.12%
4. Not visible at all	4	0.26%
N/A	82	5.42%
Did not specify	102	6.75%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,171	77.45%
2. Somewhat helped	145	9.59%
3. Did not help	15	0.99%
N/A	86	5.69%
Did not specify	95	6.28%

External Services	Responses	Overall Score
1 Opening of a Deposit Accounts	374	96.76%
2 ATM Card Requests	71	98.00%
3 Branch Over-the-Counter Transactions	856	97.14%
4 Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	46	90.43%
5 Branch Banking Loan Servicing	41	97.18%
6 Other Branch Products/Services	19	93.96%
7 Request for Bank Documents	78	98.03%
8 Regular Loan Processing	49	99.47%
9 Agrarian Services	2	100.00%
10 Complaints Management	5	84.21%

1. Aglayan (Bukidnon) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	75.00%
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.	2	25.00%
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	8	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	4	50.00%
2. Somewhat helped	4	50.00%
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>	8	0	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	8	0	0	0	0	0	8	100.00%
Reliability	8	0	0	0	0	0	8	100.00%
Access and Facilities	7	1	0	0	0	0	8	100.00%
Communication	8	0	0	0	0	0	8	100.00%
Costs	6	0	0	0	0	2	8	100.00%
Integrity	8	0	0	0	0	0	8	100.00%
Assurance	8	0	0	0	0	0	8	100.00%
Outcome	8	0	0	0	0	0	8	100.00%
Overall	61	1	0	0	0	2	64	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
2	Request for Card Replacement	1

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	3
4	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
5	Salary Loan	1
6	Request for Bank Certification/Statement of Account for Salary Loan	1
Total		8

2. Balingasag Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	73.33%
2. I know what a CC is but I did not see this office's CC.	1	3.33%
3. I learned of the CC only when I saw this office's CC.	5	16.67%
4. I do not know what a CC is and I did not see this office's CC.	2	6.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	21	70.00%
2. Somewhat easy to see	5	16.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	6.67%
Did not specify	2	6.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	23	76.67%
2. Somewhat helped	4	13.33%
3. Did not help	-	-
N/A	2	6.67%
Did not specify	1	3.33%

	Strongly Agree	Agree	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	11	0	0	0	0	30	100.00%
Service Quality Dimensions								
Responsiveness	18	12	0	0	0	0	30	100.00%
Reliability	20	9	1	0	0	0	30	96.67%
Access and Facilities	19	10	0	0	0	1	30	100.00%
Communication	15	15	0	0	0	0	30	100.00%
Costs	17	10	0	0	0	3	30	100.00%
Integrity	21	8	1	0	0	0	30	96.67%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	22	8	0	0	0	0	30	100.00%
Outcome	19	11	0	0	0	0	30	100.00%
Overall	151	83	2	0	0	4	240	99.15%

External Services		Responses
1	Opening of other Deposit Account	7
2	Request for ATM PIN Change	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	11
5	Cash Withdrawal	3
6	Check Deposit - Peso	2
7	Check Encashment	4
8	Updating of Bank Records - Change in Account Type	1
	Total	30

3. Bukidnon LC (BUKLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	52.63%
2. I know what a CC is but I did not see this office's CC.	1	2.63%
3. I learned of the CC only when I saw this office's CC.	16	42.11%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	2.63%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	25	67.57%
2. Somewhat easy to see	11	29.73%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	2.70%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	27	72.97%
2. Somewhat helped	9	24.32%
3. Did not help	-	-
N/A	-	-
Did not specify	1	2.70%

	Strongly Agree	Agree	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	5	0	0	0	0	38	100.00%
Service Quality Dimensions								
Responsiveness	33	5	0	0	0	0	38	100.00%
Reliability	31	7	0	0	0	0	38	100.00%
Access and Facilities	31	6	1	0	0	0	38	97.37%
Communication	31	7	0	0	0	0	38	100.00%
Costs	22	5	0	0	0	11	38	100.00%
Integrity	32	6	0	0	0	0	38	100.00%
Assurance	35	3	0	0	0	0	38	100.00%
Outcome	32	5	1	0	0	0	38	97.37%
Overall	247	44	2	0	0	11	304	99.32%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	32
2	Issuance of Certificate of Outstanding Balances and Interest Paid	2
3	Issuance of Certificate of Full Payment	4
Total		38

4. Cagayan de Oro LC (MSRLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	77.78%
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.	1	11.11%
4. I do not know what a CC is and I did not see this office's CC.	1	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	5	55.56%
2. Somewhat easy to see	3	33.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	11.11%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	55.56%
2. Somewhat helped	3	33.33%
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	1	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>	8	1	0	0	0	0	9	100.00%
Service Quality Dimensions								
Responsiveness	8	1	0	0	0	0	9	100.00%
Reliability	8	1	0	0	0	0	9	100.00%
Access and Facilities	8	1	0	0	0	0	9	100.00%
Communication	8	1	0	0	0	0	9	100.00%
Costs	5	1	0	0	0	3	9	100.00%
Integrity	8	1	0	0	0	0	9	100.00%
Assurance	8	1	0	0	0	0	9	100.00%
Outcome	7	2	0	0	0	0	9	100.00%
Overall	60	9	0	0	0	3	72	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	9
	Total	9

5. Cagayan de Oro Limketkai Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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.	1	4.35%
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.	1	4.35%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	10	43.48%
2. Somewhat easy to see	10	43.48%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.35%
Did not specify	2	8.70%

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	10	43.48%
2. Somewhat helped	7	30.43%
3. Did not help	-	-
N/A	4	17.39%
Did not specify	2	8.70%

	Strongly Agree	Agree	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	3	0	1	0	0	23	95.65%
Service Quality Dimensions								
Responsiveness	17	4	0	2	0	0	23	91.30%
Reliability	18	3	1	0	0	1	23	95.45%
Access and Facilities	18	3	1	0	0	1	23	95.45%
Communication	16	5	0	1	0	1	23	95.45%
Costs	10	4	1	0	0	8	23	93.33%
Integrity	17	4	1	0	0	1	23	95.45%
Assurance	21	1	0	1	0	0	23	95.65%
Outcome	19	1	1	1	0	1	23	90.91%
Overall	136	25	5	5	0	13	184	94.15%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	1
4	Check Deposit - Peso	3
5	Check Encashment	5
6	Reactivation/Closure of Dormant Deposit Account	2
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
8	Salary Loan	3
Total		23

6. Calamba (Mis. Occ.) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	90.91%
2. I know what a CC is but I did not see this office's CC.	2	1.21%
3. I learned of the CC only when I saw this office's CC.	9	5.45%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	4	2.42%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	145	87.88%
2. Somewhat easy to see	1	0.61%
3. Difficult to see	2	1.21%
4. Not visible at all	-	-
N/A	4	2.42%
Did not specify	13	7.88%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	143	86.67%
2. Somewhat helped	4	2.42%
3. Did not help	-	-
N/A	5	3.03%
Did not specify	13	7.88%

	Strongly Agree	Agree	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	9	0	0	0	0	165	100.00%
Service Quality Dimensions								
Responsiveness	133	32	0	0	0	0	165	100.00%
Reliability	144	9	0	0	0	12	165	100.00%
Access and Facilities	139	12	0	0	0	14	165	100.00%
Communication	142	10	1	0	0	12	165	99.35%
Costs	102	14	0	0	1	48	165	99.15%
Integrity	142	10	1	0	0	12	165	99.35%
Assurance	157	8	0	0	0	0	165	100.00%
Outcome	139	14	0	0	0	12	165	100.00%
Overall	1,098	109	2	0	1	110	1,320	99.75%

External Services		Responses
1	Opening of other Deposit Account	41
2	Request for ATM PIN Change	1
3	Request for Card Replacement	22
4	Cash Deposit - (Peso/Foreign Currencies)	4
5	Cash Withdrawal	4
6	Check Deposit - Peso	3
7	Check Encashment	19
8	Closure of Deposit Account	1

External Services		Responses
9	Request for Checkbook	20
10	Updating of Bank Records - Change in Account Details/Type	17
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
12	Salary Loan	13
13	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
14	Printing/Reprinting of Bank Statement/Snapshot	13
Total		165

7. Camiguin Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	71.43%
2. I know what a CC is but I did not see this office's CC.	1	14.29%
3. I learned of the CC only when I saw this office's CC.	1	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	4	57.14%
2. Somewhat easy to see	1	14.29%
3. Difficult to see	1	14.29%
4. Not visible at all	-	-
N/A	1	14.29%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	57.14%
2. Somewhat helped	-	-
3. Did not help	2	28.57%
N/A	1	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>	5	0	1	0	1	0	7	71.43%
Service Quality Dimensions								
Responsiveness	4	1	0	0	2	0	7	71.43%
Reliability	5	0	2	0	0	0	7	71.43%
Access and Facilities	5	0	1	0	1	0	7	71.43%
Communication	5	0	1	1	0	0	7	71.43%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	4	0	2	0	0	1	7	66.67%
Integrity	4	1	0	0	2	0	7	71.43%
Assurance	5	0	0	2	0	0	7	71.43%
Outcome	5	0	1	1	0	0	7	71.43%
Overall	37	2	7	4	5	1	56	70.91%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Request for Bank Certification/Statement of Account for Salary Loan	1
4	Printing/Reprinting of Bank Statement/Snapshot	1
Total		7

8. Capistrano Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	93.55%
2. I know what a CC is but I did not see this office's CC.	3	2.42%
3. I learned of the CC only when I saw this office's CC.	1	0.81%
4. I do not know what a CC is and I did not see this office's CC.	2	1.61%
N/A	2	1.61%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	94	77.05%
2. Somewhat easy to see	8	6.56%
3. Difficult to see	1	0.82%
4. Not visible at all	-	-
N/A	2	1.64%
Did not specify	17	13.93%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	96	78.69%
2. Somewhat helped	7	5.74%
3. Did not help	1	0.82%
N/A	2	1.64%
Did not specify	16	13.11%

	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>	95	25	1	0	3	0	124	96.77%
Service Quality Dimensions								
Responsiveness	78	39	3	1	3	0	124	94.35%
Reliability	87	32	0	0	3	2	124	97.54%
Access and Facilities	85	33	1	0	2	3	124	97.52%
Communication	85	33	2	1	1	2	124	96.72%
Costs	65	42	6	0	0	11	124	94.69%
Integrity	83	36	1	0	2	2	124	97.54%
Assurance	94	27	1	2	0	0	124	97.58%
Outcome	84	35	2	0	1	2	124	97.54%
Overall	661	277	16	4	12	22	992	96.70%

External Services		Responses
1	Opening of other Deposit Account	20
2	Cash Deposit - (Peso/Foreign Currencies)	17
3	Cash Withdrawal	4
4	Check Deposit - Peso	15
5	Check Encashment	47
6	Online Collection Payments	6
7	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSD TD)	1
8	Request for Fund Transfer	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
10	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
11	Salary Loan	1
12	Request for Bank Certification/Statement of Account for Salary Loan	1
13	Bond Redemption and Interest Payment	3
14	Servicing of Modified Disbursement System Transactions	1
15	Trust/Treasury Placements	1
16	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
17	Printing/Reprinting of Bank Statement/Snapshot	1
Total		124

9. Carmen Cagayan de Oro Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	83.33%
2. I know what a CC is but I did not see this office's CC.	1	5.56%
3. I learned of the CC only when I saw this office's CC.	2	11.11%

Citizen's Charter Answers	Responses	Percentage
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	10	55.56%
2. Somewhat easy to see	1	5.56%
3. Difficult to see	2	11.11%
4. Not visible at all	-	-
N/A	-	-
Did not specify	5	27.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	61.11%
2. Somewhat helped	2	11.11%
3. Did not help	-	-
N/A	-	-
Did not specify	5	27.78%

	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>	12	5	0	0	1	0	18	94.44%
Service Quality Dimensions								
Responsiveness	10	4	1	2	1	0	18	77.78%
Reliability	12	1	0	1	0	4	18	92.86%
Access and Facilities	13	0	0	0	1	4	18	92.86%
Communication	12	0	1	1	0	4	18	85.71%
Costs	10	1	0	0	0	7	18	100.00%
Integrity	12	1	0	0	1	4	18	92.86%
Assurance	16	1	1	0	0	0	18	94.44%
Outcome	11	2	1	0	0	4	18	92.86%
Overall	96	10	4	4	3	27	144	90.60%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	5
3	Cash Withdrawal	8
4	Check Encashment	2
5	Online Collection Payments	1
6	Updating of Bank Records - Change in Account Details/Type	1
Total		18

10. CDO Centro Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	63.64%
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	18.18%
4. I do not know what a CC is and I did not see this office's CC.	1	9.09%
N/A	1	9.09%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	8	80.00%
2. Somewhat easy to see	-	-
3. Difficult to see	1	10.00%
4. Not visible at all	-	-
N/A	1	10.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	90.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	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>	10	1	0	0	0	0	11	100.00%
Service Quality Dimensions								
Responsiveness	9	2	0	0	0	0	11	100.00%
Reliability	10	1	0	0	0	0	11	100.00%
Access and Facilities	10	1	0	0	0	0	11	100.00%
Communication	9	1	1	0	0	0	11	90.91%
Costs	9	0	1	0	0	1	11	90.00%
Integrity	10	0	1	0	0	0	11	90.91%
Assurance	10	1	0	0	0	0	11	100.00%
Outcome	10	1	0	0	0	0	11	100.00%
Overall	77	7	3	0	0	1	88	96.55%

External Services		Responses
1	Opening of other Deposit Account	3
2	Request for Card Replacement	1

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	1
5	Check Deposit - Peso	1
6	Check Encashment	1
7	Online Collection Payments	2
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
Total		11

11. CDO Cogon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	19	59.38%
2. I know what a CC is but I did not see this office's CC.	1	3.13%
3. I learned of the CC only when I saw this office's CC.	8	25.00%
4. I do not know what a CC is and I did not see this office's CC.	3	9.38%
N/A	1	3.13%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	24	77.42%
2. Somewhat easy to see	1	3.23%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	9.68%
Did not specify	3	9.68%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	25	80.65%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	3	9.68%
Did not specify	3	9.68%

	Strongly Agree	Agree	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	2	0	0	0	0	32	100.00%
Service Quality Dimensions								
Responsiveness	28	3	1	0	0	0	32	96.88%
Reliability	27	2	0	0	0	3	32	100.00%
Access and Facilities	28	1	0	0	0	3	32	100.00%
Communication	27	2	0	0	0	3	32	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	27	1	0	0	0	4	32	100.00%
Integrity	26	3	0	0	0	3	32	100.00%
Assurance	29	3	0	0	0	0	32	100.00%
Outcome	26	3	0	0	0	3	32	100.00%
Overall	218	18	1	0	0	19	256	99.58%

External Services		Responses
1	Opening of other Deposit Account	26
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	1
4	Check Deposit - Peso	1
Total		32

12. Don Carlos Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	50.00%
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.	1	25.00%
4. I do not know what a CC is and I did not see this office's CC.	1	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	2	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	25.00%
Did not specify	1	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	25.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	2	50.00%
Did not specify	1	25.00%

	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>	4	0	0	0	0	0	4	100.00%
Service Quality Dimensions								
Responsiveness	2	2	0	0	0	0	4	100.00%
Reliability	4	0	0	0	0	0	4	100.00%
Access and Facilities	3	0	0	0	0	1	4	100.00%
Communication	4	0	0	0	0	0	4	100.00%
Costs	4	0	0	0	0	0	4	100.00%
Integrity	4	0	0	0	0	0	4	100.00%
Assurance	4	0	0	0	0	0	4	100.00%
Outcome	4	0	0	0	0	0	4	100.00%
Overall	29	2	0	0	0	1	32	100.00%

External Services		Responses
1	Opening of other Deposit Account	3
2	Online Collection Payments	1
Total		4

13. El Salvador 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.	9	90.00%
2. I know what a CC is but I did not see this office's CC.	1	10.00%
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	10	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	9	90.00%
2. Somewhat helped	-	-
3. Did not help	1	10.00%
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>	8	1	0	0	1	0	10	90.00%
Service Quality Dimensions								
Responsiveness	6	1	1	0	2	0	10	70.00%
Reliability	8	1	0	0	1	0	10	90.00%
Access and Facilities	8	1	0	0	1	0	10	90.00%
Communication	8	1	0	0	1	0	10	90.00%
Costs	7	1	0	0	0	2	10	100.00%
Integrity	7	1	0	1	1	0	10	80.00%
Assurance	8	1	0	0	1	0	10	90.00%
Outcome	8	1	1	0	0	0	10	90.00%
Overall	60	8	2	1	7	2	80	87.18%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	2
4	Check Deposit - Peso	2
Total		10

14. Field Support Services Center X - Cagayan De Oro

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	2	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	50.00%
2. Somewhat helped	1	50.00%

Citizen's Charter Answers	Responses	Percentage
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	1	0	0	0	0	2	100.00%
Service Quality Dimensions								
Responsiveness	1	1	0	0	0	0	2	100.00%
Reliability	1	1	0	0	0	0	2	100.00%
Access and Facilities	1	1	0	0	0	0	2	100.00%
Communication	1	1	0	0	0	0	2	100.00%
Costs	0	0	0	0	0	2	2	-
Integrity	1	1	0	0	0	0	2	100.00%
Assurance	2	0	0	0	0	0	2	100.00%
Outcome	1	1	0	0	0	0	2	100.00%
Overall	8	6	0	0	0	2	16	100.00%

External Services		Responses
1	Issuance of Certificate of Payment/s	2
	Total	2

15. Gingoog Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	84.62%
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	15.38%
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	21	80.77%
2. Somewhat easy to see	3	11.54%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	7.69%

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	20	76.92%
2. Somewhat helped	5	19.23%
3. Did not help	-	-
N/A	-	-
Did not specify	1	3.85%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	24	2	0	0	0	0	26	100.00%
Service Quality Dimensions								
Responsiveness	23	2	1	0	0	0	26	96.15%
Reliability	23	1	1	0	0	1	26	96.00%
Access and Facilities	22	1	1	0	0	2	26	95.83%
Communication	20	4	1	0	0	1	26	96.00%
Costs	8	2	1	0	0	15	26	90.91%
Integrity	21	3	0	0	1	1	26	96.00%
Assurance	23	2	1	0	0	0	26	96.15%
Outcome	20	4	1	0	0	1	26	96.00%
Overall	160	19	7	0	1	21	208	95.72%

External Services		Responses
1	Opening of other Deposit Account	3
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	5
4	Cash Withdrawal	2
5	Check Deposit - Peso	3
6	Online Collection Payments	2
7	Reactivation/Closure of Dormant Deposit Account	2
8	Request for Checkbook	1
9	Updating of Bank Records - Change in Account Details/Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
11	Salary Loan	1
12	Printing/Reprinting of Bank Statement/Snapshot	2
13	Reprinting of Bank Statement not available in the Branch	1
Total		26

16. Iligan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	127	83.55%
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.	24	15.79%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	0.66%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	147	97.35%
2. Somewhat easy to see	2	1.32%
3. Difficult to see	-	-
4. Not visible at all	1	0.66%
N/A	-	-
Did not specify	1	0.66%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	150	99.34%
2. Somewhat helped	-	-
3. Did not help	1	0.66%
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>	145	5	1	0	1	0	152	98.68%
Service Quality Dimensions								
Responsiveness	138	12	1	0	1	0	152	98.68%
Reliability	138	11	1	0	1	1	152	98.68%
Access and Facilities	138	11	1	0	1	1	152	98.68%
Communication	138	10	2	0	1	1	152	98.01%
Costs	94	3	0	0	1	54	152	98.98%
Integrity	141	10	0	0	1	0	152	99.34%
Assurance	143	8	0	0	1	0	152	99.34%
Outcome	129	9	1	0	1	12	152	98.57%
Overall	1,059	74	6	0	8	69	1,216	98.78%

External Services		Responses
1	Opening of other Deposit Account	8
2	Release of Captured Card	3

External Services		Responses
3	Request for ATM PIN Change	11
4	Request for Card Replacement	3
5	Cash Deposit - (Peso/Foreign Currencies)	7
6	Cash Withdrawal	74
7	Check Deposit - Peso	1
8	Check Encashment	1
9	Closure of Deposit Account	1
10	Request for Fund Transfer	37
11	Updating of Bank Records - Change in Account Details/Type	2
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
13	Handling of Customer's Complaint	1
14	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		152

17. Iligan 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.	24	45.28%
2. I know what a CC is but I did not see this office's CC.	2	3.77%
3. I learned of the CC only when I saw this office's CC.	14	26.42%
4. I do not know what a CC is and I did not see this office's CC.	10	18.87%
N/A	3	5.66%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	26	52.00%
2. Somewhat easy to see	9	18.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	12	24.00%
Did not specify	3	6.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	24	48.00%
2. Somewhat helped	9	18.00%
3. Did not help	-	-
N/A	13	26.00%
Did not specify	4	8.00%

	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>	34	19	0	0	0	0	53	100.00%
Service Quality Dimensions								
Responsiveness	30	20	3	0	0	0	53	94.34%
Reliability	35	16	1	0	0	1	53	98.08%
Access and Facilities	31	18	3	0	0	1	53	94.23%
Communication	29	18	3	2	0	1	53	90.38%
Costs	25	15	4	0	0	9	53	90.91%
Integrity	33	15	1	2	0	2	53	94.12%
Assurance	39	13	1	0	0	0	53	98.11%
Outcome	31	17	3	0	0	2	53	94.12%
Overall	253	132	19	4	0	16	424	94.36%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	25
3	Release of Captured Card	2
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	2
6	Check Encashment	1
7	Updating of Bank Records - Change in Account Details/Type	6
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	7
9	Handling of Customer's Complaint	1
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
11	Printing/Reprinting of Bank Statement/Snapshot	1
Total		53

18. Kapatagan (Lanao Del Norte) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	85.71%
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	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	4	57.14%
2. Somewhat easy to see	1	14.29%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	2	28.57%
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	5	71.43%
2. Somewhat helped	2	28.57%
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>	6	0	0	0	1	0	7	85.71%
Service Quality Dimensions								
Responsiveness	5	1	0	0	1	0	7	85.71%
Reliability	5	1	1	0	0	0	7	85.71%
Access and Facilities	5	2	0	0	0	0	7	100.00%
Communication	5	2	0	0	0	0	7	100.00%
Costs	1	1	1	0	0	4	7	66.67%
Integrity	5	1	0	0	1	0	7	85.71%
Assurance	6	0	0	0	1	0	7	85.71%
Outcome	4	2	1	0	0	0	7	85.71%
Overall	36	10	3	0	3	4	56	88.46%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Check Encashment	3
4	Salary Loan	1
5	Trust/Treasury Placements	1
Total		7

19. Lanao LC (LANLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	2	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	2	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>	2	0	0	0	0	0	2	100.00%
Service Quality Dimensions								
Responsiveness	2	0	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	2	0	0	0	0	0	2	100.00%
Overall	16	0	0	0	0	0	16	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	2
	Total	2

20. Maigo (Lanao del Norte) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	1	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	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>	2	0	0	0	0	0	2	100.00%
Service Quality Dimensions								
Responsiveness	2	0	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	2	0	0	0	0	0	2	100.00%
Overall	16	0	0	0	0	0	16	100.00%

External Services		Responses
1	Request for Card Replacement	1
2	Request for Stop Payment Order	1
Total		2

21. Malaybalay 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.	39	88.64%
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	6.82%
4. I do not know what a CC is and I did not see this office's CC.	1	2.27%
N/A	1	2.27%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	30	69.77%
2. Somewhat easy to see	5	11.63%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	2.33%
Did not specify	7	16.28%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	32	74.42%
2. Somewhat helped	2	4.65%
3. Did not help	2	4.65%
N/A	1	2.33%
Did not specify	6	13.95%

	Strongly Agree	Agree	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	3	0	0	3	0	44	93.18%
Service Quality Dimensions								
Responsiveness	34	7	0	0	3	0	44	93.18%
Reliability	33	3	1	0	1	6	44	94.74%
Access and Facilities	33	3	1	0	1	6	44	94.74%
Communication	30	6	0	1	1	6	44	94.74%
Costs	28	3	0	0	1	12	44	96.88%
Integrity	30	5	1	0	2	6	44	92.11%
Assurance	39	2	2	0	1	0	44	93.18%
Outcome	30	6	1	0	1	6	44	94.74%
Overall	257	35	6	1	11	42	352	94.19%

External Services		Responses
1	Opening of other Deposit Account	9
2	Cash Deposit - (Peso/Foreign Currencies)	16

External Services		Responses
3	Cash Withdrawal	6
4	Check Deposit - Peso	6
5	Check Encashment	3
6	Online Collection Payments	2
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
8	Salary Loan	1
Total		44

22. Manolo Fortich Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	12	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.	3	16.67%
4. I do not know what a CC is and I did not see this office's CC.	3	16.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	10	55.56%
2. Somewhat easy to see	2	11.11%
3. Difficult to see	1	5.56%
4. Not visible at all	-	-
N/A	3	16.67%
Did not specify	2	11.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	55.56%
2. Somewhat helped	3	16.67%
3. Did not help	-	-
N/A	3	16.67%
Did not specify	2	11.11%

	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>	15	2	0	1	0	0	18	94.44%
Service Quality Dimensions								
Responsiveness	15	2	0	1	0	0	18	94.44%
Reliability	12	3	1	0	0	2	18	93.75%
Access and Facilities	11	3	0	1	0	3	18	93.33%
Communication	9	5	0	1	0	3	18	93.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	6	3	0	1	0	8	18	90.00%
Integrity	12	3	0	1	0	2	18	93.75%
Assurance	15	2	0	1	0	0	18	94.44%
Outcome	12	3	0	1	0	2	18	93.75%
Overall	92	24	1	7	0	20	144	93.55%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	5
2	Cash Withdrawal	3
3	Check Deposit - Peso	2
4	Check Encashment	1
5	Salary Loan	3
6	Bond Redemption and Interest Payment	1
7	Electronic Fund Transfer and Purchase of Over-the-Counter Check	2
8	Printing/Reprinting of Bank Statement/Snapshot	1
Total		18

23. Maramag Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	85.71%
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.	-	-
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	80.95%
2. Somewhat easy to see	2	9.52%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.76%
Did not specify	1	4.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	17	80.95%
2. Somewhat helped	2	9.52%
3. Did not help	-	-
N/A	-	-
Did not specify	2	9.52%

	Strongly Agree	Agree	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	4	0	0	0	0	21	100.00%
Service Quality Dimensions								
Responsiveness	14	6	0	0	0	1	21	100.00%
Reliability	19	1	0	0	0	1	21	100.00%
Access and Facilities	17	3	0	0	0	1	21	100.00%
Communication	14	6	0	0	0	1	21	100.00%
Costs	12	4	0	0	0	5	21	100.00%
Integrity	15	5	0	0	0	1	21	100.00%
Assurance	19	2	0	0	0	0	21	100.00%
Outcome	15	4	0	0	0	2	21	100.00%
Overall	125	31	0	0	0	12	168	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
2	Request for Card Replacement	4
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	1
5	Check Deposit - Peso	1
6	Online Collection Payments	1
7	Request for Checkbook	6
8	Request for Passbook Replacement	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
10	Salary Loan	1
Total		21

24. Oroquieta Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	74.00%
2. I know what a CC is but I did not see this office's CC.	14	4.67%
3. I learned of the CC only when I saw this office's CC.	41	13.67%
4. I do not know what a CC is and I did not see this office's CC.	17	5.67%
N/A	6	2.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	225	76.53%
2. Somewhat easy to see	37	12.59%

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	4	1.36%
4. Not visible at all	-	-
N/A	22	7.48%
Did not specify	6	2.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	234	79.59%
2. Somewhat helped	29	9.86%
3. Did not help	4	1.36%
N/A	22	7.48%
Did not specify	5	1.70%

	Strongly Agree	Agree	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	39	0	0	0	0	300	100.00%
Service Quality Dimensions								
Responsiveness	223	64	11	1	1	0	300	95.67%
Reliability	251	49	0	0	0	0	300	100.00%
Access and Facilities	244	55	0	0	0	1	300	100.00%
Communication	214	81	3	0	0	2	300	98.99%
Costs	181	58	1	1	0	59	300	99.17%
Integrity	255	43	1	1	0	0	300	99.33%
Assurance	264	36	0	0	0	0	300	100.00%
Outcome	235	62	2	0	0	1	300	99.33%
Overall	1,867	448	18	3	1	63	2,400	99.06%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	67
2	Opening of other Deposit Account	46
3	Release of Captured Card	1
4	Request for ATM PIN Change	1
5	Request for Card Replacement	9
6	Cash Deposit - (Peso/Foreign Currencies)	7
7	Cash Withdrawal	10
8	Check Deposit - Peso	4
9	Check Encashment	11
10	Online Collection Payments	2
11	Reactivation/Closure of Dormant Deposit Account	2
12	Request for Checkbook	1
13	Request for Fund Transfer	1
14	Updating of Bank Records - Change in Account Details/Type	97

External Services		Responses
15	Updating of Bank Records - Change in Account Type	10
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
17	Handling of Customer's Complaint	2
18	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
19	Salary Loan	3
20	Request for Bank Certification/Statement of Account for Salary Loan	2
21	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
22	Printing/Reprinting of Bank Statement/Snapshot	11
Total		300

25. Oroquieta Centro Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	11	78.57%
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.	1	7.14%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	14.29%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	75.00%
2. Somewhat easy to see	1	8.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	16.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	83.33%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	2	16.67%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	14	0	0	0	0	0	14	100.00%
Service Quality Dimensions								
Responsiveness	13	1	0	0	0	0	14	100.00%
Reliability	13	0	0	0	0	1	14	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	12	1	0	0	0	1	14	100.00%
Communication	11	2	0	0	0	1	14	100.00%
Costs	10	0	0	0	0	4	14	100.00%
Integrity	13	0	0	0	0	1	14	100.00%
Assurance	14	0	0	0	0	0	14	100.00%
Outcome	11	1	0	0	0	2	14	100.00%
Overall	97	5	0	0	0	10	112	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	4
4	Check Deposit - Peso	1
5	Check Encashment	4
6	Trust/Treasury Placements	1
Total		14

26. Ozamis Osrox Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	-	-
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	100.00%
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	-	-
Did not specify	1	100.00%

	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>	1	0	0	0	0	0	1	100.00%
Service Quality Dimensions								
Responsiveness	0	1	0	0	0	0	1	100.00%
Reliability	0	0	0	0	0	1	1	-
Access and Facilities	0	0	0	0	0	1	1	-
Communication	0	0	0	0	0	1	1	-
Costs	0	0	0	0	0	1	1	-
Integrity	0	0	0	0	0	1	1	-
Assurance	1	0	0	0	0	0	1	100.00%
Outcome	0	0	0	0	0	1	1	-
Overall	1	1	0	0	0	6	8	100.00%

External Services		Responses
1	Request for Fund Transfer	1
Total		1

27. Ozamiz Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	238	80.13%
2. I know what a CC is but I did not see this office's CC.	23	7.74%
3. I learned of the CC only when I saw this office's CC.	22	7.41%
4. I do not know what a CC is and I did not see this office's CC.	10	3.37%
N/A	4	1.35%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	220	75.09%
2. Somewhat easy to see	34	11.60%
3. Difficult to see	3	1.02%
4. Not visible at all	-	-
N/A	15	5.12%
Did not specify	21	7.17%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	223	76.11%
2. Somewhat helped	38	12.97%
3. Did not help	-	-
N/A	13	4.44%
Did not specify	19	6.48%

	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>	156	127	12	2	0	0	297	95.29%
Service Quality Dimensions								
Responsiveness	131	150	14	1	1	0	297	94.61%
Reliability	154	131	10	1	0	1	297	96.28%
Access and Facilities	139	142	12	1	0	3	297	95.58%
Communication	135	150	10	1	0	1	297	96.28%
Costs	124	128	12	3	1	29	297	94.03%
Integrity	153	125	11	5	2	1	297	93.92%
Assurance	167	124	5	1	0	0	297	97.98%
Outcome	143	139	9	2	1	3	297	95.92%
Overall	1,146	1,089	83	15	5	38	2,376	95.59%

External Services		Responses
1	Opening of other Deposit Account	63
2	Request for ATM PIN Change	4
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	21
5	Cash Withdrawal	30
6	Check Deposit - Peso	21
7	Check Encashment	36
8	Closure of Deposit Account	1
9	Online Collection Payments	22
10	Reactivation/Closure of Dormant Deposit Account	2
11	Request for Checkbook	12
12	Request for Fund Transfer	3
13	Request for Passbook Replacement	1
14	Updating of Bank Records - Change in Account Details/Type	27
15	Updating of Bank Records - Change in Account Type	4
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
17	Salary Loan	4
18	Request for Bank Certification/Statement of Account for Salary Loan	4
19	Bond Redemption and Interest Payment	1
20	Claim of Remittance Proceeds	1
21	Domestic Bills Purchase Initiation/Availment	1
22	Trust/Treasury Placements	3
23	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	3
24	Printing/Reprinting of Bank Statement/Snapshot	27
25	Reprinting of Bank Statement not available in the Branch	1
	Total	297

28. Puerto (CDO) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	79.66%
2. I know what a CC is but I did not see this office's CC.	2	3.39%
3. I learned of the CC only when I saw this office's CC.	3	5.08%
4. I do not know what a CC is and I did not see this office's CC.	4	6.78%
N/A	3	5.08%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	38	67.86%
2. Somewhat easy to see	9	16.07%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	8.93%
Did not specify	4	7.14%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	37	66.07%
2. Somewhat helped	7	12.50%
3. Did not help	-	-
N/A	8	14.29%
Did not specify	4	7.14%

	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>	50	6	0	1	1	1	59	96.55%
Service Quality Dimensions								
Responsiveness	45	12	0	0	1	1	59	98.28%
Reliability	48	4	1	0	0	6	59	98.11%
Access and Facilities	42	9	1	0	1	6	59	96.23%
Communication	40	11	0	1	1	6	59	96.23%
Costs	27	8	2	0	0	22	59	94.59%
Integrity	42	11	0	0	0	6	59	100.00%
Assurance	46	13	0	0	0	0	59	100.00%
Outcome	39	12	1	0	1	6	59	96.23%
Overall	329	80	5	1	4	53	472	97.61%

External Services		Responses
1	Opening of other Deposit Account	11
2	Request for ATM PIN Change	2
3	Cash Deposit - (Peso/Foreign Currencies)	13

External Services		Responses
4	Cash Withdrawal	7
5	Check Deposit - Peso	3
6	Check Encashment	8
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Details/Type	2
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
10	Handling of Customer's Complaint	1
11	Salary Loan	4
12	Request for Bank Certification/Statement of Account for Salary Loan	1
13	Outgoing Remittance/Wire Transfer	1
14	Servicing of Modified Disbursement System Transactions	1
Total		59

29. Quezon (Bukidnon) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	3	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	3	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>	3	0	0	0	0	0	3	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	3	0	0	0	0	0	3	100.00%
Reliability	3	0	0	0	0	0	3	100.00%
Access and Facilities	3	0	0	0	0	0	3	100.00%
Communication	3	0	0	0	0	0	3	100.00%
Costs	2	0	0	0	0	1	3	100.00%
Integrity	3	0	0	0	0	0	3	100.00%
Assurance	3	0	0	0	0	0	3	100.00%
Outcome	3	0	0	0	0	0	3	100.00%
Overall	23	0	0	0	0	1	24	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Check Encashment	2
Total		3

30. Tangub (Misamis Occidental) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	61.54%
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	23.08%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	15.38%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5	45.45%
2. Somewhat easy to see	2	18.18%
3. Difficult to see	-	-
4. Not visible at all	1	9.09%
N/A	-	-
Did not specify	3	27.27%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	54.55%
2. Somewhat helped	2	18.18%
3. Did not help	-	-
N/A	-	-
Did not specify	3	27.27%

	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>	11	1	1	0	0	0	13	92.31%
Service Quality Dimensions								
Responsiveness	10	2	1	0	0	0	13	92.31%
Reliability	8	1	1	0	0	3	13	90.00%
Access and Facilities	8	1	1	0	0	3	13	90.00%
Communication	8	1	1	0	0	3	13	90.00%
Costs	7	1	1	0	0	4	13	88.89%
Integrity	6	3	1	0	0	3	13	90.00%
Assurance	10	2	1	0	0	0	13	92.31%
Outcome	6	3	1	0	0	3	13	90.00%
Overall	63	14	8	0	0	19	104	90.59%

External Services		Responses
1	Opening of other Deposit Account	8
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Check Deposit - Peso	1
4	Updating of Bank Records - Change in Account Details/Type	1
5	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
6	Servicing of Modified Disbursement System Transactions	1
Total		13

31. Tubod Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	1	33.33%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	66.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	33.33%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	2	66.67%

	Strongly Agree	Agree	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	0	0	0	0	0	3	100.00%
Service Quality Dimensions								
Responsiveness	2	0	0	0	0	1	3	100.00%
Reliability	2	0	0	0	0	1	3	100.00%
Access and Facilities	2	0	0	0	0	1	3	100.00%
Communication	2	0	0	0	0	1	3	100.00%
Costs	2	0	0	0	0	1	3	100.00%
Integrity	2	0	0	0	0	1	3	100.00%
Assurance	3	0	0	0	0	0	3	100.00%
Outcome	2	0	0	0	0	1	3	100.00%
Overall	17	0	0	0	0	7	24	100.00%

External Services		Responses	Total Transactions
1	Cash Deposit - (Peso/Foreign Currencies)	2	
2	Salary Loan	1	
Total		3	

32. Valencia Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	25	75.76%
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	9.09%
4. I do not know what a CC is and I did not see this office's CC.	3	9.09%
N/A	2	6.06%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	25	80.65%
2. Somewhat easy to see	3	9.68%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	9.68%

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	25	80.65%
2. Somewhat helped	3	9.68%
3. Did not help	-	-
N/A	3	9.68%
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>	27	5	1	0	0	0	33	96.97%
Service Quality Dimensions								
Responsiveness	21	9	2	1	0	0	33	90.91%
Reliability	26	7	0	0	0	0	33	100.00%
Access and Facilities	27	6	0	0	0	0	33	100.00%
Communication	27	5	1	0	0	0	33	96.97%
Costs	20	7	1	0	0	5	33	96.43%
Integrity	24	8	1	0	0	0	33	96.97%
Assurance	28	5	0	0	0	0	33	100.00%
Outcome	26	6	0	1	0	0	33	96.97%
Overall	199	53	5	2	0	5	264	97.30%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	11
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	8
5	Cash Withdrawal	2
6	Check Deposit - Peso	4
7	Check Encashment	2
8	Online Collection Payments	1
9	Reactivation/Closure of Dormant Deposit Account	1
10	Salary Loan	2
Total		33

33. Velez Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	75.00%

Citizen's Charter Answers	Responses	Percentage
2. I know what a CC is but I did not see this office's CC.	1	8.33%
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.	2	16.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	16.67%
2. Somewhat easy to see	2	16.67%
3. Difficult to see	-	-
4. Not visible at all	2	16.67%
N/A	4	33.33%
Did not specify	2	16.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	16.67%
2. Somewhat helped	2	16.67%
3. Did not help	4	33.33%
N/A	2	16.67%
Did not specify	2	16.67%

	Strongly Agree	Agree	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	1	0	1	6	0	12	41.67%
Service Quality Dimensions								
Responsiveness	3	2	0	0	7	0	12	41.67%
Reliability	4	0	0	1	4	3	12	44.44%
Access and Facilities	2	2	1	0	5	2	12	40.00%
Communication	3	1	0	0	6	2	12	40.00%
Costs	4	0	1	0	2	5	12	57.14%
Integrity	4	0	1	1	3	3	12	44.44%
Assurance	4	1	0	4	3	0	12	41.67%
Outcome	3	1	0	0	3	5	12	57.14%
Overall	27	7	3	6	33	20	96	44.74%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	2
4	Check Deposit - Peso	1
5	Check Encashment	1
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		12

CSM Results - Region XI

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,453	256	10	13	21	3	1,756	97.49%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,337	349	23	13	30	4	1,756	96.23%
Reliability	1,341	282	7	6	8	112	1,756	98.72%
Access and Facilities	1,327	283	12	8	9	117	1,756	98.23%
Communication	1,281	317	25	8	9	116	1,756	97.44%
Costs	1,175	293	16	1	4	267	1,756	98.59%
Integrity	1,364	249	19	4	9	111	1,756	98.05%
Assurance	1,470	250	18	3	10	5	1,756	98.23%
Outcome	1,307	296	16	5	8	124	1,756	98.22%
Overall	10,602	2,319	136	48	87	856	14,048	97.95%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,257	71.58%
2. I know what a CC is but I did not see this office's CC.	42	2.39%
3. I learned of the CC only when I saw this office's CC.	267	15.21%
4. I do not know what a CC is and I did not see this office's CC.	84	4.78%
N/A	-	-
Did not specify	106	71.58%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,238	75.03%
2. Somewhat easy to see	133	8.06%
3. Difficult to see	16	0.97%
4. Not visible at all	8	0.48%
N/A	129	7.82%
Did not specify	126	7.64%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,269	76.91%
2. Somewhat helped	112	6.79%
3. Did not help	10	0.61%
N/A	131	7.94%
Did not specify	128	7.76%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	630	98.23%
2	ATM Card Requests	107	97.29%
3	Branch Over-the-Counter Transactions	836	98.21%
4	Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	67	94.67%
5	Branch Banking Loan Servicing	39	99.27%
6	Other Branch Products/Services	7	100.00%
7	Request for Bank Documents	29	94.35%
8	Regular Loan Processing	22	98.83%
9	Agrarian Services	13	100.00%
10	Complaints Management	6	81.82%

1. Bajada Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	30	71.43%
2. I know what a CC is but I did not see this office's CC.	1	2.38%
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.	5	11.90%
N/A	6	14.29%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	16	44.44%
2. Somewhat easy to see	6	16.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	6	16.67%
Did not specify	8	22.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	20	55.56%
2. Somewhat helped	2	5.56%
3. Did not help	-	-
N/A	6	16.67%
Did not specify	8	22.22%

	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>	32	5	1	3	1	0	42	88.10%
Service Quality Dimensions								
Responsiveness	29	8	1	2	2	0	42	88.10%
Reliability	21	4	0	1	1	15	42	92.59%
Access and Facilities	20	3	0	2	1	16	42	88.46%
Communication	20	2	1	2	1	16	42	84.62%
Costs	11	5	0	0	0	26	42	100.00%
Integrity	20	3	3	1	0	15	42	85.19%
Assurance	30	7	4	0	0	1	42	90.24%
Outcome	21	3	0	2	1	15	42	88.89%
Overall	172	35	9	10	6	104	336	89.22%

External Services		Responses
1	Opening of other Deposit Account	8
2	Request for ATM PIN Change	2
3	Cash Deposit - (Peso/Foreign Currencies)	4
4	Cash Withdrawal	9

External Services		Responses
5	Check Deposit - Peso	4
6	Check Encashment	4
7	Online Collection Payments	2
8	Reactivation/Closure of Dormant Deposit Account	1
9	Updating of Bank Records - Change in Account Details/Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
11	Salary Loan	4
Total		42

2. Bansalan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	75.00%
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.	2	10.00%
4. I do not know what a CC is and I did not see this office's CC.	3	15.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	14	70.00%
2. Somewhat easy to see	2	10.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	4	20.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	15	75.00%
2. Somewhat helped	1	5.00%
3. Did not help	-	-
N/A	4	20.00%
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>	17	3	0	0	0	0	20	100.00%
Service Quality Dimensions								
Responsiveness	13	6	1	0	0	0	20	95.00%
Reliability	15	5	0	0	0	0	20	100.00%
Access and Facilities	13	7	0	0	0	0	20	100.00%
Communication	14	6	0	0	0	0	20	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	11	4	0	0	0	5	20	100.00%
Integrity	16	4	0	0	0	0	20	100.00%
Assurance	18	2	0	0	0	0	20	100.00%
Outcome	13	7	0	0	0	0	20	100.00%
Overall	113	41	1	0	0	5	160	99.35%

External Services		Responses
1	Opening of other Deposit Account	6
2	Request for ATM PIN Change	1
3	Request for Card Replacement	2
4	Cash Withdrawal	1
5	Reactivation/Closure of Dormant Deposit Account	1
6	Request for Checkbook	2
7	Updating of Bank Records - Change in Account Details/Type	3
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
9	Printing/Reprinting of Bank Statement/Snapshot	2
Total		20

3. Calinan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	61	81.33%
2. I know what a CC is but I did not see this office's CC.	3	4.00%
3. I learned of the CC only when I saw this office's CC.	2	2.67%
4. I do not know what a CC is and I did not see this office's CC.	5	6.67%
N/A	4	5.33%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	44	61.97%
2. Somewhat easy to see	3	4.23%
3. Difficult to see	1	1.41%
4. Not visible at all	-	-
N/A	5	7.04%
Did not specify	18	25.35%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	41	57.75%
2. Somewhat helped	4	5.63%
3. Did not help	-	-
N/A	5	7.04%
Did not specify	21	29.58%

	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>	61	14	0	0	0	0	75	100.00%
Service Quality Dimensions								
Responsiveness	53	18	3	0	1	0	75	94.67%
Reliability	56	14	0	0	0	5	75	100.00%
Access and Facilities	54	16	0	0	0	5	75	100.00%
Communication	51	19	0	0	0	5	75	100.00%
Costs	47	14	3	0	0	11	75	95.31%
Integrity	55	14	1	0	0	5	75	98.57%
Assurance	62	13	0	0	0	0	75	100.00%
Outcome	55	14	1	0	0	5	75	98.57%
Overall	433	122	8	0	1	36	600	98.40%

External Services		Responses
1	Opening of other Deposit Account	26
2	Request for ATM PIN Change	1
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	15
5	Cash Withdrawal	5
6	Check Deposit - Peso	3
7	Check Encashment	13
8	Online Collection Payments	5
9	Updating of Bank Records - Change in Account Details/Type	3
10	Salary Loan	1
11	Printing/Reprinting of Bank Statement/Snapshot	2
Total		75

4. Davao - JP Laurel Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	63.25%
2. I know what a CC is but I did not see this office's CC.	1	0.19%
3. I learned of the CC only when I saw this office's CC.	188	36.36%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	0.19%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	481	93.22%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat easy to see	31	6.01%
3. Difficult to see	1	0.19%
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	0.58%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	484	93.80%
2. Somewhat helped	31	6.01%
3. Did not help	-	-
N/A	-	-
Did not specify	1	0.19%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	495	21	0	1	0	0	517	99.81%
Service Quality Dimensions								
Responsiveness	488	28	0	0	1	0	517	99.81%
Reliability	481	36	0	0	0	0	517	100.00%
Access and Facilities	481	36	0	0	0	0	517	100.00%
Communication	466	41	8	1	0	1	517	98.26%
Costs	486	30	0	0	0	1	517	100.00%
Integrity	494	20	3	0	0	0	517	99.42%
Assurance	497	20	0	0	0	0	517	100.00%
Outcome	493	24	0	0	0	0	517	100.00%
Overall	3,886	235	11	1	1	2	4,136	99.69%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	10
2	Opening of other Deposit Account	254
3	Request for ATM PIN Change	67
4	Request for Card Replacement	5
5	Cash Deposit - (Peso/Foreign Currencies)	25
6	Cash Withdrawal	11
7	Check Deposit - Peso	9
8	Check Encashment	16
9	Closure of Deposit Account	1
10	Online Collection Payments	2
11	Reactivation/Closure of Dormant Deposit Account	1
12	Request for Checkbook	1
13	Updating of Bank Records - Change in Account Details/Type	57

External Services		Responses
14	Updating of Bank Records - Change in Account Type	16
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	34
16	Handling of Customer's Complaint	1
17	Request for Bank Certification/Statement of Account for Salary Loan	2
18	Outgoing Remittance/Wire Transfer	1
19	Trust/Treasury Placements	1
20	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
21	Printing/Reprinting of Bank Statement/Snapshot	2
Total		517

5. Davao - Palma Gil Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	75.00%
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.	1	12.50%
4. I do not know what a CC is and I did not see this office's CC.	1	12.50%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	75.00%
2. Somewhat easy to see	1	12.50%
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	7	87.50%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	12.50%
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>	8	0	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	8	0	0	0	0	0	8	100.00%
Reliability	8	0	0	0	0	0	8	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Access and Facilities	8	0	0	0	0	0	8	100.00%
Communication	8	0	0	0	0	0	8	100.00%
Costs	6	0	0	0	0	2	8	100.00%
Integrity	8	0	0	0	0	0	8	100.00%
Assurance	8	0	0	0	0	0	8	100.00%
Outcome	7	0	0	0	0	1	8	100.00%
Overall	61	0	0	0	0	3	64	100.00%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	1
4	Handling of Customer's Complaint	1
	Total	8

6. Davao - R. Magsaysay Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	89	83.96%
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.	13	12.26%
4. I do not know what a CC is and I did not see this office's CC.	2	1.89%
N/A	2	1.89%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	90	86.54%
2. Somewhat easy to see	6	5.77%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	1.92%
Did not specify	6	5.77%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	89	85.58%
2. Somewhat helped	5	4.81%
3. Did not help	1	0.96%
N/A	3	2.88%
Did not specify	6	5.77%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	103	3	0	0	0	0	106	100.00%
Service Quality Dimensions								
Responsiveness	98	6	1	1	0	0	106	98.11%
Reliability	95	5	0	0	0	6	106	100.00%
Access and Facilities	97	3	0	0	0	6	106	100.00%
Communication	96	3	0	0	0	7	106	100.00%
Costs	88	3	0	0	0	15	106	100.00%
Integrity	97	2	1	0	0	6	106	99.00%
Assurance	104	2	0	0	0	0	106	100.00%
Outcome	96	4	0	0	0	6	106	100.00%
Overall	771	28	2	1	0	46	848	99.63%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	36
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	21
5	Cash Withdrawal	6
6	Check Deposit - Peso	16
7	Check Encashment	13
8	Online Collection Payments	1
9	Request for Passbook Replacement	2
10	Updating of Bank Records - Change in Account Details/Type	3
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
12	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
13	Printing/Reprinting of Bank Statement/Snapshot	1
Total		106

7. Davao - San Pedro Pelayo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	7	100.00%

Citizen's Charter Answers	Responses	Percentage
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	5	71.43%
2. Somewhat helped	2	28.57%
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>	7	0	0	0	0	0	7	100.00%
Service Quality Dimensions								
Responsiveness	4	3	0	0	0	0	7	100.00%
Reliability	6	1	0	0	0	0	7	100.00%
Access and Facilities	6	1	0	0	0	0	7	100.00%
Communication	6	1	0	0	0	0	7	100.00%
Costs	4	2	1	0	0	0	7	85.71%
Integrity	5	2	0	0	0	0	7	100.00%
Assurance	6	1	0	0	0	0	7	100.00%
Outcome	4	3	0	0	0	0	7	100.00%
Overall	41	14	1	0	0	0	56	98.21%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	1
Total		7

8. Davao (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.	4	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.	-	-

Citizen's Charter Answers	Responses	Percentage
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	2	50.00%
2. Somewhat easy to see	1	25.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	50.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	25.00%
Did not specify	1	25.00%

	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>	3	0	0	0	1	0	4	75.00%
Service Quality Dimensions								
Responsiveness	3	0	0	0	1	0	4	75.00%
Reliability	2	0	0	0	0	2	4	100.00%
Access and Facilities	2	0	0	0	0	2	4	100.00%
Communication	2	0	1	0	0	1	4	66.67%
Costs	2	0	0	0	0	2	4	100.00%
Integrity	2	0	1	0	0	1	4	66.67%
Assurance	4	0	0	0	0	0	4	100.00%
Outcome	2	0	0	0	0	2	4	100.00%
Overall	19	0	2	0	1	10	32	86.36%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	2
3	Handling of Customer's Complaint	1
Total		4

9. Davao del Norte LC (DAVLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	12	92.31%
2. Somewhat easy to see	1	7.69%
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	13	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>	12	1	0	0	0	0	13	100.00%
Service Quality Dimensions								
Responsiveness	9	3	0	0	1	0	13	92.31%
Reliability	12	1	0	0	0	0	13	100.00%
Access and Facilities	12	1	0	0	0	0	13	100.00%
Communication	10	3	0	0	0	0	13	100.00%
Costs	5	4	0	0	0	4	13	100.00%
Integrity	10	3	0	0	0	0	13	100.00%
Assurance	11	2	0	0	0	0	13	100.00%
Outcome	10	3	0	0	0	0	13	100.00%
Overall	79	20	0	0	1	4	104	99.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	12
2	Issuance of Certificate of Full Payment	1
Total		13

10. Davao del Sur LC (DASLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	87.50%
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.	1	12.50%
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	8	#####
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	7	87.50%
2. Somewhat helped	1	12.50%
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>	7	1	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	6	2	0	0	0	0	8	100.00%
Reliability	6	2	0	0	0	0	8	100.00%
Access and Facilities	6	1	1	0	0	0	8	87.50%
Communication	6	2	0	0	0	0	8	100.00%
Costs	5	2	0	0	0	1	8	100.00%
Integrity	7	1	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	48	14	1	0	0	1	64	98.41%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	7
2	Issuance of Certificate of Full Payment	1
Total		8

11. Davao LC (DAVCLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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.	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	-	-
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	100.00%
N/A	-	-
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	1	100.00%
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	1	0	0	0	0	0	1	100.00%
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	8	0	0	0	0	0	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
Total		1

12. Digos Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	69	42.33%
2. I know what a CC is but I did not see this office's CC.	3	1.84%
3. I learned of the CC only when I saw this office's CC.	15	9.20%
4. I do not know what a CC is and I did not see this office's CC.	9	5.52%
N/A	67	41.10%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	40	41.67%
2. Somewhat easy to see	8	8.33%
3. Difficult to see	1	1.04%
4. Not visible at all	-	-
N/A	46	47.92%
Did not specify	1	1.04%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	45	46.88%
2. Somewhat helped	5	5.21%
3. Did not help	-	-
N/A	44	45.83%
Did not specify	2	2.08%

	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>	136	27	0	0	0	0	163	100.00%
Service Quality Dimensions								
Responsiveness	124	38	0	1	0	0	163	99.39%
Reliability	130	32	0	0	0	1	163	100.00%
Access and Facilities	130	31	0	0	0	2	163	100.00%
Communication	129	33	0	0	0	1	163	100.00%
Costs	114	33	0	0	0	16	163	100.00%
Integrity	133	29	0	0	0	1	163	100.00%
Assurance	140	23	0	0	0	0	163	100.00%
Outcome	131	29	1	0	0	2	163	99.38%
Overall	1,031	248	1	1	0	23	1,304	99.84%

External Services		Responses
1	Opening of other Deposit Account	97
2	Release of Captured Card	1

External Services		Responses
3	Request for ATM PIN Change	1
4	Request for Card Replacement	4
5	Cash Deposit - (Peso/Foreign Currencies)	2
6	Cash Withdrawal	3
7	Updating of Bank Records - Change in Account Details/Type	34
8	Updating of Bank Records - Change in Account Type	4
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
10	Handling of Customer's Complaint	2
11	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
12	Salary Loan	1
13	Request for Bank Certification/Statement of Account for Salary Loan	1
14	Trust/Treasury Placements	1
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
16	Printing/Reprinting of Bank Statement/Snapshot	2
17	Reprinting of Bank Statement not available in the Branch	1
Total		163

13. Field Support Services Center XI – Davao

Citizen's Charter Answers	Responses	Percentage
CC1. 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	76.92%
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.	3	23.08%
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	12	92.31%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	7.69%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	92.31%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	7.69%
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>	13	0	0	0	0	0	13	100.00%
Service Quality Dimensions								
Responsiveness	12	1	0	0	0	0	13	100.00%
Reliability	11	2	0	0	0	0	13	100.00%
Access and Facilities	10	2	0	0	0	1	13	100.00%
Communication	11	1	0	0	0	1	13	100.00%
Costs	0	0	0	0	0	13	13	-
Integrity	13	0	0	0	0	0	13	100.00%
Assurance	13	0	0	0	0	0	13	100.00%
Outcome	12	1	0	0	0	0	13	100.00%
Overall	82	7	0	0	0	15	104	100.00%

External Services		Responses
1	Valuation of Landholdings under RA 6657/RA 9700	1
2	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	6
3	Issuance of Certification on Status of AR Bond	1
4	Refund of Excess Payment	4
5	Bond Redemption and Interest Payment	1
Total		13

14. Lupon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	381	76.35%
2. I know what a CC is but I did not see this office's CC.	26	5.21%
3. I learned of the CC only when I saw this office's CC.	30	6.01%
4. I do not know what a CC is and I did not see this office's CC.	44	8.82%
N/A	18	3.61%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	355	73.80%
2. Somewhat easy to see	49	10.19%
3. Difficult to see	2	0.42%
4. Not visible at all	1	0.21%
N/A	47	9.77%
Did not specify	27	5.61%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	377	78.38%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	31	6.44%
3. Did not help	1	0.21%
N/A	46	9.56%
Did not specify	26	5.41%

	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>	376	121	0	0	1	1	499	99.80%
Service Quality Dimensions								
Responsiveness	338	152	6	2	0	1	499	98.39%
Reliability	362	125	0	0	0	12	499	100.00%
Access and Facilities	355	130	1	0	0	13	499	99.79%
Communication	335	149	2	0	0	13	499	99.59%
Costs	288	132	4	0	0	75	499	99.06%
Integrity	365	122	1	0	0	11	499	99.80%
Assurance	385	111	2	0	0	1	499	99.60%
Outcome	336	142	4	0	0	17	499	99.17%
Overall	2,764	1,063	20	2	0	143	3,992	99.43%

External Services		Responses
1	Opening of other Deposit Account	77
2	Release of Captured Card	5
3	Request for ATM PIN Change	10
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	40
6	Cash Withdrawal	105
7	Check Deposit - Peso	32
8	Check Encashment	165
9	Online Collection Payments	6
10	Reactivation/Closure of Dormant Deposit Account	1
11	Request for Checkbook	1
12	Request for Fund Transfer	1
13	Updating of Bank Records - Change in Account Details/Type	14
14	Updating of Bank Records - Change in Account Type	1
15	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	10
16	Salary Loan	22
17	Request for Bank Certification/Statement of Account for Salary Loan	1
18	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
19	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
20	Printing/Reprinting of Bank Statement/Snapshot	3
Total		499

15. Malita Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	7	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	6	85.71%
2. Somewhat helped	1	14.29%
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>	6	1	0	0	0	0	7	100.00%
Service Quality Dimensions								
Responsiveness	6	1	0	0	0	0	7	100.00%
Reliability	6	1	0	0	0	0	7	100.00%
Access and Facilities	6	1	0	0	0	0	7	100.00%
Communication	6	1	0	0	0	0	7	100.00%
Costs	6	1	0	0	0	0	7	100.00%
Integrity	6	1	0	0	0	0	7	100.00%
Assurance	6	1	0	0	0	0	7	100.00%
Outcome	6	1	0	0	0	0	7	100.00%
Overall	48	8	0	0	0	0	56	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Deposit - Peso	1

External Services		Responses
4	Request for Checkbook	1
5	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		7

16. Mati Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	70.00%
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.	3	30.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	4	40.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	30.00%
Did not specify	3	30.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	40.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	3	30.00%
Did not specify	3	30.00%

	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>	6	2	0	0	2	0	10	80.00%
Service Quality Dimensions								
Responsiveness	5	2	2	0	1	0	10	70.00%
Reliability	5	0	1	0	0	4	10	83.33%
Access and Facilities	5	0	0	0	1	4	10	83.33%
Communication	5	0	1	0	0	4	10	83.33%
Costs	4	0	0	0	0	6	10	100.00%
Integrity	4	1	0	1	0	4	10	83.33%
Assurance	7	1	1	0	1	0	10	80.00%
Outcome	5	0	0	1	0	4	10	83.33%
Overall	40	4	5	2	3	26	80	81.48%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	1
4	Salary Loan	2
Total		10

17. Matina Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	87.50%
2. I know what a CC is but I did not see this office's CC.	1	12.50%
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	4	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	1	12.50%
4. Not visible at all	1	12.50%
N/A	-	-
Did not specify	2	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	50.00%
2. Somewhat helped	1	12.50%
3. Did not help	1	12.50%
N/A	-	-
Did not specify	2	25.00%

	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>	6	0	1	0	1	0	8	75.00%
Service Quality Dimensions								
Responsiveness	4	2	0	0	2	0	8	75.00%
Reliability	5	0	1	0	0	2	8	83.33%
Access and Facilities	3	1	1	0	1	2	8	66.67%
Communication	4	1	1	0	0	2	8	83.33%
Costs	3	1	1	0	0	3	8	80.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	4	1	0	1	0	2	8	83.33%
Assurance	6	1	0	1	0	0	8	87.50%
Outcome	3	2	1	0	0	2	8	83.33%
Overall	32	9	5	2	3	13	64	80.39%

External Services		Responses
1	Opening of other Deposit Account	3
2	Online Collection Payments	1
3	Updating of Bank Records - Change in Account Details/Type	1
4	Salary Loan	3
	Total	8

18. Monkayo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	80.00%
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	1	20.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	-	-
2. Somewhat easy to see	1	25.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	75.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	25.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	3	75.00%

	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>	2	3	0	0	0	0	5	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	1	4	0	0	0	0	5	100.00%
Reliability	0	1	0	0	0	4	5	100.00%
Access and Facilities	0	1	0	0	0	4	5	100.00%
Communication	0	1	0	0	0	4	5	100.00%
Costs	0	1	0	0	0	4	5	100.00%
Integrity	0	1	0	0	0	4	5	100.00%
Assurance	2	3	0	0	0	0	5	100.00%
Outcome	0	1	0	0	0	4	5	100.00%
Overall	3	13	0	0	0	24	40	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Deposit - Peso	1
4	Request for Fund Transfer	1
	Total	5

19. Nabunturan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	84	87.50%
2. I know what a CC is but I did not see this office's CC.	3	3.13%
3. I learned of the CC only when I saw this office's CC.	6	6.25%
4. I do not know what a CC is and I did not see this office's CC.	3	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	73	76.04%
2. Somewhat easy to see	8	8.33%
3. Difficult to see	1	1.04%
4. Not visible at all	-	-
N/A	5	5.21%
Did not specify	9	9.38%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	75	78.13%
2. Somewhat helped	7	7.29%
3. Did not help	-	-
N/A	5	5.21%
Did not specify	9	9.38%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	65	29	2	0	0	0	96	97.92%
Service Quality Dimensions								
Responsiveness	47	45	3	0	0	1	96	96.84%
Reliability	59	28	0	0	0	9	96	100.00%
Access and Facilities	62	25	0	0	0	9	96	100.00%
Communication	55	32	0	0	0	9	96	100.00%
Costs	48	29	1	0	0	18	96	98.72%
Integrity	65	22	0	0	0	9	96	100.00%
Assurance	69	26	1	0	0	0	96	98.96%
Outcome	53	31	0	0	0	12	96	100.00%
Overall	458	238	5	0	0	67	768	99.29%

External Services		Responses
1	Opening of other Deposit Account	43
2	Cash Deposit - (Peso/Foreign Currencies)	25
3	Cash Withdrawal	3
4	Check Deposit - Peso	6
5	Check Encashment	3
6	Online Collection Payments	13
7	Request for Checkbook	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
9	Salary Loan	1
Total		96

20. Panabo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	89.47%
2. I know what a CC is but I did not see this office's CC.	1	5.26%
3. I learned of the CC only when I saw this office's CC.	1	5.26%
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	14	73.68%
2. Somewhat easy to see	1	5.26%
3. Difficult to see	1	5.26%

Citizen's Charter Answers	Responses	Percentage
4. Not visible at all	1	5.26%
N/A	-	-
Did not specify	2	10.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	63.16%
2. Somewhat helped	3	15.79%
3. Did not help	1	5.26%
N/A	1	5.26%
Did not specify	2	10.53%

	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>	14	0	2	1	2	0	19	73.68%
Service Quality Dimensions								
Responsiveness	13	1	0	3	2	0	19	73.68%
Reliability	12	3	0	2	0	2	19	88.24%
Access and Facilities	12	0	3	2	0	2	19	70.59%
Communication	12	2	2	1	0	2	19	82.35%
Costs	11	4	0	0	0	4	19	100.00%
Integrity	11	2	2	1	1	2	19	76.47%
Assurance	14	2	3	0	0	0	19	84.21%
Outcome	12	1	4	0	0	2	19	76.47%
Overall	97	15	14	9	3	14	152	81.16%

External Services		Responses
1	Opening of other Deposit Account	2
2	Request for Card Replacement	3
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	1
5	Check Deposit - Peso	4
6	Check Encashment	2
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
8	Salary Loan	2
9	Request for Bank Certification/Statement of Account for Salary Loan	1
10	Outgoing Remittance/Wire Transfer	1
Total		19

21. Samal 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.	4	80.00%
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.	1	20.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1	20.00%
2. Somewhat easy to see	-	-
3. Difficult to see	1	20.00%
4. Not visible at all	-	-
N/A	1	20.00%
Did not specify	2	40.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	-	-
2. Somewhat helped	2	40.00%
3. Did not help	-	-
N/A	1	20.00%
Did not specify	2	40.00%

	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>	3	2	0	0	0	0	5	100.00%
Service Quality Dimensions								
Responsiveness	2	2	1	0	0	0	5	80.00%
Reliability	1	2	0	0	0	2	5	100.00%
Access and Facilities	1	2	0	0	0	2	5	100.00%
Communication	2	1	0	0	0	2	5	100.00%
Costs	0	1	0	0	0	4	5	100.00%
Integrity	1	1	1	0	0	2	5	66.67%
Assurance	2	3	0	0	0	0	5	100.00%
Outcome	0	3	0	0	0	2	5	100.00%
Overall	9	15	2	0	0	14	40	92.31%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Withdrawal	2
3	Printing/Reprinting of Bank Statement/Snapshot	1
Total		5

22. San Pedro (Davao) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	4	66.67%
2. Somewhat easy to see	1	16.67%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	16.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	83.33%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	16.67%

	Strongly Agree	Agree	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	0	0	0	0	0	6	100.00%
Service Quality Dimensions								
Responsiveness	6	0	0	0	0	0	6	100.00%
Reliability	6	0	0	0	0	0	6	100.00%
Access and Facilities	4	2	0	0	0	0	6	100.00%
Communication	4	2	0	0	0	0	6	100.00%
Costs	3	2	0	0	0	1	6	100.00%
Integrity	5	1	0	0	0	0	6	100.00%
Assurance	5	1	0	0	0	0	6	100.00%
Outcome	4	2	0	0	0	0	6	100.00%
Overall	37	10	0	0	0	1	48	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Withdrawal	2

External Services		Responses
3	Check Deposit - Peso	1
4	Check Encashment	1
Total		6

23. Sto. Tomas (Davao del Norte) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	65.00%
2. I know what a CC is but I did not see this office's CC.	2	10.00%
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.	5	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	5	25.00%
2. Somewhat easy to see	-	-
3. Difficult to see	1	5.00%
4. Not visible at all	3	15.00%
N/A	5	25.00%
Did not specify	6	30.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	25.00%
2. Somewhat helped	1	5.00%
3. Did not help	1	5.00%
N/A	7	35.00%
Did not specify	6	30.00%

	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>	7	5	1	3	4	0	20	60.00%
Service Quality Dimensions								
Responsiveness	7	5	0	2	6	0	20	60.00%
Reliability	6	3	0	1	2	8	20	75.00%
Access and Facilities	4	4	2	0	2	8	20	66.67%
Communication	3	3	1	2	3	8	20	50.00%
Costs	3	4	1	0	1	11	20	77.78%
Integrity	4	4	2	0	1	9	20	72.73%
Assurance	9	5	3	1	1	1	20	73.68%
Outcome	3	3	2	1	2	9	20	54.55%
Overall	39	31	11	7	18	54	160	66.04%

External Services		Responses
1	Opening of other Deposit Account	9
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	1
4	Check Deposit - Peso	1
5	Check Encashment	1
6	Reactivation/Closure of Dormant Deposit Account	1
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
8	Salary Loan	2
9	Request for Bank Certification/Statement of Account for Salary Loan	1
10	Printing/Reprinting of Bank Statement/Snapshot	1
Total		20

24. Tagum Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	12	75.00%
2. I know what a CC is but I did not see this office's CC.	1	6.25%
3. I learned of the CC only when I saw this office's CC.	1	6.25%
4. I do not know what a CC is and I did not see this office's CC.	1	6.25%
N/A	1	6.25%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5	33.33%
2. Somewhat easy to see	3	20.00%
3. Difficult to see	4	26.67%
4. Not visible at all	1	6.67%
N/A	1	6.67%
Did not specify	1	6.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	40.00%
2. Somewhat helped	3	20.00%
3. Did not help	4	26.67%
N/A	1	6.67%
Did not specify	1	6.67%

	Strongly Agree	Agree	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	3	1	3	2	0	16	62.50%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	5	4	2	1	4	0	16	56.25%
Reliability	6	4	4	1	0	1	16	66.67%
Access and Facilities	6	4	3	2	0	1	16	66.67%
Communication	6	2	4	2	1	1	16	53.33%
Costs	4	6	2	0	0	4	16	83.33%
Integrity	6	4	4	0	1	1	16	66.67%
Assurance	6	6	1	1	2	0	16	75.00%
Outcome	6	6	2	1	0	1	16	80.00%
Overall	45	36	22	8	8	9	128	68.07%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	3
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	3
5	Cash Withdrawal	2
6	Online Collection Payments	2
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
8	Handling of Customer's Complaint	1
9	Trust/Treasury Placements	1
Total		16

25. Tagum 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.	76	90.48%
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	2.38%
4. I do not know what a CC is and I did not see this office's CC.	2	2.38%
N/A	4	4.76%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	32	40.00%
2. Somewhat easy to see	11	13.75%
3. Difficult to see	2	2.50%
4. Not visible at all	-	-
N/A	2	2.50%
Did not specify	33	41.25%

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	32	40.00%
2. Somewhat helped	12	15.00%
3. Did not help	-	-
N/A	2	2.50%
Did not specify	34	42.50%

	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>	58	14	2	2	6	2	84	87.80%
Service Quality Dimensions								
Responsiveness	55	16	3	0	8	2	84	86.59%
Reliability	28	11	1	1	4	39	84	86.67%
Access and Facilities	27	11	1	1	4	40	84	86.36%
Communication	28	10	3	0	4	39	84	84.44%
Costs	24	13	2	1	3	41	84	86.05%
Integrity	31	9	0	0	5	39	84	88.89%
Assurance	58	16	3	0	5	2	84	90.24%
Outcome	27	12	1	0	4	40	84	88.64%
Overall	278	98	14	3	37	242	672	87.44%

External Services		Responses
1	Opening of other Deposit Account	27
2	Cash Deposit - (Peso/Foreign Currencies)	19
3	Cash Withdrawal	8
4	Check Deposit - Peso	5
5	Check Encashment	6
6	Online Collection Payments	7
7	Request for Fund Transfer	7
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
9	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
10	Printing/Reprinting of Bank Statement/Snapshot	1
Total		84

26. Toril Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	25.00%
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.	1	25.00%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	2	50.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	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	2	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>	2	1	0	0	1	0	4	75.00%
Service Quality Dimensions								
Responsiveness	0	2	0	1	1	0	4	50.00%
Reliability	1	2	0	0	1	0	4	75.00%
Access and Facilities	2	1	0	1	0	0	4	75.00%
Communication	1	2	1	0	0	0	4	75.00%
Costs	1	2	1	0	0	0	4	75.00%
Integrity	1	2	0	0	1	0	4	75.00%
Assurance	1	2	0	0	1	0	4	75.00%
Outcome	1	2	0	0	1	0	4	75.00%
Overall	8	15	2	2	5	0	32	71.88%

External Services		Responses
1	Opening of other Deposit Account	3
2	Check Encashment	1
Total		4

CSM Results - Region XII

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	412	46	4	4	11	1	478	96.02%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	336	108	8	6	15	5	478	93.87%
Reliability	352	78	8	4	2	34	478	96.85%
Access and Facilities	346	79	7	4	6	36	478	96.15%
Communication	333	92	14	2	3	34	478	95.72%
Costs	273	88	12	1	3	101	478	95.76%
Integrity	356	73	3	4	7	35	478	96.84%
Assurance	401	60	6	3	5	3	478	97.05%
Outcome	329	97	8	1	3	40	478	97.26%
Overall	2,726	675	66	25	44	288	3,824	96.18%

Citizen's Charter Answers	Responses	Percentage
CC1. 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	77.62%
2. I know what a CC is but I did not see this office's CC.	19	3.97%
3. I learned of the CC only when I saw this office's CC.	53	11.09%
4. I do not know what a CC is and I did not see this office's CC.	21	4.39%
N/A	3	0.63%
Did not specify	11	2.30%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	338	72.84%
2. Somewhat easy to see	53	11.42%
3. Difficult to see	6	1.29%
4. Not visible at all	5	1.08%
N/A	24	5.17%
Did not specify	38	8.19%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	339	73.06%
2. Somewhat helped	52	11.21%
3. Did not help	8	1.72%
N/A	30	6.47%
Did not specify	35	7.54%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	95	95.83%
2	ATM Card Requests	11	100.00%
3	Branch Over-the-Counter Transactions	191	94.68%
4	Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	12	88.76%
5	Branch Banking Loan Servicing	36	99.22%
6	Other Branch Products/Services	9	97.22%
7	Request for Bank Documents	10	89.87%
8	Regular Loan Processing	82	99.53%
9	Agrarian Services	31	96.57%
10	Complaints Management	1	100.00%

1. Alabel Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	75.00%
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.	1	12.50%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	12.50%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	6	85.71%
2. Somewhat easy to see	1	14.29%
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	5	71.43%
2. Somewhat helped	2	28.57%
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>	7	1	0	0	0	0	8	100.00%
Service Quality Dimensions								
Responsiveness	6	2	0	0	0	0	8	100.00%
Reliability	7	1	0	0	0	0	8	100.00%
Access and Facilities	6	1	1	0	0	0	8	87.50%
Communication	5	3	0	0	0	0	8	100.00%
Costs	3	2	0	0	0	3	8	100.00%
Integrity	5	3	0	0	0	0	8	100.00%
Assurance	7	1	0	0	0	0	8	100.00%
Outcome	5	2	1	0	0	0	8	87.50%
Overall	44	15	2	0	0	3	64	96.72%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	2
2	Check Deposit - Peso	1
3	Check Encashment	1

External Services		Responses
4	Updating of Bank Records - Change in Account Details/Type	1
5	Updating of Bank Records - Change in Account Type	1
6	Reprinting of Bank Statement not available in the Branch	2
Total		8

2. Calumpang (GSC) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	88.89%
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.	-	-
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	7	77.78%
2. Somewhat easy to see	1	11.11%
3. Difficult to see	1	11.11%
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	6	66.67%
2. Somewhat helped	3	33.33%
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>	8	0	0	0	1	0	9	88.89%
Service Quality Dimensions								
Responsiveness	8	0	0	0	1	0	9	88.89%
Reliability	8	0	0	1	0	0	9	88.89%
Access and Facilities	8	1	0	0	0	0	9	100.00%
Communication	7	2	0	0	0	0	9	100.00%
Costs	5	1	0	0	1	2	9	85.71%
Integrity	7	1	0	0	1	0	9	88.89%
Assurance	7	1	0	1	0	0	9	88.89%
Outcome	6	2	0	1	0	0	9	88.89%
Overall	56	8	0	3	3	2	72	91.43%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Cash Withdrawal	1
4	Check Deposit - Peso	2
5	Check Encashment	1
6	Printing/Reprinting of Bank Statement/Snapshot	1
Total		9

3. Field Support Services Center XII – Koronadal

Citizen's Charter Answers	Responses	Percentage
CC1. 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	83.87%
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	3.23%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	4	12.90%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	27	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	25	92.59%
2. Somewhat helped	2	7.41%
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>	27	4	0	0	0	0	31	100.00%
Service Quality Dimensions								
Responsiveness	13	17	1	0	0	0	31	96.77%
Reliability	15	15	1	0	0	0	31	96.77%
Access and Facilities	13	16	2	0	0	0	31	93.55%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	13	17	1	0	0	0	31	96.77%
Costs	4	15	3	0	0	9	31	86.36%
Integrity	14	15	0	0	0	2	31	100.00%
Assurance	16	13	0	0	0	2	31	100.00%
Outcome	15	14	0	0	0	2	31	100.00%
Overall	103	122	8	0	0	15	248	96.57%

External Services		Responses
1	Payment of Land Transfer Claim Proceeds	8
2	Valuation of Landholdings under RA 6657/RA 9700	1
3	Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	1
4	Refund of Excess Payment	20
5	Bond Redemption and Interest Payment	1
Total		31

4. Gen. Santos (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.	14	63.64%
2. I know what a CC is but I did not see this office's CC.	3	13.64%
3. I learned of the CC only when I saw this office's CC.	1	4.55%
4. I do not know what a CC is and I did not see this office's CC.	1	4.55%
N/A	-	-
Did not specify	3	13.64%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	36.84%
2. Somewhat easy to see	5	26.32%
3. Difficult to see	2	10.53%
4. Not visible at all	1	5.26%
N/A	1	5.26%
Did not specify	3	15.79%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	8	42.11%
2. Somewhat helped	3	15.79%
3. Did not help	1	5.26%
N/A	4	21.05%
Did not specify	3	15.79%

	Strongly Agree	Agree	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	3	2	1	1	0	22	81.82%
Service Quality Dimensions								
Responsiveness	12	6	2	0	2	0	22	81.82%
Reliability	12	4	1	0	0	5	22	94.12%
Access and Facilities	12	4	1	0	0	5	22	94.12%
Communication	10	4	4	0	0	4	22	77.78%
Costs	10	4	3	0	0	5	22	82.35%
Integrity	15	3	0	0	1	3	22	94.74%
Assurance	20	1	0	0	1	0	22	95.45%
Outcome	13	3	3	0	0	3	22	84.21%
Overall	104	29	14	0	4	25	176	88.08%

External Services		Responses
1	Opening of other Deposit Account	4
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	2
4	Cash Withdrawal	1
5	Salary Loan	12
6	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	2
Total		22

5. Gen.Santos (Pioneer) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	25	59.52%
2. I know what a CC is but I did not see this office's CC.	2	4.76%
3. I learned of the CC only when I saw this office's CC.	7	16.67%
4. I do not know what a CC is and I did not see this office's CC.	7	16.67%
N/A	1	2.38%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	23	56.10%
2. Somewhat easy to see	8	19.51%
3. Difficult to see	-	-
4. Not visible at all	1	2.44%
N/A	7	17.07%
Did not specify	2	4.88%

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	27	65.85%
2. Somewhat helped	3	7.32%
3. Did not help	-	-
N/A	9	21.95%
Did not specify	2	4.88%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	40	1	1	0	0	0	42	97.62%
Service Quality Dimensions								
Responsiveness	35	5	0	0	1	1	42	97.56%
Reliability	37	4	0	0	0	1	42	100.00%
Access and Facilities	36	5	0	0	0	1	42	100.00%
Communication	34	6	1	0	0	1	42	97.56%
Costs	30	3	0	0	0	9	42	100.00%
Integrity	37	2	1	0	0	2	42	97.50%
Assurance	41	1	0	0	0	0	42	100.00%
Outcome	37	3	0	0	0	2	42	100.00%
Overall	287	29	2	0	1	17	336	99.06%

External Services		Responses
1	Opening of other Deposit Account	7
2	Request for Card Replacement	3
3	Cash Deposit - (Peso/Foreign Currencies)	7
4	Cash Withdrawal	4
5	Check Deposit - Peso	2
6	Check Encashment	3
7	Online Collection Payments	3
8	Reactivation/Closure of Dormant Deposit Account	1
9	Request for Checkbook	1
10	Updating of Bank Records - Change in Account Details/Type	1
11	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
12	Handling of Customer's Complaint	1
13	Salary Loan	1
14	Outgoing Remittance/Wire Transfer	2
15	Printing/Reprinting of Bank Statement/Snapshot	1
Total		42

6. General Santos LC (GESLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	71.43%
2. I know what a CC is but I did not see this office's CC.	1	3.57%
3. I learned of the CC only when I saw this office's CC.	4	14.29%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	3	10.71%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18	72.00%
2. Somewhat easy to see	6	24.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	4.00%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	20	80.00%
2. Somewhat helped	5	20.00%
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>	25	3	0	0	0	0	28	100.00%
Service Quality Dimensions								
Responsiveness	15	8	0	2	1	2	28	88.46%
Reliability	22	6	0	0	0	0	28	100.00%
Access and Facilities	25	3	0	0	0	0	28	100.00%
Communication	21	7	0	0	0	0	28	100.00%
Costs	17	11	0	0	0	0	28	100.00%
Integrity	23	5	0	0	0	0	28	100.00%
Assurance	25	3	0	0	0	0	28	100.00%
Outcome	22	5	0	0	0	1	28	100.00%
Overall	170	48	0	2	1	3	224	98.64%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	8
2	Issuance of Certificate of Outstanding Balances and Interest Paid	20
Total		28

7. Isulan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	81.82%
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	9.09%
4. I do not know what a CC is and I did not see this office's CC.	1	9.09%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	63.64%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	9.09%
Did not specify	3	27.27%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	54.55%
2. Somewhat helped	1	9.09%
3. Did not help	-	-
N/A	1	9.09%
Did not specify	3	27.27%

	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>	9	1	0	0	1	0	11	90.91%
Service Quality Dimensions								
Responsiveness	8	1	0	0	1	1	11	90.00%
Reliability	6	1	0	0	0	4	11	100.00%
Access and Facilities	6	1	0	0	0	4	11	100.00%
Communication	6	1	0	0	0	4	11	100.00%
Costs	5	0	0	0	0	6	11	100.00%
Integrity	6	1	0	0	0	4	11	100.00%
Assurance	8	2	0	0	1	0	11	90.91%
Outcome	6	1	0	0	0	4	11	100.00%
Overall	51	8	0	0	2	27	88	96.72%

External Services		Responses
1	Opening of other Deposit Account	3
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	4

External Services		Responses
4	Reactivation/Closure of Dormant Deposit Account	1
5	Updating of Bank Records - Change in Account Details/Type	1
Total		11

8. Kabacan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	23	60.53%
2. I know what a CC is but I did not see this office's CC.	2	5.26%
3. I learned of the CC only when I saw this office's CC.	9	23.68%
4. I do not know what a CC is and I did not see this office's CC.	4	10.53%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	30	78.95%
2. Somewhat easy to see	2	5.26%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	5	13.16%
Did not specify	1	2.63%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	27	71.05%
2. Somewhat helped	3	7.89%
3. Did not help	2	5.26%
N/A	5	13.16%
Did not specify	1	2.63%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	34	3	1	0	0	0	38	97.37%
Service Quality Dimensions								
Responsiveness	25	11	1	0	1	0	38	94.74%
Reliability	24	10	2	1	0	1	38	91.89%
Access and Facilities	28	7	0	1	1	1	38	94.59%
Communication	25	10	1	0	0	2	38	97.22%
Costs	18	6	0	0	0	14	38	100.00%
Integrity	25	11	0	1	0	1	38	97.30%
Assurance	31	6	0	1	0	0	38	97.37%
Outcome	24	11	0	0	0	3	38	100.00%
Overall	200	72	4	4	2	22	304	96.45%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	3
3	Cash Deposit - (Peso/Foreign Currencies)	7
4	Cash Withdrawal	3
5	Check Deposit - Peso	3
6	Check Encashment	2
7	Reactivation/Closure of Dormant Deposit Account	2
8	Request for Checkbook	1
9	Request for Fund Transfer	2
10	Request for Passbook Replacement	1
11	Updating of Bank Records - Change in Account Details/Type	4
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
13	Salary Loan	1
14	Outgoing Remittance/Wire Transfer	1
15	Sale/Purchase of Foreign Currencies	2
16	Servicing of Modified Disbursement System Transactions	1
17	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
18	Printing/Reprinting of Bank Statement/Snapshot	1
19	Reprinting of Bank Statement not available in the Branch	1
Total		38

9. Kidapawan Amas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	90.00%
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.	1	10.00%
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	9	90.00%
2. Somewhat easy to see	1	10.00%
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	10	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>	9	1	0	0	0	0	10	100.00%
Service Quality Dimensions								
Responsiveness	7	3	0	0	0	0	10	100.00%
Reliability	9	1	0	0	0	0	10	100.00%
Access and Facilities	9	1	0	0	0	0	10	100.00%
Communication	7	3	0	0	0	0	10	100.00%
Costs	4	2	0	0	0	4	10	100.00%
Integrity	9	1	0	0	0	0	10	100.00%
Assurance	9	1	0	0	0	0	10	100.00%
Outcome	7	3	0	0	0	0	10	100.00%
Overall	61	15	0	0	0	4	80	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	2
3	Cash Deposit - (Peso/Foreign Currencies)	3
4	Cash Withdrawal	1
5	Check Deposit - Peso	2
6	Check Encashment	1
Total		10

10. Kidapawan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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.	1	16.67%
4. I do not know what a CC is and I did not see this office's CC.	1	16.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	50.00%
2. Somewhat easy to see	-	-

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	16.67%
Did not specify	2	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	66.67%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	16.67%
Did not specify	1	16.67%

	Strongly Agree	Agree	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	0	0	1	0	0	6	83.33%
Service Quality Dimensions								
Responsiveness	5	0	0	0	1	0	6	83.33%
Reliability	5	0	0	0	0	1	6	100.00%
Access and Facilities	5	0	0	0	0	1	6	100.00%
Communication	5	0	0	0	0	1	6	100.00%
Costs	3	1	0	0	0	2	6	100.00%
Integrity	4	1	0	0	0	1	6	100.00%
Assurance	4	1	1	0	0	0	6	83.33%
Outcome	4	1	0	0	0	1	6	100.00%
Overall	35	4	1	0	1	7	48	95.12%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Withdrawal	1
3	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
4	Salary Loan	3
Total		6

11. Kidapawan 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.	18	72.00%
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.	5	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	8.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17	68.00%
2. Somewhat easy to see	4	16.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	12.00%
Did not specify	1	4.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19	76.00%
2. Somewhat helped	2	8.00%
3. Did not help	-	-
N/A	3	12.00%
Did not specify	1	4.00%

	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>	25	0	0	0	0	0	25	100.00%
Service Quality Dimensions								
Responsiveness	22	3	0	0	0	0	25	100.00%
Reliability	23	2	0	0	0	0	25	100.00%
Access and Facilities	21	4	0	0	0	0	25	100.00%
Communication	24	1	0	0	0	0	25	100.00%
Costs	18	4	0	0	0	3	25	100.00%
Integrity	24	1	0	0	0	0	25	100.00%
Assurance	24	1	0	0	0	0	25	100.00%
Outcome	24	1	0	0	0	0	25	100.00%
Overall	180	17	0	0	0	3	200	100.00%

External Services		Responses
1	Opening of other Deposit Account	10
2	Release of Captured Card	1
3	Cash Deposit - (Peso/Foreign Currencies)	6
4	Cash Withdrawal	3
5	Check Deposit - Peso	2
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
7	Request for Bank Certification/Statement of Account for Salary Loan	1
Total		25

12. Koronadal Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	88.00%
2. I know what a CC is but I did not see this office's CC.	1	4.00%
3. I learned of the CC only when I saw this office's CC.	1	4.00%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	4.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	19	79.17%
2. Somewhat easy to see	3	12.50%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	8.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	75.00%
2. Somewhat helped	3	12.50%
3. Did not help	1	4.17%
N/A	-	-
Did not specify	2	8.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	18	5	0	0	2	0	25	92.00%
Service Quality Dimensions								
Responsiveness	16	5	2	0	2	0	25	84.00%
Reliability	19	3	1	0	0	2	25	95.65%
Access and Facilities	20	1	1	0	1	2	25	91.30%
Communication	18	3	1	1	0	2	25	91.30%
Costs	16	4	1	1	0	3	25	90.91%
Integrity	20	2	0	1	0	2	25	95.65%
Assurance	21	3	1	0	0	0	25	96.00%
Outcome	19	4	0	0	0	2	25	100.00%
Overall	149	25	7	3	3	13	200	93.05%

External Services		Responses
1	Opening of other Deposit Account	8
2	Request for ATM PIN Change	3

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	1
4	Cash Withdrawal	1
5	Check Deposit - Peso	3
6	Check Encashment	1
7	Updating of Bank Records - Change in Account Details/Type	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
9	Salary Loan	6
Total		25

13. Koronadal 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.	13	81.25%
2. I know what a CC is but I did not see this office's CC.	2	12.50%
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	6.25%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5	31.25%
2. Somewhat easy to see	5	31.25%
3. Difficult to see	2	12.50%
4. Not visible at all	2	12.50%
N/A	1	6.25%
Did not specify	1	6.25%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	25.00%
2. Somewhat helped	6	37.50%
3. Did not help	2	12.50%
N/A	3	18.75%
Did not specify	1	6.25%

	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>	8	1	0	2	5	0	16	56.25%
Service Quality Dimensions								
Responsiveness	7	2	0	3	4	0	16	56.25%
Reliability	7	2	3	2	1	1	16	60.00%
Access and Facilities	4	4	1	3	3	1	16	53.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	5	2	5	1	2	1	16	46.67%
Costs	9	2	2	0	1	2	16	78.57%
Integrity	8	0	1	2	4	1	16	53.33%
Assurance	7	2	4	1	2	0	16	56.25%
Outcome	5	2	4	0	2	3	16	53.85%
Overall	52	16	20	12	19	9	128	57.14%

External Services		Responses
1	Opening of other Deposit Account	5
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Check Deposit - Peso	1
4	Reactivation/Closure of Dormant Deposit Account	3
5	Updating of Bank Records - Change in Account Details/Type	2
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
7	Salary Loan	1
8	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
Total		16

14. Lebak Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	31	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	30	96.77%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	3.23%
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	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	3.23%

	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>	30	1	0	0	0	0	31	100.00%
Service Quality Dimensions								
Responsiveness	28	3	0	0	0	0	31	100.00%
Reliability	30	0	0	0	0	1	31	100.00%
Access and Facilities	30	0	0	0	0	1	31	100.00%
Communication	30	0	0	0	0	1	31	100.00%
Costs	28	2	0	0	0	1	31	100.00%
Integrity	28	2	0	0	0	1	31	100.00%
Assurance	28	3	0	0	0	0	31	100.00%
Outcome	28	2	0	0	0	1	31	100.00%
Overall	230	12	0	0	0	6	248	100.00%

External Services		Responses
1	Opening of other Deposit Account	8
2	Request for ATM PIN Change	1
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	1
6	Check Deposit - Peso	3
7	Check Encashment	8
8	Updating of Bank Records - Change in Account Details/Type	3
Total		31

15. Libungan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	94.74%
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	5.26%
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	11	57.89%
2. Somewhat easy to see	2	10.53%
3. Difficult to see	-	-
4. Not visible at all	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	-	-
Did not specify	6	31.58%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	11	57.89%
2. Somewhat helped	2	10.53%
3. Did not help	-	-
N/A	-	-
Did not specify	6	31.58%

	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>	16	3	0	0	0	0	19	100.00%
Service Quality Dimensions								
Responsiveness	12	7	0	0	0	0	19	100.00%
Reliability	8	5	0	0	0	6	19	100.00%
Access and Facilities	8	4	0	0	0	7	19	100.00%
Communication	11	2	0	0	0	6	19	100.00%
Costs	9	4	0	0	0	6	19	100.00%
Integrity	11	2	0	0	0	6	19	100.00%
Assurance	15	4	0	0	0	0	19	100.00%
Outcome	7	6	0	0	0	6	19	100.00%
Overall	81	34	0	0	0	37	152	100.00%

External Services		Responses
1	Opening of other Deposit Account	6
2	Cash Deposit - (Peso/Foreign Currencies)	5
3	Cash Withdrawal	3
4	Check Deposit - Peso	1
5	Online Collection Payments	2
6	Request for Fund Transfer	2
Total		19

16. Midsayap Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	85.71%
2. I know what a CC is but I did not see this office's CC.	1	4.76%
3. I learned of the CC only when I saw this office's CC.	2	9.52%

Citizen's Charter Answers	Responses	Percentage
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	18	85.71%
2. Somewhat easy to see	2	9.52%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	4.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	18	85.71%
2. Somewhat helped	2	9.52%
3. Did not help	-	-
N/A	-	-
Did not specify	1	4.76%

	Strongly Agree	Agree	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	1	0	0	0	0	21	100.00%
Service Quality Dimensions								
Responsiveness	17	4	0	0	0	0	21	100.00%
Reliability	18	2	0	0	0	1	21	100.00%
Access and Facilities	18	2	0	0	0	1	21	100.00%
Communication	17	3	0	0	0	1	21	100.00%
Costs	12	5	0	0	0	4	21	100.00%
Integrity	19	1	0	0	0	1	21	100.00%
Assurance	21	0	0	0	0	0	21	100.00%
Outcome	17	3	0	0	0	1	21	100.00%
Overall	139	20	0	0	0	9	168	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	3
2	Cash Withdrawal	9
3	Check Deposit - Peso	1
4	Request for Fund Transfer	5
5	Updating of Bank Records - Change in Account Details/Type	2
6	Salary Loan	1
Total		21

17. Mlang (Cotabato) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	89.47%
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	5.26%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	5.26%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	11	61.11%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	7	38.89%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	13	72.22%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	5	27.78%

	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>	18	1	0	0	0	0	19	100.00%
Service Quality Dimensions								
Responsiveness	17	2	0	0	0	0	19	100.00%
Reliability	13	1	0	0	0	5	19	100.00%
Access and Facilities	13	1	0	0	0	5	19	100.00%
Communication	14	0	0	0	0	5	19	100.00%
Costs	12	1	0	0	0	6	19	100.00%
Integrity	14	0	0	0	0	5	19	100.00%
Assurance	19	0	0	0	0	0	19	100.00%
Outcome	14	0	0	0	0	5	19	100.00%
Overall	116	5	0	0	0	31	152	100.00%

External Services		Responses
1	Opening of other Deposit Account	9
2	Cash Withdrawal	6
3	Request for Fund Transfer	2

External Services		Responses
4	Updating of Bank Records - Change in Account Details/Type	1
5	Salary Loan	1
Total		19

18. North Cotabato LC (NCOLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	19	90.48%
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	9.52%
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	20	95.24%
2. Somewhat easy to see	1	4.76%
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	18	85.71%
2. Somewhat helped	3	14.29%
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>	20	1	0	0	0	0	21	100.00%
Service Quality Dimensions								
Responsiveness	15	6	0	0	0	0	21	100.00%
Reliability	21	0	0	0	0	0	21	100.00%
Access and Facilities	17	3	0	0	0	1	21	100.00%
Communication	18	3	0	0	0	0	21	100.00%
Costs	15	2	0	0	0	4	21	100.00%
Integrity	19	2	0	0	0	0	21	100.00%
Assurance	21	0	0	0	0	0	21	100.00%
Outcome	15	6	0	0	0	0	21	100.00%
Overall	141	22	0	0	0	5	168	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	12
2	Issuance of Certificate of Outstanding Balances and Interest Paid	3
3	Issuance of Certificate of Full Payment	5
4	Issuance of Letter of Guarantee	1
Total		21

19. Polomolok Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	27	75.00%
2. I know what a CC is but I did not see this office's CC.	3	8.33%
3. I learned of the CC only when I saw this office's CC.	6	16.67%
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	28	77.78%
2. Somewhat easy to see	4	11.11%
3. Difficult to see	1	2.78%
4. Not visible at all	1	2.78%
N/A	-	-
Did not specify	2	5.56%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	28	77.78%
2. Somewhat helped	5	13.89%
3. Did not help	1	2.78%
N/A	-	-
Did not specify	2	5.56%

	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>	32	3	0	0	0	1	36	100.00%
Service Quality Dimensions								
Responsiveness	28	6	1	0	0	1	36	97.14%
Reliability	29	5	0	0	0	2	36	100.00%
Access and Facilities	31	3	0	0	0	2	36	100.00%
Communication	30	4	0	0	0	2	36	100.00%
Costs	27	4	0	0	0	5	36	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Integrity	30	4	0	0	0	2	36	100.00%
Assurance	34	1	0	0	0	1	36	100.00%
Outcome	30	4	0	0	0	2	36	100.00%
Overall	239	31	1	0	0	17	288	99.63%

External Services		Responses
1	Opening of other Deposit Account	25
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	1
4	Check Deposit - Peso	1
5	Updating of Bank Records - Change in Account Details/Type	2
6	Salary Loan	4
7	Claim of Remittance Proceeds	2
	Total	36

20. South Cotabato LC (SCOLC)

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	19	73.08%
2. I know what a CC is but I did not see this office's CC.	1	3.85%
3. I learned of the CC only when I saw this office's CC.	6	23.08%
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	23	88.46%
2. Somewhat easy to see	3	11.54%
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	23	88.46%
2. Somewhat helped	2	7.69%
3. Did not help	1	3.85%
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>	17	9	0	0	0	0	26	100.00%
Service Quality Dimensions								
Responsiveness	15	11	0	0	0	0	26	100.00%
Reliability	16	10	0	0	0	0	26	100.00%
Access and Facilities	16	10	0	0	0	0	26	100.00%
Communication	12	14	0	0	0	0	26	100.00%
Costs	12	11	0	0	0	3	26	100.00%
Integrity	15	11	0	0	0	0	26	100.00%
Assurance	15	11	0	0	0	0	26	100.00%
Outcome	11	15	0	0	0	0	26	100.00%
Overall	112	93	0	0	0	3	208	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	25
2	Issuance of Letter of Guarantee	1
Total		26

21. Sultan Kudarat LC (SUKLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	42.86%
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.	1	14.29%
4. I do not know what a CC is and I did not see this office's CC.	3	42.86%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	42.86%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	42.86%
Did not specify	1	14.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	42.86%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	3	42.86%
Did not specify	1	14.29%

	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>	6	1	0	0	0	0	7	100.00%
Service Quality Dimensions								
Responsiveness	5	2	0	0	0	0	7	100.00%
Reliability	6	1	0	0	0	0	7	100.00%
Access and Facilities	5	2	0	0	0	0	7	100.00%
Communication	6	1	0	0	0	0	7	100.00%
Costs	5	1	0	0	0	1	7	100.00%
Integrity	6	1	0	0	0	0	7	100.00%
Assurance	6	1	0	0	0	0	7	100.00%
Outcome	6	1	0	0	0	0	7	100.00%
Overall	45	10	0	0	0	1	56	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	7
	Total	7

22. Surallah Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	80.00%
2. I know what a CC is but I did not see this office's CC.	1	10.00%
3. I learned of the CC only when I saw this office's CC.	1	10.00%
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	6	60.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	40.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	6	60.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	4	40.00%

	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>	10	0	0	0	0	0	10	100.00%
Service Quality Dimensions								
Responsiveness	9	0	1	0	0	0	10	90.00%
Reliability	5	2	0	0	0	3	10	100.00%
Access and Facilities	4	3	0	0	0	3	10	100.00%
Communication	4	3	0	0	0	3	10	100.00%
Costs	3	2	0	0	0	5	10	100.00%
Integrity	6	1	0	0	0	3	10	100.00%
Assurance	9	1	0	0	0	0	10	100.00%
Outcome	4	3	0	0	0	3	10	100.00%
Overall	44	15	1	0	0	20	80	98.33%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Cash Withdrawal	1
3	Check Deposit - Peso	1
4	Request for Fund Transfer	1
5	Salary Loan	6
Total		10

23. Tacurong Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	81.25%
2. I know what a CC is but I did not see this office's CC.	1	6.25%
3. I learned of the CC only when I saw this office's CC.	1	6.25%
4. I do not know what a CC is and I did not see this office's CC.	1	6.25%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	56.25%
2. Somewhat easy to see	5	31.25%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	6.25%
Did not specify	1	6.25%

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	9	56.25%
2. Somewhat helped	5	31.25%
3. Did not help	-	-
N/A	1	6.25%
Did not specify	1	6.25%

	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>	12	3	0	0	1	0	16	93.75%
Service Quality Dimensions								
Responsiveness	10	4	0	1	1	0	16	87.50%
Reliability	11	3	0	0	1	1	16	93.33%
Access and Facilities	10	3	1	0	1	1	16	86.67%
Communication	10	3	1	0	1	1	16	86.67%
Costs	7	1	3	0	1	4	16	66.67%
Integrity	10	3	1	0	1	1	16	86.67%
Assurance	12	3	0	0	1	0	16	93.75%
Outcome	9	5	0	0	1	1	16	93.33%
Overall	79	25	6	1	8	9	128	87.39%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	4
2	Cash Withdrawal	5
3	Check Deposit - Peso	3
4	Check Encashment	2
5	Request for Fund Transfer	1
6	Updating of Bank Records - Change in Account Details/Type	1
Total		16

24. Tupi (South Cotabato) Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	-	-

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	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	1	0	0	0	0	0	1	100.00%
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	8	0	0	0	0	0	8	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
	Total	1

CSM Results - Region XIII

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	335	38	5	4	7	0	389	95.89%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	303	54	12	4	10	6	389	93.21%
Reliability	309	48	4	1	1	26	389	98.35%
Access and Facilities	299	51	3	2	5	29	389	97.22%
Communication	292	47	11	5	1	33	389	95.22%
Costs	248	46	9	0	2	84	389	96.39%
Integrity	301	49	6	2	6	25	389	96.15%
Assurance	338	39	4	2	5	1	389	97.16%
Outcome	292	57	5	2	3	30	389	97.21%
Overall	2,382	391	54	18	33	234	3,112	96.35%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	291	74.81%
2. I know what a CC is but I did not see this office's CC.	16	4.11%
3. I learned of the CC only when I saw this office's CC.	38	9.77%
4. I do not know what a CC is and I did not see this office's CC.	25	6.43%
N/A	7	1.80%
Did not specify	12	3.08%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	263	71.08%
2. Somewhat easy to see	52	14.05%
3. Difficult to see	1	0.27%
4. Not visible at all	1	0.27%
N/A	28	7.57%
Did not specify	25	6.76%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	279	75.41%
2. Somewhat helped	34	9.19%
3. Did not help	2	0.54%
N/A	31	8.38%
Did not specify	24	6.49%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	59	94.46%
2	ATM Card Requests	31	96.37%
3	Branch Over-the-Counter Transactions	209	97.08%
4	Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	15	94.78%
5	Branch Banking Loan Servicing	10	90.48%
6	Other Branch Products/Services	16	98.39%
7	Request for Bank Documents	29	94.25%
8	Regular Loan Processing	17	100.00%
9	Complaints Management	3	100.00%

1. Agusan del Sur LC (AGSLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	57.14%
2. I know what a CC is but I did not see this office's CC.	1	14.29%
3. I learned of the CC only when I saw this office's CC.	1	14.29%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	14.29%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	5	83.33%
2. Somewhat easy to see	1	16.67%
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	6	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>	7	0	0	0	0	0	7	100.00%
Service Quality Dimensions								
Responsiveness	6	1	0	0	0	0	7	100.00%
Reliability	6	1	0	0	0	0	7	100.00%
Access and Facilities	6	1	0	0	0	0	7	100.00%
Communication	6	1	0	0	0	0	7	100.00%
Costs	3	0	0	0	0	4	7	100.00%
Integrity	6	1	0	0	0	0	7	100.00%
Assurance	7	0	0	0	0	0	7	100.00%
Outcome	6	1	0	0	0	0	7	100.00%
Overall	46	6	0	0	0	4	56	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	7
	Total	7

2. Bayugan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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.	1	16.67%
4. I do not know what a CC is and I did not see this office's CC.	1	16.67%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	2	33.33%
2. Somewhat easy to see	2	33.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	16.67%
Did not specify	1	16.67%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	66.67%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	1	16.67%
Did not specify	1	16.67%

	Strongly Agree	Agree	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	1	0	0	0	0	6	100.00%
Service Quality Dimensions								
Responsiveness	3	3	0	0	0	0	6	100.00%
Reliability	3	1	0	0	0	2	6	100.00%
Access and Facilities	3	1	0	0	0	2	6	100.00%
Communication	2	2	0	0	0	2	6	100.00%
Costs	3	1	0	0	0	2	6	100.00%
Integrity	3	1	0	0	0	2	6	100.00%
Assurance	5	1	0	0	0	0	6	100.00%
Outcome	3	0	0	0	0	3	6	100.00%
Overall	25	10	0	0	0	13	48	100.00%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Cash Withdrawal	1

External Services		Responses
3	Check Deposit - Peso	1
4	Online Collection Payments	1
5	Updating of Bank Records - Change in Account Details/Type	1
6	Printing/Reprinting of Bank Statement/Snapshot	1
Total		6

3. Bislig Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	80.00%
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	1	20.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1	25.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	75.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1	25.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	3	75.00%

	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>	4	0	0	0	1	0	5	80.00%
Service Quality Dimensions								
Responsiveness	4	0	0	0	1	0	5	80.00%
Reliability	1	0	0	1	0	3	5	50.00%
Access and Facilities	1	0	1	0	0	3	5	50.00%
Communication	1	0	0	1	0	3	5	50.00%
Costs	1	0	1	0	0	3	5	50.00%
Integrity	1	0	0	0	1	3	5	50.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Assurance	4	0	0	0	1	0	5	80.00%
Outcome	1	0	0	0	1	3	5	50.00%
Overall	14	0	2	2	4	18	40	63.64%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Check Deposit - Peso	1
4	Updating of Bank Records - Change in Account Details/Type	2
	Total	5

4. Bunawan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	90.00%
2. I know what a CC is but I did not see this office's CC.	1	5.00%
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	5.00%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	12	60.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	5.00%
Did not specify	7	35.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	50.00%
2. Somewhat helped	2	10.00%
3. Did not help	-	-
N/A	1	5.00%
Did not specify	7	35.00%

	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>	20	0	0	0	0	0	20	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	19	1	0	0	0	0	20	100.00%
Reliability	14	0	0	0	0	6	20	100.00%
Access and Facilities	13	1	0	0	0	6	20	100.00%
Communication	13	1	0	0	0	6	20	100.00%
Costs	13	0	0	0	0	7	20	100.00%
Integrity	14	0	0	0	0	6	20	100.00%
Assurance	20	0	0	0	0	0	20	100.00%
Outcome	13	1	0	0	0	6	20	100.00%
Overall	119	4	0	0	0	37	160	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	4
4	Check Deposit - Peso	1
5	Check Encashment	4
6	Online Collection Payments	1
7	Request for Fund Transfer	2
8	Updating of Bank Records - Change in Account Details/Type	1
9	Servicing of Modified Disbursement System Transactions	1
Total		20

5. Butuan - E. Luna Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	124	76.07%
2. I know what a CC is but I did not see this office's CC.	6	3.68%
3. I learned of the CC only when I saw this office's CC.	18	11.04%
4. I do not know what a CC is and I did not see this office's CC.	10	6.13%
N/A	-	-
Did not specify	5	3.07%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	117	74.05%
2. Somewhat easy to see	28	17.72%
3. Difficult to see	1	0.63%
4. Not visible at all	-	-
N/A	12	7.59%
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	132	83.54%
2. Somewhat helped	11	6.96%
3. Did not help	1	0.63%
N/A	14	8.86%
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>	142	18	2	0	1	0	163	98.16%
Service Quality Dimensions								
Responsiveness	128	25	6	0	2	2	163	95.03%
Reliability	140	22	1	0	0	0	163	99.39%
Access and Facilities	137	24	0	0	1	1	163	99.38%
Communication	135	20	4	1	0	3	163	96.88%
Costs	117	22	3	0	1	20	163	97.20%
Integrity	134	27	1	0	1	0	163	98.77%
Assurance	146	17	0	0	0	0	163	100.00%
Outcome	132	29	1	0	0	1	163	99.38%
Overall	1,069	186	16	1	5	27	1,304	98.28%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	30
3	Release of Captured Card	5
4	Request for ATM PIN Change	7
5	Request for Card Replacement	7
6	Cash Deposit - (Peso/Foreign Currencies)	20
7	Cash Withdrawal	22
8	Check Deposit - Peso	15
9	Check Deposit - Foreign Currency	2
10	Check Encashment	6
11	Closure of Deposit Account	3
12	Reactivation/Closure of Dormant Deposit Account	4
13	Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account (HYSA) and High Yield US Dollar Time Deposit (HYUSDTD)	2
14	Request for Checkbook	5
15	Request for Fund Transfer	3
16	Updating of Bank Records - Change in Account Details/Type	5
17	Updating of Bank Records - Change in Account Type	1
18	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3

External Services		Responses
19	Handling of Customer's Complaint	1
20	Claim of Remittance Proceeds	1
21	Domestic Bills Purchase Initiation/Availment	1
22	Electronic Fund Transfer and Purchase of Over-the-Counter Check	1
23	Outgoing Remittance/Wire Transfer	5
24	Sale/Purchase of Foreign Currencies	1
25	Servicing of Modified Disbursement System Transactions	2
26	Trust/Treasury Placements	2
27	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
28	Printing/Reprinting of Bank Statement/Snapshot	6
Total		163

6. Butuan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	45	70.31%
2. I know what a CC is but I did not see this office's CC.	3	4.69%
3. I learned of the CC only when I saw this office's CC.	8	12.50%
4. I do not know what a CC is and I did not see this office's CC.	2	3.13%
N/A	4	6.25%
Did not specify	2	3.13%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	46	79.31%
2. Somewhat easy to see	8	13.79%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	3	5.17%
Did not specify	1	1.72%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	49	84.48%
2. Somewhat helped	5	8.62%
3. Did not help	-	-
N/A	3	5.17%
Did not specify	1	1.72%

	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>	56	6	1	0	1	0	64	96.88%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	53	5	4	0	1	1	64	92.06%
Reliability	55	7	1	0	0	1	64	98.41%
Access and Facilities	53	8	1	0	0	2	64	98.39%
Communication	55	4	2	1	0	2	64	95.16%
Costs	46	5	2	0	0	11	64	96.23%
Integrity	53	7	2	0	1	1	64	95.24%
Assurance	56	7	0	1	0	0	64	98.44%
Outcome	52	8	3	0	0	1	64	95.24%
Overall	423	51	15	2	2	19	512	96.15%

External Services		Responses
1	Opening of other Deposit Account	3
2	Release of Captured Card	1
3	Request for ATM PIN Change	5
4	Request for Card Replacement	2
5	Cash Deposit - (Peso/Foreign Currencies)	2
6	Cash Withdrawal	9
7	Check Deposit - Peso	7
8	Check Deposit - Foreign Currency	1
9	Check Encashment	3
10	Reactivation/Closure of Dormant Deposit Account	1
11	Request for Checkbook	3
12	Request for Passbook Replacement	2
13	Updating of Bank Records - Change in Account Details/Type	5
14	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
15	Handling of Customer's Complaint	1
16	Salary Loan	1
17	Servicing of Modified Disbursement System Transactions	1
18	Printing/Reprinting of Bank Statement/Snapshot	13
Total		64

7. Cabadbaran Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	75.00%
2. I know what a CC is but I did not see this office's CC.	1	25.00%
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.	-	-

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	3	75.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	75.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	25.00%

	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>	4	0	0	0	0	0	4	100.00%
Service Quality Dimensions								
Responsiveness	4	0	0	0	0	0	4	100.00%
Reliability	4	0	0	0	0	0	4	100.00%
Access and Facilities	4	0	0	0	0	0	4	100.00%
Communication	3	0	1	0	0	0	4	75.00%
Costs	4	0	0	0	0	0	4	100.00%
Integrity	4	0	0	0	0	0	4	100.00%
Assurance	4	0	0	0	0	0	4	100.00%
Outcome	4	0	0	0	0	0	4	100.00%
Overall	31	0	1	0	0	0	32	96.88%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Check Encashment	1
Total		4

8. CARAGA North LC (AGNLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	-	-
2. Somewhat easy to see	1	100.00%
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	1	0	0	0	0	0	1	100.00%
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	8	0	0	0	0	0	8	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	1
	Total	1

9. Claver Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	6	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	6	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>	6	0	0	0	0	0	6	100.00%
Service Quality Dimensions								
Responsiveness	6	0	0	0	0	0	6	100.00%
Reliability	6	0	0	0	0	0	6	100.00%
Access and Facilities	6	0	0	0	0	0	6	100.00%
Communication	6	0	0	0	0	0	6	100.00%
Costs	6	0	0	0	0	0	6	100.00%
Integrity	6	0	0	0	0	0	6	100.00%
Assurance	6	0	0	0	0	0	6	100.00%
Outcome	6	0	0	0	0	0	6	100.00%
Overall	48	0	0	0	0	0	48	100.00%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	3
3	Request for Bank Certification/Statement of Account for Salary Loan	2
Total		6

10. Dinagat Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	6	60.00%
2. Somewhat easy to see	1	10.00%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	30.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	4	40.00%
2. Somewhat helped	3	30.00%
3. Did not help	-	-
N/A	-	-
Did not specify	3	30.00%

	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>	9	1	0	0	0	0	10	100.00%
Service Quality Dimensions								
Responsiveness	7	2	0	0	0	1	10	100.00%
Reliability	7	0	0	0	0	3	10	100.00%
Access and Facilities	6	1	0	0	0	3	10	100.00%
Communication	6	1	0	0	0	3	10	100.00%
Costs	4	1	0	0	0	5	10	100.00%
Integrity	7	0	0	0	0	3	10	100.00%
Assurance	10	0	0	0	0	0	10	100.00%
Outcome	7	0	0	0	0	3	10	100.00%
Overall	54	5	0	0	0	21	80	100.00%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	3

External Services		Responses
3	Closure of Deposit Account	1
4	Salary Loan	4
Total		10

11. San Francisco Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	72.22%
2. I know what a CC is but I did not see this office's CC.	3	8.33%
3. I learned of the CC only when I saw this office's CC.	4	11.11%
4. I do not know what a CC is and I did not see this office's CC.	3	8.33%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	22	61.11%
2. Somewhat easy to see	6	16.67%
3. Difficult to see	-	-
4. Not visible at all	1	2.78%
N/A	3	8.33%
Did not specify	4	11.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	20	55.56%
2. Somewhat helped	8	22.22%
3. Did not help	-	-
N/A	4	11.11%
Did not specify	4	11.11%

	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>	28	5	0	2	1	0	36	91.67%
Service Quality Dimensions								
Responsiveness	26	7	1	1	1	0	36	91.67%
Reliability	23	6	1	0	0	6	36	96.67%
Access and Facilities	20	8	0	1	1	6	36	93.33%
Communication	20	7	1	1	0	7	36	93.10%
Costs	15	3	0	0	0	18	36	100.00%
Integrity	23	5	2	0	1	5	36	90.32%
Assurance	24	9	1	0	2	0	36	91.67%
Outcome	21	7	0	1	1	6	36	93.33%
Overall	172	52	6	4	6	48	288	93.33%

External Services		Responses
1	Opening of other Deposit Account	7
2	Cash Deposit - (Peso/Foreign Currencies)	6
3	Cash Withdrawal	8
4	Check Deposit - Peso	2
5	Check Encashment	1
6	Updating of Bank Records - Change in Account Details/Type	3
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
8	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	2
9	Printing/Reprinting of Bank Statement/Snapshot	2
Total		36

12. Surigao - San Nicolas Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	53.57%
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.	3	10.71%
4. I do not know what a CC is and I did not see this office's CC.	6	21.43%
N/A	4	14.29%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15	62.50%
2. Somewhat easy to see	1	4.17%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	6	25.00%
Did not specify	2	8.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	58.33%
2. Somewhat helped	2	8.33%
3. Did not help	-	-
N/A	6	25.00%
Did not specify	2	8.33%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	27	1	0	0	0	0	28	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	22	2	0	2	0	2	28	92.31%
Reliability	22	4	0	0	0	2	28	100.00%
Access and Facilities	22	3	0	0	0	3	28	100.00%
Communication	23	1	0	0	0	4	28	100.00%
Costs	19	4	1	0	0	4	28	95.83%
Integrity	26	0	0	0	0	2	28	100.00%
Assurance	27	1	0	0	0	0	28	100.00%
Outcome	23	2	0	0	0	3	28	100.00%
Overall	184	17	1	2	0	20	224	98.53%

External Services		Responses
1	Opening of other Deposit Account	5
2	Request for Card Replacement	2
3	Cash Deposit - (Peso/Foreign Currencies)	13
4	Cash Withdrawal	1
5	Check Deposit - Peso	1
6	Check Encashment	2
7	Reactivation/Closure of Dormant Deposit Account	1
8	Updating of Bank Records - Change in Account Details/Type	2
9	Salary Loan	1
Total		28

13. Surigao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	11	73.33%
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.	2	13.33%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	6.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	64.29%
2. Somewhat easy to see	2	14.29%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	21.43%

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	10	71.43%
2. Somewhat helped	2	14.29%
3. Did not help	-	-
N/A	-	-
Did not specify	2	14.29%

	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>	9	2	1	1	2	0	15	73.33%
Service Quality Dimensions								
Responsiveness	8	3	0	0	4	0	15	73.33%
Reliability	10	1	1	0	1	2	15	84.62%
Access and Facilities	10	1	0	0	2	2	15	84.62%
Communication	8	3	0	1	1	2	15	84.62%
Costs	6	2	1	0	1	5	15	80.00%
Integrity	9	2	0	1	1	2	15	84.62%
Assurance	10	2	2	0	1	0	15	80.00%
Outcome	9	2	0	1	1	2	15	84.62%
Overall	70	16	4	3	12	15	120	81.90%

External Services		Responses
1	Opening of other Deposit Account	3
2	Request for Card Replacement	1
3	Cash Withdrawal	2
4	Check Deposit - Peso	1
5	Online Collection Payments	1
6	Reactivation/Closure of Dormant Deposit Account	1
7	Updating of Bank Records - Change in Account Details/Type	3
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
9	Handling of Customer's Complaint	1
10	Loan Against Hold-Out on Deposit/ Assignment of Government Securities (GS)	1
Total		15

14. Surigao del Sur LC (SURLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	77.78%
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.	1	11.11%
4. I do not know what a CC is and I did not see this office's CC.	-	-
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	8	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	7	87.50%
2. Somewhat helped	1	12.50%
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>	6	3	0	0	0	0	9	100.00%
Service Quality Dimensions								
Responsiveness	7	2	0	0	0	0	9	100.00%
Reliability	8	1	0	0	0	0	9	100.00%
Access and Facilities	7	1	0	0	0	1	9	100.00%
Communication	5	3	0	0	0	1	9	100.00%
Costs	3	2	0	0	0	4	9	100.00%
Integrity	6	2	0	0	0	1	9	100.00%
Assurance	7	1	0	0	0	1	9	100.00%
Outcome	5	3	0	0	0	1	9	100.00%
Overall	48	15	0	0	0	9	72	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	2
2	Issuance of Certificate of Outstanding Balances and Interest Paid	4
3	Issuance of Certificate of Full Payment	3
Total		9

15. Tandag Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	86.67%
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.	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	11	73.33%
2. Somewhat easy to see	2	13.33%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	13.33%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	12	80.00%
2. Somewhat helped	-	-
3. Did not help	1	6.67%
N/A	2	13.33%
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>	11	1	1	1	1	0	15	80.00%
Service Quality Dimensions								
Responsiveness	9	3	1	1	1	0	15	80.00%
Reliability	9	5	0	0	0	1	15	100.00%
Access and Facilities	10	2	1	1	1	0	15	80.00%
Communication	8	4	3	0	0	0	15	80.00%
Costs	7	6	1	0	0	1	15	92.86%
Integrity	8	4	1	1	1	0	15	80.00%
Assurance	11	1	1	1	1	0	15	80.00%
Outcome	9	4	1	0	0	1	15	92.86%
Overall	71	29	9	4	4	3	120	85.47%

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

External Services		Responses
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	1
5	Cash Withdrawal	2
6	Reactivation/Closure of Dormant Deposit Account	1
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
8	Salary Loan	1
9	Servicing of Modified Disbursement System Transactions	1
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
11	Printing/Reprinting of Bank Statement/Snapshot	3
	Total	15

CSM Results - Cordillera Administrative 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>	327	47	7	9	15	1	406	92.35%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	283	78	12	9	19	5	406	90.02%
Reliability	271	50	10	4	3	68	406	94.97%
Access and Facilities	260	53	6	6	8	73	406	93.99%
Communication	250	53	18	2	10	73	406	90.99%
Costs	212	40	5	4	4	141	406	95.09%
Integrity	269	45	10	4	10	68	406	92.90%
Assurance	341	42	9	5	7	2	406	94.80%
Outcome	261	51	12	3	4	75	406	94.26%
Overall	2,147	412	82	37	65	505	3,248	93.29%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	331	81.53%
2. I know what a CC is but I did not see this office's CC.	10	2.46%
3. I learned of the CC only when I saw this office's CC.	40	9.85%
4. I do not know what a CC is and I did not see this office's CC.	13	3.20%
N/A	-	-
Did not specify	12	2.96%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	262	66.50%
2. Somewhat easy to see	32	8.12%
3. Difficult to see	8	2.03%
4. Not visible at all	5	1.27%
N/A	16	4.06%
Did not specify	71	18.02%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	279	75.41%
2. Somewhat helped	34	9.19%
3. Did not help	2	0.54%
N/A	31	8.38%
Did not specify	24	6.49%

External Services	Responses	Overall Score
1. Opening of a Deposit Accounts	80	95.53%
2. ATM Card Requests	7	82.35%
3. Branch Over-the-Counter Transactions	214	92.97%
4. Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	17	86.92%
5. Branch Banking Loan Servicing	5	100.00%
6. Other Branch Products/Services	2	100.00%
7. Request for Bank Documents	14	87.27%
8. Regular Loan Processing	65	98.16%
9. Complaints Management	2	13.33%

1. Baguio - Calderon Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	87.50%
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.	5	10.42%
4. I do not know what a CC is and I did not see this office's CC.	1	2.08%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18	37.50%
2. Somewhat easy to see	4	8.33%
3. Difficult to see	-	-
4. Not visible at all	1	2.08%
N/A	2	4.17%
Did not specify	23	47.92%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	33.33%
2. Somewhat helped	6	12.50%
3. Did not help	1	2.08%
N/A	2	4.17%
Did not specify	23	47.92%

	Strongly Agree	Agree	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	7	0	1	2	0	48	93.75%
Service Quality Dimensions								
Responsiveness	34	6	3	1	2	2	48	86.96%
Reliability	17	6	1	0	1	23	48	92.00%
Access and Facilities	17	4	1	0	2	24	48	87.50%
Communication	17	5	1	0	2	23	48	88.00%
Costs	15	5	0	0	2	26	48	90.91%
Integrity	20	2	0	0	2	24	48	91.67%
Assurance	42	3	1	1	1	0	48	93.75%
Outcome	19	3	1	0	1	24	48	91.67%
Overall	181	34	8	2	13	146	384	90.34%

External Services		Responses
1	Opening of other Deposit Account	22
2	Request for Card Replacement	1

External Services		Responses
3	Cash Deposit - (Peso/Foreign Currencies)	8
4	Cash Withdrawal	6
5	Online Collection Payments	2
6	Request for Checkbook	1
7	Request for Fund Transfer	1
8	Updating of Bank Records - Change in Account Details/Type	3
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
Total		48

2. Baguio Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	68.00%
2. I know what a CC is but I did not see this office's CC.	4	16.00%
3. I learned of the CC only when I saw this office's CC.	4	16.00%
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	13	52.00%
2. Somewhat easy to see	3	12.00%
3. Difficult to see	5	20.00%
4. Not visible at all	-	-
N/A	1	4.00%
Did not specify	3	12.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	14	56.00%
2. Somewhat helped	4	16.00%
3. Did not help	2	8.00%
N/A	2	8.00%
Did not specify	3	12.00%

	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>	17	1	2	2	3	0	25	72.00%
Service Quality Dimensions								
Responsiveness	15	3	2	1	4	0	25	72.00%
Reliability	15	2	2	2	0	4	25	80.95%
Access and Facilities	15	1	1	3	0	5	25	80.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	14	1	3	0	2	5	25	75.00%
Costs	11	2	1	0	0	11	25	92.86%
Integrity	16	1	2	1	3	2	25	73.91%
Assurance	18	2	1	1	2	1	25	83.33%
Outcome	15	1	2	1	0	6	25	84.21%
Overall	119	13	14	9	11	34	200	79.52%

External Services		Responses
1	Opening of other Deposit Account	2
2	Request for ATM PIN Change	1
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	3
5	Cash Withdrawal	3
6	Online Collection Payments	2
7	Request for Fund Transfer	2
8	Updating of Bank Records - Change in Account Details/Type	2
9	Updating of Bank Records - Change in Account Type	1
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	5
11	Handling of Customer's Complaint	1
12	Printing/Reprinting of Bank Statement/Snapshot	1
	Total	25

3. Baguio Naguilian Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	35	89.74%
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	7.69%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	2.56%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	32	84.21%
2. Somewhat easy to see	2	5.26%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	10.53%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	33	86.84%

Citizen's Charter Answers	Responses	Percentage
2. Somewhat helped	1	2.63%
3. Did not help	-	-
N/A	-	-
Did not specify	4	10.53%

	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>	37	1	0	1	0	0	39	97.44%
Service Quality Dimensions								
Responsiveness	36	2	0	0	1	0	39	97.44%
Reliability	33	2	0	0	0	4	39	100.00%
Access and Facilities	33	2	0	0	0	4	39	100.00%
Communication	32	2	1	0	0	4	39	97.14%
Costs	32	1	0	0	0	6	39	100.00%
Integrity	33	2	0	0	0	4	39	100.00%
Assurance	37	2	0	0	0	0	39	100.00%
Outcome	33	1	1	0	0	4	39	97.14%
Overall	269	14	2	0	1	26	312	98.95%

External Services		Responses
1	Opening of other Deposit Account	8
2	Request for ATM PIN Change	1
3	Cash Deposit - (Peso/Foreign Currencies)	7
4	Cash Withdrawal	6
5	Check Deposit - Peso	1
6	Check Encashment	3
7	Online Collection Payments	6
8	Request for Fund Transfer	1
9	Updating of Bank Records - Change in Account Details/Type	2
10	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	4
Total		39

4. Bangued Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	105	85.37%
2. I know what a CC is but I did not see this office's CC.	1	0.81%
3. I learned of the CC only when I saw this office's CC.	6	4.88%

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	1.63%
N/A	9	7.32%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	91	79.82%
2. Somewhat easy to see	9	7.89%
3. Difficult to see	2	1.75%
4. Not visible at all	-	-
N/A	2	1.75%
Did not specify	10	8.77%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	94	82.46%
2. Somewhat helped	10	8.77%
3. Did not help	-	-
N/A	2	1.75%
Did not specify	8	7.02%

	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>	100	21	1	0	1	0	123	98.37%
Service Quality Dimensions								
Responsiveness	82	32	2	3	1	3	123	95.00%
Reliability	97	19	1	0	0	6	123	99.15%
Access and Facilities	90	24	2	0	0	7	123	98.28%
Communication	89	23	2	0	1	8	123	97.39%
Costs	72	15	0	1	0	35	123	98.86%
Integrity	85	28	2	1	0	7	123	97.41%
Assurance	103	18	2	0	0	0	123	98.37%
Outcome	84	28	3	0	0	8	123	97.39%
Overall	702	187	14	5	2	74	984	97.69%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	6
3	Request for Card Replacement	2
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	39
6	Check Deposit - Peso	4
7	Check Encashment	40
8	Online Collection Payments	2

External Services		Responses
9	Reactivation/Closure of Dormant Deposit Account	2
10	Request for Fund Transfer	1
11	Updating of Bank Records - Change in Account Details/Type	9
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
13	Servicing of Modified Disbursement System Transactions	1
14	Printing/Reprinting of Bank Statement/Snapshot	6
15	Reprinting of Bank Statement not available in the Branch	1
Total		123

5. Benguet LC (BENLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	69.35%
2. I know what a CC is but I did not see this office's CC.	3	4.84%
3. I learned of the CC only when I saw this office's CC.	15	24.19%
4. I do not know what a CC is and I did not see this office's CC.	1	1.61%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	54	87.10%
2. Somewhat easy to see	5	8.06%
3. Difficult to see	-	-
4. Not visible at all	1	1.61%
N/A	1	1.61%
Did not specify	1	1.61%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	52	83.87%
2. Somewhat helped	6	9.68%
3. Did not help	-	-
N/A	3	4.84%
Did not specify	1	1.61%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	54	7	1	0	0	0	62	98.39%
Service Quality Dimensions								
Responsiveness	50	11	1	0	0	0	62	98.39%
Reliability	52	8	0	0	0	2	62	100.00%
Access and Facilities	48	10	0	0	0	4	62	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Communication	40	12	6	0	0	4	62	89.66%
Costs	39	8	1	0	0	14	62	97.92%
Integrity	56	4	1	0	0	1	62	98.36%
Assurance	58	4	0	0	0	0	62	100.00%
Outcome	53	8	0	0	0	1	62	100.00%
Overall	396	65	9	0	0	26	496	98.09%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	42
2	Issuance of Certificate of Outstanding Balances and Interest Paid	7
3	Issuance of Certificate of Full Payment	11
4	Issuance of Letter of Guarantee	2
Total		62

6. Bontoc Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	16	88.89%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	2	11.11%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	16	88.89%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	2	11.11%

	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>	18	0	0	0	0	0	18	100.00%
Service Quality Dimensions								
Responsiveness	15	2	1	0	0	0	18	94.44%
Reliability	16	0	0	0	0	2	18	100.00%
Access and Facilities	16	0	0	0	0	2	18	100.00%
Communication	16	0	0	0	0	2	18	100.00%
Costs	16	0	0	0	0	2	18	100.00%
Integrity	16	0	0	0	0	2	18	100.00%
Assurance	17	1	0	0	0	0	18	100.00%
Outcome	16	0	0	0	0	2	18	100.00%
Overall	128	3	1	0	0	12	144	99.24%

External Services		Responses
1	Opening of other Deposit Account	12
2	Cash Deposit - (Peso/Foreign Currencies)	5
3	Cash Withdrawal	1
Total		18

7. Buguias Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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.	2	22.22%
4. I do not know what a CC is and I did not see this office's CC.	1	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	5	55.56%
2. Somewhat easy to see	1	11.11%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	11.11%
Did not specify	2	22.22%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5	55.56%
2. Somewhat helped	-	-
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	2	22.22%
Did not specify	2	22.22%

	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>	7	1	1	0	0	0	9	88.89%
Service Quality Dimensions								
Responsiveness	5	3	1	0	0	0	9	88.89%
Reliability	5	1	1	0	0	2	9	85.71%
Access and Facilities	5	1	1	0	0	2	9	85.71%
Communication	4	2	1	0	0	2	9	85.71%
Costs	2	0	0	0	0	7	9	100.00%
Integrity	3	3	0	0	1	2	9	85.71%
Assurance	6	2	0	0	1	0	9	88.89%
Outcome	5	1	0	0	1	2	9	85.71%
Overall	35	13	4	0	3	17	72	87.27%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	6
2	Cash Withdrawal	2
3	Check Deposit - Peso	1
Total		9

8. Cordillera Administrative Region LC (KALLC)

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	2	66.67%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-

Citizen's Charter Answers	Responses	Percentage
Did not specify	1	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	2	66.67%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	33.33%

	Strongly Agree	Agree	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	1	3	100.00%
Service Quality Dimensions								
Responsiveness	2	1	0	0	0	0	3	100.00%
Reliability	2	0	0	0	0	1	3	100.00%
Access and Facilities	2	0	0	0	0	1	3	100.00%
Communication	2	0	0	0	0	1	3	100.00%
Costs	2	0	0	0	0	1	3	100.00%
Integrity	2	0	0	0	0	1	3	100.00%
Assurance	3	0	0	0	0	0	3	100.00%
Outcome	2	0	0	0	0	1	3	100.00%
Overall	17	1	0	0	0	6	24	100.00%

External Services		Responses
1	Inquiry, Counseling and Processing of Loan	3
Total		3

9. La Trinidad Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	60.00%
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.	1	20.00%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	20.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	3	75.00%
2. Somewhat easy to see	-	-

Citizen's Charter Answers	Responses	Percentage
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	1	25.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	75.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	1	25.00%

	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>	4	0	0	1	0	0	5	80.00%
Service Quality Dimensions								
Responsiveness	2	2	0	0	1	0	5	80.00%
Reliability	3	0	1	0	0	1	5	75.00%
Access and Facilities	2	1	0	0	1	1	5	75.00%
Communication	3	0	0	0	1	1	5	75.00%
Costs	2	1	0	1	0	1	5	75.00%
Integrity	3	0	1	0	0	1	5	75.00%
Assurance	4	0	1	0	0	0	5	80.00%
Outcome	3	0	0	1	0	1	5	75.00%
Overall	22	4	3	2	3	6	40	76.47%

External Services		Responses
1	Cash Deposit - (Peso/Foreign Currencies)	1
2	Check Encashment	2
3	Closure of Deposit Account	1
4	Request for Bank Certification/Statement of Account for Salary Loan	1
Total		5

10. Lagawe Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	14	73.68%
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	5.26%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	3	15.79%
N/A	1	5.26%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	38.89%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	1	5.56%
N/A	4	22.22%
Did not specify	6	33.33%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	9	50.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	4	22.22%
Did not specify	5	27.78%

	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>	15	4	0	0	0	0	19	100.00%
Service Quality Dimensions								
Responsiveness	12	7	0	0	0	0	19	100.00%
Reliability	11	4	0	0	0	4	19	100.00%
Access and Facilities	11	4	0	0	0	4	19	100.00%
Communication	10	2	3	0	0	4	19	80.00%
Costs	7	5	0	0	0	7	19	100.00%
Integrity	13	1	1	0	0	4	19	93.33%
Assurance	15	4	0	0	0	0	19	100.00%
Outcome	12	3	0	0	0	4	19	100.00%
Overall	91	30	4	0	0	27	152	96.80%

External Services		Responses
1	Opening of other Deposit Account	12
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	2
4	Check Encashment	1
5	Salary Loan	1
6	Printing/Reprinting of Bank Statement/Snapshot	1
Total		19

11. Luna Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	3	50.00%
2. Somewhat easy to see	-	-
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	3	50.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	3	50.00%
2. Somewhat helped	-	-
3. Did not help	-	-
N/A	-	-
Did not specify	3	50.00%

	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>	5	0	0	1	0	0	6	83.33%
Service Quality Dimensions								
Responsiveness	4	1	0	1	0	0	6	83.33%
Reliability	3	0	0	0	0	3	6	100.00%
Access and Facilities	3	0	0	0	0	3	6	100.00%
Communication	3	0	0	0	0	3	6	100.00%
Costs	1	0	0	0	0	5	6	100.00%
Integrity	3	0	0	0	0	3	6	100.00%
Assurance	5	0	0	1	0	0	6	83.33%
Outcome	2	0	0	0	0	4	6	100.00%
Overall	24	1	0	2	0	21	48	92.59%

External Services		Responses
1	Opening of other Deposit Account	4
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Salary Loan	1
Total		6

12. Tabuk Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	79.59%
2. I know what a CC is but I did not see this office's CC.	2	4.08%
3. I learned of the CC only when I saw this office's CC.	3	6.12%
4. I do not know what a CC is and I did not see this office's CC.	5	10.20%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	18	36.73%
2. Somewhat easy to see	8	16.33%
3. Difficult to see	1	2.04%
4. Not visible at all	2	4.08%
N/A	5	10.20%
Did not specify	15	30.61%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19	38.78%
2. Somewhat helped	5	10.20%
3. Did not help	4	8.16%
N/A	6	12.24%
Did not specify	15	30.61%

	Strongly Agree	Agree	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	2	3	9	0	49	71.43%
Service Quality Dimensions								
Responsiveness	26	8	2	3	10	0	49	69.39%
Reliability	17	8	4	2	2	16	49	75.76%
Access and Facilities	18	6	1	3	5	16	49	72.73%
Communication	20	6	1	2	4	16	49	78.79%
Costs	13	3	3	2	2	26	49	69.57%
Integrity	19	4	3	2	4	17	49	71.88%
Assurance	33	6	4	2	3	1	49	81.25%
Outcome	17	6	5	1	2	18	49	74.19%
Overall	163	47	23	17	32	110	392	74.47%

External Services		Responses
1	Opening of other Deposit Account	13
2	Cash Deposit - (Peso/Foreign Currencies)	4

External Services		Responses
3	Cash Withdrawal	14
4	Check Deposit - Peso	3
5	Check Encashment	4
6	Online Collection Payments	1
7	Request for Checkbook	1
8	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	4
9	Handling of Customer's Complaint	1
10	Salary Loan	3
11	Servicing of Modified Disbursement System Transactions	1
	Total	49

CSM Results - Bangsamoro Autonomous Region in Muslim Mindanao

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	2,008	122	4	2	8	1	2,145	99.35%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1,935	177	19	4	9	1	2,145	98.51%
Reliability	1,899	132	11	0	4	99	2,145	99.27%
Access and Facilities	1,902	127	7	1	4	104	2,145	99.41%
Communication	1,856	172	9	0	4	104	2,145	99.36%
Costs	1,419	230	20	1	4	471	2,145	98.51%
Integrity	1,903	119	16	1	5	101	2,145	98.92%
Assurance	2,018	110	8	2	6	1	2,145	99.25%
Outcome	1,871	143	11	0	4	116	2,145	99.26%
Overall	14,803	1,210	101	9	40	997	17,160	99.07%

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,979	92.26%
2. I know what a CC is but I did not see this office's CC.	22	1.03%
3. I learned of the CC only when I saw this office's CC.	76	3.54%
4. I do not know what a CC is and I did not see this office's CC.	31	1.45%
N/A	-	
Did not specify	37	1.72%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,876	88.99%
2. Somewhat easy to see	49	2.32%
3. Difficult to see	5	0.24%
4. Not visible at all	5	0.24%
N/A	39	1.85%
Did not specify	134	6.36%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,831	86.86%
2. Somewhat helped	94	4.46%
3. Did not help	5	0.24%
N/A	38	1.80%
Did not specify	140	6.64%

External Services		Responses	Overall Score
1	Opening of a Deposit Accounts	203	98.71%
2	ATM Card Requests	55	98.33%
3	Branch Over-the-Counter Transactions	1,625	99.14%
4	Enrolment to/Updating of iAccess (Non-Financial/ Financial Transactions)	17	97.60%
5	Branch Banking Loan Servicing	84	98.00%
6	Other Branch Products/Services	19	100.00%
7	Request for Bank Documents	130	100.00%
8	Complaints Management	12	95.70%

1. Bongao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	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	3	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	33.33%
2. Somewhat helped	2	66.67%
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	2	0	0	0	0	3	100.00%
Service Quality Dimensions								
Responsiveness	0	3	0	0	0	0	3	100.00%
Reliability	0	3	0	0	0	0	3	100.00%
Access and Facilities	0	3	0	0	0	0	3	100.00%
Communication	1	2	0	0	0	0	3	100.00%
Costs	0	3	0	0	0	0	3	100.00%
Integrity	0	3	0	0	0	0	3	100.00%
Assurance	1	2	0	0	0	0	3	100.00%
Outcome	1	2	0	0	0	0	3	100.00%
Overall	3	21	0	0	0	0	24	100.00%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Cash Deposit - (Peso/Foreign Currencies)	1
3	Cash Withdrawal	1
Total		3

2. Buluan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	81	88.04%
2. I know what a CC is but I did not see this office's CC.	1	1.09%
3. I learned of the CC only when I saw this office's CC.	9	9.78%
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	82	89.13%
2. Somewhat easy to see	2	2.17%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	1	1.09%
Did not specify	7	7.61%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	77	83.70%
2. Somewhat helped	7	7.61%
3. Did not help	-	-
N/A	1	1.09%
Did not specify	7	7.61%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	84	7	1	0	0	0	92	98.91%
Service Quality Dimensions								
Responsiveness	82	8	2	0	0	0	92	97.83%
Reliability	78	4	1	0	0	9	92	98.80%
Access and Facilities	78	4	0	1	0	9	92	98.80%
Communication	75	7	1	0	0	9	92	98.80%
Costs	56	5	2	0	0	29	92	96.83%
Integrity	78	3	2	0	0	9	92	97.59%
Assurance	88	3	0	1	0	0	92	98.91%
Outcome	77	4	2	0	0	9	92	97.59%
Overall	612	38	10	2	0	74	736	98.19%

External Services		Responses
1	Opening of other Deposit Account	12
2	Release of Captured Card	10
3	Request for Card Replacement	8

External Services		Responses
4	Cash Deposit - (Peso/Foreign Currencies)	7
5	Cash Withdrawal	4
6	Check Deposit - Peso	4
7	Check Encashment	8
8	Online Collection Payments	2
9	Reactivation/Closure of Dormant Deposit Account	2
10	Request for Passbook Replacement	10
11	Updating of Bank Records - Change in Account Details/Type	2
12	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
13	Handling of Customer's Complaint	5
14	Salary Loan	15
15	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	1
Total		92

3. Cotabato - D. Rufino Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	78.38%
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	13.51%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	3	8.11%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	17	50.00%
2. Somewhat easy to see	6	17.65%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	11	32.35%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19	55.88%
2. Somewhat helped	4	11.76%
3. Did not help	-	-
N/A	-	-
Did not specify	11	32.35%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	34	2	0	0	0	1	37	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Service Quality Dimensions								
Responsiveness	28	6	3	0	0	0	37	91.89%
Reliability	20	4	0	0	0	13	37	100.00%
Access and Facilities	20	4	0	0	0	13	37	100.00%
Communication	20	4	0	0	0	13	37	100.00%
Costs	18	2	1	0	0	16	37	95.24%
Integrity	21	3	0	0	0	13	37	100.00%
Assurance	32	5	0	0	0	0	37	100.00%
Outcome	20	4	0	0	0	13	37	100.00%
Overall	179	32	4	0	0	81	296	98.14%

External Services		Responses
1	Opening of other Deposit Account	16
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	1
4	Check Encashment	13
5	Updating of Bank Records - Change in Account Details/Type	2
6	Updating of Bank Records - Change in Account Type	1
	Total	37

4. Cotabato Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,689	94.57%
2. I know what a CC is but I did not see this office's CC.	12	0.67%
3. I learned of the CC only when I saw this office's CC.	34	1.90%
4. I do not know what a CC is and I did not see this office's CC.	24	1.34%
N/A	27	1.51%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1,609	91.47%
2. Somewhat easy to see	24	1.36%
3. Difficult to see	1	0.06%
4. Not visible at all	2	0.11%
N/A	30	1.71%
Did not specify	93	5.29%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1,591	90.45%
2. Somewhat helped	43	2.44%

Citizen's Charter Answers	Responses	Percentage
3. Did not help	2	0.11%
N/A	29	1.65%
Did not specify	94	5.34%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	1,716	68	0	0	2	0	1,786	99.89%
Service Quality Dimensions								
Responsiveness	1,678	95	6	3	4	0	1,786	99.27%
Reliability	1,639	86	3	0	1	57	1,786	99.77%
Access and Facilities	1,653	68	4	0	1	60	1,786	99.71%
Communication	1,619	101	5	0	1	60	1,786	99.65%
Costs	1,230	189	11	1	2	353	1,786	99.02%
Integrity	1,648	72	6	1	1	58	1,786	99.54%
Assurance	1,720	61	4	0	1	0	1,786	99.72%
Outcome	1,640	83	5	0	1	57	1,786	99.65%
Overall	12,827	755	44	5	12	645	14,288	99.55%

External Services		Responses
1	Opening of other Deposit Account	120
2	Release of Captured Card	9
3	Request for ATM PIN Change	2
4	Request for Card Replacement	23
5	Cash Deposit - (Peso/Foreign Currencies)	93
6	Cash Withdrawal	159
7	Check Deposit - Peso	84
8	Check Encashment	552
9	Closure of Deposit Account	18
10	Online Collection Payments	451
11	Reactivation/Closure of Dormant Deposit Account	4
12	Request for Checkbook	31
13	Request for Fund Transfer	12
14	Request for Passbook Replacement	18
15	Updating of Bank Records - Change in Account Details/Type	4
16	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	6
17	Handling of Customer's Complaint	6
18	Salary Loan	48
19	Request for Bank Certification/Statement of Account for Salary Loan	33
20	Claim of Remittance Proceeds	1
21	Domestic Bills Purchase Initiation/Availment	1

External Services		Responses
22	Outgoing Remittance/Wire Transfer	3
23	Sale/Purchase of Foreign Currencies	2
24	Servicing of Modified Disbursement System Transactions	12
25	Bank Certificate of Deposit/Bank Guarantee Deposit (BGAD)	25
26	Printing/Reprinting of Bank Statement/Snapshot	52
27	Reprinting of Bank Statement not available in the Branch	17
Total		1,786

5. Cotabato 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.	45	75.00%
2. I know what a CC is but I did not see this office's CC.	1	1.67%
3. I learned of the CC only when I saw this office's CC.	13	21.67%
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	1.67%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	53	89.83%
2. Somewhat easy to see	2	3.39%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	-	-
Did not specify	4	6.78%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	40	67.80%
2. Somewhat helped	12	20.34%
3. Did not help	-	-
N/A	-	-
Did not specify	7	11.86%

	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>	48	12	0	0	0	0	60	100.00%
Service Quality Dimensions								
Responsiveness	39	20	0	0	0	1	60	100.00%
Reliability	51	9	0	0	0	0	60	100.00%
Access and Facilities	53	7	0	0	0	0	60	100.00%
Communication	44	16	0	0	0	0	60	100.00%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Costs	35	6	0	0	0	19	60	100.00%
Integrity	54	6	0	0	0	0	60	100.00%
Assurance	55	5	0	0	0	0	60	100.00%
Outcome	37	8	1	0	0	14	60	97.83%
Overall	368	77	1	0	0	34	480	99.78%

External Services		Responses
1	Opening of other Deposit Account	2
2	Cash Deposit - (Peso/Foreign Currencies)	25
3	Cash Withdrawal	4
4	Check Deposit - Peso	4
5	Check Encashment	16
6	Salary Loan	9
	Total	60

6. Jolo Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	19	65.52%
2. I know what a CC is but I did not see this office's CC.	3	10.34%
3. I learned of the CC only when I saw this office's CC.	5	17.24%
4. I do not know what a CC is and I did not see this office's CC.	2	6.90%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	22	75.86%
2. Somewhat easy to see	5	17.24%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	6.90%
Did not specify	-	-
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	19	65.52%
2. Somewhat helped	8	27.59%
3. Did not help	-	-
N/A	2	6.90%
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>	23	6	0	0	0	0	29	100.00%
Service Quality Dimensions								
Responsiveness	22	7	0	0	0	0	29	100.00%
Reliability	25	4	0	0	0	0	29	100.00%
Access and Facilities	18	11	0	0	0	0	29	100.00%
Communication	20	9	0	0	0	0	29	100.00%
Costs	17	4	2	0	0	6	29	91.30%
Integrity	24	5	0	0	0	0	29	100.00%
Assurance	24	5	0	0	0	0	29	100.00%
Outcome	22	7	0	0	0	0	29	100.00%
Overall	172	52	2	0	0	6	232	99.12%

External Services		Responses
1	Opening of other Deposit Account	12
2	Cash Withdrawal	15
3	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
Total		29

7. Lamitan Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	62.50%
2. I know what a CC is but I did not see this office's CC.	1	6.25%
3. I learned of the CC only when I saw this office's CC.	2	12.50%
4. I do not know what a CC is and I did not see this office's CC.	1	6.25%
N/A	2	12.50%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	7	50.00%
2. Somewhat easy to see	2	14.29%
3. Difficult to see	1	7.14%
4. Not visible at all	-	-
N/A	1	7.14%
Did not specify	3	21.43%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	7	50.00%
2. Somewhat helped	3	21.43%
3. Did not help	-	-

Citizen's Charter Answers	Responses	Percentage
N/A	1	7.14%
Did not specify	3	21.43%

	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>	7	8	0	0	1	0	16	93.75%
Service Quality Dimensions								
Responsiveness	7	8	0	0	1	0	16	93.75%
Reliability	8	4	1	0	0	3	16	92.31%
Access and Facilities	3	9	0	0	0	4	16	100.00%
Communication	5	7	0	0	0	4	16	100.00%
Costs	4	5	2	0	0	5	16	81.82%
Integrity	6	6	0	0	0	4	16	100.00%
Assurance	7	8	0	0	0	1	16	100.00%
Outcome	4	8	0	0	0	4	16	100.00%
Overall	44	55	3	0	1	25	128	96.12%

External Services		Responses
1	Opening of other Deposit Account	13
2	Cash Withdrawal	3
Total		16

8. Marawi Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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.	2	9.52%
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.	1	4.76%
N/A	-	-
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	15	71.43%
2. Somewhat easy to see	4	19.05%
3. Difficult to see	-	-
4. Not visible at all	-	-
N/A	2	9.52%
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	15	71.43%
2. Somewhat helped	4	19.05%
3. Did not help	-	-
N/A	2	9.52%
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>	17	4	0	0	0	0	21	100.00%
Service Quality Dimensions								
Responsiveness	12	9	0	0	0	0	21	100.00%
Reliability	17	4	0	0	0	0	21	100.00%
Access and Facilities	17	4	0	0	0	0	21	100.00%
Communication	13	8	0	0	0	0	21	100.00%
Costs	7	5	0	0	1	8	21	92.31%
Integrity	12	8	1	0	0	0	21	95.24%
Assurance	15	5	1	0	0	0	21	95.24%
Outcome	13	7	0	0	0	1	21	100.00%
Overall	106	50	2	0	1	9	168	98.11%

External Services		Responses
1	Request for ATM PIN Change	1
2	Cash Deposit - (Peso/Foreign Currencies)	4
3	Cash Withdrawal	9
4	Check Encashment	3
5	Request for Fund Transfer	1
6	Updating of Bank Records - Change in Account Details/Type	1
7	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
8	Printing/Reprinting of Bank Statement/Snapshot	1
Total		21

9. Parang Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	84.62%
2. I know what a CC is but I did not see this office's CC.	1	2.56%
3. I learned of the CC only when I saw this office's CC.	4	10.26%

Citizen's Charter Answers	Responses	Percentage
4. I do not know what a CC is and I did not see this office's CC.	-	-
N/A	1	2.56%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	29	76.32%
2. Somewhat easy to see	-	-
3. Difficult to see	1	2.63%
4. Not visible at all	1	2.63%
N/A	1	2.63%
Did not specify	6	15.79%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	25	65.79%
2. Somewhat helped	6	15.79%
3. Did not help	1	2.63%
N/A	-	-
Did not specify	6	15.79%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	31	5	2	0	1	0	39	92.31%
Service Quality Dimensions								
Responsiveness	28	9	1	0	1	0	39	94.87%
Reliability	25	5	1	0	1	7	39	93.75%
Access and Facilities	24	6	1	0	1	7	39	93.75%
Communication	22	8	1	0	1	7	39	93.75%
Costs	18	4	1	0	0	16	39	95.65%
Integrity	23	7	1	0	1	7	39	93.75%
Assurance	30	6	2	0	1	0	39	92.31%
Outcome	22	8	1	0	1	7	39	93.75%
Overall	192	53	9	0	7	51	312	93.87%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	2
2	Opening of other Deposit Account	14
3	Request for Card Replacement	1
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	6
6	Check Deposit - Peso	1
7	Check Encashment	3
8	Online Collection Payments	1

External Services		Responses
9	Updating of Bank Records - Change in Account Details/Type	2
10	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	2
11	Salary Loan	2
Total		39

10. Rosary Heights Branch

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	35	87.50%
2. I know what a CC is but I did not see this office's CC.	1	2.50%
3. I learned of the CC only when I saw this office's CC.	1	2.50%
4. I do not know what a CC is and I did not see this office's CC.	1	2.50%
N/A	2	5.00%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	30	78.95%
2. Somewhat easy to see	3	7.89%
3. Difficult to see	2	5.26%
4. Not visible at all	1	2.63%
N/A	1	2.63%
Did not specify	1	2.63%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	27	71.05%
2. Somewhat helped	5	13.16%
3. Did not help	1	2.63%
N/A	2	5.26%
Did not specify	3	7.89%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
<i>I am satisfied with the service that I availed.</i>	28	6	1	2	3	0	40	85.00%
Service Quality Dimensions								
Responsiveness	26	6	5	1	2	0	40	80.00%
Reliability	26	7	5	0	1	1	40	84.62%
Access and Facilities	28	7	2	0	1	2	40	92.11%
Communication	28	7	2	0	1	2	40	92.11%
Costs	26	4	1	0	0	9	40	96.77%
Integrity	27	4	6	0	2	1	40	79.49%
Assurance	27	8	1	1	3	0	40	87.50%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Outcome	26	9	2	0	1	2	40	92.11%
Overall	214	52	24	2	11	17	320	87.79%

External Services		Responses
1	Opening of a Deposit Account through Digital Onboarding System	1
2	Opening of other Deposit Account	9
3	Request for ATM PIN Change	1
4	Cash Deposit - (Peso/Foreign Currencies)	5
5	Cash Withdrawal	7
6	Check Deposit - Peso	4
7	Check Encashment	7
8	Request for Checkbook	1
9	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	3
10	Handling of Customer's Complaint	1
11	Request for Bank Certification/Statement of Account for Salary Loan	1
Total		40

11. Wao Branch

Citizen's Charter Answers	Responses	Percentage
CC1. 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	90.91%
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	4.55%
N/A	1	4.55%
Did not specify	-	-
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	9	42.86%
2. Somewhat easy to see	1	4.76%
3. Difficult to see	-	-
4. Not visible at all	1	4.76%
N/A	1	4.76%
Did not specify	9	42.86%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	10	47.62%
2. Somewhat helped	-	-
3. Did not help	1	4.76%
N/A	1	4.76%
Did not specify	9	42.86%

	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>	19	2	0	0	1	0	22	95.45%
Service Quality Dimensions								
Responsiveness	13	6	2	0	1	0	22	86.36%
Reliability	10	2	0	0	1	9	22	92.31%
Access and Facilities	8	4	0	0	1	9	22	92.31%
Communication	9	3	0	0	1	9	22	92.31%
Costs	8	3	0	0	1	10	22	91.67%
Integrity	10	2	0	0	1	9	22	92.31%
Assurance	19	2	0	0	1	0	22	95.45%
Outcome	9	3	0	0	1	9	22	92.31%
Overall	86	25	2	0	8	55	176	91.74%

External Services		Responses
1	Opening of other Deposit Account	1
2	Cash Deposit - (Peso/Foreign Currencies)	2
3	Cash Withdrawal	3
4	Check Deposit - Peso	2
5	Check Encashment	3
6	Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	1
7	Salary Loan	10
	Total	22

ANNEX B. Verbatim Comments/ Suggestions

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	33,245
With comments/suggestions	10,037
1. Always keep smiling. 2. Keep up the good work	1
1. Renovation of Office (Top Priority to accommodate #2) 2. Add more employees (Tellers, Verifiers, Account Makers if possible) Overall, Great Service. Just needed more employees for faster transactions.	1
10/10	1
100% ang ganda ng serbisyo. Hindi ako marunong magsulat kasi maliliit, tinulungan ako ng guard para maging maayos. Sobrang babait ng tao dito tsaka mabilis lang ang process.	1
100% ok na ok	1
100% we'll accommodate from Maam Jo Gonzaga	1
100/100 guards	1
101% satisfied. God Bless and Good Health To All	1
110% satisfied with the service	1
3 transactions pero mabilis ang proseso	1
A fully satisfied customer as always that's why i did my transaction in LBP Daraga Branch. All the employees are courteous and helpful for my needs and the Manager, Ms. Barrun is a very hands-on superior that expedite my transaction. Good Job LBP Daraga Personnel.	1
A job well done	1
A little bit fast in serving clients	1
A little favor , kindly prioritize ARDCI transaction in terms of cash deposit and check encashment, . Thank you so much. Hoping for your kind consideration regarding on this matter.	1
A little favor if possible please prioritize ARDCI transactions.	1
a lot of improvement since the last time i was here. people becoming very courteous and accommodating. all the best	1
a mini speaker could help para mas malinaw na marinig ng client at employee ang pag-uusapan	1
A simple thought of greeting and letting me sit before starting the transaction and a thankful end with a smile followed by saying ingat po when I stand amazes me as I have a great banking experience in this branch.	1
A step by step procedure posted somewhere or what about the steps for instance for opening new account, will help a lot the customers. But I would commend the staffs for being approachable about my inquiries upon my transaction.	1
A very good branch staff and very professional and courteous. Everyone in. For every transaction from withdrawal to ope	1
A very well helped service.	1
A warm, responsive service by the Branch Head and her team plus the healthy food office. The Best!	1
A well-lit office could make a difference. And ms Venus Javellana is very accommodating	1
A.A Cabidog is very approachable	1
Abel Bamba, he serve nicely and he is approachable	1
Abel Bamba, he serve nicely and he share what he knows	1
Able to update my mobile number in iAccess right away! Very fast service!	1
Absolutely amazing...	1
Absolutely nothing, all employees are very accomodating and approachable.	1
Accomdating po Sir Celsus Good Job	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Accommodating ang lahat ng staffsa lebak branch	1
Accommodated	1
Accommodated immediately . Staffs were kind and polite	1
accommodated me beyod banking hours.thank to Miss Nac and the officer	1
Accommodating	18
Accommodating and courteous	1
Accommodating and fast service	1
Accommodating and friendly	1
Accommodating and friendly staff	1
Accommodating and helpful staff	1
Accommodating and polite. Keep up the good works!	1
Accommodating and very good	1
Accommodating ang manager at ang staff na nag open ng account ko at malumanay mag salita.tinutulungan ako at pinapaliwanag ang lahat ng aking mga katanungan	1
Accommodating ang mga nasa new accounts. Im very satisfied to the service of the branch. Kudos to Paso de Blas Branch.	1
Accommodating ang mga personnel.. Keep up the good work civil servants!!!	1
Accommodating staff	8
Accommodating staff and interns	1
Accommodating Staff especially New Accounts	1
accommodating staff members. 5 star rating.	1
Accommodating staffs	1
accommodating staffs and easy to transact with	1
Accommodating, courteous and professional Ms. Gladis Valenzuela and all the guards!!	1
accommodating staff	1
Accomodate the costumers as always	1
accommodating	29
accomodating & smooth transaction	1
Accomodating / good service.	1
Accomodating and approachable	1
Accomodating and approachable staff... thank you for my fast transaction	1
Accomodating and considerate specially maam cynthia	1
Accomodating ang new account at naprocess ako ng maayos :)	1
accomodating ang staff	4
Accomodating po ang mga personnel,thank you	1
Accomodating po Sir Celsus	1
accomodating staff	4
Accomodating staff especially to pregnant like me	1
Accomodating manager mismo lumapit samin to open an account unlike sa bdo di approachable manager puro online lang ang solution sa inquiries ko	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Accommodating.	1
Accommodating. Assisted me with my checkbook request with my account maintained in other branch.	1
Accommodation and jolly	1
Accomplished floor furnishing to avoid risk of sunking	1
Account opening was very smooth, no hassle. Thank you LapuLapu branch!	1
Accommodating BSO Gina Perez	1
Accommodating and helpful	1
Actually good services were rendered by the employee keep it up	1
Actually, I liked the service very much. The people are all very approachable. I don't think I can give any suggestions pero I would like to say that ipagpatuloy nila ang mabuting service nila sa mga susunod pa na client na pag seserbisyoan nila.	1
<p>Actually, you have a great team and salute to the very accommodating staff Mr. Raymond Joseph Celis, he assisted me all throughout the process (salary loan) and assured me that all requirements are validated.</p> <p>May i then request that additional staff must be provided in the area of updating of accounts. (for fast transaction purposes)</p> <p>Thank you so much LBP - Daet! Kudos</p>	1
Add additional cashier.	2
Add an additional manpower to be able to provide more assistance to walk in clients. of the branch.	1
Add an additional teller because most of the time they have a lot of client	1
Add another verifier since, almost all transactions includes that step and the line is always long.	1
Add counters for NAC	1
Add employees to serve clients	1
add more additional staff..somehow to attain the mass client everyday..	1
Add more computers.	1
Add more person to expedite transaction	1
Add more staff in the other NAC	1
Add more teller	1
Add more tellers	1
Add more tellers especially peak times. Simple deposits sometimes take hours to finish. Your tellers need help!	1
Add more tellers on the NAC section.	1
add ng empleyado sa baba	1
Add personnel at new accounts, since there are too many clients in this branch.	1
ADD TELLERS :)	1
Adding more staff	1
Additional atm	1
additional ATM machine	1
additional atm machine in Jolo, Sulu	1
Additional ATM Stands needed to cater more clients.	1
Additional branch or ATM outlet.	1
Additional branches in the every provinces	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Additional cashier for faster transaction	1
Additional employee specially in new accounts.	1
additional employees	1
Additional employees and Construction of new building.	2
Additional Landbank personnel to handle bank transactions.	1
Additional manpower for fastest transactions,and do have first come first served policy	1
Additional manpower to make faster transactions.	1
Additional manpower would hasten transactions. But nevertheless, the staff helped me with my concern and she did a good job.	1
Additional manpower/teller especially when there are days that have many clients.	1
Additional parking space in your branch	1
Additional personnel	2
additional staff	1
Additional staff or Manpower	1
Additional staff/employee that will cater the client.	1
Additional teller	5
Additional teller for faster transaction at new accounts counter.	1
Additional teller for faster transactions	1
Additional teller for further faster transaction	1
Additional teller will help to cater more client in a shorter period of time/ turned around time	1
Additional teller.	1
Additional Tellers and bigger space for clients.	1
Additional teller's for individual transaction account	1
Additional tellers But for now, they provide excellent services Thank you!	1
Additional Verification counter	1
Adjust the time in the afternoon and they are very accomodating	1
Affidavit of loss form should be readily available in the branch for clients with lost/ stolen documents can easily access	1
After all the compliance, everything went well. Opened a corporated account without any hassle and waiting	1
agad nabigay soa	1
Agree po ako sa mga sa proceso..ok po ako sa ila service n binigay..malaking tulong ni para sa amin	1
Aircon is hot and facilities needs improvement but the staff are great!	1
Ako ay nasisiyahan at lubos na nagpapasalamat sa ipinakitang kabaitan ng inyong empleyado. Sya ay laging nakangiti at magalang na sumasagot sa lahat ng aking katanungan.	1
ako po ay masaya dahil tinulungan po ako na makakuha ng atm ko para sa aking travaho	1
Ako Po ay nasisiyahan sa inyong serbisyo... God bless po.	1
Akoy lubos na nagpapasalamat sa lahat ng empleyado specially from tellers 2,3 5,6,7, namely's: maam ching, sir richard, mam des 1& mam des 2, mam saida, sir paul, sir arjay, sir ian, sir jade, mam olive, mam nitz, mam shadie, sir pen, sir dom, mam grace, mam hana (sha), sir james napaka approachable nila, friendly.and off course the humble and kind boss manager sir alabat.Insha Allah I wish na ma promote ang deserving employees na mga namentions ko.	1
Akoy nagagalak sa maagarang action at tamang processo Ng aking cash deposit Kung saan ay napuntahan ku pa aking mga ibang transaksyon.Maraming Salamat LandBank sa maagap na tugon ...	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Alam ko po na may process yung fund transfer and madami pa pong approval pero sana po magawan ng paraan na medyo bumilis po yung pag process. Thank you.	1
Alam kung ginawa po nila yung lahat para matugonan yung mga pangngailangan ng mga cliente na mapadali ang kanilang transactions kada araw.On the other side wla po akung masasabi sa lahat ng mga staff kasi puro sila mababait at fair yung pag trato nila sa amen.God bless us all more power to Landbank Bogo.	1
Alhamdulillah all the best nman po as far i concern God Blessed	1
Alhamdulillah maganda ang serbisyo ng Landbank Cotabato. Mababait sila at wala na akong masabi. Sukran!	1
all are doing good	1
All are Goods	1
All are gud keep it up	1
All are in good service	1
All are very friendly and approachable staffs.	1
All branch staff of LBP Bacoor Molino branch are really supportive and accomodating. Salute to the branch manager Susan Rillera for her personallize service extended to me. She explained well the details of my transaction. Much appreciated their customer service. Keep up!	1
All courteous at mababait silang lahat. Fast transaction sa teller at priority kaming mga senior sa deposit at withdrawal. Salamat	1
all employee are good at customer service.	1
All employee in the office are very accomodating and hthey are always serving with the smile even if there is many client and also they are beautiful	1
All employee is always smile and smart	1
All employees are approachable	1
All employees are approachable and all are very good public servant.	1
All employees are approachable, diligent, and always treat all their clients with a big smile and sense of urgency and hardwork. So, i would say that they should further continue this to help improve the productivity of their service.	1
All employees are dedicated and courteous. Please continue to serve with all smiles and passion.	1
All employees are kind and very professional. They are all ready to help and assist us with our concerns and queries.	1
All employees are very accomodating....naka smile cla palagi	1
All employees are very accomodating.	1
All employees are very accomodating. Keep up the good work and God Bless.	1
All employees are very corteous and helpful to my transactions. Tellers are very kind.	1
All employees are very nice, pleasin personality, accomodating and beautiful.	1
All employees was AWESOME. The service so amazing.	1
All employees were very friendly and courteous. Fast service.	1
All employess are very accomodating i feel that i belong to family Transactions smooth and Very satisfied with their excellent service. Keep it up.They should be rewarded with their excellent service	1
All good	3
All good about employee and transaction	1
All good and help a lot	1
All good in the hood mwaahh mwahhh tyup tyup	1
All good po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
all good po , and keep it up!	1
all good so far	1
all good yung service and fast transaction	1
All good!	4
All good, the staff or the employees are approachable. I like how they serve clients.	1
ALL GOODS	8
All goods and they are very nice to approach	1
All goods and well	2
All goods!	2
All goods.	2
All i can say is they have Friendly staff and i very accommodating , fast transaction with very cold establishment	1
All I can say is this bank has very good service to their client. All that staff is very approachable and they explain those client that is feel difficult on their transaction. The staff are very good. They are doing the best that they can to their client.	1
all i can say is, When they have a client and when they approach, they greet with a smile when they have taken care of the client. even though they were tired, they still chose to look comfortable so that all the clients could see that they were still properly serviced.	1
All in all masaya ako sa serbisyo ng Landbank sa akin. Lahat ay accomodating. Pati mga sekyu ay accomodating. Nakikita ko na lahat sila ay masaya sa kani kanilang mga trabaho. Naway ipagpatuloy nila ang kasiglahan sa mga trabaho nila. Walang stress sa Landbank. Happy lang lahat.	1
All in all ok	1
All is fair ever since I was transacting with this Branch of Landbank in Buluan.. I was treated very well, from the security guards and the teller I even talk the manager during anniversary last august 2023. Just keep your good work. Keep safe always.. thank you	1
All is good	4
All is good am the one that assizt me is so friendly to talk. 10/10	1
ALL IS GOOD! NOT SO MANY CUSTOMERS DESPITE RUSH BANKING HOURS. Thank you!	1
All is good. Just try to lessen the waiting time more. Thank you!	1
all is great	2
All is perfect	1
All is very good. Thanks po	1
All is well	3
All is Well and Good, Thanks to Ma'am Venus Javellana (New Accounts Clerk) Who assisted me =)	1
All is well good	1
All is well, the management and staff are very friendly, approachable ang courteous. Just keep up the good work.Thank you!	1
All is well.	2
All is well. All the employees especially the Manager, Manager Vivian is very accomodating and kind. Thank you Landbank and God Bless	1
all is well. Thank you for the services. Godbless	1
All is well. very approachable teller and staff especially Ms Faye Dayapera.	1
All iz well	1
All my queries were properly attended.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
All my queries were resolved and proceedings were taken care off in the most professional way. Big thanks and credits to the branch's assistant manager Monalisa Dimaporo.	1
All of the employees/staff of land bank cathedral together with the guard's are very attentive and kind to the clients, they are also hard working, all of the clients transactions is very we'll transactedgood job land bank cathedral lucena branch	1
All of the personel was so approachable. Especially Ms Cathy and Sir Iggy, for always providing updates on our accounts.	1
All of the staff and officers are courteous.	1
all of the staff are very accomodating , courteous and excellent service	1
All of the staffs are all smiling and cooperative	1
All personal are friendly,smiling,and easy to approach...Godbless	1
All personnel are accommodating, especially the frontliners, keep up the good attitude!	1
All personnel were very accommodating and courteous including the guards. Fast service.	1
all service are very satisfied me as a depositor costumer. so far it so good service	1
all service is good	1
All services are execellent	1
All set maganda po ang serbisyo..	1
All staff and employees have a 100% good services, they helped me a lot	1
All staff and security ay mababait madaling kausap at nakakatulong para mapabilis ang transaction	1
All staff and security guards are approachable especially Mr. Rod Peralta and Melvin Mugat of Landbank Binan Platero Branch, their service was very fast and hassle free. Keep it up.	1
All staff are accommodating especially Jasmine of new account section.	1
All staff are approachable	1
All staff are approachable and accommodating. Bank premises is clean and orderly.	1
All staff are approachable. Especially when I do encashments under Sir Ronniel. Kudos Binalonan Brach. Godbless	1
all staff are courteous and approachable	1
All staff are easy to talk with, guards are also polite and kind..	1
All staff are friendly and very accommodating. Patiently helps me with my questions and requests.	1
All staff are very accommodating,courteous and facilitate me with all my transactions with the bank	1
All staff are very accomodating and approachable. HANK YOU	1
All staff are very accomodating here in San Carlos Branch. Keep up the good work. always SMILE.	1
All staff even the security are very courteous respectful and approachable. The manager is very kind and accomodating	1
All staff has accomditing well	1
All staff in Landbank Imus is very helpful specially ti Miss Lilian abd Aivy..excellent Job for them.	1
All staff of landbank binanganon branch are very accomodating and smiley..	1
All staff of landbank Guimba are mababait at magagalang.	1
All staff of LBP Tigaon are approachable and accommodating. Thanks for the service.	1
All staffs are in professional and friendly manner .keep it up ..well-done	1
All staffs are nice and approachable	1
all staffs are organized and approachable on our queries.	1
All staffs are Very accommodating and friendly.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
All staffs are very accommodating kahit na hindi namin to branch. Looking forward to accommodate our client in PhilGEPS to pay their membership here in Aurora Blvd. Branch. Thank you Sir (I forgot to ask his name) for your assistance!	1
All staffs are very accommodating, nice and kind. Kudos to all!	1
all staffs are very acomodating	1
all staffs including the manager are very good	1
all tellers are friendly and approachable	1
All the bank staff were very polite and approachable. From the time i enter the bank and upon leaving, I found this branch very easy to have transctions , Kudos also to Sir Arnel Arroyo Branch Manager who is very helpful to me since day 1 of being a depositor and a client of UCPB/ LANDBANK. God bless all the staff of this branch.	1
All the employees are accomodating and providing excellent and quality service to customers!	1
All the employees are accomodating most esp. the BM give special special service to the clients.	1
All the employees are customer service oriented and easy to transact with. Very satisfied with LBP TMC	1
all the employees are very accommodating	1
All the employees are very accomodating. Keep up the good work and God Bless	1
All the employees are very approachable and kind to every clients of Landbank. On behalf of Producers Bank, we consider Landbank as our main depository bank considering the accessibility and friendliness of all the employees. They can service our big deposits which other banks can't.	1
All the employees were approachable	1
All the guards were polite. The staff is very accommodating. Fast service. 10/10	1
All the people are amazingly approachable	1
All the Personnel of Davao del Sur LC are very accomodating and they attend to our needs immediatly. As an ACEF Borrower, the Manager and the staff assigned to process our loan request accorded us thier immediate and good services to us.	1
All the services are well satisfactory so I think there is nothing to be improve.	1
All the services were excellent and all services of all the officers and staff including the security are all excellent.	1
All the staff and officer sof FB Harrison Libertad Branch are courteous and friendly. They never forget to greet every client with a smile.	1
All the staff are accommodating and friendly....	1
All the staff are accomodating.	1
All the staff are approachable and courteous.	2
All the staff are very accommodating.	1
All the staff are very approachable anytime and always wearing their smiles.	1
ALL THE STAFF ARE VERY FRIENDLY. FEELS LIKE WE ARE CLOSE	1
All the staff in land bank danao are friendly and aproa chable they always make sure that thier customer was satisfied for thier service.	1
All the staff is friendly	1
All the Staff is very accomodating and nice. Very commendable branch ang east ave branch	1
All the staff is very nice and good service	1
all the staff of annapolis branch are accomodating and willing to help you	1
All the staff of LBP Aurora Blvd employees are all accomodating,friendly and assisted me in my transaction. They rendered excellent service for my transactions.	1
All the staff was very nice and they, totally, understood the matter for the purpose. I really appreciate their courtesy, good customer service, professionalism, and comprehensive processes of documentation within the day.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
All the staffs are approachable and friendly	1
All the staffs are excellent, nothing short of amazing service	1
All the staffs are very accommodating, their service was nothing short of excellent	1
All the staffs are very mich accommodating and always have smiles on their faces.	1
All the teller in Cotabato city maggalanes branch is very approachable and all the transactions is very smooth,I would like also to commend the service of sir Pen teller 6 thank you for the good service to us and to your costumer	1
All the transaction were good and fast the employees here were approachable and smiling	1
all very good person an approachable all personnel god bless all	1
All went good	1
allow release of documents on landbank offices in the province, so we will not spend for airfare to go to manila	1
Allowing cardholders especially officers of the Bank to avail zero interest installment program. It is an advantage of other banks offering credit card services.	1
Almost perfect magalang at maasikaso ang lahat ng staff mg mula sa guard at teller naging mabilis ang process ng application namin dahil sa kanila.. i highly recommend teller in new account	1
Already improved! God bless	1
Already improved.	1
already made the service better or best for the Filipinoes.	1
Already satisfied	2
Already very accomodatin nothing to improve. Maybe increase salary of staffs like guards and tellers	1
Always a good services...	1
always accomodating and fast service	1
always approachable ang mga trabahante	1
Always assisting all my needs	1
Always be aware to the customer and always Smile to all client. Thankyou. And Godbless...	1
Always be good to clients. thanks	1
ALWAYS CHECK THE PEOPLE IF THEY ARE CATER VERY WELL. EXPLAIN TO THEM TO HAVE PATIENCE AND THE PROCESS TAKES TIME.	1
Always choose to be happy :)	1
Always fast and smooth transaction. The branch has a good vibes and very greetful.	1
always fast transaction	1
always good service	1
Always good service kahit naging landbank p	1
Always greatfull	1
Always have the ATMs loaded.	1
Always keep on smiling thank u	1
always keep the good service to all people	1
Always maintain ATM Machine available.	1
Always maintain being patient to the customers. Thanks.	1
Always maintain the good services	1
Always maintains calm and composed manner under tense situations.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Always nakasmile ang lahat ng bank employee	1
Always performs duties to the best possible standard.	1
Always ready to offer the right assistance to colleagues who are having difficulty with their duties	1
Always ready to serve with a smile	1
Always remain for what you have done to your customers. Satisfied customer here.	1
always remain for what you have done to your customers. Satisfied customer here	1
Always satisfied with the services offered by the branch. More power to these beautiful employees of Catarman.	1
always satisfied with their services and even extending extra effort to help & assist	1
Always serve with a good smile	1
always smile	8
Always smile and continue being courteous to your clients...more power to all the Landbank staff...	1
always smile and thank you	1
Always smile in every situation	1
Always smile.	1
Always smiling and efficient staff especially neww account	1
Always take care! Always be productive everyday.	1
Alwqys KEEP SMILING	1
always be inform	1
am extremely satisfied with the service	1
Am Satisfied	1
ambilis na serbisyo, mababait po yung mga staff :) maayos na pakikihalubo	1
Ambilis ng service po, mababait at very accommodating mga staff/ clerk including security personnel.	1
An online tracker for the Applicants application process in order for applicants to track and get a clearer picture of what are the next steps in the recruitment process online. This will help applicants prepare well if they know what would be the next step and the expected timeline like for the exam or the interview.	1
Ang accommodating ng mga staff, from the tellers to its officers. Keep up the good work, LBP!	1
Ang aking komento siguro po yung oras lang po medyo matagal ang transaction.	1
Ang aking serbisyong natanggap ay katuwa tuwa	1
Ang aking suhestiyon kung pano pa mapapabuti ang serbisyo na ito ay sana mas palawakin pa ang pag unawa sa mga customers	1
ang antagal ng loan statement of account ng car loan	1
Ang babait at accommodating po ng employees ng Landbank Tayabas	1
Ang babait ng mga teller at napaka approachable	1
Ang babait po nang staff and very accommodating po sila Maraming Salamat Landbank Quezon Ave.	1
Ang babait po nilang lahat. will happily come back even though they opened my ATM account quickly	1
Ang bait ng mga security guards and manager. 100/10 sa office na ito.	1
Ang bait po nang assistant manager si maam Mona sa mga 4Ps beneficiary salamat po	1
ang bait po ng mga teller at ang gaganda pa shout kay mau pablo	1
ang bait po ng mga teller at ang ganda pa po shout kay mam Pau Pablo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ang bilis ng naging proseso ng pag open namin ng account.salamat kay Mr. Leip sa pag assist sa amin, natutuwa po kami at maayos sya magpaliwanag tungkol sa pag open ng account at kung paano namin maimaintain ito.	1
Ang bilis ng serbisyo at napakamatulungin especially the branch manager.	1
Ang bilis ng transaction at ang babait ng mga staff at guard.	1
Ang bilis ng transaksyon nila	1
Ang bilis pala ng pagprocess kahit na manual ako tska very accomodating ng staff. Thank you Lanbank!	1
Ang bilis po ang process dto sa landbank brach pasuquin ilocos norte	1
Ang bilis po ng process. Maraming salamat	1
Ang Executive assistant ng Ligao branch na si Mam Christina Marie Dizon ay magiliw, magalang, at cute. Tinulungan nya ako sa aking transaction. Palagi syang Naka smile. Very professional. Maraming Salamat. Keep up the good work.	1
Ang gagalang ng mga empleyado at mabibilis.	1
Ang galing at bait ni Win Hernandez!!! May extra mile kasi inactivate nya din ang UMID ko. Salamat!!!	1
Ang galing po ni ma'am, big thankyou po	1
Ang ganda nang new accounts clerk na ma,m venus javellana thank you po sa mabilis na pagproseso na ng aming paper	1
Ang ganda ng inyong service	1
Ang ganda ng serbisyo niyo keep it up	1
Ang ganda ng serbisyo sa labas pa lang po maganda na ang pagbati ng mga guard at maganda ang vibes pag pasok kasi maganda ang pagbati ng mga empleyado simula sa customer service hanggang sa teller. Kudos sa serbisyo.	1
Ang ganda sa mata ng christmas decor and mababait ang pakikitungo ng staff	1
ang hirap makipag coordinate sa head office. Ang hirap tumawag at pagpapasahan ka kung sino ang officer na nagaasikaso ng account mo sa loan	1
Ang iBang employee wag Naman masungit...dahil may iBang employee Ang landbank na Hindi maganda ugali ayaw tatanungin saan b natotoo Ang marunong db nagsisimula sa Hindi marunong kaya nga nagtatanong salamat po..	1
Ang inyong serbisyo ay nakakatulong sa mga Taong nangangailangan ng tulong salamat po	1
Ang komento ko lan po ay npaka Bute Ng inyong serbisyo..	1
Ang lahat ng mga empleyado sa branch na ito ay napakabait at madaling lapitan. Nung nasira ang aking Debit Card agad akong nagpunta ng kanilang opisina lalo na kay Sir Ronniel Orinion. Sana tularan din ng ibang empleyado ang magandang aura or ngiti na sasalubong sayo pag merong katanungan. Maraming Salamat po muli Landbank of the Philippines for your great service. Kudos po sa inyong lahat	1
Ang lahat po ay nasa maayos na pag process at pakikitungo sa tao. Keep up the good work.	1
Ang lamig Ng Aircon haha	1
Ang land bank rosario branch at lalo na ang mga teller dito ay maayos na nakikipag usap sa mga client nila at naipapaliwanag nila ng mga maayos ang kaunting katanungan kung meron ang client nila, at ang mga teller nila at sa informarion desk nila ay maayos nila nabibigyan serbisyo ang mga client na nakakausap nila, Salamat Land Bank Rosario, sana po ay patuloy kayong maglingkod sa ating mga kababayan, God Bless po.	1
Ang ma suggest ko lang ay parking space, sa iba ay OK lahat, from guard to staff. Thank you so much less hussle.	1
Ang ma suggest ko lang, parking space sa mga merong car, pero overall ok lahat from Guard to staff. Thank You so much.	1
ang magandang serbisyo at maayos na pamamalakad	1
Ang manager na si mam Lilly Nine ug si assistant manager na si mam Monalisa maayo kaayo sa mga clients	1
Ang masasabi ko lamang po ay napakabilis ng proseso dahil agad kang aasikasuhin ng bawat emplyado at napaka babait pa.	1
Ang masasabi ko lang po ay napaka ganda ng serbisyo na kanillang ibinibigay specially sa katulad kung student	1
Ang masasabi ko po at Mabilis at Maasahan Ang mga Teller. Lahat ng Teller Mababait at Magagaling Sila.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ang mga empleyado ay courteous at mababait. Kahit late na kami dumating sa bangko ay pinatuloy pa din kami at inistema sa aming katanungan. Masaya kaming ganito ang kanilang pag askaso sa amin kahit kami ay simpleng mamamayan lamang.	1
Ang mga empleyado ay mababait at approachable	1
Ang mga empleyado ay mababait, parating nakasmile at magagalang.	1
Ang mga empleyado ng LBP Tayug branch ay mababait at maganda ang serbisyo sa mga customer. Maraming salamat po sa magandang pag assist po samin.	1
Ang mga staff and guard ng landbank real ay magagalang at maaayos mag assist sa amin Lalo na sa mga di gaanonb maalam sa ATM	1
Ang mga staff ay matulungin at mabilis ang proseso	1
Ang mga staff fito ay magaganda at mababait at lagi po sila nakangiti	1
ang mga staff po ay sobrang bait at masayahin. .	1
ang mga staff po sy mababait at mabilis ang serbisyo	1
ang mga staff sa bangko ay mababait at mabilis ang aking naging transaksyon	1
ang pag proseso ay napakadali pero mas maigi pag mas pinadali pa into days if possible. But overall, so satisfied with the service of LBP	1
Ang pogi ni kuya sheettt	2
Ang sa akin wala me masabi dahil maganda ang serbisyo.	1
Ang sa tingin ko na kung paano pa mas mapapabuti ang serbisyo ng landbank ay mas madaming mga staff para kung madaming tao na mapunta ay madaming mag eentertain sa mga ito pero sa experience ko ngayon ay maayos naman.	1
Ang serbisyo ay pulido at garantisado	1
Ang serbisyo na aking natanggap ay maayos at ang mga empleyado ay mabilis lapitan	1
ang serbisyo na aking natanggap ay maayos at ang mga empleyado ay mabilis malapitan	1
Ang serbisyo na aking natanggap ay mabilis at maayos ang transaksyon	1
Ang serbisyo pagdating sa pgapply ng salary loan ay madali at mabilis ang processing basta tama at kumpleto ang ipinasa namin na dokumento. At kung mayroon man pong problema, ay agad kaming kinokontact ng LBP staff para mabigyang aksyon. Maganda at maayos ang transaksyon. Mababa din ang intetest kaya talagang maeengganya ka na magloan po.	1
Ang serbisyong aking natanggap ay naaayon lang, mabilis ang transaksyon at masusi ang kanilang pag beripika ng mga dokumento...	1
Ang serbisyo sa LandBank Tagum is ok kaayu og naay quality ang serbisyo.	1
Ang Sir Abad ay mabait kausap at magaling magpalinawag.	1
Ang staff ni landbank ay mababait at masisipag, keep up good work mam and sir	1
Ang suggestion ko Po is that Sana madaling makontak yung customer service, and then pag daring ung concern number na ipindot mo Hindi namin alam Kung kelan ipindot after ung number or after sa lahat lahat na services na sinasabi nya. Many customers cannot doesn't know how to do this, that's why they are disappointed. Thank you and GOD BLESS	1
Ang suhestiyon ko ay pgbutihin pa ang pg sebisyo s mga customer at pnithing lagi nkaagapay s mga customer para mpabuti p ng maaayos	1
Ang suhestiyon ko lamang ay sana mas maging mabilis ang proseso.	1
ang tanging masasabi ko lang nagpapasalamat po ako kay maam Gina P. Baliton staff of molave branch Land bank dahil subrang napaka hands on nya,at mabait ginagawa nya ang lahat ng kanyang makakaya. Godbless po s	1
Ang transaksyon at serbisyo ay mabilis	1
Anna Liza Cuaton was 100 percent an excellent employee of Land Bank. She was gracious, respectful, and truly took her time to explain to me the process of the requirements to obtain the claim.	1
another building for a fast transaction for all gov't employees	1
Answers all my queires	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
AO assigned for my account is very courteous and very accomodating. Responds to my requests very promptly and give effort to serve them.	1
Appreciate all the staff and services of LBP kalibo! Kudos!	1
Appreciate the convinience and reliability that LBP cotabato D rufino offers	2
Appreciated all the efforts, very accommodating and helpful. Thank you, Landbank Cotabato!	1
Appreciated the excellent service that was provided in opening and resolving account issues. I would highly recommend it my friends and family. Thank you so much!	1
Approachable	9
Approachable & Friendly staff	1
Approachable an mga staff	1
Approachable and accomodating staff when it comes clients inquiries.	1
Approachable and considerate.	1
approachable and courteous and easy access in internet	1
Approachable and fastest transaction.	1
APPROACHABLE AND GOOD SERVICE.	1
Approachable and reliable staff.	1
Approachable and respectful to seniors	1
Approachable and smart employee	1
Approachable and very accomodating staffs. I am very thankful to them they make my transaction fast and easy.	1
approachable and well trained staff	1
Approachable ang mga staffs	1
Approachable at mabait yung manager na si mam flor	1
Approachable employees esoeciwlly the branch manager.	1
Approachable employees	1
approachable officer	1
Approachable personnel	1
Approachable po ang mga staaff	1
Approachable staff	1
APPROACHABLE STAFF AND GOOD SERVICES	1
Approachable staffs and good service.	1
approachable ang staff	1
Approachable ang teller na tumulong sa akin today. I was assisted by Ms Navo(im not sure teller 2 sept 25.2023 9 am)	1
Approachable and satisfying service, very friendly staff and officers	1
Are service is verygood	1
As a customer po, very satisfied po Ako sa mga service na binibigay pinapakita samin Ng mga employee. Sauulitin po. Thanks and God bless Po	1
As a government employee in DICT and was directly assigned in Cash Division, I can say that I have a fair amount of transaction with LANDBANK QC CIRCLE BRANCH. I never encountered any problems with all of their staff and they we're able to address my concern right away. All staff, like Ms. Jane, ms. Tin, sir Ryan, ms. Angel, Ms. Mae and the rest of the staff are very accomodating. And if we have queries, they are gladly willing to lend a helping hand. Kudos to QC circle branch.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
As a lactating women I am already satisfied with your good service.	1
As a PWD, I was treated well by their guards and smiling staff.My transaction was treated as priority.I have been a client since 2016, and I am thankful to Landbank for the fast service extended to me and our office.More power!	1
As an applicant, the recruitment services provided to me were very clear and easy to follow.	1
As depositor all my transactions were accommodated as per need. For suggestion more employees could be provided because there are certain days that the bank is very busy and employees are very busy. For faster transactions more employees could very provided. Thank you.	1
As far as i know land bank provide good service to everyone. I myself experienced it	1
As far as I know, you are doing well right now. At this moment, I cannot tell what part should you improve for the future.	1
As for today's transaction, i have no suggestion. I am actually surprised that the process was very fast and the staff are very accomodating.	1
As I can see and observe and experienced,all the employees of Landbank Narvacan are courteous and vey responsive to the needs of their client	1
As long experience its ok for the services offered	1
as of now everything is okay for..thank you	1
As of now I'm very satisfied with your service,nothing to suggest	2
As of now, I am very much satisfied in the services of LBP	1
As of the moment, wala naman na po akong ma-isusuggest kasi very approachable ang mga staff most especially yung nag assist sakin, all goods and very smooth. Thank you so much	1
As off now maganda nmn po ang service mabls ang process..yyn lng bsta mbls ang process.	2
As per my experience on how they treated me i dont have anything to suggest on their improvement because I'm so much satisfied on their service they assist me well.	1
As per telecon, Ms. Garcia said that Ms. Jessica Miguel has been very helpful to her in addressing her concern	1
As what I observe here, all employees are very courteous. And they fo their job well.	1
Aside from doing the same thing everyday; being fair and helpful.	1
Ask if we know about what we just fill up for us to be informed since we are first timer and I'm also shy to ask. Thank you for your service	1
Assist the clients outright.	1
Assistance is very good	1
Assistance is very good. No bad comments.	1
At home ako sa landbank	1
atm fundtransfer landbank to landbank account with charge of 10 pesos. Why not free of charge?	1
ATM Machine- improve na	1
atm machine with sign "atm for cash loading"	1
atm under maintenance	1
Availability of atm services.	1
Availability of online nonfinancial transactions	1
Awesome	1
Awesome branch. Well-mannered bank personnel and very amicable branch head.	1
Awesome client service from Ms. Ester! She went the extra mile in assisting me with my requests. Kudos to her!	1
awesome service	2
Awesome service, laging mabilis.	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Awesome service, ma'am Milet and Marydel ! Thank you!	1
Awesome!	2
Ayos ang lahat ng proseso,thank you landbank	1
Ayos na ayos po ang inyong serbisyo. Napakabilis po kaya madali ang aming naging transaction	1
Ayos naman ang naging transaction ko sa bank na ito. Mabilis lang sya.	1
Ayos naman po ang kanilang pag si kaso sa customer	1
Ayos naman po serbisyo ng mga staff ng land bank	1
ayos sa land bank maganda	1
ayos naman sana merong online payment pero fast transaction	1
Babait po haha.	1
Bait na tao	1
Bait po nila	1
Baka pwede magdagdag ng isa pang teller para mas lalong mapadali ang transaction lalo na kung maraming kleyente. Thank you.	1
Baka pwedeng madagdagan pa ang options ng mag loloan para sa mga bagong negosyante na may kaugnayan sa agriculture	1
Balance and quick service	1
bank employees are very helpful and courteous. They did a good job in their respective assigned tasks	1
Bank Tellers are very accommodating	1
Bank tellers are very approachable especially Ms. Tin Bernardo, Sir Ernie Liwanag, and Sir Mon. Also, the personnel in NAC services especially Ms. Laine and Ms. Donna are very accommodating. Lastly, the guards are also approachable and helpful to those who need assistance.	1
base on my eperience.the one who assist me is approachable so for theres nothing to improve. thankyou	1
Base po sa aking experience, maayos po ang serbisyo at accommodating po ang staff.. ako po ay nakakapagtanong sa kanila at nasasagot naman po nila..	1
Based naman po sa unang transaction ko sa inyong oposina ay na assist naman po ako ng maayos at mababait naman po ang staff.	1
Basta completo ang documents og naka online, dali ra tanan. Salamat	1
bawasan un ingay ng ibang customer pag ngkwentuhan kya pg ngsabi ng pangalan sa teller di n naririnig..	1
BE AS COMMITTED AS MS. FLORDELIZA M. VILLEGAS, salute to her service	1
Be aware always to d needs of sc and to d customers needs ty	1
Be consistent, you always doing great.	1
Be fair in providing the right service to each other.	1
Be good	1
Be humble always. God bless landbank Taguig city bicutan branch.	1
Be humble sa client	1
Be kind always sa mahirap o mayaman man, masaya sa kalooban habang nagtrabahonka na masaya ang puso mo, goodluck sa niyong lahat, salamt sa magandang assistance	1
Be more responsive to the need of the client. Free coffee sana while waiting, if possible.	1
Be nice to everyone as always with a smile	1
be organized; parking, mahirap maghanap ng parking	1
Be patient and kind to the customer and always smile.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Beautiful and handsome faces adds the beauty of the bank	1
Beautiful and handsome staff.	1
Been good ..stay as it God bless!	1
Below strongly recommended to improve the services of the branch, as follows. Ensure that ATMs are regularly maintained and equipped to handle various transactions and explore partnerships with local businesses to offer joint promotions or discounts to bank customers.	1
Best bank	1
Best branch ever	1
Best customer service by LBP.	1
Best customer service.	1
best experience with the bank. especially with maam rhea ann who is very accomodating, and very efficient in her job. thank you landbank	1
Best Landbank Branch in Bulacan	1
Best landbank service that i have witnessed, the staff and employees work hard, especially the BM lis very hands on and caters all the people even beyond time. Indeed serving the nation	1
Best service	2
Best service a bank could ever provide.	1
Best Service offered. satisfaction guaranteed	1
best service offered-satisfaction guarantee	1
Best service!	1
Best service. I hope marami pa ni kuya. You bring smile on our faces and good vibes.This man need a recommendation.	1
Better if i can still bring my furbaby inside tHe bank like what inusually do with ucpb before provided the furbaby is wearing diaper. Thanks	1
Better if more client open i more window so thet they can server better.	1
Better lighting	1
Better service.	1
Better services, Good Approach	1
Better transaction with them at my first or opening my new account. I see that they cater their customers well. They have a fair treatment.	1
Beyond my expectation the service provided for me	1
Big check for public service. Very accomodating. Thumbs up for LBP SAN JUAN SO LEYTE BRANCH .	1
Big improvmnt in the queibg. Kudoa for the service of Sir Rodel and Mam Razel. Very accomodating po. Good work po! Thanks much	1
Big thumbs up for the service that they provide for the clients	1
Bigger Aklan LC office.	1
Bigger branch space for more comfortable and convenient transactions. Automated queue.	1
Bigger lobby	1
Bigger office	2
Bigger office next time :)	1
Bigger office space and more parking	1
Bigger office space.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Bigger office to accommodate large number of clients daily	1
Bigger office.	1
Bigger space in Trece	2
Bilis po ng service.	1
Branch employees are polite and respectful. Thank you for your service!	1
Branch staff were polite	1
Branch teller is very courteous and polite in answering queries.	1
Branch was able to acknowledge my concern and immediately reported it	1
brilliant care	1
Bugnaw ug limpyo ang opisina. Siga ra katawa ug smile ang mga empleyado. Friendly kaayu.	1
Bukod po akong nagpapasalamat sa landbank Mangatarem mula sa security, staffs at lalo na sa Manager na napakabuti at palangiti sa agarang pagtulong at mabilisang transaksyon ng bawat isa sa amin Lalo na sa mga brgy.treasurer na gaya ko... Marami pong salamat...	1
bukod sa mababait na mabililis pa salamat	1
Bumalik pa ako for my bank certificate, but even so, napaka helpful po ng mga tao doon. Medyo matagal po ako noong unang visit, pero lahat po ng update ay nagawa. Thank you po! PS. Sa question po na "What service did you avail?" wala po sa selection yung service na ina avail ko	1
Buotan ngan mabuliganon labis na an manager	1
By having additional counter for new account or information if possible.	1
By implementing these strategies, you can continuously improve your services, enhance customer satisfaction, and maintain a competitive edge in the market.	1
By improving customer service and understand what customers needs.	1
By making additional information desk	1
by shorten our wsiting time of processing	1
Can I increase my credit limit? I think, I need to have it until P150,000	1
Can I suggest for a branch in our area coz' there is only 1 rural bank in our area and there are lots of Landbank clients from our place.	1
Candy plz	1
Carbonized cash deposit slip	1
Carbonized po Sana ang on coll payment para di mahirap mgsulat. Thank you	2
Carry on, Thank you for your unending support to us.	1
Chris del Carmen is very helpful and accomodati ng	1
citizen's charter is very visible. manager is very accomodating	1
CITIZEN'S CHARTER MORE VISIBLE	1
clean office helpfull employees	1
Client assistance is GREAT. Keep it up!	1
Clients has been consistently impressed by the excellent service provided by LBP-Cotabato Branch. Their attention to detail and dedication to customer satisfaction truly sets them apart. The staff's professionalism and friendliness made every client's experience truly delightful. Their willingness to go the extra mile is a testament to their exceptional customer service skills.	1
Clients satisfied in their services	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
clients should also respond promptly and well to be service providers to fast each transaction	1
Clients visiting the branch are promptly and properly attended. NAC Rachelle always give her best by addressing the queries and needs of customer.	1
Close ko na ng konti mga tao sa branch, mabilis napalagay loob ko sa kanila, mabait mga employee.	1
Cold and beautiful ambiance	1
Comfortable while waiting for my certificate. Lamig ng office.	1
Commed for fast transaction	1
Commendable and friendly. Receiving area must have details and guide in filling out forms, to avoid erasures..	1
commendable security guards	1
commendable service from the bank	1
Commendable service of Rico Casiracan	1
Commendable.	1
Comment fast approval and accommodating landbanker. Thanks Patrick!	1
Comment:Very good accomodation. Fast service	1
complement	1
Completely recomendable	1
Completely satisfied	1
Computerized waiting list system be applicable	1
Congrats! Keep it up!	1
Congratuatiions landbank. Ok naman ang serbisyo kaya lang may mga araw minsan na offline dahil sa signal. Provide alternative if offline.	1
Congratulations	3
Congratulations for a job well done!	1
Congratulations for a job well done.	2
Congratulations for a job well-done.	1
Congratulations for always happy to serve	1
Congratulations for efficiently and effectively managing the branch. Kudos to the offhand staff of LBP Baler.	1
Congratulations for having commendable employee Ms. Pia L.Mendoza. She served us with smile, promptly and dilligently. Thank you so much for your committed service to clients like us. Keep it up!	1
Congratulations for the best services to your clients. Keep up the good work	1
Congratulations for the good services done for your clients!	1
Congratulations Excellent service!	2
Congratulations!	1
Congratulations! Job well done.	1
Congratulations! LBP Sara Branch Excellent Performance	1
Congratulations! The employees are very excellence in serving to the client.	1
Congratulations!Keep up the good work.	1
congratulations, good job and very friiendly. thank you.	1
Conscientious and welcoming workforce of Capistrano Branch	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Consider pick up of check deposits to client's office	1
consistent good service	1
Constantly remind people in queue to keep distance while waiting for their turn in ATM.	1
contact persons should be stated dearly to avoid delays	1
Contented	1
Contented mn pud kos inyo services mga sir/madam. Thanks	1
contented with the service of the bank staff	1
Continous improvement of services are noticeacble	1
continue being accomodating	1
Continue being an approachable staff. We're happy and thankful for that.	1
Continue being approachable its help your clients meet thier concerns with ease. Thank you	1
Continue being approachable. God bless!	1
Continue being friendly and approachable as always	1
Continue being good to all clients and always stay motivated.	1
Continue being kind and helpful.	1
Continue being nice with all the clients.	1
CONTINUE BEING PLEASANT TO YOUR CUSTOMERS.	1
continue deserve 10 stars thank you	1
Continue doing good and fast serbice.Congrats	1
continue doing well in handling clients and approachable to all clients.	1
Continue doing well. God bless	1
Continue giving excellent non biased service to everyone	1
Continue giving good customer service.	1
Continue giving quality service	1
Continue giving satisfactory customer service to clients.	1
continue giving your clients a service with warm courtesy, kindness and comfort from security guards to tellers to branch officers and to manager. Happy anniversary po	1
Continue good excellent	1
Continue good service	5
continue good service of clients	1
Continue good service to all customers	1
Continue good service.	1
Continue good, approachable, and welcoming service. Thank you!	1
Continue improving this bank I am very impressed the service of plaza independencia landbank branch especially mam pearl very approachable	1
Continue in doing your good job . Had a blissful experience with your branch. :)	1
Continue lang in good service	1
Continue on being good to people! Mabuhay LBP Parang Branch!	1
Continue on doing the good job :)	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue on improvement	1
Continue on providing commendable quality of service.	1
continue on your operations providing quality service. you are doing an excellent job. keep it up	1
Continue providing best service. Office is nice.	1
Continue providing excellent services.	1
continue providing good service	1
continue providing the easy and fast transactions. God bless	1
Continue quality service	1
Continue serve with a smile because it is contagious resulting to create good relationship between the bank and its users.	1
continue serve with a smile.. excellent services	1
Continue service past always smile	1
Continue serving a lot of people with passion	1
continue serving and continue being approachable to all clients..	1
Continue serving everyone and doing what you're doing well.	1
Continue serving Filipino people with integrity!	1
continue serving other people with patience and kindness, godbless :)	1
Continue serving the nation	1
Continue serving the with the People with the Heart	1
Continue the best effort for the clients... God Bless us all...	1
Continue the best practices	1
continue the best practices of the institution/bank	1
Continue the best service.	1
Continue the better service to everyone.	1
Continue the efficient services to the client	1
Continue the excellent service	1
Continue the fast and efficient service	1
Continue the good service	7
Continue the good service and Fast Transaction. Godbless	1
continue the good service that is being provide. Well done to the staff of this branch	1
Continue the good service to the client	1
Continue the good service to the clients	1
Continue the good service to your client	2
Continue the good service you offered. God Bless	1
Continue the good service you provide to yoir client. Merry Christmas!	1
Continue the good service.	2
Continue the good service. Thank you and Godbless	1
continue the good services and kudos the reloan bookkeepers	1
Continue the good services that you provide to the people. thanks	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue the good transaction and good relationship with the clients	1
continue the good work	1
Continue the GOOD WORK.	1
continue the great job	1
Continue the Great Job! Improve the internet connection	1
Continue the great work	1
continue the nice work and all employees are dedicated to their job and friendly keep it up	1
Continue the prompt service to clients	1
Continue the prompt services.	1
Continue the quality service they are giving)offering to clientele.	1
Continue thw good work	1
Continue to approach all clients with a smiling face. Thank you and God bless!	1
Continue to be a good role model branch..	1
continue to be approachable and friendly that will mark every customer a good impression to Landbank and the staff. God bless po.	1
Continue to be grateful and approachable to everyone, every customers has rights to entertain freely.	1
Continue to be Hospitable in facing your clients.	1
Continue to be kind and nice	1
Continue to be resoectful and accomodating to your clients Keep up the good work.	1
Continue to do your best :)	1
Continue to give excellent service to Filipinos with utmost diligence and efficiency.	1
Continue to guede of all not knowledge use of computer.	1
continue to provide a good service	1
Continue to provide good service	1
Continue to provide quality customer service! :)	1
Continue to provide quality services.	1
Continue to serve	1
continue to serve clients with a Smile.	1
Continue to serve the public	1
Continue to serve with extra mile	1
Continue warm welcome of clients	1
Continue what you guys are doing. I'm satisfied at the moment.	1
Continue what your doing to your clients po. Keep it up the good work!	1
Continue what you've done as serving us fast and accommodating us very well..for the over the counter withdrawal set12A..	1
Continue your best practices	1
Continue your excellent service to your client..kudos to your team	1
continue your good customer service..thank you!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Continue your good service	2
Continue your good service and more power to Landbank family.	1
Continue your good service to all your clients	1
Continue your good service to your clients.	2
Continue your good service! God Bless!	1
Continue your good service.	1
Continue your good services to us... press on..	1
Continue your good services*	1
Continue your good works.	1
Continue your services because it really help a lot of customers God bless	1
Continued providing good services to the people of pasuquin.	1
Continueous the good service	1
Continues monitoring on our operation.	1
Continues to be nice to all your clients. Godbless. Thank you	1
Continuing good service	1
Contnue your excellent service.good luck.	1
Contunie the good services	1
Cooperation to each other	1
coordinate w/ other dept	1
corteous employees	1
coueteos guards	1
Courteous and accommodating staff especially Ms. Garcia of other NAC. Transaction was smooth and her smile truly reflects your "Smiles" campaign.	1
Courteous and very accommodating.	1
courteous guard and has a very clean office with a very smart and beautiful manager	1
Courteous personnel and guards	1
courteous staff	1
create more prioritization lane for PWD	1
Created a work environment that permits mutual trust and confidence.	1
Credit to Ms. Monalisa (BOO) Thank you for your commitment to excellence towards our 4Ps grantees, your pursuit of delivering the best possible service has not gone unnoticed, and we appreciate everything you do.	1
Crizanne Dioneza is very fast in helping and facilitating my concern with regards to my full payment of my Auto Car Loan. It was responded immediately at Head Office. Thank you and keep up the good work.	1
Cudos to All Landbank Staff of Binan Platero. They have a very great Service , Systematic Procedure and very Clean Environment. I'm so happy to be one of a Landbank client. Thank you to Mam Gina , Sir Melvin , Sir Rod and the team for a very accommodating one. More Power and GoodLuck to Everyone	1
Cue number is better	1
cue number to e installed at the branch	1
Current account with pasabook	1
Current account with passbook	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Currently they are doing the great job. Great job to Sir Samuel M. Lunar, he helped me a lot in opening my returning account after 25 years (first account for DOST scholarship 1998) keep up the great work!	1
Currently, it is very satisfactory!	1
Customer Card hotline is hrd to reach	1
Customer service good,very accomodatong amd friendly.thank you maam and have a nice day po.	1
Customer Service i very accommodating. Resolves concerns immediately specially their Manager Ms. Mira Palaypayon	1
Customer service is awesome, the staff is kind and approachable. However the office itself is kinda hot so im just wondering if you can improve you air conditioning. Lol But over all experience was great. Staff are very helpful and was able to answer all of our inquiry.	1
Customer service is good	2
Customer service is impressive and highly commendable.	1
Customer service was excellent!	1
Customer service was perfect.	1
Customers' Delight	1
Cute teller 4	1
D best po ang serbisyo nila, very satisfied po dahil dumadali ang transakyon sa pagdedeposito.	1
d mag offline	1
Da best	2
DA BEST BRANCH LBP MALANDAY!!	1
dadagdagan pa po ang mga staff	1
Dagdagan ang personnel sa Virac Bracnh kulang ang Teller	2
dagdagan ang teller para mas mabilis ang serbisyo	1
Dagdagan ang teller sa Other NAC kasi maraming na Debit at mga nag update ng records para maging mas comortable ang mga client lalo na at mg may senior at PWD na hindi pinapauna ng Guard. Napansin kondin sa guard pag mga galante ang mga client pinapauna. Ung mga medyo dukha ang itsura pila ka jan bahala ka. Please consider my report as your references. Thank you	1
Dagdagan pa ang empleyaro para sa mabilisang transaction	1
Dagdagan pa nag empleyado para sa mapaabilis at mapagaang na transakyon s mga nakapila	1
Dagdagan po ang bank staff para mapabilis ang process and waiting time	1
dagdagn po ng teller	1
dako kaayo akung pasalamat sa Landbank ug sa iyang programa sa ACEF kai dako kaayo ug tabang sa pareha nko nga farmer nga kailangan jud kaayo ug financing sa gamay nga interest. kai nka testing ko sa uban financing nga 7 to 10 percent ilang interest. nka dungog ra ko sa akung mga silingan bahin aning ACEF program sa Landbank ug nag testing ako nga mag apply niini. dako kaayo akung pasalamat kai nka apil ko ani.	1
dali ra kaayo mi nahuman ug encash.	1
Dali ra mahuman ang transaction Kay paspas ang mga staff sa bangko.	1
Damihan nyo pa po Atm cards yon lng po salamats	1
Dapat ayusin ang building	1
Dapat ilagay n front liner yung approachable.	1
daPat laging my laman Ang ATM machine na pera	1
Dapat maayos ung pila sa loob.at thank u	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Dapat madami pong teller	1
dapat mas mabilis ang transaksyon.	1
Dapat may chair sa labas para di mangawit mga tao	1
Dapat Meron na Po over the counter transactions.	1
dapat patas ra dle pwede ang pa unhanay tungod kay naa sa sulod nag trabaho	1
Dapat sunod-sunod ang tamang pagbigay ng mga priority numbers sa mga SG	1
debiting of monthly amortization from deposit account should be on time	1
Delighted client here of LBP Capistrano. Wow na wow	1
Delightful Service!	1
Deploy some personal assistant	1
Deposit of gov't. collections excellent service	1
Deposit slips should have automatic duplicate copy :)	1
Deposited several times already where the teller (Ns Rose Anne) returned my money since I always miscalculate my deposits.	1
Di na ako nag wait nag matagal	1
Di naman kami nahirapan mabilis lang talaga yung transaction sa land bank	1
Didnt expect prompt response to my need. Keep up the good work. Mabuhay	1
Digital priority number	1
Digitalization internet video call	1
directory to the branches	1
Do it for the glory of God always	1
Do their job with utmost integrity and honesty. Staffs are courteous and helpful to their clients.	1
Doing great. Very accommodating Employee.Keep up the good work. Thank you Mam Rikki Salvador	2
Doing job well keep it uP Godbless and goodluck. May this bank or the people behind this continue serving people with a big heart and faith with god.	1
Don't have any suggestion so far, good service experience.	1
Downloadable and fillable bank forms e.g cash deposit slip and oncoll payment slip	1
Dpat my libreng snack yung ahensya ng governo pa lage	1
During all transactions made in this bank , I have no problems encountered since they are very accommodating and hospitable	1
during payment of salary, there is not enough cash to be withdrawn which requires LBP ATM holder to withdraw at non LBP ATM booth.	1
During the transaction, the staff were polite and they uphold strong work ethics. The New Accounts staff was very patient in answering my queries although it's about cash withdrawal. Truly, they embodied their brand promise 'Serving the Nation'. Keep up the good work LBP Carcar Branch!	1
E. Luna Branch is very commendable. I appreciate the warmth that the people always show to their clients. Needless to say, their manager is very professional and customer-oriented. Keep up the good works always!	1
Each process is in a timely manner.	1
Ease of responding to the queries, particularly on providing employment clearances beacuse such is also needed by the resign employee for their record purposes.Thank you and God Bless!	1
Easier to call the hotline kasi matagal tumawag.	1
Easy access on online banking.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Easy and convinient	1
Easy and Fast	1
Easy and fast transaction	1
Easy hiring process with very accommodating HRMOs	1
Easy process of documents	1
Easy to access on making online account	1
Easy to ask for requirements	1
Easy to deal with people.	1
easy to open pasbook saving account. Thanks to mam Regina Mayor	1
easy to talk to and the process is fast. and being professional	1
Easy to trabsact with. Thank you	1
Easy to transact.	5
Easy to use	1
Easy transaction Satisfied custosmer	1
Easy yung transaction and madali,mabilis din po	1
Educate us about Citizens Charter	1
effective and efficient to give service to client.	1
Efficiency and punctuality are hallmarks of their service	1
Efficiency at its finest. A very client friendly atmosphere makes the environment joyful for everyone as indicated with LBP's Citizen's Charter. Security personnels impose rules and regulations accordingly. Courtesy lane is also present. Mobile banking makes the transactions accessible and favorable for the clients. Hence, recommendation for additional office and parking spaces would be a greater help in providing the best services for both clients and bank personnels. Thank you and God bless!	1
Efficient	2
Efficient and effective po.	1
Efficient and very helpful	1
efficient services	1
EFFICIENT SERVICING !!! KEEP IT UP!	1
efficient thanks to Sir Del	1
Efficient, approachable, and accommodating staff.	1
Electronic appointment/priority number	1
Emaintain lang po ang maayos at mabilis na serbisyo. Thumbs up dahil kahit npakaraming tao mabilis akong natapos sa account opening ko.	1
Employee are friendly and well accommodating.	1
Employee commendation: Very helpful c mam Che Soledad coz she always knows what to do. It was very obvious that she is very knowledgeable in all the papers and inquiries from customers and co workers. Suggestion: Hire more persons like her so she can rest and can serve more other customers throughout the day.	1
Employee should always have a positive vibes on there face while facing on a client/customers.	1
Employee who catered me was polite and very accommodating.	1
Employees are accommodating and approachable	1
Employees are all accommodating and approachable. Keep up the good works.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Employees are all accommodating and willing to assist, in person and kahit na thru phone.	1
Employees are all doing great. Keep up the good work!	1
Employees are always calm and sensible in the face of tough or angry clients.	1
Employees are approachable and welcoming. As someone who is new to this 'adulting stuff', I find my experience here comfortable.	1
employees are beautiful... more handsome teller please.	1
Employees are ery accomodating... maam virginia sevilla is a good manager.	1
Employees are good and accomodating	1
Employees are great when it comes to service quality.	1
Employees are so work-oriented, mabait pati guards at janitor.	1
Employees are very accommodating, friendly and smiling. Mabuhay ang Landbank San Juan, So. Leyte Branch. Thank you for your dedicated service. God bless you all!	1
Employees are very accommodating.. Very good service!	1
employees are very approachable	1
Employees are very corteous.	1
EMPLOYEES ARE VERY FRIENDLY & ACCOMODATING. STAFF ARE VERY WELL VERSED W/ BANK PRODUCTS. FAST TRANSACTION & HASSLE-FREE. GOOD JOB LANDBANK ORMOC!	1
Employees are very generous, kind and patient. They are always smiling while serving their clients. Happy ak nga naservan.	1
Employees from Carbon Branch from their officers down to their staffs are very accommodating	1
Employees has been a faithful and trustworthy.	1
Employees is an expert at taking innovative ideas and turning them into solutions.	1
Employees of LBP Parang branch are approachable.	1
employees of the bank were accomodating in attending our concerns. SO Far they are doing well and serving the clients accordingly.	1
Employers are approachable	1
Engage with the local community and support social causes. Being active in community events and initiatives helps build a positive brand image and fosters customer loyalty.	1
Enhancement of landbank Jolo facility and additional counter	2
Enlarge the Citizen's Charter	1
Enough	1
enough man power to assist clients on queries	1
Enough teller/personnel to assistthe customer	1
Entertained right away and staff was courteous	1
Ever since i started transacting with this branch, I have observed their being polite and helpful to their clients . The teller , the supervisor , the bookkeeper and the manager are all accommodating. Keep it up. Thumbs up sa inyo.	1
Ever since, mababait talaga ang mga empleyado ng Cotabato Branch. Wala akong masuggest kasi mapa-bago or lumang staff.	1
Every client is well informed of the ongoing offline situation. Keep up the good work	1
every one is accomodating and clean surroundings	1
Every Teller is very approachable.	1
Every things FIne	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Every things good in this office	1
Every time I come inside the bank, I am always assisted immediately! I am very much satisfied with the services rendered. Thank you LandBank San Juan !	1
Every transaction satisfied	1
Everyday ako mayvtransaction dito mababait lahat ng mga employee	1
Everyday smile	1
Everyone in Gapan branch is commendable	1
everyone in this office is courteous and always available to extend their help for those who needed it	1
Everyone is always friendly and willing to help.	1
Everyone is doing great. Thank you for your service ")	1
Everyone is very helpful in this Land bank location. Specially Mr Leip Bactol ans Ms Pia Magnaye They are both very professional Keep up the good work!	1
EVERYONE IS WELL TRAINED AND CUSTOMER ORIENTED.	1
Everyone was very accomodating and works efficiently	1
Everything is already organize and simple to follow. All the staff are friendly and helpful.	1
Everything is efficient.	1
Everything is fine just keep up the good work	1
Everything is fine on the flow of transaction.	1
Everything is fine. Hassle free.	1
Everything is good and better services. approachable employee. and they always smile	1
everything is good keep it up :)	1
Everything is good, keep it up!	1
Everything is good.	1
EVERYTHING IS GOOD. PEOPLE ARE SO EASY TO APPROACH AND VERY FRIENDLY.	1
Everything is Good...keep it up	1
Everything is great	1
Everything is in optimum order.	1
Everything is in order. Branch manager and staff are courteous, snappy and served their clients with a Smile	1
Everything is Ok	1
everything is ok. GODBLESS	1
Everything is okay! More power to Our Landbank Family	1
Everything is okay, no more suggestions.	1
Everything is okey	1
Everything is perfect	1
everything is perfect. keep up the good work	1
everything is perfectly fine great service for me :)	1
Everything is perfectly fine.	1
Everything should be posted in social media.Inform clients of available website in social media.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Everything was fine here. I think wala na po akong suhestiyon	1
Everything was good	1
Everything was good.	1
Everything was great in this office	1
Everything was okay and fine I was satisfied with the service	1
Everything was so smooth.	1
Everything went smoothly with the help of Miss Michelle Baloran of Landbank Ilagan.	1
everything's fine	1
Everything's great! Thank you so much!	1
Everytime i come and transact in LandBank Dinalupihan i feel so welcome and treated as a family not a costumer or client. They have always bring easylife when it comes in banking. No more waiting for a long time they give the best for their clients.	1
Evrything is in order.	1
Excelent services staff give smile	1
Excellente Manager	1
EXCELLENCE	1
excellence approach. no more suggestions.	1
Excellence Customer service	1
Excellence service	1
excellence services thank you	1
Excellent	31
excellent , and good service	1
Excellent all employee	1
excellent and fast service!	1
Excellent and fast services	1
Excellent and outstanding service. All staff are accommodating and customer friendly! God Bless Landbank Floridablanca Br Lite!	1
Excellent and Quality Service	1
Excellent and really fast service po palagi.	1
Excellent and speedy customer service.	1
Excellent and speedy customer service. I opened my savings account in less than 30 minutes	1
Excellent and superb	1
Excellent assessment. Thank you	1
Excellent banking experiance from the time I opened my account at Umingan Branch in 2020. The manager and all employees including security guards and utility worker are courteous and very professional in dealing with their clients.	1
EXCELLENT CLIENT SERVICE	2
Excellent Client Service. Very friendly and accomodating Staff.	1
Excellent costumer service	1
Excellent costumer service. Very accommodating and staff were happy serving each client. Kudos to the staff at the New Accounts. Thank you and God bless!	1
excellent customer service	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Excellent Customer Service! Erlyn and Amir are both very helpful. assisted me	1
Excellent customer service. Magagalang and willing to assist.	1
Excellent customer service..Tellers are very approachable and friendly..	1
Excellent for services	1
Excellent in Service !!!	1
Excellent job! Thank you for your considerable service. Merry Christmas and Blessed 2024!	1
Excellent keep it up!	1
Excellent performance!	1
Excellent satisfactory service. Keep it up	1
Excellent Service	81
Excellent Service & Friendly Staff	2
Excellent Service . Keep it up!	1
Excellent service . Very courteous employees.	1
Excellent Service already	1
Excellent service and accommodating	1
Excellent service and all the landbank staffs and officers are very kind and friendly	1
Excellent service and beautiful employees	1
Excellent Service and friendly employee.	1
Excellent service and mam marvelous is very accommodating	1
Excellent service and served fast as they could.	1
Excellent service and staff	1
Excellent service and very accommodating staffs	1
Excellent service and very pleasant personality by Ms. Johanna Gonzales. Helpful in all aspects. She deserves excellent commendation from landbank too. Thank you for helping a first timer like me. Thank you so much.	1
Excellent service as always	1
excellent service continue to do it	1
Excellent service for Luna, Apayao branch. Thank you so much.	1
Excellent service from Ms. Jobelyn, Sir Eugene, Ms. Rhea, and to the branch manager, Sir Samuel.	1
Excellent service from the guards, staff, officers of LBP - Emerald	1
Excellent service from the manager, supervisor and staff including the guards! Sana all lahat ng Lbp ganyan.. GOD bless	1
Excellent Service from the staff.	1
Excellent service Lalo na sa Teller..good job keep it up	1
Excellent service of employees under this branch of LBP. Very approachable staff & manager Ma'am Chan.	1
Excellent service of Ms. Chel and Ms. Cheng. Very efficient and effective employees of landbank.	1
Excellent service po	1
Excellent service po palagi	1
Excellent service received from ARGIE	1
Excellent service rendered at LBP Bangued.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Excellent service so far.	1
Excellent service than my last year's transaction.	1
excellent service throughout the entire process	1
Excellent Service to Ms. Fine Papa	1
Excellent service towards banking needs. Courteous,helpful and hardworking staff.	1
Excellent service very accommodating	1
Excellent service was provided by all the staff.	1
Excellent Service with a smile. Thank you for assisting me with my bir transactions, Kaye.	1
Excellent service!	6
Excellent service! Accommodating and friendly! Thank you LandBank San Juan ! More Power!	1
Excellent service! Keep it up!	1
Excellent service! Keep up the goodwork! Suggestions: I hope this growing bank can provide public comfort room for the client. Thank you!	1
excellent service, courteous. staff	1
Excellent service, no problem with you Vera	1
excellent service, staff are very helpful. Ang bait po ni Ma'am Aurea	1
EXCELLENT SERVICE, STAFFS WERE COURTEOUS AND APPROACHABLE...KEEP THE EXCELLENT CUSTOMER SERVICE	1
Excellent service, super friendly & kind staff lalo na si Mam Kath Mercado.	1
Excellent service,the manage is approachable.	1
Excellent service,very accomodating,keep it up	1
Excellent service.	6
Excellent service. :)	1
Excellent service. Keep up the good work	1
Excellent service. Keep up the good work.	1
Excellent service. Kodus!	1
Excellent service. Ms. Georgette in New Accounts has a great personality. Very accommodating branch. I was able to open an account in a reasonable amount of time even though there are a lot of people. Helpful and welcoming	1
Excellent Service. Nothing to suggest	1
excellent service. staffs are friendly and approachable.	1
Excellent service. Thank you LBP	1
Excellent service. Thank you.	1
Excellent service. thanks	1
Excellent service. The manager and staff are very approachable .	1
Excellent service. Very good accommodation	1
Excellent service.. employees very kind and cooperative.	1
excellent Service.All staff are very accommodating and lagi po silang nakasmile di po sila mahirap lapitan.	1
Excellent services	3
Excellent services, both Manager, officers and staffs, they are very accomodating to all clients.	1
Excellent services. Thank u	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Excellent services. Thank you and keep up.	1
Excellent servixe was rendered	1
Excellent!	1
Excellent! Very impressive!	1
Excellent!!!!	1
Excellent, courteous and accommodating	1
Excellent.	7
Excellent. I am a PWD and the staff in front is so patient with me.	1
Excellent. Keep it up. Thanks	1
Excellent. Thank you.	1
Excellent.keep it up.	1
Excent service and accomodating	1
Exceptional	1
Exceptional amazing services rendered to me by Catherine Pomar and Hyzel Hernandez. They're both an asset to PNB and i highly recommend them for Promotion . Thank you and best regards.	1
Exceptional Service from Ms. Barbosa. Would like to commend Ms. Kahlene Joyce C. Barbosa for being so accommodating and gave us a superb servic. I want to express my appreciation for Ms. Kahlene Joyce C. Barbosa's exceptional service and her wonderful level of accommodation. Keep up the good work!	1
Exceptional Service from Ms. Barbosa. Would like to commend Ms. Kahlene Joyce C. Barbosa for being so accommodating and gave us a superb servic. I want to express my appreciation for Ms. Kahlene Joyce C. Barbosa's exceptional service and her wonderful level of accommodation. Keep up the good work!	1
Exceptionally courteous and professional bank teller. I always receive the best service from them. Never fails to give costumer service with a smile, i highly appreciate their patience and guidance. Charot na may kasamang harot .	1
exceptionally good service	1
Exellent service	1
Expand Landbank Branch in our area so that it will not take so much of our time travelling to the branch of account.	1
Expand the office of the landbank and Aiconditionized for waiting area	1
Expansion of office and additional personnel so that they could accomodate and serve more clients	1
Expansion of office and other bank services	1
Explaine denial	2
Express service with smile, kudos Capistrano Branch!	1
Extend contact information using other online platforms	1
Extend office hour time if possible	1
Extend office hours	1
Extend Office Hours. Thanks!	1
Extend the receiving area to accommodate the client that's all	1
extend work hours	1
extension of waiting pls	1
Extra chair para sa mga naghihintay habang nakapila sa labas	1
Extremely focused professional who pays attention to every detail at work.	1
Fair Assessment/Unbiased	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Fair enough	1
Fair sila sa lahat ng client	1
Fantastic branch	1
Fast	44
Fast accommodation	1
fast action and kind	1
Fast action on the customers concerns and educate them about the online platform for their conveniency.	1
Fast and accommodating assistance	2
Fast and accommodating employees	1
Fast and accommodating services of staff.	1
Fast and accommodating with welcoming and friendly officer and staff	1
Fast and convenient transaction; the office space is very spacious and comfortable.	1
Fast and courteous staff	1
Fast and easily to transact.	1
Fast and east transaction.	1
Fast and Easy Transactions with LBP	1
fast and efficient	1
Fast and efficient service	1
Fast and efficient service as always from LBP Paniqui	1
Fast and efficient service clear information and instructions provided by the staff. Helpful staff!!!	1
Fast and excellent customer service, esp in the verification and teller counters.	1
Fast and excellent service!	1
Fast and excellent service.	1
fast and friendly security guard and welcoming staffs. Well handle costumer satisfaction	1
Fast and good service. Special thanks to Mr. Lauren lorenz	1
Fast and great service!	1
Fast and it is good	1
Fast and quality services that I received in this landbank branch.	1
Fast and Reliable Service	1
Fast and reliable service. Thank you Landbank Ketkai branch	1
Fast and smooth opening of my account. Just about over an hour i completely finished my transaction	1
Fast and timely of processing our loan application. The Davao del Sur LC officers and staff are very accommodating and attend immediately to our lending needs.	1
Fast and very accommodating	1
Fast approval and accomodating landbanker	1
Fast approval. Accommodating staff	1
fast customer service	1
Fast po	3

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Fast Resolving of concern	1
Fast response to queries and concerns. Thank you for your patience.	1
Fast service	20
Fast service and the staff are very accomodating and orient properly	1
Fast service and transaction	1
fast service and very kind employees	1
fast service and very reliable	1
Fast service great!	1
Fast Service!Salute	1
Fast service, thank you.	1
Fast service,approachable and kind staff	1
Fast service. Accommodating staff. They help me to fillout in DOBS online.	1
Fast Service. Good Job	1
Fast services	3
Fast Teller	1
fast to solve problem	3
Fast transaction	49
Fast Transaction 100%	1
Fast transaction and accommodating staff	1
Fast transaction and approachable staff	1
Fast transaction and employees are professional.	1
fast transaction and very accommodating	2
Fast transaction and very accommodating staff (Ma'am Venus) thankyou!	1
Fast transaction and very accomodating	1
Fast transaction and very accomodating staff.. very cheerful and kind personnel specially with my needs	1
fast transaction and very organized	1
fast transaction and well accomodate	1
fast transaction good job	1
fast transaction hindi hassle	1
fast transaction maayos	1
Fast Transaction thankyou landbank capitol	1
Fast transaction with NAC teller 3 and approachable with a smile on her face.	1
Fast transaction, good customer service	1
Fast transaction, very accommodating employees specially Mam Lilibeth Lim, Mam Marian and Mam Rhoda. Thank you very much	1
Fast transaction. Good service.	1
Fast transaction. Kahit ang account ko is with other branch mabilis na close at naayos ang pagka dormant dito. Thumbs up sa Land bank. Easy transaction kahit saang branch nila.	1
Fast transaction. Nice approach.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Fast transaction. Regular BTR remitter. No encountered problem with Land Bank. Good service.	1
Fast transaction. Very satisfied!	1
Fast transaction..Good customer service..	1
Fast Transactions	4
Fast transactions and very accommodating	1
Fast transactions even there are lots if client.	1
Fast Transactions!. Thank You Very Much!. Mabuhay!	1
Fast Transactions, employees are very accommodating and always smiling. God vibes palagi - San Jose Lopez Jaena Branch	1
Fast transactions. Very responsive with good service	1
Faster transaction	3
Faster transaction pls.	1
Faster transaction time than I expected. They accommodated my request eventhough it's already cut off. TY for your service =)	1
Faster Transactions	1
Faster transactions and good employees in bank branch	1
Favorite Ching Mastura	1
First and for most usually this is my first time to pay here..so all i can say is Very Good approach,some of there employee is good habit..Thank you !..	1
First time to open an account in this bank. And im glad i choose this one especially Karuhatan branch. The transaction went smooth and fast. Though theres a downtime with the system i didnt feel the hassle. Everyone is friendly and very accomodating in catering oir needs to open an account. I will recommend this to my fellow workmates and family.	1
Five stars to all staffs. All are very accommodating.	1
Flex ko lang, happy peeps at Capistrano Branch. Dito na Tayo magbanko	1
For coin transaction only. teller should arrange and count it regardless of its volume	1
For considerations sana may mga process na lahat ay online na	2
For far the the services are good	1
For improvement I recommend that Landbank should process their BIR faster for easier transaction ,to be efficient and to reduce time consumption	1
For improvement wala napo ako masasabi na idadagdag for improvement dahil very helpful and accomodating ang teller sakanila. first time ko po mag open ng account and natulungan nya ako sa mabilis at magandang paraan thankyou po ma'am Ma Ezalyn N. Canseco karuhatan branch	1
For LANDBANK talagang volume yung client	2
For Marie, please continue to provided your natural assistance with your customers. Your efforts are highly appreciated.	1
for me as a first timer nagulat po ako ang bilis ng process di po makapagod maghintay salamat po. Big thanks po sa Salary loans personnel at tellers.	1
for me bolstering our Landbank withdrawal services through an expanded and well-maintained ATM network, a user-friendly mobile app, educational campaigns, cash management solutions, and potential partnerships, all aimed at elevating convenience and customer satisfaction.	1
For me everything is smooth tradactions for my everyday deposit.. thank you teller for fast and easy ways ALL ARE KINDS AND RESPECTFUL.. GOOD JOB	1
For me i am very satisfied so much for the good service we have this Bank. The bank staff and all the worker works very hard. And very approachable to any one	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
For me i dont have yet any suggestions , because this is my first time going here and opening account , also this is convient for me because its already have near in my hometown , and this PISO account is very helpfull to the student like me for savings. Thank you landbank kuddos to y'll	1
For me is enough because I saw what they doing and how to treated the customer. And it's Good for me.	1
For me is enough. So much appreciated. Thank you!	1
For me it's fine..	1
For me its good	1
For me laang wala na dapt iimprovedahil its hassle free at anvbilis ng process	1
For me mababait yung staff nila and gusto ko rin yung the way ng pano sila mag assist ng mga customer.	1
For me nothing. The service is very excellent.	1
For me there's nothing to improve since the services of the workers are far better.	1
For me this office is no need to improve because,,I feel the staff is fair to everyone	1
for me you don't need to improve ypur service, because you've done already, Thank you!	1
For me your service is already good, just maintain it.	1
For me, NONE. Because i was satisfied of your services.	1
For me, The service is good and the transaction is fast	1
For me, the service is very good. Thank you.	1
For me, their services are already fine. The staffs are approachable and they provided necessary information to better guide and help their customers or client.	1
For me, there is no need to improve further because I am already satisfied with the services. Keep going and God bless. Thank you so much.	1
for me..nothing bcoz, the service is excellent	1
For now i'm very satisfied.	2
For now po, ok sila lahat sila mabait at very accomodating and approachable po. Sana pagpatuloy nila.	1
For now, i am very satisfied with the service of the bank that i dont have any suggestions. The staff are very well trained and accomodating! Good job!!!	1
For payment of card replacement, hoping for cheaper than what is being collected currently.	1
for the branch management & personnel to keep up the good work	1
For the maintime as is muna as what you do.so far excellince man performance ninyo.	1
Form ofbir stocks please	1
Free coffee	1
Free mineral water	1
Free water	1
Free wifi access so that waiting time will not be enjoyable	1
Freebie for World Teacher's Day	1
friendly	2
friendly & Accommodating	1
friendly & approachable lbp personnel	1
Friendly and accomodating	1
Friendly and accomodating staff	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Friendly and accommodating staffs	1
Friendly and accommodating staffs.	1
Friendly and accomodating staff...	1
Friendly and courteous	1
Friendly and courteous staff	1
friendly and helpful	1
friendly and nice	1
friendly ang staff	2
Friendly at accomdating ang verifier at teller	1
friendly attitude	2
Friendly employee	1
friendly employees	3
friendly environment	1
Friendly staff	31
Friendly staff and accommodating	1
friendly staff keep it up	1
Friendly, nice, approachable and accommodating associate especially in clarifying matters and inquiries	1
Frindly cla	1
from my experience so far the service is good. staffs are accomodating..	1
From staffs to the processing, overall service is exceptional. No need for improvements, just be consistent in your service. Thank you Landbank Maysilo Branch.	1
From the parking attendant, entrance guard and the inside guard who helped me fill in the cheque info to the verifier and cashier (Miss Apple), Landbank personnel gave excellent client care and service. Thank you!	1
Frontliners are accommodating	1
Fsst and polite staffs	1
Fucos on the customer...to be come faster for service	1
Full satisfied sa serbisyi. Very approachable and accomodating sa client..	1
Fully catered	1
Fully satisfied	3
Fully Satisfied in Sevice.. and ang gwapo ng nasa counter 7..	1
Fully satisfied of the service of this office	1
Fully satisfied with the service.	1
Fully satisfied with their service	1
Fully satisfied.	1
Fully Satisfied. Your service is excellent!	1
G00d service	1
G00d service napakainit ng opisina	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Galing kami sa landbank bigben at hindi kami welcome sa ilan sa empleyado don. Matapos nito ay nag desisyon pa din kaming mag bukas ng account kahit kulang sa impormasyon, nag fill up kami online at matapos nito ay nag withdraw ng pera sa labas para makapag bukas ng account ngunit pag balik namin ay cut off na daw sila ng 11 ulat samin ni manong guard. Sabi ng guard ay pumunta nalang daw kami sa Landbank recto at dun mag open ng account.	1
Galing Landbank. Madaming tao pero nakuha ko agad ang need ko.	1
Gamit ng mike kapag nagtatawag sa loob	1
Gamitin sa Tama ang matatanggap na Pera sa banko at malaking tulong sa mga mahihirap	1
Ganahan ako sa serbisyo sa tanan trabahanti sa Landbank Bantayan Branch. Gikan sa ila mga guard na maabi abihon, sa mga teller na maayu mo asikaso sa mga client labi na mga mabdos tag senior. Verifier tag New accounts na mo explain gayud sang mga wa nakon ma sabtan. Tag Manager na andam mo assist kung ma busy ang mga frontline. Padayun sa pag serbisyo sa Nasod! LANDBANK BANTAYAN!!!	1
Gawing 2 ang unit ng ATM s sta. Cruz..	1
gayahin lang po si mam irma concepcion carbonell barbadillo ,mabilis,masaya,maabilidad na tumutulong sa mga kagaya ko na kleyente(naiwan ko po kc eyeglass ko kaya tinulungan niya ako sa mga documents na di ko mabasa ,nadebit din po ako at noong nakita niya na luma na ang atm ko at di na mabasa ang mga numbers suggest niya iupdate ko na atm card... well done& good job mam irma c. barbadillo,nawa marami pang kawani ang maging kagaya mo ,God bless po & merry christmas	1
Generous employee	1
Give time limit for every transactions example deposit/ withdrawal will be given only 10 minutes or less so that all transactions will be fast track in the teller section.	1
Give us your Best quoted rates during negotiation to eliminate reinvestment/transfer of inveatment with other private banks	1
Gives quality attention to details while executing projects.	1
GIVING FREE INTERNET TO COSTUMERS	1
Glad I chose landbank to open an account. The service was quite impressive.	1
Glad to be with this landbank quad branch	1
Glad with the services rendered. Very hardworking and knowledgeable staffs.	1
Gob job ma'am ching & ma'am olive keep up the good work	1
God bless	3
god bless & more power lbp culasi branch	1
God bless and more power	1
God bless everyone.	1
God bless LBP and more power	1
God bless po	1
God bless you all	1
God Bless you all, thank you for your services	1
God bless!	2
God bless. Thank you for your service.	1
God blessed	2
God job	1
God service	1
GODBLEE AND ALL STAFF ARE CARING AND KIND.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Godbless	1
Godbless you all.	2
Godd service	1
Goid service	1
good	37
good accommodation	1
Good accommodations. And napakababait ng guard	1
Good accommodation Mabait na mga gwardya	1
Good already	2
Good ambience	1
Good and accommodating staffs. Please continue your excellent service	1
Good and effecient service	1
Good and exellent service. People are always smiling and very approachable. Thanks for the service	1
Good and fair	1
GOOD AND FAST SERVICE	1
Good and fast service sa Karuhatan branch at salamat Mam Venus Javellana napakabait at masayahin.	1
good and fast service, very satisfied	1
Good and fast service..ty po	1
Good and fast service... mababait po ang mga staff nd manager.	1
Good and fast transaction	6
Good and pleasant service	1
Good and quality service	1
Good and super fast transacti9n	1
Good and very accommodating personnel.	1
Good and well mannereed employees	1
good assistance	1
Good assistance and fast service	1
Good assistance.	1
Good at mabilis ang transaction	1
Good attitude for every client to serve	1
Good bank branch	1
Good branch!	1
good communication	1
GOOD COMMUNICATION AND SERVICE WITH MA'AM VENUS JAVELLANA	1
good communication skilla	1
Good costumer service, client satisfaction	1
Good costumers service	2
Good customer care	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
GOOD CUSTOMER RELATIONS - KEEP IT UP!	1
Good CUSTOMER SERVICE	19
Good customer service. Fast transaction. And smily face teller. Approachable teller	1
Good customer service and excellent in all aspects.	1
Good customer service and staff are very approachable. Keep it up.	1
Good customer service from Last Pinas Zapote Branch	1
Good customer service from Maam Razel Alvear	1
Good customer service most especially Kay Ms Jerily Sales Hands up sayo Mam sa pag aassist no sa lahat ng customers nyo po godbless Landbank Sta cruz branch more powers po	1
good customer service system needs improvement / upgrade	1
Good Customer Service. Keep it Up Caloocan Branch	1
Good customer service, accomadating	1
Good customer service, friendly and easy to approach	1
Good customer service.	1
good customer service. Nice job	1
Good customer service. The officer who have assisted me was very competent in addressing all my concerns in a short amount of time. Pleasure to be served	1
Good Day and Godbless	1
Good day! The staff are confident and knowledgeable.	1
Good day!. Ok po ang serbisyo ng staff. Napansin ko lang po na mainit sa loob ng banko. Mas magiging maayos po sana kung mapabilis po na mapaayos ang air condition po sa loob. Thank you,.	1
good employees	1
Good employees and they always smiling	1
good enough	1
Good environment	1
Good Experience	1
Good for employee	1
Good government service so far.	1
good health and smile for good work!.	1
Good in customers service	1
Good in service	1
Good in Service :)	1
Good in services	1
Good Job	35
Good job ! Keep up the good work !...	1
Good Job all of you at Tordesillas Branch.	1
Good job and more power!	2
Good Job and Nice service! Keep it up!	1
Good job and very nice service of new accounts	1
good job everyone for smiling everyday	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good job everyone.	1
Good job for being courteous and efficient.	1
good job happy holidays satisfied customer	1
Good job keep it up!	1
Good Job keep it up	1
Good job land bank staff	1
Good job Landbank Caloocan Branch BIG SMILEY po sa inyong lahat. I appreciated your service, dedication and extra efforts. Keep it up po. God bless everyone.	1
Good Job Landbank Employee, you're so energetic.	1
Good Job Landbank Makati Atrium	1
good job of LBP staff	1
Good job on all employees.. they serve people always with a smile	1
Good job po and thanks.	1
Good job po sa mabilis na serbisyo!	1
Good job po!!!! Public servants, thanks for helping us	1
Good job po.	1
good job po. Keep smiling	1
Good job Roxas City Capiz Branch. Service excellent!	1
Good job salute to this bank branch	1
Good job to all staff accomodating and friendly.. Keep it up!	1
Good job to everyone	1
Good job to everyone. Maganda pumunta sa branch na ito dahil mabilis lang ang transaction at maayos ang serbisyo.	1
Good job to Ms. Razel Alvear	1
Good Job UPLB Branch!	1
good job well satisfied	1
Good job!	4
good job! Keep it up!	1
Good Job! Mabilis at salamat kay Maam Sherene sa pag assist.	1
Good job! Very efficient and fast processing of transactions.	1
Good job! Keep it up!	1
Good job!Keep it Up	1
Good job, its a nice and fair branch	1
Good job.	3
Good job. Best service	1
Good job. Congrats!	1
Good job. God bless.	1
Good Job. Keep it up	1
Good job. Thanks for the service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good Job. Very Satisfied	1
Good job.. keep up the good work..	1
Good job...	1
Good job.... keep always do your work religiously with dedication..	1
good jon	1
Good Keep it up! God bless po!	1
Good luck	1
Good luck and Godbless and more power po.thank you	1
Good luck! More Power!	1
Good mabilis napalitan ang checky ko	1
Good moral	1
Good morning	1
Good na good	1
Good naman at mabilis ang proseso	1
Good performance all employees	1
Good quality of services and very accommodating staff	1
good quality service	2
Good quality service on its clients.	1
Good quality Services with accommodating staffs	1
Good quality services, keep continue smiling. Thank you so much	1
Good serveces	1
good service	176
Góod service	1
good service & excellent employees	1
Good service (staff are approachable). Thank you!! :-)	1
good service .	1
Good Service ..Shiel celina and Tj and others	1
GOOD SERVICE AND APPROACHABLE STAFF .	1
GOOD SERVICE AND APPROACHABLE STAFF. WELL EXPLAINED ABOUT LOAN PROGRAMS.	1
Good service and easy transaction	1
Good service and excellent camaraderie	1
Good service and fast	1
Good service and fast action. I got my pension account opened in a short period of time. Thanks to Mr. Leip, the new accounts clerk who assisted me in the registration of my account up opening. He assured that I got what I need for the application of my SSS pension.	1
Good service and fast transaction	1
Good Service and fast transaction love it	1
good service and fast transactions!	1
Good service and fast.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good service and faster transactions	1
Good service and Good employees	1
good service and kind staff	1
Good Service and Nice Staffs.	1
Good service and proper treated	1
Good service and Punctual Staff	1
Good service and staff very helpful specially security personel good job Team.. keep it up.. 10/10 star	1
Good service and thank you for assessment	1
Good service and the employees are very accomadating	1
Good service and the staff very polite and respectful they assist properly	1
Good service and very accommodating	1
Good service and very approachable all staff. Keep it up. Thanks and God bless	2
good service and very courteous staff. thank you for assisting us courteously.	1
Good service and Very Satisfied	1
Good service and vvry accomodating.	1
Good service and we feel at home everything we visit the bank.	1
GOOD SERVICE APPROACHABLE STAFF, AND I LEARN ABOUT SMALL BUSINESS LOAN	1
Good service as always	2
Good service as always.	1
Good service assisted by your staff.thank u.	1
Good service at all	2
Good service binangonan branch	1
good service keep it up	1
Good service keep it up.	1
Good service keep it up. I love how i treated as PWD	1
Good service mabait po ang empleyado	1
Good service mam venus javellana thank very much	1
good service naman po thank u	1
Good service of cleint	1
Good service of teller's and bank officers	1
Good service offer to all government employee. You need to be consistent serving our Filipino Government employee. Thank you and more power!	1
Good service po ang Don M banzon Br masisipag at mabilis . Thank you kay Ms Mela na na matiyagang nag assist at mabilis kahit madami tao	1
Good Service Po Fast Transaction	1
Good service provider. Thank you very much!	1
Good service rendered even there are lots of clients. Keep it up Landbank	1
Good service rendered with accommodating staff	1
Good service to all client	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
GOOD SERVICE TO CLIENT AND ALSO VERRY SMILES	1
Good service very fast transaction	1
Good service yes!!!	1
Good service Madali at mabilis ang employee sa mga transactions	1
Good service!	1
Good service! Smooth and fast	1
Good service, fast, and approachable person specially to the assign chief and staff also very helpful. 2 thumbs up!	1
Good service, friendly and courteous staff...very helpful	1
Good service, friendly and courteous staffs	1
Good Service, friendly Staff. Thanks	1
Good service, mabilis at maayos at very accomodating ang staff,teller.	1
Good service, magaganda mababait at maayos na pag aasikaso sa mga tao	1
Good service, quick and fast.	1
good service, very good performance	1
Good service.	7
Good service. Approachable Ra kaayu Ang na-assign sa new accounts ug c ma'am Eliza.	1
Good service. Assisted by Maam venus javellana	1
Good service. Every employee is dedicated to their job assigned. Very responsive	1
Good service. Fast and Easy	1
Good service. God bless.	1
Good service. Keep it up	2
Good service. keep it up.	1
Good service. Mababait ang staff	1
Good service. madali lang natapos ang transaction ko.salamat	1
Good service. New accounts personnels were all accomodating. Thank you.	1
Good service. Nothing to suggest.	1
Good service. Transaction is fast. The branch service officer is very accommodating.	1
Good service. Very approachable staff.	1
Good service...	2
Good service..all employees are very accommodating!	1
Good services	8
good services and approachable alll teller and verfier.	1
Good services and easy transactions	1
good services of LBP Cotabato branch headed by sir Alabat and mam Nitz, Maam Olive to teller 2 maam Desire isito, teller 3 maam ching and sir richard thank u mam and sir and pasensya na sa kakulitan ko mag tanong kung tama ba ang mga online matters na ginawa namin. sa teller 6 sir pen and teller 7 mam saida na mabilis ang servings thank u mam and sir and to sir ian teller 8 maraming salamat sa mahabang pasensya.	1
good services, satisfied costumer here	1
Good services. Thank you	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Good services.implemented..God bless	1
good suinia	1
Good survey for this bank to confirm any one concern	1
Good transaction	1
Good work	1
Good work.thanks	1
good, keep it up!	1
Good.	1
Goodjob	1
GoodJob for a well assisted request...Thanks Ms. PIA (from Guadalupe BRANCH)for the fastest service I've got.	1
Goodjob landbank new accounts	1
Goodjob!!!	1
Goodluck have a nice day	1
Goodluck keep up the good work	1
goodmorning	1
Goods	4
Goods employee	1
Goods lng naman.	1
goods mag depo dito sa zapote branch mabilis lang ang transaction	1
Goods na goods ang mga empleyado. Sobrang accommodating lahat pati mga guards!	1
goods na 'to guys.	1
Goods naman lahat	1
GOODSERVICE	1
Goood service friendly staffs	1
Got all that I needed and more, they did the updates for both my Landbank account and GSIS card, am a very happy and satisfied customer here, thanks Maam Flor Villegas and thanks Landbank	1
Got my card fast	1
Got my money quick	1
Grateful. The staff is very accommodating even beyond the banking hour. Truly ang Bankong may damdaming bayan. Keep it up for the service of the people. God bless you all.	1
Great and amazing service	1
Great banking service with a heart. Capistrano Branch. Kudos!	1
Great Branch ever!	1
Great customer service	3
Great customer service Ms.Faye and Ms.Darlene	1
Great Customer Service provided always. Smiling manager and staff.	1
Great customer service!	1
Great customer service! Kudos to friendly and accommodating staff!	1
Great customer service!!!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Great customer service, kudos to ms. MELA for her dedication and compassion. Thank you maam.	1
Great Customer service.	1
Great experience and good environment. Friendly staff.	1
Great facilities.	1
Great job	2
Great job and thank you for your great service. God bless!	1
Great job for all the services. Keep it up!	1
Great job po sa mga kawani at guards ng Landbank Batasan. Sobrang helpful and accommodating po. Mabuhay po kayo :)	1
Great job!	1
great job! amazing services!	1
Great job! Keep up the good service. Mabuhay!	1
Great job, LandBank!	1
Great Job.	1
Great Job. Super bait ng mga personnel specially si Mam Mel	1
Great job...Keep it up.	1
Great overall service! Very orderky, very clean, maaliwalas, and most of all very accomodating lahat ng staff from the moment na pumasok ka. Good job Landbank Malolos!	1
GREAT PUBLIC SERVICE. Very accommodating. Keep it up.	1
Great service	23
Great service and assistance. Thank you.	1
Great service and dedicated staffs	1
Great service and staff.	1
Great service especially from your employee named Charmaine Mastura	1
Great service of the staff and they treated us respectfully.	1
Great service with accomodating atmosphere	1
Great service. Answered questions with a smile	1
Great service!	3
Great service! Thanks to sir pat at the cotabato branch.	1
Great service, the staffs are friendly. In addition to that, they're very accommodating in terms of quiries	1
Great service.	1
Great service. Have a nice day. Happy New Year.	1
Great service.thank you	1
Great service; Very nice and accomodating staff and Manager. Appreciate their great customer service	1
Great services	1
Great Services. Thanks!	1
Great Staff, very accommodating.	1
Great staff. Catherine Aquino	1
Great start	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
great team here! pleasant to transact with	1
Great transaction	2
Great work continue	1
Great work. If I may, however, request that another atm be added at the SC Main/ New Bldg, to cater to its numerous employees. And to act as buffer when the single atm is under repair.	1
Great work. Keep it up!	1
Greatfull with their service. Theyre very nice and accommodated me with their full knowledge and skills. Especially to Mr. Leip Bactol who served me from the beginning till the end of my transaction. Thank you Guadalupe Branch.	1
Guards and employees are accommodating and always ready to serve. Kudos for the service. Thank you	1
Guards are very freindly.	1
Guards on duty to smile often.	1
Gud service	1
Guess none. You are all amazing. Thank you so much!	1
Gusto ko kung pwedi lang po ma'am na kapag maraming kliyente dagdagan ang iyong teller upang mas madali pa ang Pag proseso ...wala na akong masasabi pa dahil maganda , magaling at sulit na sulit ang Inyong serbisyo..Good Luck & God Bless	1
Gusto ko mag additional ng tauhan dito sa land bank lebak sultan kudarat kasi marami ng transaction dito	1
Gusto ko sana lumaki yung branch or maging dalawa yung branch para mas maraming teller para yung malalayo di mahirapan satisfied customer din	1
Gusto ko yung pagtrato nila sa amin. Mababait po sila.	1
Gwapa ang New Accounts and mabuo pa guid.	1
Gwaponug gwapa ang mga staff, medyo maulawon lang ang mga guards sa pag greet but it's good anyway.	1
Habaan pa ang pasensiya	1
Had a great customer service experience	2
Handang tumulong ang mga staff dito	1
handles concern with pleasing personality	1
Happy to bank with you	1
Happy	2
Happy 60th Anniversary Land Bank! Thank you for your great service and Free food today!	1
Happy 60th anniversary landbank	1
Happy 60th Anniversary Landbank Lebak branch.. Salamat sa magandang serbisyo. KEEP IT UP.	1
Happy 60th Anniversary LandBank... More power and God Bless you all Landbanker.	1
Happy 60th Anniversary LBP!	1
Happy 68th anniversary more power.	1
Happy and Satisfied.	1
Happy and satisfied	1
Happy Aniversary	1
Happy anniversary	2
Happy Anniversary... congratulation	1
happy new year	1
Happy New Year!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Happy new year. Nice meeting you all	1
Happy po ako madali lng at ang bait ng nag assist sa akin na si mam Venus Javellana thank you po	1
Happy to say I'm very much satisfied with all my bank transactions in Landbank .	1
Happy to serve	1
Happy to the service	1
happy with the service	1
Happy with the service. thank you	1
HappyAnniversary Landbank... More power.. Thank you lebak br sa meryenda at ice cream	1
hard time to contact HO for loan balance update. Walang sumasagot. Bakit wala ng auto loan?	1
Hardworking employees.	1
has a good communication skills	1
has a good customer service	1
has a good quality service	1
Has a good working environment and everyone is smiling	1
hassle free opening of piso account, great and fast service	2
Hats off your service keep it up	1
Have a Better Service, I am satisfied	1
Have a nice day and Godbless always	1
Have a pretty person on counter one. Thank you for your service miss Alyssa Fay C. La Rosa	1
Have a time with the client	1
have fast internet connection and have availability of coffee and snacks corner..	1
Have faster transactions	1
Have more employees like Ms. Elizabeth Raffle.	1
have seats available for early comers while waiting for the time of the bank to open	1
have the air condition repaired and distribute number to different number to different cashiers for different purposes accordingly	1
Having a great experience in landbank in annapolis branch . Banking made easy because of the good service of their staff and all of the services they offer make your banking transaction easier and better I assure you that you will enjoy doing business with them .good customer service and excellent services....	1
Having a great service. Very accomodating.	1
Having a separate lane for PWD, Senior and other customer.	1
Hazel Lumbo was very helpful from start to finish of my many transactions. I accomplished a lot within a very short time. If all landbank employees are naturally accommodating like she is, customers will remember to patronize landbank for d rest of their lives. I recommend her for best employee and award. Thank u.	1
Hello po maganda po pagkakaserbisyo ni ma'am saken nakaka speechless panga po ehh HAHAAH salamat po God bless	1
Hello, masaya, mabuti, at maganda na ang serbisyonng binibigay ng mga empleyado dito.	1
Helpful	4
helpful and accomodating	1
helpful and approachable	1
Helpful beautiful	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
helpful customer support	1
Helpful personel and smiling	1
helpful staff	2
Helpful staff and fast	1
Helpfull personnel	1
Hi Land Bank of the Philippines T.M. KALAWQ Gusto ko lang share may good experience ang pagpunta sa branch na ito. Sa guard at sa mga teller na nag tatabaho araw araw. Ay sobrang bait and friendly! Highly recommended na bisitahin ang ang branch	1
Hi, lahat ng employee sa landbank mababait at palangiti	1
high appreciated service and very competent	1
High five	1
highly accomodating personnel	1
Highly commend the serving teller	1
Highly commenalbe	1
Highly recommend and kudos to the guards and teller (Jan Clavano). Very professional and helpful!!	1
Highly recommend to visit this branch	1
Highly recommended	1
Highly satisfied	1
Hinay kung hinay pud Ang internet. Pero okay Ra jud Ang serbisyo	1
Hinay kung new account. Magpa abot jud whole day	1
Hindi ako masyado nag observe sa surroundings ko, hindi tuloy ako aware kung napansin ko ba ang cc document nyo. Thanks.	1
hindi kami nahirapan dahil mabilis ang transaction	1
Hindi na ako nag antay ng matagal. Mababait ang staff	1
Hindi Na Kailangan Ang Aking Opinyon Dahil Sa Tooto Lang Ay Maayos At Mababait Ang Tao Dito Sa Landbank Paso De Blas. Thank You	1
Hindi nag tatawag ng priority pag walang nakitang matanda sa lane paano naman po ung mga pwd na tulad ko na visual di halata sakin kaya di nag tatawag agad kung di pa ko mag tatanong di pa mag tatawag	1
hindi naman ako nagtagal dahil mabilis lang pala ang transaction	1
Hindi naman ako nainip sa pag pila tsaka mababait ang mga staffs	1
hirap tumawag sa naghahandle ng car loan	1
Hire more manpower for the convenience of every citizen entering the bank.	1
Hire more staff	2
Hired more staff	1
Hired more staff to ensure effectiveness and efficiency of the branch, so staff would maximize their service to every clients.	2
Hope all government employees are like the employees of LandBank Buluan, courteous and approachable.	1
Hope any transactions of the clients here will be faster yet I'm satisfied of the assistance they have. thanks a lot and God bless po.	1
Hope atm and cdm always online..and accesable	1
HOPE FOR THE LANDBANK TO GIVE MORE ASSURANCE TO US APPLICANT. <3	1
Hope internet connectivity with telco will be improved	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
hope meron para sa mga agencies like barangays para mas madali ang transaction...but all in all...it was a nice and fair transactions with all of you...thank you so much..God bless	2
Hope that 1. there will also be an ONLINE transaction for TREASURY BILLS application or its Renewal, and, 2. No more fees to be paid on transferring cash from one LBP branch to another LBP branch, for instance. LBP TUGUEGARAO to LBP branch Santiago.	1
hope that other services can be availed in other landbank branches aside from main branchbof account	1
hope the transaction will be faster	1
Hope there are available landbank atm machines inside the mall	1
hope well maintained the services	1
Hope you can provide carbonized deposit slips. Thank you.	2
Hopefully if it is possible for LBP to provide additional ATM KIOSK to accomodate more clients in withdrawing cash since there is no other banks providing services with ATM. Most of time, especially when payday comes, the ATM is always run out of cash faster. Thank You LBP. God Bless and More Power	1
Hoping for a more efficient queueing system	1
Hoping for the approval for the ATM machine request of CAAP BACOLOD SILAY AIRPORT	1
Hoping lessen the offline	1
Hoping po na laging available ang mga machines for withdrawals, or mapaayos po agad. Para hindi ganun kahaba ang pila sa labas. Yun lamang po. God bless.	1
Hoping that the LBP Services will be accessible to the island municipality soon...	1
How about free coffee for the clients while waiting?	1
How about having a special lane for pregnant, SCs and PWDs. Thank you	1
Humble and kind staff. Explain the details well.	2
I access activation, excellent	1
I always enjoy visiting Aklan LC for our coops business transaction	1
I always had fast transaction except if it is offline.	1
I always pay my BIR returns in this branch. Great and fast service as always. Godbless	1
I am a borrower po ng LBP -Wao branch. Ang una po na staff nag release ng loan ko noon 2022 si ma'am Jeza at ngayon po si maam. glay. Mabait mabilis po at ineexplain po talaga about sa loan. Sana po mag offer si Landbank ng 500k loan for deped teachers like po ni gsis para happy po mga teachers hehehehe.Salamat and thank you to all staff -Cadavoz. mae j. Wao II District	1
I am a liaison officer from PCA XIV, I AM HAPPY AND SATISFIED WITH THEIR SERVICE. keep up the good work especially the fast service.	1
I am a satisfied customer. None at the moment. Thank you..	1
I am already Satisfied with the present services	1
I am always grateful of the services of Landbank	1
I am always left astounded at the level of dedication and hard work they put in daily (employee's)May you reach every height of success! Mabuhay LBP-Parang	1
I am an applicant in Landbank and am still waiting for an interview invitation. I passed the exam last October 6 and I still haven't heard from Landbank up to now. But waiting is not a problem for me, I'm more than willing to wait as long as I am guaranteed that I will receive an invitation soon. I just hope that the hiring process will become faster or if not maybe there should be an email that reassures the applicants about their application status. Thank you so much!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
<p>I am an employee of SEPNAS and my experience in opening is not so good due to long queue. Sana po magdagdag ang Landbank ng personnel para mabilis ang service. Pero wala po akong problem sa kanila kasi very accomodating ang mga employees. My other problem is my iaccess. 2 times na akong pumunta sa Landbank pero not yet resolve until now.</p> <p>overall assessment sa Land Bank ay very good lahat ng employees. Magalang at matiyaga silang makipag usap sa mga tao.</p> <p>Thank you po sa Land Bank</p>	1
<p>I am an LBP client from different branches more than twenty years now. LBP employees are good examples of true public servants. They deserve more incentives because of their good service to clients.</p>	1
<p>I am asking po if how many days or weeks of processing the salary loan. so we can use po on our settlement of our Hospital bill! Thank you so much po for kind and consideration...</p>	1
<p>I am completely satisfied with the services tendered to me. Thank you very much.</p>	1
<p>I am Daniella Flerr B. Torres and I'm sending this note to thank Ms. Jerily M. Sales for her assistance. The last time I visited the Landbank Sta. Cruz, Laguna Branch, Ms. Sales found a way to get it done the last time I visited due to some issues with my iaccess. I observed her confer with other Landbank employees and even went out of her way to let me speak with customer service. She truly went above and above in her service with a smile.</p>	1
<p>I am expressing my sincerest gratitude and appreciation to LANDBANK MOLAVE BRANCH. Landbank Molave Branch has made it easier and convenient for the 4Ps beneficiaries to access their benefits. Especially thanks to Maam Gina R. Pagalan-Baliton (LBP-Molave Branch Manager) and Maam Tata Lagas (LBP-Molave BOO) for the 100% support to the 4Ps beneficiaries in claiming their financial assistance more convenient and accessible. Kudos to all landbankers of Molave Branch. My salute to all of you.</p>	1
<p>I am extremely satisfied with the service provided by Arjae. His dedication, expertise, and outstanding customer service skills deserve recognition. He is a valuable asset to your bank, and I wanted to express my gratitude for his exceptional performance.</p>	1
<p>i am fully approved the services no need to suggest</p>	1
<p>I am fully satisfied</p>	1
<p>I am fully satisfied in all of your services as of now. Thank you.</p>	1
<p>I am fully satisfied with the current works with the services, especially with the person that assisted me with opening an account, Ma'am Venus Javellana at Landbank Karuhatan Branch, that also provided me with adequate help and welcoming ears</p>	1
<p>i am fully satisfied with the services offered at landbank... keep it up</p>	1
<p>I am fully satisfied with the staff and their service.</p>	1
<p>I am generally satisfied with the services</p>	1
<p>I am grateful for the service that Kalibo Plaza has given to me everytime I transact. I appreciate their dedication towards work in serving the people.</p>	1
<p>I am grateful to all the staff here. They're all courteous and very accommodating especially to Mr. Bernard Navarro. He is attentive to his work, knows what the clients need. Thank you so much all.</p>	1
<p>I am happy as it is.</p>	1
<p>i am happy that ms. Cahilig informed me that the validity of the bank guaranty is extended to 1yr already</p>	1
<p>i am happy with how the staff assist me and explains about my transaction. Very informative of their new products offered.</p>	1
<p>I am happy with the quick response of my transaction thank you landbank</p>	1
<p>I am happy with the service I availed from the bank</p>	1
<p>I am hoping that updating of iAccess info/data will soon be available through individual iAccess account.</p>	1
<p>I am new to filling up of BIR forms and Sir Carlo/Ms Eunice were kind enough to provide assistance including one of the guards on duty to fill up the forms. This is why i always opt to transact in this branch despite distance from city center. Agyaman & Godbless po!</p>	1
<p>I am pleased with the services provided. I commend Jorice Kua and Denise Ibanez for accommodating my request. Great customer service!!</p>	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am really satisfied with your customer care starting from your security guards. They even assisted me in parking my car. It was raining during that time and they were so courteous to provide me with umbrella. Lastly, i am so grateful how ms. Cecille Amante, your branch manager helped and assisted me with my transactions. Kudos to this branch including the tellers! Thank you Landbank in general.	1
I am satisfied	2
i am satisfied for the services	1
I am satisfied of the service	1
I am satisfied of the service.	1
i am satisfied of the services rendered by the employees... so accomodating	1
I am satisfied of their service	1
I am satisfied on service	1
I am satisfied processing of my transaction and tellers are very helpful.	1
I am satisfied there service , i hope they remain humble and approachable	1
I am satisfied to your good service	1
I am satisfied with everything!	1
I am satisfied with Landbanks services. Keep up the good work	1
I am satisfied with my transaction, the staffs here are so kind and helpful especially the New accounts they help me to process my iaccess account.	1
I am satisfied with the branch service	1
I am satisfied with the performance and the staffs are accommodating so far.	1
I am satisfied with the service	1
I am satisfied with the service I availed at Land Bank Pateros Branch. Thank you so to the Officers and Staffs that help me to process my transactions.	1
I am Satisfied with the service of Landbank, the staff are accommodating and kind. Thank you Landbank Cotabato Branch.	1
i am satisfied with the service of your branch here in bindoy.	1
I am satisfied with the service offered..	1
I am satisfied with the service provided by the staff and employees	1
I am satisfied with the service that they have given me.	1
I am satisfied with the service.	2
I am satisfied with the service. Thank you LBP KALIBO PLAZA. Mabuhay!	1
I am satisfied with the services provided and hoping to maintain that level of awareness that this institution provides.	1
I am satisfied with the services rendered by the employees.	1
I am satisfied with the services that i received during my visit..	1
I am satisfied with the services. Staff are facilitative.	1
I am satisfied with their services All officers and staffs are friendly and approachable.	1
I am satisfied.	1
I am served with utmost respect by the lbp employees of the plaridel agrihub. Thank you.	1
I am signatory and our account was for updating. People are accommodating and polite. Thank you to Ms. Fely for accommodating us	1
I am so happy that the staff is very accommodating and respectful.Pleased continue of what you are doing. They gave me better services even the guard who assist me.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am so happy to be with San Carlos Branch for serving my banking needs with so much passion and dedication personalized service by the Manager and courteous staff	1
I am so pleased and very much grateful to Ms. JENNIFER FLORES QUIBA of Landbank San Fernando West (Sacop) for the assistance, help, guidance and patience she handed me all throughout the transaction in the bank. She made the whole process easy, simple and accessible for me inspite of time difference because currently I am in UK. She is very competent and efficient in her job...a well -deserve promotion. Salute to her and to the bank. God bless.	1
I am so satisfied with the service that i cannot think of what you can improve.Your staff have always a smile ready when I enter the bank..	1
I am so satisfied with their assistant, nagkaroon ako ng problema sa account ko, kinausap nila ako regarding dun at nagawan naman nila kaagad ng solusyon kaya grateful ako dahil ditong branch ang napili ko. Employees are so kind and gentle when it comes to their bank clients.	1
I am sr citizen and retired govt employee. Thank you Land Bank for accomodating me before opening of the bank. My acct is dormant. I started my updating at 8: 05 and completed my updating and withdrawal at 8:15. In 10mis i finished my transaction. I also joined their morning prayer.. all are courteous and happy. Keep it up.	1
I am strongly agreeable and satisfied of oyur service up with atty.geslyn and your staff	1
I am strongly satisfied of their services.	1
I am truly grateful to the Manager (Ernesto V. Jimenez and employees (Michelle Barcenas & Bea D. Omania) of Land Bank, Baler Branch.	1
I am truly satisfied with our beneficiaries transaction with the branch.	1
i am very happy & satisfied with the services the branch offered. staff are very friendly and accommodating. excellent branch	1
I am very happy and satisfied with the service extended to me by the New Accounts Section. From the start until the end, the staff was all smiles and very accommodating. She was also able to answer queries although not related with accounts opening, which goes to show that every one in Landbank is fully aware and knowledgeable with the overall transactions of the Branch. Thanks, Landbank Pili, for being the best!	1
I am very happy and satisfied with the services provided. Would like to commend Ms Khessa Adoptante and. Ms Almira both did an excellent and efficient job in assisting me in my needs. Ms Khessa did an extra mile to assist me wd my needed docs. She's amazing! The office is lucky, i mean blessed to have her!	1
I am very happy and satisfied with the services rendered to me by the NAC and all employees. Thank you LandBank. More power!	1
I am very happy with the service kasi despite the distance from the end, nabigay naman & the documents were given/provided	1
I am very happy with the service of LANDBANK Talavera. Thank you	1
I am very happy with ypur service, especially Sir Melchor at thw frontline counter. He serves everyone well with enthusiasm and care.	1
I am very much happy with the service that this branch has given me who always value their client's requests extending their banking hours to serve our transactions especially during emergencies.	1
I am very much satisfied po aa lahat ng empleyado sa landbank at ang babait nila	1
i am very much satisfied with the service	1
I am very much satisfied with the treatment of LBP staff	1
I am very much satisfied with their services offered.	1
I am very overwhelmed and very satisfied for the service I recieved.	1
I am very satisfied	2
I am very satisfied customer in this bank branch, great experience	1
I am very satisfied for the service in landbank office daet so I don't have any suggestion	1
i am very satisfied for the service.	1
I am very satisfied good service	1
I am very satisfied of the assistance. Keep it up.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am very satisfied of the service of staff from this branch	1
I am very satisfied of the services of the staffs and the security guards are very friendly.	1
I am very satisfied of the services that was given to me during my visit to the bank.	1
I am véry satisfied of the services..may I suggest about the cc is to make it bigger so that everybody can read even if they are far from the location of the cc.	1
I am very satisfied overall	1
I am very satisfied to the staff, in terms of information that I want	1
<p>I am very satisfied whenever I visit this branch because:</p> <ol style="list-style-type: none"> 1. there are plenty of chairs 2. less waiting hours, less "pila" 3. courteous and kind staff 4. malamig 5. guards welcome you with smile. <p>keep up the good work.</p>	1
I am very satisfied with accomodating staff that assisted me to open an account, specifically Ms. Ezalyn Canseco. I understand well the instructions from first up to last, also It feels good communicating with her. I feel at ease and the transaction was smooth. Overall, it is a good experience and I am happy, thank you	1
I am very satisfied with the bankn personnel services . They are all suuppotive to our bankbtransactions	1
I am very satisfied with the quality and efficiency of servicesl that had always been extended to me since I opened my account with Landbank Edsa Ext Roxas Blvd branch. From the branch manager, Ms Star Geronimo to the staff, and the security guards, everyone had treated me courteously and smilingly. The same treatment that I see them accord the other bank clients. MFTPangilinan, DFA, Retired Ambassador.	1
I am very satisfied with the service and im srongly referred to my frnds	1
I am very satisfied with the service provided by Landbank.	1
I am very satisfied with the service provided by the Landbank staff	1
I am very satisfied with the service rendered by Ms. Jane Aranjuez in the enrollment of my account in i Acess. She was helpful and pleasing.	1
I am very satisfied with the services during my account opening especially Apple who was very accommodating. Thank you very much.	1
I am very satisfied with the services of the mangaldan Branch Staff.	1
I am very satisfied with the services rendered by the bank's employees.	1
I am very satisfied with the services that I get.	1
I am very satisfied with their service because they were approachable and welcoming	1
I am very satisfied with their service there's no need to improve heheh	1
I am Very satisfied with their service. Very Approachable. countinous your service with a smile. Thankyou and godbless	1
I am very satisfied with their services.	2
I am very satisfied with thier services.All of them are approachable.More power and continue your job.	1
I am very satisfiesd with the service of Land Bank Mandalagan Branch. Thank you.	1
I am very satisfied with the service that they offer and they are also very accomodating. Would definitely will comeback here to have my transactions	1
<p>I am very thankful to San Juan (Cabalian) Branch officer and staff especially the manager who is approachable and accommodating who helped me detect a cyber scammer. Mam Grace helped me in a professional way and prevented the withdrawal and loss of money. PNP is now tracking the contact number used by the scammer and GCASH nos. where the money is supposed to be sent. Thank you San Juan Branch and Mam Grace. I will be more careful this time.</p> <p>- BoyEmmett</p>	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I am very well served by the employees	1
I am well accommodated and am very satisfied with the services rendered. Thank you Landbank San Juan So Leyte Br. Keep it up! Mabuhay !	1
I am well assisted in my transaction	1
I am well pleased and very satisfied with the service provided by the landbank personnel who attended to me	1
I am writing this in behalf of my mother who is a sr citizen who requested for a change of her atm pin number. Thankful sa very accomodating na mga staff at officers and guards. Manager personally assisted my mother and gave her snacks while waiting for me and she listen to the story telling of my mother. I forgot her id and card at our house so i returned to our house. Thank you LandBank.	1
I am writing to thank and commend Maam Christine Joy of Other NAC Desk for her effort in providing client-centric service especially on catering my request to issue my Bank Certificate and Statement within the day since I am from Romblon. And surprisingly, the document was claimed ahead of scheduled time of release. Her radiance, smile, enthusiasm, and vibe to be of service among client is highly commendable. Thank you LBP-Los Baños Branch in epitomizing your brand of serving the nation.	1
I appreciate all the staff and I look forward to many years banking with Landbank Nagcarlan.	1
I appreciate how I was treated by all staff of the bank , very friendly, smiling and approachable. D nakakahiyang magtanong dahil, mga babait sila. God bless Landbank San Juan So Leyte Branch.	1
I appreciate how very welcoming the employees are specifically Ms. Joy and Ms. Roselene :)	1
I appreciate Kirk Nerona, a member of your team, for his assistance with the GSIS card replacement process.	1
I appreciate so much the dedication of the Loan in-charge because he was able to help me understand fully my questions regarding my loan and also to my other inquiries on my banking needs. Mabilis at marunong siang makipag usap Ng maayos. Heads up sayo sir James of Lbp Lupon branch for being service oriented government employee!	1
I appreciate that your staff pay attention to my needs. Staff are friendly and sincere about attending to my banking needs. They have a good command of the bank's products which makes banking easy and less intimidating.	1
I appreciate the politeness n the assistamce extended to me by the security guard upon entering the Bank. It was not only the staff who served me but it was the Manager Joseph Caliguiran himself who assisted me in enrolling in iaccess transactions.	1
I appreciate the professionalism displayed by the New accounts staff during my visit. He answered my queries efficiently and with a friendly vibe. Hats off to you, sir	1
I appreciate the prompt service by the staff esp their Manager, Sir Melchor (La Carlota Branch). He was very approachable, friendly and accommodating. Thankful for all the help given. Keep up the good work! :-)	1
I appreciate the staff who accommodate me. It made my transaction fast and easy.	1
I appreciate your kind help, Mr. Malanay. You are an excellent example of a government employee; despite my unpleasant experience when I tried to open an account at one of the Makati branches, you helped me out without hesitation. I hope you'll keep up the good work. The atmosphere at this location is fantastic, from the security to the entire personnel. I am appreciative of your assistance.	1
I arrived at the bank between 11:00 and 11:10 AM with the intention of opening an account for salary/wages. As of 11:34 AM, I was still waiting to be accommodated. It was particularly upsetting to see personnel having lunch at the back of the office while I was left unattended in the banking hall.	
As a potential customer, I expected a higher level of professionalism and customer service. The lack of attention and disregard for my time was not only frustrating but also degrading.	1
I understand that lunch breaks are necessary, but it would be more professional to inform waiting customers about the situation or to have a rotation system so that there is always someone available to assist customers.	
I asked for support regarding my online transactions using my debit card and was attended promptly by Karen Palo. She was accomodating. She knows her job well and very helpful.	1
I called before opening an account and the lady who answered my call was very polite, helpful and well informed. She made sure I was ready before I went to the branch.. Keep up the good work	1
I can depend on the people especially the new account Ms. Venus Javellana. Maybe later i can suggest but for now i am morw than satiesfied.	2
I can only say tha LBP-Almanza Branch has an outstanding service, very accomodating and kind staff/officers, with immediate provisions/reply to inquiries	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I can only say that LBP Almanza Branch has an outstanding service, very accomodating and kind staff/officers with immediate provisions/reply to inquires	1
I can say that the service of the bank and it' s staff are commendable	1
I can see that no more need to improve but continue your being kind and courteous to all clients	1
I can see that no more need to improve but continue your being kind and courteous to all clients.	1
I can still make transactions even after beyond banking hour	1
I can't say anything about the services they offered for me, they are all approachable and easy to give and manage the services that we need	1
I cannot actually give any suggestions yet because all throughout the process of the pre-employment was smooth and convenient to aspiring applicants like me.	1
I cannot recommend more bacause Im 100 percent satisfied in landbank hindi mahirap San jose Delmonte branch is the best	1
I can't recommend improving their services. The staff are indeed approachable, and they will help you when you ask for assistance. Kodus to them!	1
I can't suggest anything more I am very much satisfied of the service	1
I can't suggest anything since I am satisfied with the service.	1
I commend all of the staff and courteous guards of LBP Katipunan	2
I commend Landbank Lagro branch specially Ms Virmaliza Del Rosario, Ms Jhen Puli and Ms Maricar Aquino for being so accommodating in every transactions.Keep it up and thank you very much.	1
I commend Mr. Leip Bactol for assisting me in opening my pension account from online registration. He helped me a lot since I am a senior citizen and I find it easy to have my ATM in a short period of time.	1
I commend Mr. Leip for accommodating me and serving fast. Thank you.	1
I commend Mr. Leip for being courteous and accommodating. He never hesitate to dilligently explain on how I will invest my money in a safe deposit account wherein I can also use it when needed..Now I have an idea on were to put my hard earned money. Thank you.	2
I commend Mr. Leip for being very accomodafing. He handles the opening of my pension account, he assisted me in the online registration he exained the convenience of have online registration on account opening. He also informed me the necessary things to do in processing my application for my pension. He serves a big help to clients like me. Thank you.	1
I commend Ms Bern Sinlao as she is very accomodating	1
I commend Ms Cindy for the good assistance	1
I commend Ms. Kristina Joy Garcia for her excellent service. Very friendly and thorough. My concern was actually about my debit card.	1
I commend Ms. Marvellous Malatag for assisting us in our problem regarding iaccess	1
I commend Ms. Pia for dilligently assisting me on my loan application.	1
I commend Ms.Melissa D Lumontad for the extra miles she gave. Without her extra miles, we will be in the limbo in processing this claim. Thank you!	1
I commend the BGC Branch (all personnel and Branch Manager) for the kind approach in everyday transaction and abrupt action to the needs of cashier as well as IPOPHL personnel.	1
i commend the employees of this branch as they were extremely helpful bery commendable they deserve a raise!	1
I commend the quality assistance I was given by the workers in this branch. The only thing I can suggest is for them to keep up the great service they're providing :)!	1
I commend the services given to me by Ms. Ave and Ms. Smiles. They did a very good job with much dedication. Keep up the good work.	1
I commend the whole LBP P. Ocampo Team for their great customer service.	1
i commend them all for a very nice bank service!	1
i commend this branch for giving excellent good service specially the fronliners.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I conmend Ms Janina Bongon, she's very helpful, very nice, always smiling. She will surely be a future asset of the company.	1
I could Not ask for..Excellent service all staff and approachable. Keep it up!!	1
I dealt with no issues regarding the branch staffs' service. It was a quick and efficient process.	1
I did not bother to read the CC since all the staff are very attentive, accommodating and courteous.	1
Specially the guy (I cant remember his name) who assisted me during the visit, through his courteous suggestions, i was able to accomplish more.	1
I do not have any further suggestions. For me it is very good services I encounter to my previous transaction in this LBP- Pinamalayan Branch	1
I do not have any suggestions for i think that the service is improved enough to satisfy the clients	1
I do not have any suggestions for I think that your services is improved enough to satisfy your clients	1
I do not have any suggestions to further improve the services here in Paseo Branch. Rather, I would like to give my utmost appreciation and commendation on the staff, especially Ms. Joyce Anne Cruzin, she is very precise and concise on explaining the details from start to end. All the staff were also very friendly and sincerely smiling on all cilents.	1
I don't have any bad thing to say or comment because everytime I visit Landbank Barili Branch, I am ALWAYS satisfied with their services. The guards are all polite and accommodating plus the tellers too, are nice & extra patient with my queries. Ma'am Joy, the Manager is likewise super hands on, very warm and always smiling.	1
I don't have any suggestions on services but I would like to commend their patience and good doings. Thank you LBP Cotabato Branch!	1
I don't have comments about your services because you did well very much!!	1
I don't see any problem, because your services is totally good, your staff is approachable and very accommodated .	1
I dont find any problem or error during my transaction. The staff is approachable and professional.	1
I don't go to the bank but my transactions are always facilitated. Thank you to the manager Malou Egcas.	1
I don't have any comments because they already good	1
I don't have any idea or suggestions however, I am very satisfied of their service.	1
I don't have any more comments for I am very satisfied of the service I received from the staff when I opened a deposit account. Thank you.	1
I dont have any suggestion bec. They are polite and knowledgeable. Glad to have them as a part of my banking experiance. Thank you have a wonderful day.god bless us all..also the guard are nice and approachable.	1
I dont have any suggestion because Im very satisfied for the transaction that provided by Maam Mela Ssecretario.	1
i don't have any suggestion because its all goods for me	1
I dont have any suggestion I am satisfied with their service. Because during the time when I accompanied my father to retrieve his captured atm card because of blackout, we were formally catered and well assisted by the employees of landbank even their security guard. A job well done to the branch.	1
I don't have any suggestion since the staff (Venus Javellana) assisted me well.	1
I don't have any suggestion to LBP Buluan branch because the staff are very approachable and their services to people are good. Thank you	1
I dont have any suggestion, because i am really satiesfied the way the employee treated us their client. Kudos lbp candaba branch	1
I don't have any suggestion. I am very satisfied with the staff's services.	1
I don't have any suggestions because base on what I've observed they treated us fair and kind.	1
I don't have any suggestions because the services were great.	1
I dont have any suggestions because the transaction I had with this bank is convenient and accessible. I would recommend landbank in securing funds and allowances especially those students like me. The staffs were accommodating and exceed my expectation.	1
i don't have any suggestions because they provide smooth services.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I dont have any suggestions but I just want to say that you may continue serving people patiently and thank you for always giving consideration to your client. More power.	1
I don't have any suggestions ma'am/sir. The staffs are very accommodating.	1
I don't have any suggestions, smooth transaction. Thank you	1
I dont have any suggestions. The staff and manager are very kind	1
I don't have anything to say , they do their job accordingly and fair to their clients.	1
I don't have nothing to say , but I want to express my gratitude for all the staffs of our Land Bank of the Philippines Calamba Mis. Occ. Branch as headed by our branch manager Miss. Annacel C. Gante. As an SK Treasurer and being one of the client at our branch. I want to thank for all the satisfactions especially during my transaction at our Branch. I was amaze the way they handle and serve their client because it was all done harmoniously and fairness. God bless and more power.	1
I don't have nothing to say, but I want to express my gratitude for all the staffs of our Land Bank of the Philippines Calamba Mis. Occ. Branch as per headed by our branch manager Miss. Annacel C. Gante. As an SK Treasurer and being one of the client I was amaze the way they handle and serve their client because it was all done harmoniously and with fairness. God bless and more power.	1
i dont have suggestions because the service is perfect and satisfactory	1
I dont know po where is the cause of the problem.. but the office need to change somewhere in tue forms po or delete some activities in the process to lessen the waiting time per client..	1
I dont see any conflict yet when Im having a transaction in your office but I just want to say that if ever you have a conflict or malfunction in your services ,please make sure to fix the conflict as soon as possible to make clients satisfied and its possible to have a repeat customers.Thank you	1
i dont wear eyeglasses, i cant see any rating coz i get straight to the counter; i admire the person in-charge in the counter 2 the name assigned is ms. Valencia. While talking to a client, she is doing multi-tasking to entertain their clients as well especially those who need to fill-up documents. it saves my time for their transaction. thank you very much & god bless LBP	1
I experienced a very satisfying service in this branch. All the staffs also the guards were very accommodating. With Pili Landbank Branch, clients make them SMILE.	1
I feel comfortable coming in because all the personnel are accommodating and friendly! Very welcoming! Thank you Landbank San Juan . God bless you more!	1
I feel the office is fair to everyone Thank you landbank banilad	1
I found that there are lots of customers everyday and only one teller is catering. I suggest that Camotes Branch will add another teller for a smooth fast transactions.	1
I fully satisfied thank t	1
I fully satisfied your customer service, i suggest to keep it up landbank officers & staff esp, security guards and sir jonrey	1
I gave 5* to Ms. Chel for a good service.	1
I give my salute to mam Edlene Sahagun for her friendly accomidation for gosi national high school. GOD BLESS US ALL!	1
I got a meaningful customer experience	2
I got onced email about the status of employment, i have communicated with them for like twice pero nagiba na ng email yung nag email sa akin and then i tried to send ulit dun sa bagong suggested email pero hanggang ngayon di parin nagreresponse.	1
i habe no suggestion. they are very approachable.	1
I had a fantastic experience at Landbank Bataan National highway thanks to Ms. Marga. She was extremely helpful and made my banking needs a breeze.	1
I had a really pleasant experience at the Land Bank branch in Koronadal. The staff there are incredibly accommodating and always seem eager to assist. One thing that stood out to me was how they consistently greet customers with a smile, making the entire banking experience feel more welcoming and positive. It's refreshing to encounter such helpful and friendly service, especially in the banking sector. Highly recommended for anyone in the area needing banking services!	1
i had an undispened withdrawal from the other bank using my UCT card. I went to landbank to check if it was really debited per instruction of the other bank. When I was inside the bank, I was attended right away and my query was immediately addressed. Thank you LandBank San Juan for the fast and accommodating services with a smile. I will open a regular account soon!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I had no suggestiom because they are built good work relationships through open and friendly communication.	1
I had nothing to say, the service is very good	1
I had to make sure to give this feedback. I noticed that the staff in this branch are very efficient and accomodating. Unlike in the other branch where I initially planned to open an acct, the person at the front desk did not know what to do, and was not at all helpful that I ended up not opening my account due to the reasons given to to me (which I found unacceptable, and sure enough wasnt a problem at all in this branch) kudos to the staff and manager of commonwealth branch.	1
I have a different impression of landbank because of this branch i thought of landbank to have poor customer service but this landbank zamora branch proved me wrong Tnx for the amiable service n prompt frontliners!!! Kudos to this branch	1
I have a great experience in transacting in the branch. Due to many clients and volume of transactions, sometimes the customers are waiting so long, but in my part its considerable, because I know the feeling of being a teller processing voluminous transactions. If there something to improve in the speed, then be it. But, I am satisfied with the bank's processing.	1
I have always been pleased with the service I receive at your branch. However, Ms. Marichu's professionalism and patience to assist for our 4Ps grantees in the distribution of cash cards even on her occupied situation quickly exceeded my expectations and throughly worth commendable.	1
I have always been pleased with the service I received at Landbank Cotabato Magallanes Branch .	1
I have been banking with Ucpb Boni since 2013 now Landbank. I love the way they they treat clients from their Manager Evangeline Balasbas down to her staff so approachable and accommodating. Ms Vangie always assist me on problems with my banking instructions.	1
I have been working as a gov't employee and always have always visited Landbank Cauayan for office/personal bank transactions..the bank personnel and staff are doing their work well, very courteous, approachable and accomodating especially Ma'am Ella Gapusan who guided me well in my bank transactions...Thankyou &more power!	1
I have no any suggestions. All the service I needed was availed with satisfaction	1
I have no comment because I am satisfied with the service of the Land Bank staff at the LBP Paseo de Roxas branch.	1
I have no comment on the service, so far the service has been great.	1
I have no further recommendation as I am already satisfied with their services.	1
I have no idea because I'm satisfied of the service	1
I have no more suggestion because Landbank Limketkai branch is very client friendly branch. The employees are very corteus and very kind.. They are really very accomodating... There is only one comment i can give there is not enough parking space for the clients. Thank You.	1
I have no more suggestions because I'm satisfied with the services. The staff/ personnel Miss Ariane Joy Rabi was very nice and helpful she's commendable for doing her job well done thank you very much	1
I have no other suggestions because the staffs are all very nice and approachable.	1
I have no other suggestions since their quality of service is up to the standard of this bank.	1
I have no probs. In landbank carigara.	1
I have no suggestion but i want to express my appreciation for the excellent service i received from sir justine at landbank (pasig cityhall) . I visited the branch to withdraw and sir justine was very helpful and accommodating.He explained the process and the requirements clearly and patiently. He answered all my questions and addressed my concerns. I was very impressed by his costumer service skills and his dedication to his work.	1
I have no suggestion but would like to commend Sir Paulo Quilala for helping me with my concern. He was patient with me and went beyond my expectation by helping me with my concern regarding the closing of my loan amount so I can be issued the orig orcr and appear that my account was already paid in full. I appreciate the assistance as specially on the interest. Thanks	1
i have no suggestion, all good.	1
I have no suggestion, because so far, the service is good .	1
I have no suggestion. I just wanted to say thank you always to Ma'am Ching for her good service. She's so kind and approachable.	1
I have no suggestions anymore because for me there's nothing to be improved because their services it's okay for me as a client	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I Have no Suggestions because I am Satisfied to their Services with Me. Thank you.	1
I have no suggestions but I have comment for the landbank employees; they are very accomodating and they give positive vibes on their branch as always.	1
I have no suggestions regarding the services of this branch as I did not see anything they're lacking. They provided excellent service, the staffs are approachable, and they're very considerate when it comes to their customers. There will always be a room for improvement but I am already satisfied with their service so far.	1
I have no suggestions since the officer in charged is highly recommendable. The officer in charged helped me from the first step til the last step. As a customer that needs a service, I did not feel anxious, nervous and/or any kind of feeling of embarrassment. The officer in charged is very attentive and responsive in regards of my questions and concerns. The service is very good and went smoothly. I understand all the details and directions that the officer in charged told me to do.	1
I have nothing to comments with the improvements that I can suggest but I have commendable comments of the staffs and the guards because they are very approaching.	1
I have nothing to recommend. I was informed via call. I was courteously greeted by the assigned manager and her customer care service, Mr. Peraz. I would like to thank them very much for the time they spent to process my request.	1
I have nothing to say but a big thanks to Ma'am Spring for her service. Congratulations ma'am for your chosen endeavor. God bless	1
I have nothing to say they did everything to help me	1
I have nothing to say, the service were good and the staff treated me politely.	1
I have nothing to suggest because they serve their clients very well and leave the bank very happy..just continue their service with a smile and courtesy to clients...	1
I have nothing to suggest instead I am grateful for the quick and easy transaction, Ang bankong walang koskos balungos	1
I have nothing to suggest just continue tha good treatment to your clients.	1
I have nothing to suggest to improve since my transactions are already taken care of.	1
I have nothing to suggest. I am satisfy on their exquisite services.	1
I have often come to Landbank in Pusok Branch together with my Dad who also has an account with Landbank and overall, the process has been smooth with their hands-on and very helpful Branch Manager, Ma'am Sol and Also their verifier Ma'am Weng - I feel safe and srcured with Landbank and I cannot trust any other bank aside from Landbank. Kudos to your Manager Ma'am Sol and Verifier Ma'am Weng! Continue to do your passion in helping our fellow Filipino People.	1
I have to commend ms roselen redondo for helping me open my new account. Keep it up!	1
I highly appreciated the staff of Landbank Cotabato Branch. They are very accomodating and approachable.	1
I highly commend Ms. Sarah of New Accounts for her wonderful service and dedication to work. Her smile and positive attitude also brings smile to clients. Great job	1
I HIGHLY COMMEND THE MANAGER MISS RB! VERY VERY HELPFUL AND KIND! I COMMEND THE BRANCH STAFFS ASWELL. MORE POWER TO LAND BANK!	1
I highly patronized and recommend lanbank because of their excellent services	1
I highly recommend this Bank . I was completely impressed with their professionalism.	1
I highly suggest that the flow of announcing the number in counter should be in digital form so that it can easily see and can easy hear	1
I hope all the government same as Mr. Jony Vleasquez he is very accomodating and helpful to all my transactions. Keep up the good work sir. Thank you so much for your excellent service	1
I hope bank will include more products that will have online banking for Joint end deposit accounts.	1
I hope in the near future LBP could provide more ATM machines in every town here in Iloilo.	1
I hope that the system always online.	1
I hope that they would have an ATM machine so far and so forth they are very guineine and humble, keep up a good work. Looking forward for more transaction. Thank you	1
I hope that, updating of iAccess info/data will soon be done through respective individual account.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I hope the branch will have the automated deposit machine. All in all, the branch provides good service.	1
I hope the employees continue being approachable to all clients in helping with our transactions.	1
I hope there are updates regarding the status of the applicant who has already passed the pre employment exam.	1
I hope there is a free charging station	1
I hope there is a separate lane for account enrollment (time-consuming transactions) from reactivation of dormant accounts/activation of new accounts (simple transactions).	1
I hope there's benches po outside for people to sit while waiting outside	1
I hope they keep smiling with their clients and approachable as well.	1
I hope updating of info/data in iAccess will be available through individual iAcceaa account.	1
I hope you have a comfort room for your customer	1
I just ok strong	1
I just to express my gratitude for the efficient and timely processing of our recent salary loan. The entire process was smooth and hassle-free, and I was impressed with the level of professionalism and customer service provided by your team. I would like to commend your bank for its commitment to customer satisfaction and for making the loan process as convenient as possible for your clients.	1
I look forward to a long-standing relationship with your bank.	
I just want to commend Landbank San Jose Mindoro Branch. Ang babait po ng staff, from guards palang to the employees. All smiles lahat sa pag sagot sa mga inquiry. Special mention po kay Ms. Macayan, Ms. Myca & Ms. Langcaon. Salamat po sa magandang serbisyo. :)	1
I just want to commend one of your employees, Ms. Divine Castro. She has been very helpful and accommodating to all my queries. To date, this is one of the most outstanding experience I have had with Landbank.	
Ms. Divine provided prompt service from the start of my transaction until the end. She was also able to manage my concerns smoothly. To Ms. Divine, thank you so much. I really appreciate your help and I hope that you continue to keep up the good work. KUDOS!	1
I just want to commend the convenience when doing business and the service of the personnel in the office.	1
I just want to commend TIN and the entire Landbank Team of Shaw Blvd for the kind of assistance they extended to my senior citizen Mom about her issue on the alleged unauthorized withdrawal..the swift resolution they gave on the same day was very awesome! Salute to you TIN..great job!	1
I just want to say thank you to LBP Management for having a branch here in Camotes Island. It is very useful and easy way to transact specially to our treasurers/cashiers, business sectors and to all the people of Camotes who need to travel to Cebu, City. It is very safe for them. And thank you also for the staff of LBP Camotes headed by their Manager for the very warm and helpful accomodation everytime we have a transaction in their office.More Power LBP Camotes and God Bless you all!	1
I just want to say that Niel and especially ms. nika has always gone beyond customer service expectations. If it wasn't for this valuable staff I would have transferred all our accounts to different banking institutions	1
I just want to share that I really appreciate the services that been rendered for us by Maam Ching Mastura and Maam Olive.. They do really helped us. Thanks a lot..	1
I just wanted to say that Ms Mitch Del Carmen made my banking experience seamless. She was very courteous, helpful and professional!	1
I kept coming back to ask for a help, because I wasnt able to generate Code for my iAccess, It was my 3rd time around to asked to change my email since I'm always giving a wrong one, but the staff in the left side was really an open hand and, Shes really willing to help, Kudos to your good service.	1
i like how they serve especially po kay mam na nakahijab. good job.	1
I like maam Saligumba. Very polite and accommodating. She's expert in what she does.	1
I like the service of this branch.	1
I like the services you offered to us . The way you entertain the customers . Keep it up ma'am and sir and God bless	1
I like their service. They are very accommodating and easy to talk with.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I like those staff, pala ngiti sila.	1
I like to commend the work ethics of Ms. Agnes. Thank you again, Ms. Agnes.	1
I liked the process because it was fast.	1
I love landbank	2
I love te staff in Landbank Anonas!	1
I love the atmosphere inside the branch. Everyone is smiling and very dedicated to their work even if there are a lot of clients. No other suggestions on improvements	1
I love the employee.	1
I love the service , very humble and approachable	1
I love the service, especially the staffs, they're very helpful and accommodating	1
I love the staff!	1
I love the way they threat me especially mr. Dave Corvera and also the security guard is very helpfull...thank you so much ...for helping me...god bless	1
I love you just the way you are :)	1
I loved how fast and accommodating the staff I am in-charged with is. Hoping for consistent good customer treatment and convenient transaction. Maybe, in depositing, they can include online transactions (such as GCash) if that is possible. Thank you.	1
I loved the service! Keep it up!	1
I make withdrawal and they're friendly, competent and very courteous . Excellent service.	1
I myself everytime I visited Landbank I always feel happy because every employee have a smile for everyone. Good luck and keep it up. God Bless always.	1
I only have high praises for all the oficers and staff of the Landbank COA Branch.	
I would like to commend Ms Mary Jomelle Balbastro of the COA Branch for handling our backroom transactions always in exceptional manner. She is truly an asset to your institution. She is not only knowledgeable in her work but she has also the heart while makes her endearing to her clients. She is ready to handle more responsibilities and I would like to commend her for a promotion.	1
I pill ok	1
I rate Ms. Pat 10/10 for excellent customer service. Assisted me all throughout and always updated me	1
I really like the service provided and also the staff are very approachable.	1
I really like the service.., Good job guys	1
I recommend that there should be an additional teller.	1
i received bs immediately	1
I received my ATM debit card on the same day which is quite impressive. The landbankers assigned to open an account are also friendly and approachable.	1
I recommend all your staff at Land Bank-Aurora Blvd Br for a well done job especially in customer service to us member/clients.	1
I recommend Maam Azel, Cielo Sir Jun and Sir Dante for a wonderful assistance. keep up the good work Gid Bless and take care always	1
I recommend Ms. Venus Javellana for assisting me very well.	1
I recommend Venus Javellana for her excellent service	1
I requested for my OF Bank card at Batangas City Branch and was assisted by Ms. Jose. Satisfied naman ako sa transaction at accomodating ni Mam Jose. Mabait sya at inassist nya ako hanggang sa matapos ng maayos ang transaction ko at walang maging problema. Nagsingit lang sya ng isang senior citizen pero okay lang kasi mabilis lang naman nya natransact and I understand naman yung kalagayan ng senior. Kudos to you Landbank Bats Branch. Continue to serve good and God bless you	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I satisfied everything.	1
I satisfied their services in landbank sta.rosa	1
I Satisfied,	1
I satistied already	1
i should recommend landbank to my friends when they are interested to loan their salaries because i was very satisfied of their services.	1
I spent a reasonable time for my transaction. Mabilis lang natapos ang aking encashment. thanks	1
I spent three years already for the change of name and requested a new umid card but unfortunately it is still not available. Maybe the office will try to strengthen the following-up system for smooth sailing transaction.	1
I strongly agree po sa lahat kaya wala po...Keep up the Good Work po...Mabuhay ang Landbank Marikina Branch..!!! God Bless...	1
I strongly recommend Landbank Bataan National Highway to my friends and colleagues.	1
I strongly recommend your good service to all my friends	1
I suggest for 1day posting of PAYMENT ONLINE to other agencies	1
I suggest for a bigger office/area	1
I suggest ko po Sana kung Marami po client s verifier Sana po mg initiate po ang office mgprovide Ng isa pang incharge s verifier para mabilis ang transactions po .salamat po	1
I suggest that cut off time wasn't tht early at afternoon	1
I suggest that Land bank shall reevaluate their personnel number since the bank is always full of clients.	1
I suggest that Landbank will improve its atm services.	1
I suggest that the guards assist the clients where to go before they enter to avoid confusion. Also, I want to give appreciation to this branch and its personnel who served us. Even my colleagues in MBHTE who were not clients of this branch was accomodated. The employees here are working FAST, respectful and considerate. They are compassionate and mindful of clients, reminding the clients to eat their lunch first if their transaction takes too long to wait especially when offline.	1
I suggest that the payment of snapshot well be low	1
I suggest that when printing of validated LDDAP Ada in EMDS after debited it return to the home of inquire lddap. I suggest to improve and return only to the list of creditors debited.	1
I suggest to fix the monitor where we can see the number being served because sometimes we cannot hear the number or name being called by the teller. Thankbyou for your great service.	1
I suggest to have a kiosk like other banks. So its more convienient and less hassle. Thanks!	1
I suggest to have additional clerks for New Accounts for smooth transaction and to avoid long queue lines.	1
I suggest to have more LANDBANK branches in Imus or in Cavite province	1
I think all the services are good enough to satisfy any individual.	1
I think i can suggest is just the manpower just for now thank you	1
I think more innovations for a fast changing environment	1
i think more tellers,thank you godbless	1
I think much better and to easy fast transaction to your client if you have a Queing Monitor on this branch. Thank you	1
I think na okay na yung service dito sa branch na 'to since very accomodating naman sila.	1
I think the office should really upgrade its system. It wastes time of the employees and clients	1
I think the services are good and smooth enough and I don't see any problem about it. Maybe just keep on doing a great job.	1
I think the services here are good and staff are very accomodating and kind.	1
I think the sevice is 100% good	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I think there is no such thing to be improve since the service that they gave me was very satisfactory.	1
I think there should be a queuing system for better monitoring of turns in the counter	1
I think there's no such thing that needs to be improve since it is all satisfactory.	1
I think there's nothing to worry about improvement in your service due to the fact that we are satisfied and well catered during the process	1
I think you need to add verification line when there is long line with check and withdrawal transactions	1
I think your customer service is really good, super bait po nung nag assist sakin na si Ma'am Venus Javellana, despite the problem po which is biglang nag offline kaya di agad nakapag open ng account, she's still nice pa din po. Super friendly ng mga employees, so I hope that in for our next transaction, you will maintain this kind of relationship with your customer.	1
I truly believe that Richiele Joy and Edna ahered to the work principle and applied the Land Bank core values to meet and build good relationships and ensure customer satisfaction.	1
I updated my iAccess account details here in Landbank Nagcarlan and my problem has been resolved in just few minutes. Now, I can transfer funds without any difficulties. Thanks to Landbank Nagcarlan!	1
I want to commend Sir Jobie for providing assistance on my concerns regarding my dormant account and lost cards. I spent minimal to no waiting time for all the transactions I made today. Thank you.	1
I want to commend the staff in counter 2 who assisted me during my transaction. She was incredibly helpful and made the whole process much smoother. It was an urgent matter that I need to transfer money but my mobile banking was not working. Your staff went the extra mile by allowing me to use her phone for internet access. Her kindness and understanding made a challenging situation much easier. Thank you for having such a dedicated and compassionate staff.	1
I want to comment Ms. Orquijo for being efficient at her workplace	1
I want to express my gratitude to LBP for the exceptional service provided by Bataan National Highway Branch. It made my day!	1
I want to say thank you po sa staff LBP very accommodating po Silang lahat. Continue serving with the heart of all your clients .God bless po sa inyong lahat ...	1
I want to thank Mr. Ian Varquez for his prompt and helpful assistance to my transaction. I am truly impressed by the level of service I have received from your branch since it saved me time and reduced my stress. It is clear that customer satisfaction is your top priority. I will definitely recommend your branch to my friends and family based on the outstanding service I received and I look forward to continuing my relationship with your institution.	1
I want to thank Ms Mela for assisting me in opening an account . She is very accommodating and professional. She deserved the best rating.	1
I want to thank the employees for being helpful and assisting me during the process of my transaction with a smiling face. Thank you for offering great service to your clients. Kudos to Ormoc Branch!	1
I wanted to express my sincere appreciation for the exceptional service I received at the Karuhatan branch. From the moment I walked in, the staff was incredibly attentive and helpful. They went above and beyond to assist me and ensure that my experience was seamless. It's rare to find such a high level of customer service, especially it's my first time and I'm truly impressed. Keep up the fantastic work, Karuhatan branch! God bless!	1
I wanted to express my sincere appreciation to Ms. MAU PABLO, for her exceptional customer service that I received. HER dedication and hardwork are truly impressive. The way she addresses to my concerns and provided timely solutions was truly commendable. Thank you for making me feel valued customer and for setting a high standard for what an exceptional customer service looks like. Keep up the great work.	1
I wanted to take a moment to express my sincere appreciation to Ms. Mau Pablo, for her exceptional customer service that I received. Her dedication and hardwork are truly impressive. The way she address to my concerns and provided timely solutions was truly commendable. She is the one who helped us and coordinate to other LANDBANK Branch for our big amount of withdrawal when it is not available to her branch. It was a great impact to us especially when we are not expecting to get it on time. She doesnt hesitate to find and help us on the matter. Thank you for making me feel a valued customer and for setting a high standard for what exceptional customer service looks like. KEEP UP THE GREAT WORK. THANK YOU! <3 <3 <3	1
I was able to get the service I want at the soonest possible time.	1
I was amazed how Mr. Bactol assisted me even my account was maintained at other branch. He courteously help me to enroll my accounts in online access and explained to me how to use it. Thanks for assisting me.	1
I was amazed with how fast my transaction with this branch. Thanks to the staffs.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I was assisted at every step of the process with perfection and kindness. All my queries were resolved and proceedings were taken care off in the most professional way. All credits to the following personnel's; Mam Cacai (the verifier); Mam Jen (NAP); Mam Marichu and most specially to Mam Mona (Acting BOO) and Mam Lilly Nine. Job well done!	1
I was assisted by Ms. Razel Alvear including both of my parents regarding OFBank tansactions. She's an asset to the branch doing an extra mile for a client. All of our concerns were done accordingly, quickly and with utmost care. Thank so much Ms. Alvear for your kind assistance. Job well done.	1
I was assisted immediately in opening of my savings account with a smile! Thankyou Landbank San Juan Southern Leyte Branch, God bless you all	1
I was assisted really well with my request	1
I was assisted very courteously. thank you so much Cotabato Branch	1
I was assisted very well and the transaction was fast.	1
I was assisted with kindness. thanks	1
I was attended immediately. Fast service	1
I was catered right away. Great service	1
I was entertained right away	1
I was glad with the professionalism of the employees of Ormoc Branch. The employees are accommodating and answered my queries efficiently.	1
I was happy with superb service of Ms. BONILLA. She was very helpful and friendly, really gave extra mile service! Keep it up	1
I was impressed by the professionalism and courtesy of the staff. The account opening process was efficient, and the representative who assisted me was knowledgeable and patient in answering all my questions.	1
I was pleased and satisfied with the services provided by the personnel who entertained me. My only concern is the parking space for the clients which needs to be improved and needed a bigger space.	1
I was satisfied by the service that they rendered on us. The staff was very approachable and deliver their service equally to their clients. God bless and more power...	1
I was satisfied with my purpose in your good office or bank, thank you so much, Godbless	1
I was satisfied with the services given me	1
I was satisfied with how they entertained my query regarding my loan application.	1
I was served nicely and politely by the new accounts staff and teller. thanks for the efficient service. kudos!	1
I was served well. Kindly continue your utmost dedication to your work and service.	1
i was served with respect and courtesy! Thank you!	1
I was so grateful to the service that was offered to me by your staff starting from the guard who helped me in answering online to open an account. Also wanna commend Ms. Laurice for being so considerate and very approachable in handling her clients. Thank you so much for tha fast and smooth transaction. Kudos to #TeamCRaymundoLandbank	1
I was treated courteously by the staff and very helpful.	1
I was treated courteously by the staff specially teller 7.	1
I was treated nice po.	1
I was treated with so much appreciation. I hope it will continue.	1
I was very impress on their customer service. Great!	1
I was very satisfied to all your services	1
I was very satisfied with my transaction today. I have three transaction yet it was smooth and successful with the help of the very approachable and kind staff. She was so calm and has a good personality. Thanks for the graet service	1
I was very satisfied with the quality of service they provide. It was very convenient and efficient. Kudos to all of the employees.	1
I was very satisfied with the service. The staffs are very accommodating. Smooth and fast transactions	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I was well entertained when I came inside bank and my concern was addressed.Thank you Landbank Sn Juan Cabalian . God bless.	1
I was well taken cared of and I happy while transacting.	1
I will encourage my friends and neighbor to open account because I am happy with their service.	1
I will really recommend this branch to friends. I am so happy and satisfied transacting this bank headed by the bank manager.	1
I wish LBP would have the facilities/system to accept payment of SSS, Philhealth and Pag-ibig from private companies just like UCPB.	1
I would appreciate if the bank could provide a special teller for all government agencies' representative (specifically deposits to the National Treasury account) transacting with them. But overall I'm very satisfied with their service.	1
I would like to appreciate LBP Sto. Tomas Branch, they have shown great service and assist me in various transactions in the fastest way possible. They also answered queries immediately.	1
I would like to commend all employees of lbp tigaon branch because they always willing to help us in all transactions,from the guard when entering the bank very courteous and also assist me in my barangay transactions. The manager is assisting in verification to expedite the transactions. Thank you lbp tigaon and happy 60th anniversary. God bless po	1
I would like to commend all the staff especially the branch Manager (Sir chokie) for the prompt and easy transaction. All transactions are carefully taken care of with the heart full of service. Thank you sir. I am very grateful that i once a client (representative of 4ps La Castellana benes)that being handled by you.	1
I would like to commend and express my utmost satisfaction with the service i received from Ms. Bernadette Mateo. She displayed exceptional professionalism, efficiency, kindness and courtesy that makes my experience incredibly pleasant. Her friendly demeanor and genuine willingness to assist went above and beyond my expectations. I would like to recommend Ms. Bernadette Mateo to receive promotion/salary increase that she deserve for her exceptional service.	1
I would like to commend and to thank ms eloise ng cadiz on assisting me in my requests and I appreciate all her efforts on updating my iaccess and needed asignatories. Thank you and keep it up.	1
I would like to commend Ma'am Donna for the prompt response in my reques. Wonderful!Also to Mr. Romwell Fabian for being such consistent in giving a delightful customer service experience. kudos! They both are assets of your company.	1
I would like to commend Mr Ephriem Santos and Ms Chin Chin Laroya for assisting me. Kudos for a job well done!	1
I would like to commend Ms Chavez of LBP Digos branch for her exemplary service renereder when attending to the request I made in their branch. She was very efficient and was very corteous, a true embodiment of a government employee. My transaction in LBP Digos was very smooth and it only took me less than 1 hour despite the number of clients they were catering. Kudos to LBP Digos!	1
I would like to commend Ms. Shai Verdadero and Ms Regiena Mae Rizo of LBP Rosario for always accomodating me politely and courteously. Everytime i transact with LBP Rosario, my transaction always go smoothly. More power to LBP Rosario CEZ Branch	1
I would like to commend San Jose NE Branch for the fast action and response regarding my transaction. Given that the SPO is an important and urgent request, they immediately processed it with no hassle. Thank you LBP San Jose	1
I would like to commend the Branch and the staff who assisted me specially to Maam at Counter 1. She extended her assistance to me and even proceed with the extra miles. She was able to resolve my concern and she was really really Courteous and Helpful. I would give her 10 stars. Great Job! This service is a far cry from what I had experienced from a near landbank branch in Maysan, Valenzuela City. Keep up the good work and God Bless all of you.	1
I would like to give a commendation to Ms. Bernadette Mateo for exemplifying outstanding service during my stay in branch. Keep up tje good work and may God Bless you always.	1
I would like to highly commend Ma'am Marvellous Malatag for her excellent assistance to all my needs. She walked me through patiently and I was able to create my iaccess account and update necessary account information. She deserves to be promoted. Please give her a raise in her salary. Good job and thank you very much!	1
May the Lord Jesus Christ bless you bountifully for all your help.	

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I would like to mention ms gilda turado she smiles and very humble when approaching her. She is nice person to talk too. More power to you mam. God bless you!	1
I would like to say thank you for time and considerations. Hoping this manner remain.	1
I would like to say that the service of landbank personel annapolis branch is great, they are easy to approach and accommodating. They always smile with the clients.The transaction is much essay than the other bank and i feel comfortable with them.	1
I would like to suggest a simple improvement for iAccess to enhance the user experience and security. Please consider implementing a two-factor for the iAccess login. This additional layer of security will help safeguard the user's account. Thank you!	1
I would recommend this branch because of it's customer service. They assist u accordingly with care. Also, fast transactions are applicable here.	1
I would say that the waiting time is good, the transaction time is reasonable considering that I was opening a new account to insert cash in. It makes it so easy for PSHS to insert cash and for me to receive it without actually having to come face-to-face and have extra hassle to come to the school. I have to note though the new accounts clerk was good and reasonable to process the transaction.	1
I would say that the waiting time is good, the transaction time is reasonable considering that I was requesting to change my PIN.I have to note though the new accounts clerk was good and reasonable to process the transaction.	1
I would suggest probably to make a the use of social media such as posts, campaigns about Citizen's Charter, so others would know and enjoy the kind of service it gives.	1
I would suggest that there must be a staff from the recruitment department on our desired branch to update us about our application maybe every two (2) weeks, for us to be able to know even without going to the branch. Thank you so much!	1
I would like to send my gratitude to this establishment. The employee was so approachable and easy to communicate. They really assisting the client and giving them a very satisfiable assistance. Thank you very and more power to you all. Godbless you!	1
I'm happy and satisfied with the customer service	1
I'm happy on how the staff entertained me specially JAY R and CARLO. GREAT SERVICE	1
I'm happy with the customer service	2
I'm hoping that someday, the documents we need from the main office be forwarded to the nearest bank off our residence.	1
I'm satisfied on the service provide by the staff very accomodating.Keep up the good work.	1
I'm satisfied thier service	1
I'm satisfied with the service	1
I'm so happy with the Services that was shown by landbank employees of Binan Platero Branch , their name is Mam Gina and Sir Rod , They are very accommodating one. More power to Landbank Team.	1
I'm strongly satisfied with the service.	1
I'm very satisfied with their services, so very approachable and friendly.	2
I've been taken cared very well	1
Iaccess concerned	1
Iaccess, Minsan encountered yung delayed OTP	2
IACCSS/MBA usually down, mahirap yung pag access. Sana maimprove yung APP.	2
I'am grateful for the service they provided.	1
I'am satisfied	1
Iam very thankful with the staff and employees because they helped and assisted me even I closed my account for a good reason	1
I'd like to thank Sir Charlito P. Bugarin of the LBP Katipunan branch for assisting me in opening a Piso Account. I wanted to open an account last year but was able to do so just recently.	1
If ever you will be hiring again, pls maintain how you hire your employee today because i like how they treat me.	1
If feasible, LBP SM NRA Branch will extend its bank hours up to 6:00 P.M. from Monday to Saturday. Thank you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
If I am to give feedback, i highly appreciate LandBank's quality service in sourcing best fit employees through a fair, thorough and dedicated process that is not biased. A lot of deserving applicants will be given the chance to be part of LandBank if these process will continue to prosper.	1
If I may suggest, I think placing more advertisements on social media platforms will be a great help in order to disseminate all the information about LBP like concerns about bank transactions and job applications.	1
if not more than 50k .i suggest not to go to verifier.if not need for passbook accout..	1
if possible additional teller to accomodate the clients for lesser the time in transaction. Nevertheless the service is good	1
If possible mas maganda po sana kung may mas ibibilis pa ang transaction. Thankyou po	1
If possible more cashier if more clients in the office.thqnk you and God Bless	1
if possible to provide electronic services	1
If possible, place the citizen charter beside or on top of the queue numbering machine to be noticed.	1
Ilagay sa mas kita ang CC	1
I'll just use this part to commend Mr. Rico Casiracan for his good and very accomodating service. hope you can have here a portion to acknowledge people that served us during our visit.	1
I'm already satisfied with the flow of transaction in Landbank Lingayen. The employees are very approachable.	2
I'm amazed how the customer service was very helpful. They have consideration, especially Ms. Venus Javellana. I didn't feel any pressure when she assisted me, she's good at communicating to people and very rooted to make an exceptional service when opening an account. I've had a great experience with this transaction. Have a great day!	1
I'm concerned on the teller, too crowded	1
Im contented of the services so far	1
I'm contented.	1
I'm delighted to share my positive experience with depositing Landbank Cotabato D Rufino. The process was incredibly smooth and efficient. The staff was friendly and knowledgeable, guiding me through the various options available for my deposit.I feel confident entrusting my savings with this bank, and I highly recommend it to others looking for a reliable place to grow their money.	1
im full satisfied from the services rendered by LBP Capitol branch Pasig, from the SG, Teller, verifier, new accounts	1
I'm happy and satisfied with the service especially the help of Ms. Hazel. We wish to continue the good service to the people.	1
im happy doing business in this office	1
I'm happy with the service of landbank SM City!	1
Im happy with the transaction i had with the bank. Staffs and the Manager were very accomodating and respectful	1
Im not sure if you have it but its good if you have a text messaging system for any transaction that has been made especially deposits and withdrawal.	1
I'm okay with the service. Keep it up Landbank.	1
Im satisfied	2
I'm satisfied client. Ipagpatuloy Po Ang maayos at mabilis na serbisyo. God Bless.	1
I'm satisfied enough with the transaction you have. The staff is accommodating. Thank you and God Bless.	1
I'm Satisfied for all their services.	1
im satisfied for every transaction	1
I'm satisfied for the service of this branch.	1
Im satisfied in your services.	1
I'm satisfied my transaction	1
I'm satisfied of the costumer service, very approachable specially in opening new account. This is my second time around opening an ATM account (Savings account and Payroll account. Thank you and God bless!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Im satisfied of their service	1
Im satisfied so far. Thank you	1
I'm satisfied the services you provide us,thank you so much...	1
Im satisfied the way they serve. Keep it up	1
im satisfied what they treat me	1
I'm satisfied what they treat me.	1
im satisfied with the service and friendly people	1
I'm satisfied with the service, it is consistent everyday...	1
I'm satisfied with the service, the teller is very accommodating and serves with a smile	1
I'm satisfied with the services I have availed through Land Bank of the Philippines..	1
I'm satisfied with their service and the staff are approachable	1
Im satisfied with their service... just continue to serve with a heart! THANK YOU LBP-Mariveles	1
Im satisfied with your service	1
I'm satisfied with your service	1
I'm satisfied with your service but pls improve your online internet	1
Im satisfied.	1
I'm satisfied.	1
I'm satisfied. Nothing to say.	2
Im satisfied. Ty	1
I'm satisfy naman so far with the service,but if 3ver na magdagdag pa Ng personel ok lang Po salamat	1
im satisfy with the service	1
Im satisfied with the service. All of the employees are kind & respectful most especially Ms. Genevive Aldaba. She is approachable & knows her job very well	1
Im so very satisfied	1
im strongly satisfied	1
I'm super satisfied the service	1
I'm truly thankful for all the services landbank offers on me And very thankful for All the staff of landbank culasi antique branch	1
Im very composable	2
I'm very grateful of your company because the employee are very approachable and kind.	1
Im very happy that the employees of Landbank Baguio Calderon are doing their jobs very well. Sa iba may masungit, dito hindi. May soft hearts sila for senior citizen, nakita ko yun sa guard pa lang. Im happy.	1
i'm very impressed	1
I'm very much contented for their services	1
I'm very much contented of the services	1
Im very much thankful for the accomodation and fast opening of account.Keep up!Thank you.	1
Im very pleased with the employees of Landbank Caloocan Branch. They showed professionalism and were very friendly. They made my day.	1
I'm very satisfied with their services provided by the officers and staffs.	1
Im very satisfied and very helpful very professional ng mga staff at mabilis	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
I'm very satisfied of the service,thank you	1
im very satisfied this company, im highly recommended	1
I'm very satisfied with the fast service...	1
I'm very satisfied with the gestures and work of employee's here in landband sta. Maria agrihub. Good job.	1
Im very satisfied with the present system.	1
im very satisfied with the service	1
Im very satisfied with the service, highly recomended	1
im very satisfied with the service.	1
im very satisfied with the service. cheers to more banking.	1
im very satisfied with the service. Thank you	1
Im very satisfied with the services of Landbank Talibon.	1
I'm very satisfied with the services of Landbank, napapriority talaga ang mga tulad naming senior citizen. thank you so much.	1
Im very satisfied with the transaction	1
Im very satisfied with their service. Frontliners are beautiful and smiling. Very Entertaining. Good Service.	1
im very satisfied with their services and the staff is very approachable	1
Im writing in behalf of my aunt. My aunt is already sr citizen. Thank you Land Bank for giving priority to sr Citizens. Truly appreciated your fast actions with a smile and greetings of Merry Christmas. Sana may pa calendar	1
Impressive	1
impressive ang service	1
Impressive employees	1
improve a website because have a lot info	1
Improve faster services.	1
Improve more on services.	1
Improve or dedicate screen intended for instant information while waiting for your transaction. Also, no announcement or information visible for customers in the website or APP	2
Improve parking facility.	1
Improve the ATM services	1
improve the quality just like withdrawing, the system would be faster, thank you	1
IMPROVE the queing system of your Security Guards. They give priority numbers but some people come and go from the bank without numbers. One of the guards was rude in asking customer concern, not even helpful. I came at 8:30am but was only allowed to come in at 11:49am even if there were vacant seats inside. Kindly train your guards to treat clients professionally. Thank you. Mam Charito Rodriguez of loans section offered an excellent service to us.	1
Improve the response time in the OTP via Email.	1
Improve ventilation and space must be wide to accommodate customers.	1
improve ventilation at lobby. Thank you so much for the efficient eservices and Treatment	1
Improve ventillation and space is limited.	1
Improve very much	1
Improve your ATMs	1
In behalf of our agency, the Philippine Army, we are deeply grateful for the services provided and extended by landbank passi to our day to day transactions with full assistance	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
In Cabuyao Branch, The client allowed inside were limited and the people was told to wait outside which is very uncomfortable. Maybe you could find a way to make it better especially for the Sr. Citizen	1
In my 35 years in Pag-ibig,Ive been with lbp osmena for how many years and have been helping me with my pag ibig transactions.Great service throughout the years.	1
In my perspective, must better if there is enough employee to assist customer regarding for opening an account.	1
In the coming years this branch needs a bigger area for a better and convenient banking and working needs of the clients and the employees as well.	1
In this branch im already satisfied to your service,from the employees and the services.	1
in total the service was good and very satisfied as member of this bank. Its really high recommended to other individual	1
In your 60th anniversary continue to provide us with excellent service. CONGRATULATIONS and HAPPY BIRTHDAY	1
In your online system, much better if you put reminder" to please transact at this given hour to avoid delay or late acceptance". Thank you	1
Inaasikaso ng mabuti ang mga kliyente upang mapadali ang transakyon.	1
Inaassist po kami at nakasmile po ang lahat	1
Inaassist po Kami Ng mabuti Ng mga empleyado	1
Inform guards to be polite and accomodating.	1
Innovation	1
Install ATM at the Lobby of Culasi Municipal Hall	1
Install Landbank arm machines in malls	1
Instead of giving suggestion, I'd just like to give commendable praises to Land Bank of the Philippines, especially Sanchez Mira Branch. Bank transaction was easy and manageable. The person who catered my needs made sure that I am fully acquainted with it. Also, special mention to Mr. Jeof Baguinon for taking the time to answer all my queries even if it's already out of working hours. Kudos! God bless!	1
Instructions that were given were clear. Ms. Perl Sarmiento is also very accomodating and gives thes instructions clearly. Thank you	1
Insuggest for more personnel . Fior every transactiins provuded	1
Intense, very good..	1
interbranch encashment fee ang laki	1
Interms of service i already satisfy, i think continue you good services, again thank you very much.	1
inuuna ang mga senior masiyahin ang mga empleyado	1
ipag patuloy ang mabilis na serbisyo at tapat	1
ipag patuloy ang magandang pamamalakad	1
Ipag patuloy lang po ang pagiging courteous sa mga clients po.	1
Ipag Patuloy pa ang pagiging mabait at Ma asikaso ng mga Empliyado	1
Ipag patuloy po ang napaka ganda ng Serbia to ninyo sa inyo ng mga Kulyen te. Salamat	1
Ipagpatuloy Ang mabuting serbisyo	1
Ipagpatiloy ang maganda at maayos na pagtanggap.	1
ipagpatuloy ang maayos at matiwasyang na serbisyo	1
Ipagpatuloy ang maayos na serbisyo	1
Ipagpatuloy ang maayos na serbisyo .	1
Ipagpatuloy ang maayos na serbisyo,upang Marami pa kayong matulungan	1
Ipagpatuloy Ang mabuting pakikitungo sa pag tanggap nang mga aplikante.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ipagpatuloy ang magandang pakikitungo at serbisyo sa lahat ng 4Ps benepisyaryo na sakop ng Branch na ito. Kudos! Sa lahat ng staff at management	1
Ipagpatuloy ang magandang pakikitungo sa cleyente	1
Ipagpatuloy ang magandang pakikitungo sa mga client.	1
Ipagpatuloy ang magandang serbisyo	8
Ipagpatuloy ang magandang serbisyo sa mga kliyente. Godbless po sa lahat ng Staff ng Peza Landbank	1
Ipagpatuloy ang magandang serbisyo, maayos at mabilis na mga transaksyon. Salamat and God bless	1
Ipagpatuloy ang magandang sinimulan ng inyong ahensya upang maipaabot ng mahusay at mabilis ng serbisyo ng pantay-pantay.	1
Ipagpatuloy ang pagiging approachable sa mga clients with smiles. Thank you so much	1
Ipagpatuloy ang pagiging mabuting kawani ng Gobyerno.	1
Ipagpatuloy ang tamang serbisyo	1
ipagpatuloy lamang ang mga magagandang sinimulan, godbless you.	1
Ipagpatuloy lamang po ang inyong magandang serbisyo thank you	1
ipagpatuloy lamang po ang magandang serbisyo ng LBP	1
Ipagpatuloy lang ang mga magandang serbisyonag naibigay para sa bayan.	1
ipagpatuloy lang po ang magandang pag aasikaso sa mga customer.	1
Ipagpatuloy lang po ang magandang paglilingkod sa mga client, accomodating ang lahat ng staff, kahit ang manager, approve po ang serce na ibinibigay nyo sa mga client	1
Ipagpatuloy LNG po ninyo ang magandang serbisyo thankyou	1
Ipagpatuloy nyo ang mabuting serbisyo	1
Ipagpatuloy nyo po ang inyong maganda at mabilis na serbisyo.	1
ipagpatuloy pa po ang magandang serbisyo ng landbank	1
Ipagpatuloy pa yung pakikitungo sa mga kliyente para sa maayos na transaksyon	1
Ipagpatuloy po ang maayos at magandang pakikitungo sa mga client more power and god bless	1
Ipagpatuloy po ang magandang serbisyo at magandang pakikitungo sa kanilang mga customer.	1
Ipagpatuloy po ang patas na pagtrato SA mga Clients	1
Ipagpatuloy po ng LBP employees ang napaka inam at maayos na pag sseserbisyo para sa matagumpay at matatag at maunlad na Republika ng Pilipinas	1
Ipagptuloy po ang maayos n serbisyo . Npakagalang ng mga empleyado	1
Ipahanda ang mga kinakailangan dokumentyo. pagpapaliwanag ng maayos kung ano ang dapat gawin kapag may tanong na di maintindihan	1
Ipatuloy ang mga mabuting serbesyo sa mga tao	1
Ipgpatuloy po ang magandang serbisyo para sa katulad namin na 4Ps members	1
Isa akong tricycle driver lamang pero tinulungan ako ng new accounts staff para mag open ng aking account. Mabilis ang proseso at nakuha ko agad ang aking atm. Nagpakabait at matulungin ng staff nag inexplain nya ng maayos kung pano magdeposit. Salamat landbank buluan!	1
Isang mapagpalang Araw po mabilis na serbisyo Ang hatid Ng mga empleyado	1
It helps me so much to complete my transaction.	1
It is a great honor and privilege to acknowledge your Quality System Management geared towards customer satisfaction which were handled by your Frontline customer staff and your entire staff. Marie Elleonore Dilig and Norielle Llanda. The aforementioned Landbank employees deserved recognition and commendation. More power to your organization. God bless.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
It is always an exciting trip for me to go to Landbank cause I look forward my angels to help me in my need. They are pleasant and light hearted and joy to visit. They take care of my needs.	1
It is highly recommended already.	1
It is my first time here and I am happy to say that their service is very good and easy.	1
It is too much satisfied.	1
It take long to received activation for my iaccess.	1
It was a smooth and fast transaction	1
It was already satisfactory	1
It was an easy and fast transaction with landbank Agrihub , staffs were polite and accommodating definitely will recommend this branch to my co workers .	1
It was an easy and smooth process. Ms. Ezalyn had provided a comprehensive background as to what a Peso Account is. She had given all the information I would need, such as the minimum amount of transaction allowed in a day and a month for Peso Account. She was also very helpful whenever I needed clarifications. She had a very positive attitude, which made my first time opening a bank account a good experience. Overall, it was a great experience with Landbank Karuhatan.	1
It was credited immediately to my account. Good work	1
It was easy and fast transaction. The teller is very accommodating and kind in dealing with the clients. Keep it up and more power. God bless!	1
It was fast and convenient process as I withdraw my money. Thank you	1
it was good	1
It was good. Smooth transaction.	1
It was nice experience	1
It was really easy to open an account in Landbank. They have great service and their staffs were all accommodating.	1
It was smooth	1
It was very good and nice	1
It was vey easy and they very entertaining for some queries.	1
It will accommodate all..	1
it will be also good if a signage of CC is placed in the front upon entrance and at the exit, to remind the customer	1
It would be better if there is a machine for online application and for online deposits to make it more faster.	1
It would be more helpful and informative if the transaction description is more detailed when recorded in transaction history.	1
It would help if staff was fully familiar with the format of the documents (e.g. bank certificate). We had to go back the 2nd time since we didn't know the embassy would be stated on the bank certificate. But payment was waived for the new printing so that compensated for the hassle.	1
It's an overwhelming appreciation to the Counter officer who assisted me in paying our NLRC though it seemed her first time to encounter such transaction. Kudos to her and to male officer who assisted her. Thank you Ms. Nor-ailyn M. Baunto and to her Supervisor Edison.	1
It's perfect!!	1
Ito ang Landbank na pagkakatiwalaan	1
Ito ay pagtutulong sa mga kapwa beneficiary at makakabuti ito at lumago sa pagtulong - tulong	1
Ito ay sapat na sa aking palagay, They don't need to improve their services. Mabilis at tiyak na maasahan at mapagkakatiwalaan sa lahat ng transaksyon.	2
Its a good service but be more updated when it comes to the information.	1
It's all good	1
It's all good and easy.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Its all good.	2
It's all good.	1
Its all good.need more teller .	1
Its all goods	1
It's all marvelous! Thank you, Landbank- Mandaluyong City hall branch	1
It's already ok	1
Its fun to talk to employees so it's highly recommended.	1
Its good already	1
Its good already.	1
It's good.. keep up the good work	1
IT'S GREAT!!! VERY HELPFUL WITH MY NEEDS. SATISFIED WITH THE SERVICE. VERY FRIENDLY STAFF. IT FEELS GREAT TO BANK WITH THEM EVEN WHEN I'M ALONE AT MY AGE THEY COULD ASSIST ME VERY WELL.	1
It's is very perfect.	1
It's just so warm when too many people inside	1
It's my first time here at landbank and i don't see any shortcomings with their sevice. All i can suggest is to keep up the quality service.	1
It's my first time here in this branch and i find the security guard and teller here so approachable and helpful. What can i suggest is to have a screen monitor where the customer can update on its own its account.	1
It's not a suggestion but I would commend how the staff give me assistance with no intimidation.	1
its ok and fast transaction	1
its okey, very approachable to their clients :)	1
its perfect	1
It's perfect	1
Its perfect , no suggestions at all :)	1
„the staffs works with good attitude, hope they will not change .. at hndi sila mgsasawa sa mukha ko hahhha ...	1
Ituloy ang magandang pakikiitungo at serbisyo sa mga client.s.	1
Itultuloy ti kinasingpet ken kinasayaat ti serbisyo yo	1
I've been a client of this branch for more than 8 years and I never encountered any difficulties dealing with the branch personnel, I was always assisted courteously from the guards upon entry and accommodated my transactions by the staffs diligently. I commend this branch for a well organized teamwork. Thank you.	1
I've been doing my LBP transactions (cash & check deposits, encashments, withdrawals, acct opening) in this branch since last year when I started my work in IDH, and still it is smooth sailing and I haven't encountered any difficulties or inadequacies. I am also amazed how approachable and cordial their staff are.This branch is a huge blessing to Parang and its neighbouring municipalities since other branches are very far and are usually packed.	1
I've been with other government offices but Land Bank Buluan Branch is different. Pagpasok pa lang, magagalang na ang mga gwardiya. Pagdating sa mga employee, mababait at maibigay talaga nila ang output na gusto mo. Napaka approachable din nila.	1
iwasan ang palakasan katulad sa Infanta branch nauna pa sa pila sila una naeentertain	1
Iyong CC nakatago sa gilid ng cubicle, hindi agad napapansin at nababasa. Pero madali ang transaction kasi approachable at accommodating iyong employees sa mga queries.	1
Iyong email, mabagal ang reply nila sana bilisan pero lahat naman ng information na kailangan ko naibigay naman doon	2
Iyong sa Landbank App hindi kaagad posted ang transaction. You should use connections rather than numerical. Dapat kung tatawag kayo Landbank iyong nakalagay hindi number.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
iyong waiting time kapag hindi available I transfer sa available support	2
JEZZA JOY NAVARRO - Ma'am Jez is so polite and courteous, explained the process in a very caring manner. Fair in treatment, and proper in terms of number system. Thank you so much for your service. You really need to hire staff like her	1
Job well done	6
job well done !	1
Job Well done amd keep it up	1
Job well done LBP	1
Job well done mam/sir. Thankyou po sa pag assist.	1
JOB WELL DONE!	2
Job well done.	1
Job well done. God bless you all	1
Job well done. Keep it up.	1
Just a very simple comment to the tellers to SMILE and have an eye to eye contact. I knew SMILE COST nothing but give value and spark happiness and positivity to the clients.	1
Just always smile Merry christmas	1
Just an additional space for parking area.	1
Just be consistent of being kind to customer.	1
Just be smile and kind to all the customers thank you	1
Just consistently provide your good service.	1
JUST CONTINUE BEING APPROACHABLE. THANK YOU FOR THE SERVICE LBP HIGH WAY	1
Just continue being nice to your clients	1
Just continue doing your job	1
Just continue giving the satisfactory customer service to clients.	1
Just continue helping your clients.	1
Just continue on the best services your providing for your clients...kudos to all of you	1
Just continue render your good services landbank crews.	1
Just Continue serve patiently and smile	1
Just continue serving your customers with love, respect and smiles on your faces. And be easily accessible to all.	2
Just continue smiling	1
Just continue the good service. Keep up the good work po. God bless LBP San Jose	2
just continue the good services to your client	9
Just continue the services you are doing at the moment . It was indeed very satisfactory, hence the ease of doing transactions with you was personally felt by me. Thank you.	1
Just continue to be fair to everyone.	1
Just continue to be friendly and honest to everyone	1
Just continue to provide quality service to people. Kudos!	1
Just continue to serve clients with a heart	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Just continue ur management	1
Just continue what they doing with helping client	1
Just continue with your good works to help your clients transects easily. Thank you.	1
Just continue your good customer service. Employees are very frendly and approachable. Keep up the good work.	1
Just continue your good service	1
Just continue you're good job.	1
Just doing great in the job	1
Just fine	1
Just keep a good and hard work	1
Just keep doing well.	1
just keep it up	1
Just keep it up your good service God bless	1
just keep it up!	2
Just Keep it up.	1
Just keep it up. The tellers are accommodating	1
just keep on doing good to the costumer	1
Just keep on serving gladly and failrly to your clients.	2
Just keep smiling	1
just keep smiling and be cheerful always.	1
Just keep smiling to the client or customer. And stay Good as they are.	1
Just keep the best customer service you offered to your client	1
Just keep the good job. Thanks for the good accomodation and treatment	1
Just keep up a good service and easy process..	1
Just keep up providing the good service.	1
Just keep up the excellent work.	1
Just keep up the good deeds you are providing with your clients especially in assisting online application regarding for new accounts Ms Venus make possible for me on opening an account in a span of short period. Again thank you and contnue your assistance to your new clients	1
Just keep up the good service!	1
Just keep up the good work	5
Just keep up the good work and commendable service especially the new accounts team	1
Just keep up the good work and service. Godbless	2
Just keep up the good work especially toMam Ching Mastura and Mam Olive	1
Just keep up the good work, God Bless	2
Just keep up the good work.	1
Just keep up the good work. Thank you	1
Just keep up the good work:)	1
Just keep up the personalise customer service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
just keep up the warm and friendlt reception.	1
just keep up your good work	2
Just like any other brgy concerns, there must be a lane for Lgu's transactions. On the the other hand, i can proudly say that all bank personnels are accomodating and will entertain our concerns right away.	1
Just maintain good custer services. Congratulations LBP YMCA.	1
Just maintain smooth transactions with smiles! More Power.	1
Just maintain social interaction and approachable behavior in your future customers	1
Just maintain the good service that you provide for us. Thank you	1
Just maintain your excellent seevices to clients.	1
Just pay attention	1
Just put a smile in every customer eventhough he/she is hard to pickup/hard headed..	1
Just smile	1
Just stay friendly towards your client. Thank you for your services.	1
just stay hospitable and kind	1
Just stay humble and dedicated as much as you have	1
Just the air conditioning unit. Thanks	1
Just tiday, I was able to complete the transaction and the service was really good. They did an extra mile by assisting me with my concern. Great job!	1
Just wanna appreciate the female employee at window 5 who assisted me today, December 7,2023 at 10:15-10:30AM. She was very nice.	1
Just wanna say thank you for accommodating our Beneficiaries	1
Just want to express how greatful am I of the honest gesture of the the Teller (CA) Ms. Balasbas having returned my P5,000 excess deposit in my checking account.. and to the Manager Caliguiran of having inculcated to his staff the honesty and discipline he impart to his staff.. Mabuhay ang Land Bank	1
Just want to thank you for all the accommodations and assistance lend especially to our 4Ps beneficiaries. Looking forward for more transactions and harmonious relationship towards giving a quality service not only to our beneficiaries but for the community as well.	1
Just wanted to compliment the prompt and friendl Landbank employees especially the Manager and Assistant Manager always on smile and shown exceptional expertise of thier work. Kudos and God Bless	1
Juz keep up the great job. LBP is alwez satisfying. Job well done everytime. Thank you.	1
Ka nindot angay kaayo mag icash diri gamay kaayo charge diri nalang ko sunod maf incash mwaa	1
Kaaya Ayan at magalang na serbisyo sa nga tumatangkilik sa Landband	1
kada punta ko ok lahat hindi ka mahihirapan	1
Kahit hapon na po dahil madaming tao at sarado na ang branch ay inacomodate nyo pa rin kami at naka-smile pa rin po ang mga staff. Lalo na po ang nag-open ng account ko. Salamat po Landbank.	1
Kahit medyo maraming tao, naassist naman ako nang maayos at mabilis lang ang naging transaksyon ko.	1
Kahit na late na ako inallow pa rin nila ako magopen mg account, thank you po	1
Kahit offline nationwide inacomodate parin po nila ako dito.	1
Kahit pa man nung salary loan in charge pa si maam jenny ay mabait na sya sa amin. Matulungin din at masayahin. Good job sayo maam at sa buluan branch	1
Kailangan lang ng maayos na aircon para maging komportable ang mga client pati narin ang emplyado.	1
Kailangan ng isa pang teller	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Kalingan pa Ng staff para mapabilis Ang transaksyon	1
Kami ay kontinto na sa inyong serbisyo	1
Kami ay nag update ng aming brgy account.. Maadikaso ang mga staff lalong lao na ang head nila veru accommodating...	1
Kami ay nasiyahan sa serbisyo nyo.Mababait ang mga taga Landbank Balanga .	1
kami po ay nasiyahan sa magandang paliwanag at maayos na pagtanggap ni sir abelardo asuncion	2
Kapag may babayaran sana sabihin or inform kami sa office para di nagugulat pero ok lang naman mabilis	1
Kapag tumatawag sa landline matagal lalo kung minsan cellphone ang gamit minsan napuputol dapat sumagot kaagad.	1
Karagdagang suporta sa pangangailangan Ng staff sa branch Ng agno upang mas maging wealthy Ang kanyang maibibigay na serbisyo sa mamamayan. Over all evaluation po sakanya at sa service. Very satisfied po.	1
Karagdagang tao upang mapabilis ang bawat transaksyon.	1
Karen of new accounts was very friendly & helpful which made my first time bank transaction easy & processed in a timely manner. I commend her for a job very well done. Also, the security guard on duty inside the bank was helpful & friendly too.	1
kasundo ko ang mga guard at mababait ang mga teller	1
kaylangan lang ayusin ang building para sa maayos na transaction	1
Kee it up. Good job tellers.	1
Keep u the good works. Being approachable to the client is a plus factor of the bank branch	2
keep up the good work.	1
keep good work,god bless	1
Keep growing for the the country	1
Keep it up	21
keep it up ! Thank you for being courteous	1
keep it up !!! :)	1
keep it up , and more power	1
Keep it up ..	1
Keep it up and Mabuhay	1
Keep it up everyone!!	1
Keep it up god bless team janiuay	1
Keep it up godbless u!	1
Keep it up keep smiling!!	1
Keep it up Land bank Dalaguete	1
Keep it up Land Bank Lupon	1
Keep it up Landbank!!! Very fast in processing loan	1
keep it up LBP Cabanatuan for a good customer service	1
Keep it up LBP!	1
Keep it up Maam! Thank you :)	1
Keep it up Ma'ams/Sirs! You guys did a great job! Kudos!	1
Keep it up po.. Your services are doing great.	1
keep it up sir and maam....thank you so much GOD BLESS	1
Keep it up Sta. Maria Branch. God Bless po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep it up the good service	1
keep it up the good services	1
Keep it up the good work	1
Keep it up the good work and being hospitable for the costumers or clients.	1
Keep it up the good work.	1
Keep it up the good work. Godbless!	1
Keep it up to serve everyone.	1
Keep it up your good work..	1
Keep it up Awesome and nice employees	1
Keep it up!	11
Keep it up! Excellent Service to Ms. Venus Javellana. Thank you so much	1
Keep it up! Great service!	1
Keep it up! Salamat po sa inyong serbisyo.	1
Keep it up!!	1
Keep it up!!! Godbless	1
Keep it up, Caticlan Branch. Thanks for the big help always.	1
Keep it up.	10
Keep it up. GOD BLESS	1
Keep it up. Goid job	1
Keep it up. I appreciate the smiles shown from the guard to the staffs inside the office.	1
Keep it up. Mabait sila	1
KEEP IT UP. stay being nice to clients Honestly only to your branch I feel Comfortable it just because the staff is not like lion when I ask for assistance.	1
keep it up. The Legazpi Rotonda Bank Manager (Ms Romano) very accommodating; Approached clients to know concerns	1
Keep it Up.. specially the branch operating officer	1
Keep it up.. Thanks po	1
KEEP IT UP...MORE POWER	1
Keep it up.God bless	1
keep it up.tnx po	1
keep it up;	1
Keep iup the good service .	1
keep on enhancing	1
Keep on providing excellent service :)	1
keep on sending our requirements to secure BOC clearance promptly	1
Keep on serving	1
Keep on smiling lng po :)	1
Keep on smiling. by the way, continues to help and good served on the customers or client and always good mood. that's all thank you!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep out landbank updated	1
keep safe everyone	1
Keep sending good vibes to the clients. Keep it up!	1
Keep smiling	3
keep smiling and God bless our country the Philippines!	1
keep smiling friendly works	1
Keep smiling.	1
Keep the good customer service especially Po like sa gigagawa Ng mga teller (ma'am Fatima Roda & ma'am Meschell Ann Satira) sa cathedral Lucena branch madali silang iaapproach at very customer oriented. Keep it up on giving good service	1
Keep the good work	1
Keep uo the good work!	1
keep up	1
Keep up all the positive works that will eventually help all your clients.	1
Keep up and more power. Godbless po.	1
Keep up good services	1
Keep up good work	1
Keep up good work, proud to be clients	1
Keep up good works	1
Keep up in giving outstanding services to the clients	1
keep up serving the public passionately and with empathy. God speed.	1
Keep up th good job	1
Keep up the best practices	1
keep up the best service. Congratulations and Excellent Service	1
Keep up the best services... kudos to all landbank employees	1
Keep up the cleanliness and good ambiance of the office premises.	1
Keep up the courteous work	1
Keep up the courtesy and excellent work	1
Keep up the efficient and friendly service!!!	1
Keep up the excellent customer service. I would like to commend rina lyn encina, customer associate and Rica avila , bso for proactive and consistent, excellent service. Good job! Keep it up!	1
Keep up the excellent job.	1
Keep up the excellent public service.	1
keep up the excellent service	1
Keep up the excellent service LBP Carmen Branch!	1
Keep up the excellent service to all your clients.	1
Keep up the excellent service!	1
keep up the god work	1
Keep up the good and commitment to your client.God bless LBP SJ Branch	1
Keep up the good and quality service of the personel of LAND BANK and more power	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep up the good and welcoming service.	1
Keep up the good banking process	1
keep up the good customer service	1
Keep up the good customer service and for being an approachable to every customers.	1
Keep up the good environment..	1
Keep up the good job	1
Keep up the good job.	2
Keep up the good public service.	1
Keep up the good qork	1
keep up the good service	5
keep up the good service and customer's satisfaction needs.	1
keep up the good service and customer's satisfaction needs. Job well done	1
Keep up the good service landbank God Bless	1
Keep up the good service po. Fighting	1
Keep up the good service thank you so Much God bless!.	1
Keep up the good service the branch is providing to the clients	1
Keep up the good service to all the clients..	1
Keep up the good service to our fellow Filipinos	1
Keep up the good service!	1
Keep up the good service.	5
keep up the good service. God Bless	1
Keep up the good service. God bless.	1
Keep up the good service. Highly appreciated staff and manager for helping on our transactions	1
Keep up the good service. Thanks	1
Keep up the good services and being courteous to all of your clientele! God bless!	1
Keep up the good services provided	1
Keep up the good services to its clients	1
Keep up the good transactions	1
Keep up the good work	71
Keep up the good work .	1
Keep up the good work . .	1
Keep up the good work . Godbless Landbank Rizal Nueva Ecija Branch	1
keep up the good work .very accomodating and couteous thank you for your service.	1
keep up the good work :)	1
keep up the good work :) thank you for your service :)	1
Keep up the good work always	1
Keep UP the GOOD WORK always SMILE	1
Keep up the good work and continue helping others	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
keep up the good work and continue the best services you have	1
Keep up the good work and efficient service. Thank u po.	1
Keep up the good work and God bless you.	1
Keep up the good work and God bless!	1
Keep up the good work and MABUHAY!	1
Keep up the good work and service	2
keep up the good work and services to every customer	1
Keep up the good work and services. Thank you!	1
Keep up the good work and thank you for arranging our ATM. -future SAF trooper	1
Keep up the good work in serving everyday	1
Keep up the good work Kudos to all staff of Landbank Antipolo	1
Keep up the good work land bank imus palico team	1
Keep up the good work Landbank Antique Branch. Thank you for the unending service.	1
keep up the good work Landbank, you deserve to be number 1 in the banking industry because you are serving the nation at all cost	1
keep up the good work Landbank. You deserve to be number 1 in the banking industry because you are serving the nation at all cost	1
Keep up the good work landbank. You deserve to be number 1 in the banking industry because you are serving the nation at all cost.	1
Keep up the good work landbank...God bless	1
Keep up the good work LBP Mariveles Branch!!	1
Keep up the good work LBP San Nicolas, Ilocos Norte...thank you	1
keep up the good work lucena guinto branch	2
Keep up the good work ma'am	1
Keep up the good work mam torres	1
Keep up the good work po and God bless.	1
Keep up the good work po for our customer, mabuhay po ang LandBank of the Philippines	1
Keep up the good work po!	1
Keep up the good work po.	1
Keep up the good work po..	1
Keep up the good work Sagay LBP thank you for the services provided	1
Keep up the good work to serve the nation.	1
Keep up the Good Work Salute to the employees of LandBank	1
Keep up the good work!	26
Keep up the good work! :)	1
Keep up the good work! Congratulations!	1
Keep up the good work! Excellent service!	1
Keep up the good work! God Bless always!	1
Keep up the good work! I really love your services.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep up the good work! Job well done Landbank Oroquieta Branch!	1
Keep up the good work! Kudos!	1
Keep up the good work! More power!	1
keep up the good work! thanks!	1
Keep up the good work! The staff that accommodated me is very friendly and approachable.	1
Keep up the good work!	1
Keep up the good work!!!	2
Keep up the good work, ma'am CHING MASTURA and ma'am OLIVE, maraming salamat sa maayos at magandang pagtanggap sa Amin. MABUHAY PO KAYO.! KEEP SAFE!!	1
Keep up the good Work, Merry Christmas and Happy New year	1
Keep up the good work.	33
Keep up the good work. Thank you.	1
Keep up the good work. Accommodating staff.	1
Keep up the good work. God bless	1
keep up the good work. God Bless LBP-Tubigon	1
keep up the good work. Godbless	1
Keep up the good work. I love seeing u all in a sweet smiles,and just keep being kind and accommodating	1
Keep up the good work. I'm happy and satisfied for the service. Ms Jennifer Chan is really a excellent leader	1
keep up the good work. keep smile	1
Keep up the good work. More power. God bless.	1
Keep up the good work. napakaapproachable po ng mga staff	1
Keep up the good work. Pls. Have the airconditioning unit fixed :)	1
Keep up the good work. Service was satisfying.	1
Keep up the good work. Shalom	1
Keep up the good work. Thank you	2
Keep up the good work. Thank you and God bless...	1
Keep up the good work. The manager is very helpful and assisted us in barangay salary loan.	1
Keep up the good work. The staff are friendly, including the guards and especially the front liners.	1
keep up the good work. The way you threat clients is appreciated. To some smile din minsan.	1
keep up the good work. You are excellent workers	1
KEEP UP THE GOOD WORK..	3
Keep up the good work...	4
Keep up the good work..godbless always...	1
Keep up the good work...serve always with a smile kahit may makukulit n client..	1
Keep up the good work..very satisfied wuth your service.thank u	1
Keep up the Good work/service	2
Keep up the good work... it's always my pleasure to be with Landbank Espana Branch for its courtesy & respect to every client... best regards always...	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Keep up the good work... Two thumbs	1
Keep up the good works	3
Keep up the good works .	1
Keep up the good works.	2
Keep up the good works. Happy and easy transactions in your office	1
Keep up the goodwork	1
Keep up the goodwork Camp Crame Branch	1
Keep up the goodwork....	1
Keep up the goodworks	1
Keep up the goog work	1
Keep up the great service	1
Keep up the hood work	1
keep up the very good work of providing assistance to all the customers	1
Keep up with good work	1
Keep up your best service	1
Keep up your friendly atmosphere.	1
Keep up your friendly trait!	1
Keep up your good ambiance and friendly emoloyees	1
Keep up your good ambiance and trait	1
Keep up your good practices.more power in serving your clientel	1
Keep up your good services	1
Keep up your good work	1
Keep up your good work!	1
Keep up your Good work!Ma'am Desiree Comahig.	1
Keep up your kindness	1
Keep up!	2
Keep up, fast service	1
Keepn in touch and Continue to the best Service into the Clients	1
Keeps a positive viewpoint, and this helps in making quality decisions in difficult situations.	1
kept up the good service	1
Kerp up the good works	1
Kilangan pang bilisan Ang transaction.	1
kind	1
kind and approachable employees, keep it up	1
Kind employees	2
Kind enough to each client. Keep it up	1
kind staff	3
Kindly and humble always	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Kindly consider adding more personnel to help your industrious human resource in the branches.	1
Kindly improve your survey form specifically by allowing us to select multiple transaction type on question What service have you availed Thank you and more power	1
Kindly increase my credit limit	1
Kiosk for transactions to do away filling up slips	1
know the costumers needs for better transactions.thank you	1
Know your customers. Act on customer feedback (Seek and promote customer feedback), listen to your customers. Respond quickly (lalo pa pong paingtingin ang pagresponde sa mga naeencounter na problema ng mga customers).	1
Knowledge	1
knowledge staff	1
kodus	1
Kodus to all staff. Keep up the good Service. Happy Fiesta LAPU-LAPU CITY.	1
Kontento ako sa serbesyo mabbait at sobrang maasikaso masarap sa pkramdam ok na ok	1
kontento n ako sa serbesyo mababait masipag staffs explain their clients satisfactory	1
kuddos to all the employees at Landbank San Pedro Branch all of them are very accommodating. GODBLESS you more.	1
Kuddos, po sa mga staff ng LEAF San Antonio,..Good customer service, more power LEAF San Antonio,. Looking forward na maging Lite Branch na po sya.	1
Kudos	1
kudos for.mam mary ann aspacio...very accomodating.	1
Kudos Landbank	1
Kudos sa magandang serbisyo ng mga teller ng Aquino branch. Name of teller Kathleen pike, Raquel Abrillo	1
Kudos to all employees, very helpful to senior citizen like me	1
Kudos to all the staff of Bataan National Highway for the outstanding customer service. They went above and beyond, and I left feeling truly impressed and satisfied. Thank you	1
Kudos to all.	1
Kudos to Darius De Castro for serving beyond. Thank you so much for assisting!	1
kudos to mam marvelous malatag for the excellent service she rendered..serbisyonng may malasakit..she even approached us while waitng para hindi kami magkamali..sana ganito lahat ng empleyado ng govt..salamat mam	1
Kudos to Ms Claire and team! Very accommodating	1
Kudos to Ms. Buntis sa account opening. Pagdating ko kaninang umaga ubos na agad ang quieng pero nakiusap ako since babalik na akong abroad sabi niya balik ako before 3pm since 20 na yung slots na naubos at maghihintay ako ng matagal sa loob ng bank. Nagawa ko pang magorocess sa other agencies before returning. I was glad na kahit 5pm na natapos yung 20 account opening niya, inaccommodate pa niya ako.	1
Kudos to Ms. Ma. Jocelyn Paculan for providing excellent customer service.	1
Kudos to ms. Sweet! Very accommodating. She knows what she is doing and like an octopus working in order to answer all my quiriies	1
Kudos to Shaw Blvd Branch for their great and excellent service!	1
Kudos to Sir Jomar for being accomodating and calm during my transaction. Thank you sir and God Bless you.	1
Kudos to staff named Don Gargaceran, approachable and friendly makipag transact.. thou lahat man po from Guard madali lapitan at mapagtanungan. Have a nice day po.	1
Kudos to the excellent customer service! Thank you!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Kudos to the handling account officer, from loan application to loan release, she make effort to explain everything about our loan application, and follow up documents. Very patient in explaining every detail about the release of loan, fees and everything nga need e monitor. Big help for us SMEs	1
Kudos to the service provided by the branch! Approachable and kind staff. Thank you so much.	1
Kudos to the staff and guards! Very accomodating to the customers. More power to this branch.	1
Kudos to the staff of Landbank Pasong Tamo Branch. I may have the name of Ma'am under new accounts, if I check it right shes Miss Joanne. I highly commend her service. She courteous and smiling all the way. Thank you.	1
Kudos to the staff who assisted me!	1
Kudos to the Team Lopez Jaena Branch San Jose Occidental Mindoro for the outstanding service you provide to us. Keep the fire burning in the name of public service, Congratulations for a job well done!	1
Kudos! Great Job!	1
kudos! Great service	1
KUDOS! KEEP UP THE GOOD WORK.	1
Kudos! You're doing great	1
Kudos, Landbank!	1
kulang ang 2 teller sa dami ng tao	1
Kulang og teller especially karon nga busy kaau kay holiday season, pero very satisfied japun kay smooth og paspas ang transactions..	1
Kulang yung empleyado sana dagdagan	1
Kung pwede mag provide ng seat area para mga waiting verifiers.	1
Kung pwede may urgent concern lalo na sa transfer ma resolve ng weekend	2
kung pwede po pakilagay sa harapan ang cc para makita at mabasa agad po. Imaintainpo ang pagiging magalang at accommodating	1
kung pwede po Sana mas mabilis n approval sa reloan	1
Kung pwede sana may priority line kami na araw araw nag de deposito. Thank You!	1
Kuntento na ako sa magandang serbisyo ng landbank sana mas gaganda pa ang inyong serbisyo maraming maraming salamat sa mga mababait at magalang na mga teller more power land bank.	1
Kuntento na Ako sa serbisyon ng Land Bank	1
Kuntento po kami sa sebisyo ng landbank FSSC V	1
Kylangan kompleto Ang payment	1
Lack of tellers here in Cabadbaran City branch. Great job to the staff and also the security personnel.	1
LAGI AKO DITO NAG DEDEPOSIT KASI MADALINLANG	1
Lagi lang po maging maayos ang pakikipag usap sa mga kumukuha ng mga atm at lagi lang po naka smile sa mga kinakausap para maganda po ang buhay!	1
Lagi nakasmile ang mga staff at magalang	1
Lagi nakasmile at mabilis	1
laging maging aktibo sa lahat ng oras	1
Laging nauuna ang barangay na nsa ayos	1
Laging ngumiti lagi HAHA	2
laging offline	1
Lagyan ng mas malamig na aircon para sa mga tao na naghihintay	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Lahat approachable lalo na po sir leip natulungan nya po ako sa process maraming salamat sa magandang serbisyo!	1
Lahat ay napakaapproachable	1
Lahat is in order. Start pa lang sa guard magalang na hangang sa loob ang mga teller magagalang. Maintain lang ninyo. Salamat sa mabilis na transaction (Bir payment).	1
Lahat mmn ay maayos na...	1
Lahat Naman ay maayos	1
Lahat naman mabait Lalo na c mam alyana at mam grace mabilis na transaction compare po nuon thanks...	1
Lahat ng employees dito ay mabait at magalang masaya sila including mga guards on duty .very very satisfactory lahat po More power God bless .	1
lahat ng nakausap at nakatransaction ko sa asset recovery group ay napaka-helpful at transparent re: maam lunacis at ceryl climaco	1
Lahat ng personnel sa land bank ay handang tumulong pag may kailangan .	1
Lahat ng proceso ay nasa ayos	1
lahat ng staff ay napaka bait	1
Lahat po ay magalang at mabilis transaction	1
Lahat Po Ng counter maasikaso Po at mabilis Silang mag trabaho.very good Po Silang lahat Ng counter	1
Lahat po ng staff ay mabilis at mababait	1
Lahat po ng staff ay professional and good attitude	1
Lahat po ng staff ay very approachable Lalo n po sa part ng manager Magagaling po mag assist	1
Lahat sila mababait magagalang	1
lakihan lang ng konti pa yung CC	1
Lakihan yung office or branch sa tungko	1
Lakihan yung office para mabilis matapos mga customer	1
lalo pang mabaitsa mga customer/client	1
Lalo png mging mabait, umunawa, matulungin at habaan p lalo ang pasensya	1
Lanbank' s online mobile app isnt user friendly. Its a good thing the staff and manager at Landbank Gapan is knowledgeable, helpful and kind.	1
Land bank balanga don m banzon very good	1
Land Bank Culasi Branch Staff and Personnel has delivered excellent services to us... Just continue your good service to the people and all costumers.. congratulations and god bless	1
Land Bank give us proper service.	1
Land Bank is the Best Bank	1
Land Bank of the Philippines servers the best of the best to all of it's clients. More Power and God Blessed you all..	1
Land bank recto in lipa is good they welcome us a good customer. But in landbank bigben near robinson lipa batangas they denied us they told us to go here in landbank lipa because they have slow system. Landbank bigben near robinsons lipa is no good	1
Land Bank serves good	1
Landbank always service in Nation	1
Landbank Balanga Don M Banzon branch they prioritize senior citizen they are polite and very kind to all clients especially to seniors. Kudos to all and keep it up	1
Landbank Balanga Don M Banzon Good Service snd assistance	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
LANDBANK CANDABA AGRIHUB IS WELL-ACCOMMODATING, RESPONSIVE, AND IS CONVENIENT. WAITING TIME IS REASONABLE AND STAFF ARE FRIENDLY. OVERALL, THE SERVICE IS EXCELLENT.	1
Landbank Carcar, the best bank of the Land.. I smiled when I started my transactions and have a bigger smile when I finished.	1
Landbank Don M Banzon branch very accommodating, employees are courteous, fast and good service . Keep it up and thank you	1
Landbank Don M Banzon very accommodating branch, from security to all staff are very polite and always smile. Kudos to all employee	1
Landbank employees are consistently demonstrates that they care about their job.	1
Landbank employees are very hands on and approachable. Inquiries and concerns are easily resolved.	1
Landbank has an excellent bank client relationship. The frontliners are all attentive to client needs.the first time i made onilne payment teller Jeann Joseph called my attention to explain i miscalculated the amount and the amount i was overpaying that reflects bank trustworthiness. And so does ma' m camille,ma'm aileen they are ver helpful extending patience helping me pare extending govt serviceclinet.	1
Landbank Himamaylan services were excellent. I am satisfied with their services and their employees/staffs were so helpful and courteous and accommodating.	1
Landbank Iligan Plaza Branch is way convenient than the Pala-o branch. Less hassle and friendly personnel.	1
Landbank Imus Branch has a very diligent, polite, and helpful branch operation officer. Her name is Aivy. Avegale Ivy Bonilla She answers all my queries even on weekends. Her dedication and work ethics are superb. God bless you!	1
LandBank is always accessible, approachable being a partner for a very long time. The trust we develop over a long period of time. I am confident of LandBank San Juan excellent service. Thanks LandBank San Juan So Leyte. Keep up the good work!	1
landbank is always outstanding in performance.	1
Landbank is an institution that is very helpful to the public. They are all happy to serve and the area is conducive to all. Good Luck!	1
Landbank is easy to open specially to the18 years old above.	1
Landbank manager and counter staff are so wonderful and very very helpful and respectful. Can't think of anything to improve as the service rendered was superb beyond expectations. thank you so very much!	1
landbank marbel is the #1 in service in terms of loans. Very approachable/easy to transac. Kuddos lbank marbel.	1
Landbank Meycauayan branch service is great and at its best, therefore, I have no comment at all.	1
Landbank Nagcarlan has a wonderful staff of kind and helpful persons. Their locations are very clean, comfortable, friendly and beautiful.	1
Landbank Nasugbu Branch is very approachable and it is easy to transfer our documents. Godbless	1
Landbank Ormoc Branch is very good at its service.	1
Landbank Pajo Lapu-Lapu Branch is very efficient in handling customer related crisis. They took care of my concerns immediately and efficiently considering the predicament that I was facing, I was greatly relieved and I was fully satisfied with the service they afforded.me with. Kudos to the Branch Manager and staff.	1
Landbank para sa mamayang Pilipino! Walang palakasan! Hindi ka titignan ng masama. Kung ano lang kaya mo yun lang hihingin nilang initial deposit. Magbabase kung anong pinagkakakitaan. BANK TELLERS! SGs! Di niyo alam ang dulot ng isang ngiti ninyo sa kagaya naming dukha na gusto magkaroon ng savings account pero walang malaking pang deposit.	1
landbank paso de blas the best very organized mulasa pila gang sa counter kusang nag bibigay ng assistance pag may mga tanong nakangiting mga staff. maraming salamat	1
Landbank Personnel at this branch are very friendly and accommodating	1
Landbank San Nicolas Branch is everything a bank should be. They are professional, kind, and local. Everyone there is so welcoming and they really make you feel like an important person. You just don't get that kind of personal touch when banking with large national banks. I appreciate all the staff and look forward to many years banking with Landbank.	1
landbank staff already provide the best service. its a matter of aknowledging the work of staff.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Landbank staffs tries everything to accomodate the customers as many people are inquires and did a lot of work. I suggest on the branches to have systematical way or more ideas to keep the long queue of people will accomodate fastly	1
LandbanknDon M banzon salamat po sa mabilis na pag assist	1
Landbanks' employees has a pleasing personality and kind.	1
Larger building and more man power	1
Larger office, more staff	1
Laurice assisst me nicely	1
LBP G Park is highly recommended bank	1
LBP Kalibo needs a bigger office space and a parking space for there cleinta vehicles...	1
LBP Lending Center in South Cotabato poised is a very fast and efficient service from the initial loan discussion up to the actual release,the staff was really helpful and made sure we are fully aware of the progress of our application. Thanks a lot and keep it up LBP1.	1
Lbp llc br personnel are very accomodating About the bank manager in person of Maria Barbara Sol Fernandez. The manager is very helpful, kind and very pretty.	1
LBP Mandalagan branch services is excellent. Thank you.	1
LBP Pateros is doing good,. I think wala na ako ma suggest to improve because they are already better in providing services for the Filipino.	1
LBP-Mango Ave. Branch has provided me with excellent service. The personnel are very friendly and accomodating. Thank you.	1
Leip is very helpful & accomodating. I would suggest for recognition for his friendliness and empathy to customers.	1
Lesser time alloted on transactions...Rachel was very helpful and accomodating	1
limpyo ang office.	1
Long waiting time in the hotline	1
Longer banking hours.	1
Look forward the better service for the community.	1
Loren was very helpful and friendly,therefore I was able to finish my transaction quickly. Thank you Loren, you're an asset to your office.	1
Love it	1
Love love LBP branch Magallanes	1
Love the way you accomodate your customers	1
love your service	1
LU staff esp. Sir Sheldon is helpful & accomodating.	1
lubo na nakagaling ang mga kawani ng opisinaang ito	1
Lunch time ako pumunta pero natapos ko transaction. Galing ng no noon break.	1
Ma Benita of BSP service unit assisted tirelessly to have my account restored. I lost my phone and had to disable online banking. For aome reason, the reset password was not working and I had to come back to her office 3x. It was resolved on the third. The reset procedure/application did not work for me, and the challenge questions was not intuitive. I was able to answer One challenge question and got to reset my password from there.	1
Ma. Kahlene is very nice and accomdomating. She also answered my inquiries quite well. Thank you Ma'am Kahlene Joyce C. Barbosa. Take you for your excellent customer service.	2
Ma'am Alyanna Lyn Turgo is kind and accomodating. Thank you.	1
Ma'am marnel Basas is approachable. Easy to talk, to ask an she's kind to every customer's she's encountered. Specially me, she assisted me with a smile and a friendly tone.	1
Ma'am Roselene Redondo is very nice and approachable. There were no hassle on my end. Thank you Ma'am for your service!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ma'am Weng very accomodating. Hospitable. Explains every detail regarding my query.thank you very much mam.	1
Maaaring mag send sa email address ng mga kliyente o tumawag ang bangko upang maiwasan ang laganap na mga scammer at pagka hack ng mga account o mahahalagang impormasyon,maaayos naman po ang serbisyo.Congratulatiins.	2
Maaasahan	2
Maaasahan yung landbank maayos lagi yung process since old customer maliit pa yung mga anak ko landbank na talaga kami wala ng iba kasi maayos sa landbank	1
Maabiabihon boutan ug matinabangonug maayo mutagad sa mga tawo	1
Maajo pginasabot, madali ang proseso,,	1
Maaking tulong po sa amin ang citizen charter ..easy to use po	1
ma'am agnes, sir ryan kier and the guards were very accomodating and friendly along with the other lbp staffs. thank you	1
Ma'am Elizabeth R. Rafol is really accomodating...She addressed my concerns politely and attentively. Thank you, Roosevelt Branch! Merry Christmas!	1
<p>Ma'am Ester from the new accounts window assisted me patiently and exerted extra efforts to inform me after the system became available. She also informed me about other concerns we usually encounter at Post.</p> <p>The staff and guards were all courteous and respectful despite of my appearance (because I was just wearing my usual shorts and t-shirt).</p> <p>The office is clean and very organized.</p> <p>Thank you Edsa Extension-Roxas Boulevard Branch for your kind assistance and quick service.</p>	1
Maam Flor manager of Landbank Toledo branch is very accomodating...	1
Maam gema, thank you so much for assisting me. Well appreciated po ang time amd effort na binigay nyo towards me. May the Lord continue to bless you. Thank you lbp	1
Ma'am Hazel Dalere helped me in processing my iAccess fund transfer	1
Maam Janine was very helpful and very kind. She addressed all my inquiries and she was patiently explained all the steps needed for me to complete my transaction.	1
Ma'am Javellana is very acoomodating and always had a smile om her clients	1
Ma'am Jessica Alvarez and the other employees are very accomodating, and always looking for easiest way to help us and reach or meet our needs. I am a happy customer. Keep up the good work.	1
Maam Jonna Yee is always very approachable and extends excellent customer service.	1
Maam Leizyl from Landbank Argao really went above and beyond in helping us. We're genuinely grateful for the help she gave us. Thank you kaa Maam Leizyl, God will provide for you ten folds	1
Ma'am Luth along with her staff are all very corteuos and easy to approach.I hope the next manager will be just like her... kind and very approachable.	1
Ma'am Malou and Ma'am Cristy was so kind in helping me with my transaction.	1
ma'am mayen, very approachable and may customer service nya maayos at tinulungan nya ako ng walang kapalit na anumang pwedeng makuha ng salapi.. ayun lang po salamat sa serbisyo at maayos na transaksyon. Have a great day ahead! Thank you ma'am mayen!	1
Maam Mel of Villamor Air Base Branch is very accomodating and helpful.	1
Ma'am Rachel Salvacion and Ma'am Jobelle Tiguman, is very approachable in dealing clients.	1
maam Rose the manager was very helpful and kind. She treats everytime with utmost respect	1
Ma'am Sharon R. Rosales assisted me well during my inquiry in opening landbank account. She helped me in the best way possible I can accomplish all the requirements. I am pleased for how welcoming and approachable she is.	1
Maam so thankful for giving us your trust God bless u more and more blessings sa inyong lahat mabuhay po kau! Salamat ng marami!	1
Ma'am Venus Javellana is so beutifull at siya po ay maasikaso at mabait na new accounts clerk na nag ayos ng aking AtM .	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
maam venus javellana is very nice to assists	1
Ma'am Venus Javellana she's very beautiful at mabait Po magaling mag asikaso ng client	1
Ma'am Venus Javellana, helped me opened my account. Fast and easy access	1
MAAM/SIR WALA NA KOY MA ESRORYA KAY FULL SUPOTR JUD ANG TANAN NGA AKONG GIDUOL NGA MGA EMLIADO SA LAND BANK TAMAN KO NA NA APROVE SALAMAT SA INYONG PAG GUIDE SA AKO USA KA FARMER PROMISE AKONG IPA LAMBO ANG TABANG SA LANDBANK KANAMONG MGA FARMERS AKO KINING IPADAGHAN UG AMPINGAN SALAMAT	1
Maari po mag provide nang additional waiting area sa labas para sa mga pumipili	1
Maaring magdagdag ng ilan pang 3mpleyado upang mas mapabilis ang proseso.	1
Maasahan kahit saan pero minsan nadedelay minsa sira ang machine lalo na sa atm	1
Maasikaso ang inyong empleyado si mam Sharon Rosales.	2
maasikaso ang mga empleyado	1
Maasikaso ang mga staff ng lbp binalonan. Marami na akong pinuntahan n mga establishment para magpatulong sa pagbayad ng dti pero sila lang ang nagasikaso sa akon hanggang sa makompleto ang aking transaction. Salamat kay sir ronel na umasikaso sa akin. Mababait at palangiti silang lahat. Naway sana lahat ng bangko ay ganito. Salamat	1
Maasikaso si Manager at staff ng lebak branch	1
Maau jud ilang pagtagad s mga costomer unya pas2x ila serbisyo	1
Maau mababait asikaso agad...good job mga sir.	1
Maayo ang serbisyo	1
Maayo kaayo ug serbisyo ang landbank calamba mis occ branch.	1
maayo mo entertain ang NAC. satisfied ko sa service.	1
Maayo nga serbisyo sa kanamong mga barangay opisyales. Salamat sa maayong pagtagad. Smiling kanunay! Salamat LandBank San Juan!	1
Maayo ug ok ko kaayu sa ilang serbisyo	1
Maayong sebrbisyo. Smiling mga tao.	1
Maayos	2
Maayos akong inasikaso ng mga impliyado	1
Maayos and then mabilis yung transaction sa landbank	1
Maayos ang aking naging transaction at mabilis	1
Maayos ang daloy ng transaksyon	1
Maayos ang flow ng pila dahil siguro organize sila	1
Maayos ang kanilang pakikitungo sa amin Maraming salamat po!	1
Maayos ang kanilang serbisyo	1
Maayos ang naging pagbabayad sa amin. Salamat	1
Maayos ang naging serbisyo sakín ng teller	1
maayos ang pag asikaso sakín	1
Maayos ang pagbibigay serbisyo sa mga clients.	1
Maayos ang pagproseso ng transaction	1
Maayos ang pagserbisyo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayos ang pagseserbisyo ng lahat ng staff. Magalang at napapakiwanag mabuti ang mga dapat gawin Keep up the good work	1
Maayos ang pagtanggap at mabait po ang empleyado	1
Maayos ang pakikitungo ng mga staff sa client.	1
Maayos ang payout	1
Maayos ang serbisyo	5
Maayos ang serbisyo di ka maiinip dahil habang nakapila ka may nag aassist na . Mabilis ang flow ng transaction. Salamat Sir Leip.	1
Maayos ang serbisyo na ipinapakita ng mga empleyado sa landbank apalit. Magalang, mababait at nagagawa ng tama't nasa oras at maayos ang trabaho.	1
Maayos ang serbisyo ng bawat staff sa mga taong dumudulog sa opisina. Maganda ang pakikitungo nila sa akin at maayos ring ipinapaliwanag ang mga kailangan kong gawin. Overall, wala naman akong masyadong maisusuggest kung hindi ipagpatuloy nila ang magandang ginagawa nila ngayon sa mga future transactions pa nila	1
Maayos ang serbisyo ng mga empleyado	1
Maayos ang serbisyo ni mam Karen.	2
Maayos ang serbisyo sakín ng teller	1
Maayos Ang serbisyo.	1
Maayos ang serbisyo. mababait ang mga staff.	1
Maayos ang serbisyo. Pleasant ang mga employees. Mula pa sa mga guard na approachable and very informative. Nakatulong sa mas mabilis na transaction ko. Salamat	1
Maayos ang serbisyong binibigay.	1
Maayos ang service at maayos mag assist ang staff	1
Maayos ang service at mabait ang mga bank teller at mahaba ang pasensya	1
Maayos ang sistema kaya mabilis ako naaccommodate. Thumbs up to the staffs.	1
Maayos ang transaction	1
Maayos ang transaksyon	1
Maayos at dekalidad ang kanilang serbisyo sana ipag patuloy pa ang ganitong gawain	1
Maayos at maasahan	2
Maayos at mababait sila	1
Maayos at mabait ang mga tao	1
Maayos at mabait ang nag aassess	1
Maayos at mabait lahat sila	1
Maayos at mabilis	1
Maayos at mabilis ang pagpapatupad ng pagbabayad.	1
Maayos at mabilis ang serbisyo	1
Maayos at mabilis ang serbisyo.Matulongin ang mga staff,lalo na sa senior citizen na katulad ko.	1
Maayos at mabilis mag assist ang ojt	1
Maayos at mabilis mag assist pati ang transaction.	1
Maayos at mabilis mag pay out,, sana po sila ulit..thank you	1
Maayos at mabilis na serbiyo ang pinapakita ng banko	1
Maayos at mabilis na stable internet connection.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayos at mabilis po ang mga transaksyon ko sa Landbank Parang. Mabuti po ang pakikitungo ng mga empleyado sa amin. Salamat sa inyong serbisyo landbank parang! Satisfied po ako sobra.	1
Maayos at mabilis po ang pagpayout.	1
Maayos at mabilis sa landbank San Jose	1
maayos at madali ang lahat ng transaction. magagaling at laging naka ngiti ang mga trabahante	1
Maayos at madali ang pagproseso sa aking pagbukas ng account.Mabait at magalang ang nagpoproseso.	1
maayos at madali lang ang pag transaction sa land bank	1
maayos at magalang ang mga employee	1
Maayos at magalang kausap ang mga staff	1
Maayos at maganda Ang serbisyo	1
Maayos at maganda ang systema ng San pedro branch.	1
Maayos at maganda po ang serbesyo nila lalo po ky ma'am maganda na nag assistant samin. Thank you po land bank, karuhatan branch. God job po. God bless po sa inyo	1
Maayos at maganda yung process kasi mabilis lang	1
Maayos at magandang serbisyo ang aking natanggap kaya wala na akung suhestiyon	1
Maayos at mahusay magpaliwanag./approachable	1
Maayos at malinis	1
Maayos at malinis napaka bilis	1
Maayos kausap at mabilis naiprocess ang aking request	1
Maayos kong naiproseso ang transakysion at maayos din akong ini assist sa online banking enrollment	1
Maayos lagi ang kanilang services. Keep it up!	1
Maayos lahat sa landbank	1
Maayos maasahan sa serbisyo	1
Maayos maganda mabilis ang processs sa land bank	1
Maayos magserbisyo ang mga taga Landbank. Salamat po.	1
maayos n po ang serbisyo	1
Maayos na banko tama ang proceso sa 1st come 1st serve sa mga clients.	1
maayos na inaassist ang mga tao sa pag.open ng account.	2
Maayos na pag Sesarbisyo at Mababait na Mga Empleyado	1
Maayos na pag tanggap at mabilis na serbisyo	1
Maayos na pakikipag usap sa ibang tao	1
Maayos na pakikitungo Ng empleyado at mabilis na transaction	1
Maayos na pakikusalamuha	1
maayos na serbisyo ang natanggal ko Mula sa mga amplyado ng Land bank	1
Maayos na serbisyo at mabilis. Maganda din ang teller	1
Maayos na serbisyo Ng mga empleyado	1
Maayos na service.. mabilis	1
Maayos naman ang serbisyo nyo. Maasikaso ang mga empleyado sa mga Tao. Good jod	1
Maayos naman lahat ang services ng bank. Magalang din lahat at malinis ang bank.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayos naman po	1
maayos naman po ang lahat serbisyo ibinigay wala naman po ako ma-suggest salamat po	1
Maayos naman po ang naging serbisyo ng mga empleyado sa amin..maraming salmat po	1
maayos naman po ang process	1
Maayos naman po ang serbiyong ibinigay sa akon. Mas inuuna nila ang mga senior citizen. At naibibigay nila ang hinHINGING pangangailangan ng mga mamamayan.	1
maayos naman po ang serbisyo at mababait ang mga empleyado mula po sa guard hanggang sa top management..	1
Maayos naman po ang serbisyo ng Landbank..so good so far	1
maayos naman po lahat ng service nyo	1
Maayos naman poh ang transaction ko	1
Maayos naman sila lahat	1
Maayos namn po at mabilis ang transaction kaya wla na po akong maidagdag pa na suggestion. More power nalang po and God bless po	1
maayos nman na po lahat pati po ang mga teller ay mababait saka po c manong guard na lagi nakasmile,	1
Maayos nman po	1
maayos nman po ang lahat.	1
maayos nmn ang serbisyo magalang at maasikaso ang mga personel	1
Maayos nmn po ang pagasikaso sa mga tao ..	1
Maayos nmn po at kmi ay naassistihan sa aming kailangan godbless you po	1
maayos nmn. po ang. serbisyo	1
Maayos ok yung serbisyo	1
Maayos po	3
Maayos po akong naturuan at natulungan sa aking transksyon sa inyong opisina. Very approachable.	1
maayos po and serbisyo	2
Maayos po ang inyong sebisyo kaya maganda po na ipagpatuloy po ito	1
maayos po ang lahat mababait ang mga empleyado	1
Maayos po ang pakikitungo ng mga empleyado at mababait	1
maayos po ang pkikitungo nila sa amin. mababait po ang mga tellers .maraming salamat po.	1
Maayos po ang serbisyo	1
Maayos po ang serbisyo .salamat	1
Maayos po ang serbisyo at mabilis po	1
maayos po ang serbisyo na aking natanggap, simula magtanong ako ukol sa bahay hanggang matapos namin ang pagbabayad dito	1
Maayos po ang serbisyo nila	1
Maayos po mababait yung mga staff	1
maayos po serbisyo po nila..mababait mga staff..	1
Maayos po service mabilis po	1
Maayos po sila makipag usap at makitungo sa client. Si Sir Ryo & Maam Donna and Si Miss Jen	1
Maayos po ung transaction at mabilis po ang proseso	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maayos po yung land bank	1
Maayos sa landbank tungko regular customer ako sa land bank	1
maayos sila mag service sa costumer at napaka very easy lang	1
maayos sng serb8s	1
Maayos ung teller and there are all friendly. Have a wonderful day ahead to all staff and manager in this branch.	1
Maayos yung flow tsaka mabilis salamat po sa landbank	1
Maayos yung kalakaran mabilis din po yung transaction	1
Maayos yung land bank satisfied lagi	1
Maayos yung pag aassist sa landbank San Jose Delmonte di tulad sa iba masusungit yung mga staff	1
Maayos yung pag process mabilis lang	1
Maayos yung pamamalakad ng land bank napakaayos lahat madali lang	1
Maayos yung serbisyo sa land bank satisfied and mabilis lang	1
Maayos yung serbisyo thank you sa landbank	1
Maayos yung service and mabilis	1
Maayos yung service napaka bilis ok na ok sa land bank	1
Maayos yung service sa landbank	1
Maayos, maaasahan sa serbisyo	1
Maayos, maasahan sa serbisyo	1
Maayoss ang serbisyo ang magalang sa costumer ang teller	1
Maayu unta dli na maguba Ang system Kay luoya Ang mga volunteers mudulhog gikan sa.bukid tapus Wala na-successful ilahang transaction	1
Maayus ang pakikitungo nila sa amin yun lang po.	1
Maayus at mabilis ang serbisyo. Mababait ang mga empleyado	1
Maayus at mabilis na proseso	1
Maayus at mabilis na serbisyo	1
Maayus at mbilis ang serbisyo, mababait ang empleyado dito at very accommodating.	1
Maayus n pakikitungo s amin	1
maayus naman po ang inyong serbisyo	1
Maayus po pamamalakad naayus ng Mapayapa Mabilis serbisyo Sa landbank po kami simulat sa pol hanggang sa huli Landbank	1
maba2it ang empleyado ng land bank	1
maba2it ang mga taga land bank	2
Maba2it at maga2lang ang mga empleyado	1
Mabababait mga taga landbank at magandang mag asikaso Mabilis magagannda at pogi	1
mababaet ang mga tauhan at ojt tumutulong	1
mababaiit ang mga staff	1
Mababait	2
mababait and staffs	1
mababait ang empleyado ng land bank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mababait Ang employee at mabilis Ang transaction	1
mababait ang mga empleyado	4
Mababait Ang mga empleyado at maasikaso	1
mababait ang mga empleyado ng land bank	2
Mababait ang mga empleyado	1
Mababait ang mga empleyado,napaka approachable nila at lage nka smile sa mga client	1
Mababait ang mga employees	1
Mababait Ang mga employees ng Landbank at maasahan Kaya tuloy lng Ang kabaitan at magandang trabaho,,	1
Mababait ang mga personnel.	1
Mababait Ang mga staff and easy to approach.	1
Mababait ang mga staff at maayos ang pagtrato sa amin	1
Mababait ang mga staff at mabilis umusad ang pila.nice...	1
Mababait ang mga staff at maganda ang serbisyo ng teller.	1
Mababait ang mga staff nagustushan ko ang pag assist sakin ni mam teller salamat	1
Mababait ang mga staff pati na din ang janitor sa branch nila.	1
mababait ang mga staffs	2
Mababait ang mga staffs at madali kausap	2
Mababait ang mga staffs especially ang security guards and manager. 100/10 for this office.	1
Mababait ang mga staffs lagi naka ngiti	1
Mababait ang mga stuff ng roxas mindoro branch	1
mababait ang mga taga land bank	1
mababait ang mga taga landbank at mabilis mapagtanungan	1
mababait ang mga teller at mga guard approachable	1
Mababait ang mga teller at new accounts staff.	1
Mababait ang mga tellers at gwardia. Malinis at maaliwalas ang opisina.	1
Mababait ang mga tellers. thanks	1
Mababait ang staf thankyou maganda service	1
Mababait ang staff	7
Mababait ang staff and accomodating	1
Mababait ang staff at mabilis	1
Mababait ang staff. kumpara sa lahat ng napuntahan kong banko	1
Mababait ang tellers sa branch na iti.Marami akong bir na dala. Sa aking suhestiyon may teller sa bir lang ditto sa 081 ok kc mabait din ang guards	1
Mababait at accommodating ang New Accounts ng Cotabato Branch.	1
Mababait at considerate po ang mga staff. Malaking pasasalamat po para sa LBP Sipocot Branch galing sa aming buong ahensya.	1
Mababait at lagi nakasmile	1
Mababait at mabilis	1
mababait at mabilis ang serbisyo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mababait at mabilis ang transaction	2
Mababait at mabilis ang transaction lahat ng staff ay palangiti at magalang	1
Mababait at mabilis na serbisyo	1
Mababait at madali kausap ang mga staffs	1
Mababait at magagalang ang mga empleyado and guards.	1
Mababait at magaganda ang mga emplyedo.	1
Mababait at magaganda maasikaso	1
Mababait at magalang Ang mga empleyado	1
Mababait at magalang! Salamat po sa inyo!	1
Mababait at magigiliw Ang staff Ng landbank lemery. Lahat ng aming kailangan ay natutugunan. Kudos po sa inyo.	1
mababait at matulungin ang mga empleyado	1
mababait at matulungin po ang mga empleyado. madali din po natapos and aking transaksyon. salamat	1
Mababait at palaging nakangiti ang mga tauhan ng landbank real.. Mabilis ang kanilang serbisyo.. Ipagpatuloy lang ang kanilang mabuting serbisyo	1
mababait at very accomodating	1
mababait kayo lahat	1
Mababait lahat at mabilis lang ang transaction	1
Mababait lahat ng staff at manager	1
Mababait lahat ng staff, malinis ang opisina at mabilis ang transaction. Thank u no more suggestion	1
Mababait madaling kausapin	1
Mababait mga empleado saka accomodating Madali mga kausap	1
mababait mga gwardya	1
Mababait mga staff	1
Mababait mga staff dito. Kudos!	1
Mababait mga staffs	1
Mababait mga tauhan ng Landbank laging nakangiti di masungit	1
mababait mga tauhan niyo	1
Mababait mha tellers ar mabilis	1
Mababait mula sa guard hanggang cashier. Very good job	1
Mababait na empleyado at mabilis na serbisyo	1
Mababait po ang mga empleyado at mabilis ang transaction	1
Mababait po ang mga empleyado. Always po sila naka smile. Salamat sa palibreng ice cream. Sana di kayo magbago	1
Mababait po ang mga staff	1
Mababait po ang mga staff at marunong makisama po. Npka nice po nila sa mga pantawid member(4ps)	1
Mababait po ang mga staff at masasaya lagi sila nkaa smile	1
mababait po ang mga staff at tumutulong ng maayos	1
Mababait po ang mga staff lalo na po si Mam Saida. lagi lang po siya nakasmile sa cliente. Maraming Salamat po.	1
fr:menre barmm	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
MABABAIT PO ANG MGA TAGA LANDBANK. DAPAT PO AY BIGYAN NG ADDITIONAL ALLOWANNCE.	1
mababait po ang mga teller	1
Mababait po ang nasa new accounts	1
Mababait po ang teller salamat lbp	1
Mababait po at mabilis po ang serbisyo sa Landbank EDSA NIA rd Branch. Babalik po ako sainyo	1
Mababait po at matulungin sa pagassist ang lahat ng staff ng landbank don m banzon po	1
Mababait po cla mga teller Salamat sa accommodate sa kin	1
Mababait po lahat ng staff sa karuhatan branch	1
Mababait po lahat sila	1
Mababait po mga staff..	1
Mababait po mga tao dito mga staff supervisor at manager. Sobrang matulungin mag assist. Salamat po at kahit kami ay 4pc lang kami ay maayos ninyo itrato. God bless po sa inyo	1
Mababait po mga teller	1
Mababait po sila	2
Mababait po sila dito sa Landbank lalo na sa new accounts nung unang punta ko dito. Bumalik po ako ngayon para dahil nakalimitan ko ang PIN ko at inasikaso agad ako ng asst manager	1
Mababait po sila naka smile palagi makakatuwa maganda po pamumuno ni maam Joy. God bless po Landbank San Manuel.	1
Mababait po sila.	1
mababait po silang lahat	1
mababait po silang lahat.	1
Mababait sila	4
Mababait sila lahat	2
Mababait silang lahat, wala akong masabi na di maganda.	1
Mababait yung employee sa landbank, tas magalang tanungin yung mga interns.	1
Mababait yung mga staff or empleyado	1
Mababait, accommodating at mabilis ang transaction with helps of mga staffs at guards.	1
Mababait, matulungin at magagalang ang mga guardia, Mabilis ang serbisyo .	1
Mabaet at magagalang ang mga staff, approachable din sila kaya napapadali ang mga transactions, Overall excellent, 2 Thumbs up sa team Landbank Tanauan! Thank you sa mga teller :)	1
Mabagal mag approve ang nasa branch area ng LEAF PUGO. Mabilis lang sana makapagprocess yung nasa Pugo, natatagalan lang sa Agoo branch area	1
Mabait	4
Mabait and accommodating po si Ma'am Regina G. Mayor. Thanks po sa service.	1
Mabait and accomodating po ang mga teller	1
Mabait and maayos makipagusap angteller	1
Mabait ang incharge at naipalawanag sa akin ng mabuti ang aking inquiry.	1
Mabait ang manager at maasikaso at LAHAT Ng tanong sa PAG open account explain niya mabuti at mababait ang staff ..keep up to good work camiling branch	1
mabait ang mga empleyado	3
mabait ang mga empleyado ng land bank	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabait ang mga employees	1
Mabait ang mga Guard at masayahin	1
mabait ang mga guard sila jay at maayos kausaoa ang mga teller	1
Mabait ang mga nag aassist at mabilis	1
mabait ang mga staff	4
Mabait ang mga staff at mabilis naprocess ang aking request	1
Mabait ang mga staff at malinis ang bangko. Good job to Calapan Branch!	1
mabait ang mga staffs at mabilis ko naman nakuha ang request ko	1
mabait ang mga staffs hindi naman din ako nainip	1
mabait ang mga teller	1
mabait ang mga teller at guards	1
mabait ang nag asikaso sakin	1
Mabait ang nag assist	1
Mabait ang nag assist sa akin sa new account. Thank you Landbank.	1
Mabait ang nag open sa akin ng account.	1
Mabait ang nasa counter 1, palaging nakangiti natatandaan ko, Ms. La Rosa	1
Mabait ang staff	6
Mabait ang staff na nakausap ko	1
Mabait ang staff nila dito. Nakasmile sila. Very helpful kasi hindi ko alam pano mag RTGS. Pero inoffer nila is mag MC nalang ako para mas madali. Thank you malolos hi-way branch.	1
mabait ang staff niyo	1
Mabait ang teller	1
Mabait ang Teller at ang employee sa New Accounts, sila ay palangiti.	1
Mabait ang tellers	1
Mabait at accommodating ang mga staff sa new accounts noong ako ay nag update.	1
Mabait at excellent service si Ms. Venus Javellana. Simula UCPB gang Landbank siya lagi kong maaasahan kaya hindi ako umalis at lumipat ng ibang bangko. Highly commendable ang ang extra miles service nya. Sana magtagal pa sya sa Landbank dahil asset sya ng company. Salamat Landbank.	1
Mabait at maayos	1
Mabait at mabibilis ang mga nag aassist	1
Mabait at mabilis	1
mabait at mabilis ang serbisyo ng taga land bank	1
Mabait at mabilis ang transaction	1
Mabait at mabilis ang tumutulong	1
Mabait at mabilis sila	1
Mabait at mabilis	1
Mabait at madali ang pagprocesso sa Assistant Manager	1
Mabait at madaling lapitan ang new account na nagassist sa akin sa pag open ng aking pension account.	1
mabait at magalang kausap ang taga land bank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabait at magandang teller si Ma'am Mau!	1
Mabait at matulongin yung assistant manager nila na maranaw	1
Mabait at matulongin ang staff	1
Mabait at sexy pa ung teller po sa 3. Salamat po	1
mabait kausap ,Magalinv mg asikaso At Palangiti lage.	1
Mabait kausap, madaling intindihin ang paliwanag	1
Mabait like lee	1
Mabait mabilis ang transaction	1
Mabait magalang	1
Mabait masyado na tao	1
Mabait mga guards nila	1
mabait mga staff approachable sila	1
mabait na kahera at mabilis na serbisyo maraming salamat	1
Mabait na maganda	1
Mabait na mga staff at mabilis na serbisyo	1
mabait naman po sila pero meron ding masungit	1
Mabait po	1
mabait po ang mga staff	2
mabait po ang mga staff at accommodating po lalo na po yung manager. Madali po silang lapitan. Salamat po	1
Mabait po ang mga teller	1
Mabait po ang teller, very accommodating	1
Mabait po at maasikaso ang mga staff na nag asikaso sa akin	1
Mabait po mam Caren	1
Mabait po mga taga lbp	1
Mabait po si Ma'am Gem. Very accommodating and friendly.	1
Mabait po sila at lagi po silang nakangiti kahit pinapagalitan po sila ng ibang tao at tumutulong po sila	1
Mabait po sila at mabilis	2
Mabait po sila mga employee.	1
mabait po sila.	1
Mabait po yong nasa leaf ng PUGO madaling kausap, at pala ngiti!!!	1
mabait po yung nag-assist samin, and iniinform po kami sa mga procedures po.	1
Mabait si ate Teller. Sharena Jeannica Reyes Thank u	1
Mabait si maam	1
Mabait silang lahat	1
Mabait siya at maganda. Tinulungan niya ko simula sa dobs hanggang sa huli. Sobrang natutuwa ako at dito ako napunta para magopen sa Karuhatan branch. Salamat Mam Venus Javellana. Wag ka magbabago sa gamda ng ngiti mo	1
Mabait, magaling at magalang ang mga empleyado, ipagpatuloy po ang pagiging mabuting kawani ng gobyerno.	1
Mabait, She explained everything for me to learn and to use the atm machine and information about how to use my card	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabaitpo sila	1
Mabait ang mga teller mabilis ang transaction	1
Mabalisa ang pagRelease ng Cash Card pati ang pagverify ng documents at paggawa ng force pin ipagpatuloy ang magandang processo.	1
mabalisa po ang transaction	1
Mabait po ang staff	1
Mabi-abihon ang verifier.Good job!	1
mabait ang mga empleyado	1
Mabilisa ang New Accounts	1
mabilisa kumilos at friendly	1
MABILES ANG PAGPROSESO	1
mabilisa ang serbisyo at maayos, at natulungan nila ako sa pangangailangan	1
Mabilisa at mabait mga taga landbank Walang suolada mabait talaga	1
mabilisa	16
mabilisa (ok lang po)	1
Mabilisa ag serbisyo ng land bank	1
Mabilisa ako nakakuha ng snap shot .	1
Mabilisa ako nakapag open ng account, very good lahat..	1
Mabilisa akong nakapag open ng account para sa aking pag loan. Maayos akong tinulungan ng OJT at New Accounts Clerk sa pag oopen ng account. Kahanga hanga ang kanilang dedikasyon at pagtulong.	1
Mabilisa and accurate service po palagi. Thank you po.	1
Mabilisa and maayos ang serbisyo. Hindi rin ako nahirapan na intindihin ang mga instruction na binigay. Mabait ang staff at nagbibigay ng maayos na guidelines.	1
mabilisa ang action	2
Mabilisa ang aking transaction	1
Mabilisa ang aking transaksyon.	1
mabilisa ang aksyon sa aking request	1
mabilisa ang mga staff	2
Mabilisa ang naging serbisyo sa mga senior na kagaya ko	1
Mabilisa ang pag cater sa bawat clients and very approachable ang staffs.	1
Mabilisa ang pag proseso at malinaw na naipaliwanag sa akin Thank you mam venus javellana	2
mabilisa ang pag serbisyo	1
Mabilisa ang pag update ng aking account at talagang kahanga hanga ang iAccess ng Landbank! Hindi na hassle sa cashless payments dahil sa iAccess!	1
Mabilisa ang pagasikaso	1
Mabilisa ang pagbabayad sa transaksyon.	1
Mabilisa ang pagbabayad, thank you Landbank	1
Mabilisa ang pagkuha ko ng card at mabait ang mga staff kasi pumayag silang kahit lagpas na alas-3 ang pagclaim ko.	1
Mabilisa ang pagkuha ng card	1
Mabilisa ang pagprocess ng aking transaction mula sa pag.update ng aking account hanggang pag.encash sa check.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis ang pagproseso ng aking loan application. Mababait at magagalang ang mga empleyado.	1
Mabilis ang pagtransact sa teller ng bangko. Ipagpatuloy ang magandang processo	1
Mabilis ang pagwithdraw ng pera	1
mabilis ang payment this time, need lang mag early	1
Mabilis ang process	3
Mabilis ang process, may space para sa mag open ng account, Priority din nila ang buntis at matatanda	1
mabilis ang process. no need to improvd	1
mabilis ang proseso	2
Mabilis ang proseso at mabait ang teller	1
Mabilis ang proseso at mabait kausap ang in charge.	1
Mabilis ang proseso nang payment ng loan ko .	1
Mabilis ang proseso ng pag deposit kahit isa lang yung teller sa bangko.	1
Mabilis ang proseso ng transaksyon	1
Mabilis ang proseso.	2
mabilis ang serbisyo	11
Mabilis ang serbisyo at malumanay mag assist ang mga staff	1
Mabilis ang serbisyo mabait mga empleyado	1
Mabilis ang serbisyo madaling mag deposit, reliable and easy good service.	1
mabilis ang serbisyo ng land bank	6
mabilis ang serbisyo ng land bankp	1
Mabilis ang serbisyo ng mga empleyad0	1
mabilis ang serbisyo ng mga empleyado	2
Mabilis ang serbisyo ng mga empleyado ng land bank	2
mabilis ang serbisyo ng mga taga land bank	1
mabilis ang serbisyo ng mga teller	2
Mabilis ang serbisyo ng teller	3
Mabilis ang serbisyo sa landbank	1
Mabilis ang serbisyo sakin ng empleyado	1
Mabilis ang serbisyo.	2
Mabilis ang serbisyo. Mabait ang staff.	1
Mabilis ang serbisyo. Magagalang lahat mula sa mga gwardia pati mga staff and officers.	1
Mabilis ang serbisyo. Salamat	2
mabilis ang service	14
Mabilis ang transaction	14
Mabilis ang transaction and its good ang experience dito sa land bank napaka bilis	1
Mabilis ang transaction at proseso.	1
Mabilis ang transaction hindi naman ako nainil at mababait ang mga staffs lagi sila naka smile	1
mabilis ang transaction hindi naman ako nainip	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis ang transaction keep it up	1
Mabilis ang transaction khit maraming tao at magalang ang teller pati guards.	1
MABILIS ANG TRANSACTION, very polite ang kanilang mga guards... Maraming salamat..	1
Mabilis ang transaction. Hindi tumatagal ang pag aantay ng tao. Mabilis kumilos at maayos sila kausap. Madaling nauunawaan ang sinasabi nila.	1
Mabilis ang transactions at cute ang tellers	1
Mabilis ang transactions at mababait ang mga empleyado	1
Mabilis ang transactions ko ca Calamba Crossing Branch. Keep it up	1
Mabilis ang transaksyon at mababait mga impliyado	1
Mabilis ang transaksyon namin.	1
Mabilis ang transaksyon. Maraming Salamat. More Power LBP.	1
mabilis at accomodating	1
Mabilis at friendly	1
Mabilis at maasahan ang kanilang serbisyo	1
mabilis at maasikaso po ang staff and ok naman po ang proses	1
Mabilis at maayos	4
Mabilis at maayos ang naging transaksyon ko sa branch	1
Mabilis at maayos ang pag process	1
Mabilis at maayos ang pag-encash ng cheke.Magalang ang mga empleyado dito sa Bataan National Highway	1
Mabilis at maayos ang serbisyo	2
Mabilis at maayos ang serbisyo ng staff	1
Mabilis at maayos Ang serbisyo.	1
Mabilis at maayos ang sistema ng pamamalakad	1
Mabilis at maayos ang transaction at ang manager po bukod s maganda, gorgeous ay sobrang bait pa po	1
Mabilis at maayos ang transaction sa new accounts. Very accommodating naman si Ms. Venus Javellana. Pero sana mag karoon sya ng kasama sa new accounts kasi kadalasan dumadami ang tao at kahit mabilis sya d maiwasang mahaba ang pila sa kanya para mas lalong maging mabilis pa ang transaction sa new accounts	1
mabilis at maayos kausap ang mga empleyado	1
Mabilis at maayos makipag usap sa client. Friendly ang staff :) wala naman pong panget na experience.. Thanks to mam VENUS JAVELLANA.	1
Mabilis at maayos na pag aassist	1
Mabilis at maayos na serbisyo	1
Mabilis at maayos po ang assessment. Accomodating din po ang mga clerk	1
Mabilis at maayos po ang pay out. Pogi po ng teller	1
Mabilis at maayos pOH Ang pag papay out at nkapag huhusay din pOH Ng officer Ng city link sa pag pag prepare Ng pag pay out ganun nadin sa kawani Ng land bank npakabilis at maayos	1
Mabilis at maayos. Kumpleto ang payout	1
Mabilis at mababait	1
Mabilis at mababait , responsible po ang mga employees..lahat sila tulong tulong para madali ang aming transactions. Si manager po laging available mag assist sa mga customer. Salamat po sa landbank. Sana patuloy lng ang mabuting pag lilingkod sa amin.	1
Mabilis at mababait ang empleyado kahit konti lang sila.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis at mababait ang mga staff	1
Mabilis at mababait ang mga staff.	1
Mabilis at Mababait ang Staff	1
Mabilis at mababait mga tellers nila.	1
Mabilis at mababait sila. Salamat.	1
Mabilis at mabait ang mga tellers pati mga guardia magagalang. Lahat dito magalang at madaling lapitan kapag nagpapa assist ako. Sana ipagpatuloy ito.	1
Mabilis at mabait mga staff	1
Mabilis at mabait na nagoojt	1
Mabilis at magaan kausap Ang mga staff kaya mabilis natapos ang aming transaction	1
mabilis at magalang na serbisyo,salamat	1
Mabilis at maganda ang serbisyo..	1
Mabilis at maganda po ang serbisyo...	1
Mabilis at maisakaso magalang	1
Mabilis at malinis	1
Mabilis at matulungin ang staff	1
Mabilis at may magandang serbisyo	1
Mabilis at nakuha ko po agad ang bago kong ATM Card.	1
Mabilis at napakalamig ng banko.	1
Mabilis at tamang serbisyo. Salamat po at mabuhay LBP Paniqui.	1
Mabilis at tsaka yung empeyado mabibilis sila	1
Mabilis kahit madami tao.	1
Mabilis kahit sobra dami ng tao.	1
Mabilis kaming nabayaran. Salamat sa Landbank at tauhan	1
Mabilis ko lang nakuha ang certification na kailangan ko	1
Mabilis ko lang nakuha yung request ko	1
Mabilis ko po nakuha ang card replacement ko. Salamat po talaga sa new accounts na mabilis po natapos agad ang transaction ko. Very accommodating po sila.	1
Mabilis kong nakuha ang captured card ko.	1
Mabilis kumilos	4
Mabilis lang ako na accommodate at napakabiis din ng transaction ko	1
mabilis lang ang pila pati na ang pag process ng account	1
mabilis lang ang process kasi may mag assist agad before sa counter	1
mabilis lang ang transaction kaya di ako masyado nainip	1
Mabilis lang ang transaction sa pag deposit, kahit isa lang ang teller. Magalang pa sila kausap.	1
Mabilis lang ang transaction, at very accomodating ang mga staffs	1
Mabilis lang natapos ang transaction	1
Mabilis lang natapos ang transaction ko.	1
mabilis lang pala ang pagkuha akala ko kasi matagal tsaka mababait din mga staffs kasi gagabayan ka talaga	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis lang pala mag open ng account basta kompleto ang requirements, nakuha ko din agad yung ATM Card ko. Salamat Landbank!	1
Mabilis lang po transactions, hindi hassle sa pila.	1
Mabilis lang transaction ngayon. Nice!	1
Mabilis lang yung transaction basta naka pag online nag papasalamat ako dahil approachable yung mga staff	1
mabilis lang yung transaction hindi kami naghintay nang matagal	1
Mabilis lng magkuha ng no loan na certificate	1
Mabilis ma proseso at walang pila thamkyou lbp	1
Mabilis maayos	1
Mabilis mag process and mabait ang mga staff	1
Mabilis mag process ng onco	1
Mabilis mag transact ang mga staff.	1
Mabilis mag transact ang teller at magagalang ang mga empleyado	1
Mabilis magproseso	1
Mabilis magtrabaho and mababait ang mga taga landbank toril branch. Sana madagdagan pa sila para mas efficient sila. Salamat	1
Mabilis makuha ang ATM card pag open Ng account. Satisfied clients here	1
Mabilis na naproseso ang aking transaction	1
Mabilis na open ang aking account	1
Mabilis na pila	1
Mabilis na pinroseso ang aking transaction sa pag unlock ng aking account. Ako ay nasiyahan dahil walang hassle sa pag aasikaso ko.	1
Mabilis na processing sa aming requests & submitted docs at kung may problema ay agad na naitatawag sa amin para maiayos at maiwasan ang ano pa mang delays.	1
Mabilis na proseso ng loan application. Salamat sa Landbank	1
Mabilis na prosing	1
Mabilis na serbisyo	1
Mabilis na serbisyo	3
mabilis na serbisyo nalamig ang aircon	1
mabilis na serbisyo ..maganda makitungo sa mga kliyente	1
Mabilis na serbisyo po ng landbank Paniqui. Salamat po.	1
mabilis na serbisyo, palangiting empleyado . sana lahat ng land bank :D	1
mabilis na serbisyon	1
Mabilis na serbosyo po ang mga staff	1
mabilis na service	1
Mabilis na siya ngayon and nag improve dati kase matagal kami nakatambay sa labas ngayon ok na maganda	1
Mabilis na transaction	1
Mabilis na transaction and malinis yung office maaliwalas	1
Mabilis na transaction kahit marami kaming mageencash, salamat landbank	1
Mabilis na transaction sa bawat pila	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis naibigay ang aming benefisyo ng landbank	1
Mabilis naman ang pagtanggap.ng deposit kahit naraming tao. Magagalang naman pati mga guardya	1
Mabilis naman ang pagtransact nila	1
Mabilis naman ang serbisyo ng landbank kahit maraming tao	1
mabilis naman ang transaction	1
Mabilis naman na bigay sa akin.	1
Mabilis naman napalitan ang check ko. Mabilis naman ang teller. Ipagpatuloy lang nila ang maayos na serbisyo. Magalang pati mga guardia.	1
Mabilis naman po yung process ng pagonline...	1
Mabilis naopen ang aming account	1
Mabilis naopen ang aming payroll account.Mabait ang mga staff,alam nilang taga malayong lugar pa kami kaya agad at Mabilis kami naasikaso ng mga empleyado ng landbank salamat po	1
Mabilis natapos ang aking transaction at approachable ang in-charge	1
Mabilis natapos ang aking transaksyon at mabilis na napaltan ang aking pin number.	1
mabilis nman po mga impyedo...mas lalo pang mabilis kung madadagdagan po ang impleyado	1
Mabilis nmn po un transaction at un mga staff magagalang	1
mabilis palagi ma proseso ang transaction	1
Mabilis po	14
Mabilis po ako nakakahingi ng kailangan kong dokumento at approachable po ang mga staff.	1
mabilis po ako natapos at mababait sila lahat	1
Mabilis po ang aking transaction wala po gaanung tao sa loob ng bank sana po lage ganito salamat ng marami landbank	1
Mabilis po ang inyong serbisyo at mababait po kayo	1
Mabilis po ang payout	1
Mabilis po ang proceso at meron pa po meryenda;magalang at matulungin po simula sa guard at lahat ng staff pati si manager po napakabait. Salamat po landbank sa tulong ninyo sa amin.	1
Mabilis po ang proceso sa pag claim ng card. Magalang po ang mga staff at supervisor at pati po si manager. Salamat po	1
Mabilis po ang process ng transaction under Ma'am Ariane Rabi. So approachable po and good service.	1
Mabilis po ang process. Maayos po ang pag assist ng mga staff sa aming mga kliyente	1
Mabilis po ang process... Mababait ang employee	1
mabilis po ang processing lalo na sa verifier counter..	1
Mabilis po ang proseso ng pagpalit ng sira kong cash card sa 4ps ako po ay senior at nakakatuwa na meron silang priority lane para sa katulad namin na nahihirapan pumila salamat po	1
mabilis po ang serbisyo	1
Mabilis po ang serbisyo at madali kausap. Salamat po keep up	1
Mabilis po ang serbisyo ng staff na si Derek, he knows the procedures with minimum supervision that is why he is mabilis. The CC was placed in a conspicuous area however, it's not readable. Letterings are too small. Overall, satisfied naman ako sa serbisyo and personnel are very friendly	1
Mabilis po ang service.	1
Mabilis po ang service. Maganda din ang atmosphere sa loob.	1
Mabilis po ang transaction	1
Mabilis po ang transaction at mababait	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis po ang transaction at mababait ang mga staff	1
Mabilis po ang transaction, very friendly po si sir Jeof	1
Mabilis po ang trwnsaction	1
mabilis po ang trxn	1
Mabilis po at maasahan ang service.. lagi po silang handang mag assists anytime na me query kami.	1
Mabilis po at maayos po	1
Mabilis po at mababait	1
Mabilis po at mababait ang mga teller dito. Ok po silang lahat.	1
Mabilis po at mabait	2
Mabilis po at magagalang	1
Mabilis po at nakasmile	1
Mabilis po at okey po staff	1
Mabilis po lagi	1
Mabilis po mam	2
Mabilis po naopen ang aming atm para sa sweldo sa trabaho sa PPA Galing pa po kami sa occidental mindoro mabait ang mga empleyado at kami ay inasikaso agad nila sa kadahilanang malayo pa ang aming uuwian salamat po	1
Mabilis po natapos transaction ko. thank you.	1
Mabilis po proseso mababait mga empleyado	1
MABILIS PO PROSESO NG ESL, HINDI PO KAMI NAINIP TAPOS ACCOMMODATING PO SILANG LAHAT. MAY PAKAPE PA PO.	1
Mabilis po qt magagalang ang lahat kahit mga guards	1
Mabilis po sila	1
Mabilis po yung process maayos po kausap yung mga staff at mababait po silang lahat thank you sa land bank	1
Mabilis po yung process tsaka mababait po yung mga staff	1
Mabilis po yung process unlike before ngayon po super easy lang	1
Mabilis po yung transaction na explain po ng maayos lahat	1
Mabilis po yung transaction Ok naman po lahat	1
Mabilis serbisyo. Kaayaaya at lubos na nasisayahan	1
Mabilis sila kausap at very helpful	1
Mabilis silang mag asikaso	1
mabilis transaction mababait yung mga empleyado	1
Mabilis transakyon	1
mabilis tumugon sa aking concern and pangangailangan and NAC teller at approachable at maganda ang serbisyo. reasonable ang waiting sa pila at di nakakinip dahil malamig ang loob ng banko. keep up the good service.	1
mabilis umaksyon ang mga staff	1
Mabilis umaksyon at magagalang	1
Mabilis ung process	1
Mabilis ung process nila	1
mabilis yong transaction salamat..!	1
Mabilis yung pagkuha ko ng pera sa cheque sobrang easy lang	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mabilis yung process at transaction	1
Mabilis yung process kahit maraming papers	1
Mabilis yung serbisyo ok yunb landbank	1
Mabilis yung service and maganda yung pag cummunicate ng teller mababait sila	1
Mabilis yung transaction	1
Mabilis yung transaction libre yung service maganda	1
Mabilis yung transaction Ok yung teller maayos kausap	1
Mabilis yung transakyon namin sa kanila.	1
Mabilis, maasikaso at magalang na service sa aking pagbubukas ng Savings Account. Salamat po LandBank San Juan So Leyte Branch. Mabuhay po kayo !	1
Mabilis. Nagsubmit kami nung Umaga tapos hapon naprocess na agad. Salamat po.	2
mabiliss at maganda	1
Mabilis po. Salamat buluan branch	1
Mabilos ang transaction, mababait ang mga empleyado at friendly	1
Mabilis ang transaction	3
Mabilis po	3
Mabilis po sila	2
Mabilis po Sila.	1
Mabilis po at mababait yung mga empleyado Keep it up godbless	1
Mabilis at mababait Ang mga emplyado...	1
Mabuti	1
mabuti ang kanilang mga serbisyo	1
Mabuti ang pagtanggap sa amin ng mga tauhan ng Landbank at maayos ang transaksyon namin. Salamat	1
Mabuti ang pagtrato ng mga personnel	1
mabuti ang serbisyo	1
Mabuti ang serbisyo ng mga empleyado	1
Mabuti ang serbisyo.	1
Mabuti at magaling asikaso sa mg kostomer	1
Mabuti at mga baguhan na Ang karamihang tauhan sa landbank dati rati ay naka encounter akong masungit na teller na lalaki, mainit ang ulo, nakakahinayang kapag ganun, andun sila para magserve sa tao hindi para ipahiya Ang tao. Salamat po.	1
Mabuti maayos na serbisyo sa mga kliyente.	1
MABUTI NA AT MAAYOS WALA NA AKONG SUGGESTIONS	1
Mabuti na po serbisyo nyo	1
mabuti naman ang inyong pag serbisyo	1
Mabuti naman po wala na kailangan baguhin	1
mabuti nman po	1
Mabuti po silng mgserbesyo s customer at mabait pa yong employed nila at super smiley	1
Mabuti rin ang service ng Landbank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Madagdagan Po sana Ang ATM machine dito sa LBP Calinan branch dahil isa lang Po Ang machine dito at sana Po malagyan Ng sun screen sa may ATM machine dahil mainit Po kasi, tinapaang Po kasi Ng sikat Ng Araw at walang masilungan. Salamat Po	1
Madalas na pag offline ng system. Sana magawan po ng paraan upang tuloy tuloy ang transaksyon ng inyong emplyedayo at nang mga clients. Maraming salamat po.	1
madalas off line	1
Madali ang transaction at very accommodating and employees	1
MADALI AT TAPAT NA SERBISYO PARA SA MGA MAGSASAKA.	1
Madali kausap	2
madali kausap ang mga staff at mababait sila	1
Madali kausap ang mga staff	1
Madali kausap at mababait	1
Madali lang ako natapos sa transaksyon ko dahil sa tulong ng mababait na staff	1
madali lang and mababait mga staffs	1
Madali lang ang transaction at mababait sila	1
Madali lang ang transaction ko	1
Madali lang ang transactions at tatanggap sila or mag entertain sa lahat o anumang problema at mga tanong sa mga kliyente nila.	1
Madali lang kumuha dahil mababait at madali kausap ang mga staffs	1
Madali lang natapos ang Process	1
Madali lang po yung flow ng instructions nila	1
Madali madaupan an mga staff	1
Madali malapitan.	1
Madali naman ang transaction at mabuti sa mga customer	1
Madali naman tawagan sa online banking pag gabie sanamas more accessible iyong wala specific hour	2
Madali yung transaction and ok lahat	1
Madaling kausap	2
Madaling kausap ang mga tao sa landbank, mababait pati.	1
Madaling kausap at mababait	1
Madaling kausap at mabilis na umaksyon sa transaction si Sir armel at Mam f ranz..., inaasikaso po nila kahit maliit na magsasaka na katulad ko. Maraming samalat po landbank	1
Madaling makita, malaking tulong sa amin ang Citizen charter..madaling maintindihan	1
Madaling malapitan at mababait.	1
Madaling maskita, malaking tulong sa amin	1
Madam carren very healpful to asses client for process of documents thank you so much madam,	1
Madami tao sa branch kaya medyo matagal sa pila pero Mabilis ang proseso ng opening account pag dating sa new accounts	1
Madaming natutulungan mga mamamayan	1
Made an updating and processing of online banking. Staffs in the branch are approachable and attentive.	1
Madling malapitan	1
ma-enlighten ang mga tao para sa mga upuan na reserved lang for senior citizen.	1
Mag add ng additional tellers at sana mas malaki ang space.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mag info drive tungkol sa Citizen Charter para mas maunawan pa Ng mga clients Ng landbank	1
Mag Karon Ng adds.	1
Magagalang ang guards and mabilis ang pila ng mga senior citizen.	1
magagalang ang mga empleyado	2
Magagalang ang mga staff	2
Magagalang ang mga staff and approachable	1
Magagalang ang mga staffs. Maayos na nag-aassist sa aming mga senior citizens.	1
Magagalang ang mga tauhan ng bangko,maayos sila sumagot sa mga tanong	1
Magagalang at maasikaso po ang mga staff.	1
Magagalang at mababait ang mga empleyado.	1
Magagalang at mababait mga Empleado masisipag maasikaso sila di kami pinababayaan	1
Magagalang at nag aassist sa mga seniors ng mabuti	1
Magagalang po silang lahat.	1
Magagalang yung mga interns/ OJT students nila, binigyan nila ko ng mauupuan habang nakikipag usap sa help desk.	1
Magagaling ang Customer Service 100% However, the branch proces took so long	2
Magagaling at napaka bait po ng mga teller at masisipag ...	1
magagaling mababait at magaganda silang lahat	1
Magaganda ang mga staff at mababait	1
Magaganda at mababait ang empleyado	1
Magaganda at mababait ang mga staff.mabilis ang transaction.	1
Magaganda at mababait ang staff ng landbank danao maraming salamat po	1
Magaganda at mabait Ang mga teller	1
Magagandat mababait po mga teller	1
magalang ang mga empleyado	1
Magalang ang mga staff ng bank	1
Magalang ang mga tauhan ng Landbank	1
Magalang ang mga teller at Nabgay and kailangan	1
magalang ang paki2tungo samin ng mga empleyado	1
Magalang ang pakikipag usap sa kliyente at mabilis ang transaksyon	1
Magalang at mababait ang mga teller na nagbayad sa dswd	1
Magalang at mababait po mga taga lbp meycauayan branch	1
magalang at mabait ang mga empleyado	1
magalang at mabait ang mga taga land bank	1
magalang at mabait ang mga teller	1
Magalang kausap ang mga empleyado ng land bank	1
magalang kausap ang mga taga LPB san jose city	1
Magalang lahat simula sa guards hangang mga employees ng bank.	1
Magalang mga empleyado, maayos at mabilis transaction. God bless sa inyo	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Magalang na pag tanggap at mabilis na transaction	1
Magalang na pakikitungo sa mga kleyente	1
Magalang po at mabilis lagi nakasmile	1
Magalang po yung staff ang pila lang po mahaba pero maganda po ang serbisyo mababait	1
magalang sa kliyente at laging nakangiti	1
Magaling ang pag asikaso sa kleyente. Ipagpatuloy pa ang magandang serbisyo.	1
Magaling ang serbisyo	1
Magaling at hands-on si Maam Laurice sa pag assist sa akin. Maraming salamat po	1
Magaling at mabait si maam na nasa counter 8. Ang bilis ng transaction. Marunong mag handle ng customer tapos ginagawan talaga nya ng paraan na mapadali yung transaction.	1
magaling mag approach yung mga staff at igaguide ka talaga nila gang matapos	1
Magaling mag assist Ang mga empleyado at nasagot Ng wasto Ang aking mga katanungan tungkol sa aking transaction.	1
Magaling makisama ang staff sa akin bilang client. She treated me very well. Shes really good in helping and directing clients what to do. The staff is very approachable and easy to talk. Shes good in handling people/clients	1
Magaling. Maayos ang pila at mabilis lang ang proseso ng pag bukas ko ng account.	1
maganda	3
Maganda and maayos yung serbisyo zala at sa landbank	1
Maganda ang assistance ng mga empleyado nung nagpaclose ako ng mga accounts na di ko na nagagamit.	1
Maganda Ang kanilang pakikitungo	1
Maganda ang kanilang serbisyo at maasikaso s mga taong ngppunta s knilang bangko. Magalang ang pakikitungo.	1
Maganda Ang kanilang serbisyo at mababait Ang mga staff dito	1
Maganda ang kanilang trato lahat ng empleyado	1
Maganda ang mga empleyado	1
Maganda ang naipakitang serbisyo ni sir Kristan Lazo. Mabilis at nasagot lahat ng katanungan ko.	1
Maganda ang office approachable ang mga employee.	1
maganda ang pakikitungo ng mga nagtratrabaho	1
Maganda ang pakikitungo nila sa clients	1
maganda ang pakikitungo nila sa mga tao .	1
Maganda ang palalakad ng landbank	1
Maganda ang serbisyo at mabait ang mga empleyado	1
Maganda ang serbisyo at napakabait ni Mam. Matulungin, magiliw, at cute. She's very professional. Keep up the good work. Maraming salamat.	1
Maganda ang serbisyo at sana mag papatuloy ito	1
Maganda ang serbisyo ng land bank san jose city employee	1
Maganda Ang serbisyo Ng landbank simulannag nag umpisa akong mag banco sa kanila... Panatiliing maayos, magalang at at Sana pabilisin Ang transactions s pagpila Ng mga tao.	1
Maganda ang serbisyo ng mga empleyado	1
Maganda ang serbisyo ng mga teller	1
Maganda ang serbisyo ng mga Tellers.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maganda ang serbisyo ni ma'am loren	1
maganda ang serbisyo nila maayos akong na assist sa mga concerns ko	1
Maganda ang serbisyo nila sa aming mahihirap na 4Ps beneciary	1
Maganda ang serbisyo sa akin. Hindi tulad sa amin na kailangan pumila ng 1 araw dahil sa dami ng Tao.	1
Maganda ang serbisyo sa Landbank Paso de Blas. Matulongin ang mga nasa new accounts. Mabilis natapos ang aking transactions. Keep up the good work!	1
Maganda ang serbisyo sa LBP - Capistrano	1
Maganda ang serbisyo saakin ng teller	1
Maganda ang serbisyo.	1
Maganda ang serbisyo. Maayos sila mag assist lalo na sa new accounts, detalyado ang pagpapaliwanag nila lalo na sa aming mga senior citizen. Salamat Ms. Rachel sa pag asikaso sa akin.	1
Maganda ang Serbisyo. Suggest ko lang po maglagay ng upuan sa labas para sa senior citizen	1
Maganda ang serbisyong na pinapakita ng mga employee sa akin..pag punta	1
Maganda ang service at attitude ng employers	1
Maganda ang service very clear abg instruction Assisted me: Venus Javrlana	1
Maganda ang services	1
Maganda at maayos ang pagserbisyo saamin .	1
Maganda at maayos n serbisyo	1
Maganda at maayos n serbisyo para s tao	1
maganda at mabilis ang proseso nila sA mgA costumer na pumpnnta dto.,at naackaso dn kaagad ako ni maam venus javellana at natulong dn mya ako sa mbilisang pag type sa computer.	1
Maganda at mabilis ang serbisyo	1
Maganda at mabilis po ang serbisyo nila, palagi po nila akong pinapalitan ng barya.	1
maganda at madaling proseso lng. magalang ang mga empleyado.	1
Maganda at magaling mkipag kausap ng customersi Ma'am Mau!	1
Maganda at Malaki Ang naitulong Ng paglalagay Ng tent sa harap no office..thank you LBP mamburak	1
Maganda at malinis ung establishment	1
Maganda at pogi ang empleyado	1
Maganda at respectful employees	1
Maganda dito mag open accont sa landbank madali lang sila lapitan salmat sa landbank at kay maam venus javellana maraming samat	1
Maganda mabilis tsaka magaganda mga empleyado di sila masusungit	1
Maganda n ang serbisyo ng land bank ipagpatuloy p hanggang sa susunod n maraming taon . Maraming salamat po sa maganda at maayos n serbisyo salamat po.	1
Maganda na ang serbisyo,at ito ay ipagpatuloy lamang.	1
Maganda na po ang inyong serbisyo...very accommodating and kind po mga staff	1
Maganda na po ang pamamalakad nila sa bangko	1
Maganda na, ipagpatuloy nalang.	1
Maganda naman na po ung service no need naman na for improvement	1
Maganda naman Po Ang pag proseso. At maayos Po Ang pakikitungo ng mga staff ng Land bank at tinuruan kami dahil mga first timer Po kami salamat Po.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maganda naman po ang serbisyo ng landbank sa customer, maasikaso sa customer, godbless po.	1
Maganda naman yung naging expe. Ko sa transaksyon kasi mabait at magalang yung mga empleyado	1
maganda naman yung pamamalakad nila	1
maganda nman po ang serbisyo ng landbank	1
maganda nman po ang serbisyo niyo. salamat po	1
Maganda pa Rin Ang serbisyo	1
Maganda po abg serbisyo, salamat po.	1
Maganda po ang CC nakapaskil ta madaling makita. Lagi rinpo ako nakakatanggap ng update mula sa inyo	2
Maganda po ang kanilang serbisyo s mga tao lalo na s mga priority na mga tao...	1
Maganda po Ang pagserbisyo, salamat po sa paghelp sa Amin sa pag open Ng account. Organize po at good speakers po Ang frontliners. Nag announce agad kapag may offline or kapag online na ulit.	1
maganda po ang serbisyo ng landbank	1
Maganda po ang serbisyo nio nasa tama po at ayos ang pag entairtain.	1
Maganda po ang serbisyo At mabait po ang nag assist sa akin Thank you po ng marami. God bless poh	1
maganda po ang service and the staff are approachable.	1
Maganda po ang service nila. Mabilis po at talagang nakaalalay lalo na sa akin na Senior Citizen. Salamat	1
Maganda po ang services lang landbank	1
maganda po ang servisyo ng LAND BANK	1
Maganda Po at mabilis Ang pag proseso	1
maganda po at mabilis ang serbisyo sa landbank karuhatan branch sa nag asikaso po sakin na c mam Venus Javillana at sa tatlong security guards nag asiskaso saakin maraming slamat po	1
maganda po iyong pakikitungo nila lalo na mga ang teller	1
Maganda po pag asikaso nila sa akin ang babait po nila pinapaliwanag po nang maayosa maraming salamat po inyo God bless po	1
Maganda Po sana kung may number para sa pag pila sa teller. Para pwede Po bumalik pag mahaba Ang pila sa transactions.	1
Maganda po serbisyo	1
Maganda po yung services and transactions	1
Maganda process at mabilis	1
Maganda serbisyo at mabilis	1
Maganda serbisyo at mabilis proseso Recommend ko landbanank sa mga tao Magagslang mga empleado	1
Maganda serbisyo po ng landbank	1
maganda sila mag explain maayos yung empleyado walang reklamo	1
maganda yung pav process napakadali Salamat sa land bank	1
Maganda yung serbisyo mabilis thank you sa landbank	1
Maganda yung service maayos po talaga at abala	1
Maganda yung service nila madali yung pag process	1
Maganda, mabait, maasikaso, masayahin, masipag	1
Magandan makitungo ang lbp employee	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Magandang araw po.. Ok naman po ang serbisyo hatid ng landbank sa akin pati ung nag assist sa akin na si Mam Karen M. Palo, naassist niya po ako ng mabuti sa transaksyon na kailangan ko. Nakikita ko naman sa ibang empleyado ng bangkong ito na approachable lahat sila sa kanilang mga clients. Masasabi qng good service po sila.	2
Magandang pagtrato at mabilis na serbisyo	1
Magandang pakikitungo at maayos ang serbisyo	1
Magandang pakikitungo Ng mga empleyado	1
Magandang serbisyo	1
Magandang serbisyo bawat isa	1
Magandang serbisyo na nakakagaan sa buhay ng bawat mamamayan. Ipagpatuloy ang hangarin ng LBP para mapaunlad ang bansang Pilipinas. Maraming salamat LBP	1
Magandang serbisyo po...napakabait po ni Mam Alice sa pagasikaso sa aking transaksyon araw araw. mabilis at maayos na serbisyo	1
Magandang serbisyo sa bawat isa	1
Magandang umaga po. Aku po lubos nasiyahan sa aking karanasan sa inyong banko LBP. Madaling maapproached ang mga empleyado at nasihilayan ku po ang mga ngiti nila kung saan ay naging maganda ang aking araw Sana tuloy lang po sila skanilang mga trabaho na my ngiti at saya araw araw	1
magangda mag assist nila sakin lalo na po c maam venus javellana napa bait po at ma hinahon at c head guard po tinulongan nia po ako mka pasok sa online apps po nila .. thank u and satisfied client po	1
Magbuhat ang Landbank n Happy 60th Anniversary	1
Magdadgdag po ng window para mas mabilis ang transactiOn	1
Magdagdag Ng empleyado	1
Magdagdag ng taohan sa front desk para sa mas mabilis na transaction	1
Magdagdag pa ng tao dito sa land bank naic upang mas mapabilis ang pagkuha ng landbank	1
magiliw	1
Magiliw ang staff	1
Magin.ot then gamay ang space.....	1
Maging alerto para madaling masagot ang tanong ng client	1
Maging bukas tayo sa mga opinyon ng iba ngunit kailangan muna nating suriin kung ito ba ay makakabuti o makakasana hindi lamang para sa sarili kundi para sa lahat.	1
Maging maasoy at maging masipag ang kanilang trabaho at tungkulin para maging maganda ang kanilang serbisyo	1
Maging mabait lang po	1
Maging magalang sa kapwa tao	1
Maging mapag kumbaba at habaan ang pasensya kung may maling nagawa	1
Maging patas pag dating sa transaction its either por or rich ka man	1
Magkaroon Ng madalian at malapitang transaksyon	1
Magkaroon pa nang magandang komunikasyon sa mga miyembro at nasasakupan upang mapabuti pa lalo ang magandang serbisyo.,	1
Magkaroon pa po sana ng karagdagang teller para mas mapabilis pa ang transactions.. thank you.	1
Magkaroon ulet ng online numbering for multiple transaction or single transaction. Keep up the good work. thank you and God Bless	1
Maglagay ng mga ATM machines sa mga lugar na wala pang ATM's...	1
Maglagay ng mga establishment sa malalayong lugar kung saan pwede ma trace ang inyong serbisyo.	1
maglagay ng table sa information booth	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
maglagay sana ng fan. medyo mainit sa loob.	1
Magpa-loan sa pensioner /Sr. citizen	2
Magpapabilis ang serbisyo kapag i uuna ang mga matatandang cliyente dahil sila ang prayoridad .	1
magpatuloy tuloy po ang maayos na serbisyo	1
Mahaba ang pila mabuti mabilis mag proseso ang staff at naging mabilis lang ang transaksyon ko.	1
mahal ang interbranch service charge kumpara sa ibang bangko	1
Mahuhusay at bawat staff	1
Mahusay	1
Mahusay ang pag asikaso ni Maam Venus Javellana sakin. Mabilis niyang naasikaso ang pagpapalit ng contact number ko at updating ng iAccess. Malinaw din ang kanyang mga instructions kaya mabilis kong nagawa ang kailangan.	1
Mahusay ang serbisyo	1
Mahusay at kaaya-aya ang serbisyong ibinibigay ng mga staff	1
Mahusay at mabait Ang empleyadong nag asikaso sa akin sa aking captured card, sana ganito lahat na empleyado. Masayahin at maganda Ang aura ng lupon branch. Salamat at mabilis Ang naging transaction ko. Sa uulitin hehe	2
Mahusay at mabilis ang transaction	1
Mahusay at mabilis ang mga transaction at masasabi ko lng pagpatuloy lng ang serbisyo maraming salamat po	1
Mahusay at malaking tulong si sir daniel	1
mahusay at very approachable mababait	1
Mahusay Excellent very good	1
Mahusay na pag trato at mabilis na transaction	1
Mahusay na pakikitungo	1
Mahusay na serbisyo	1
mahusay na serbisyo!	1
Maikli lang ang pila kaya ito ang napili kong branch at hindi ako nagkamali dahil bukod sa maikli lang pila, mabilis pa ang process at napakababait ng mga staffs	1
Mainit Po at masikip Ang Lugar.	1
Maintain a friendly approach to customers.	1
Maintain and continue doing the great job.	1
Maintain employee to customer relationship	1
Maintain excellent service to clients.	1
Maintain good manners to the customer	2
Maintain good relation and excellent service to your client because i always experienced that kind of treatment from you.	1
Maintain good service to all kind of clients. Just like what Miss Regina did for me. Thank you very ma'am. GOD Bless us all. Mabuhay..	1
Maintain good service to the client	1
Maintain good services	1
Maintain great quality of service	1
Maintain lang po yung good service.	1
Maintain that system and upgrade most advance technology if ever have...	1
Maintain the delivery of a good services to all clients	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maintain the efficiency and courteously interactions between clients...	1
Maintain the excellent service and good performance of the staff.	2
Maintain the excellent service to the customer.	1
Maintain the good relationship with client .	1
Maintain the good service to continuously attend to the questions of the Customers	1
Maintain the good work and see what future will do.	1
maintain the good works and deeds to all the lbp client	1
Maintain the highest standard for the customers	1
Maintain the high quality of excellent service	1
Maintain your current friendly service.	1
Maintain your Excellent services.	1
Maintains an extraordinary level of precision with work.	1
Mainting their approachable behavior	1
maipagpatulo pa po ang magandang serbisyo ng landbank	1
Maipagpatuloy ang magandang serbisyo ng landbank	4
Maipagpatuloy ang magandang serbisyo ng landbank. Salamat po	2
maipagpatuloy pa ang magandang serbisyo ng landbank	4
maipagpatuloy pa po ang magandang serbisyo ng landbank	1
maipagpatuloy pa po ang magandang serbisyo ng bankong ito	1
Maipagpatuloy pa po ang magandang serbisyo ng landbank	13
maipagpatuloy pa po ang magandang serbisyo ng landbank.	1
maipagpatuloy pa po ang magandang serbisyo ng landbank. Salamat po	2
maipagpatuloy pa po ang magandang serbisyong ibinibigay ng landbank. salamat po	1
maipagpatuloy pa po ang serbisyo ng landbank. salamat po	1
maipagpatuloy po ang magandang serbisyo ng bankong ito	1
maipagpatuloy po ang magandang serbisyong ibinibigay ng landbank	1
Makausap ng personal ang empleyado ng Landbank upang mas madali malaman ang impormasyon na nais namin makuha	1
make a breastfeeding room	1
Make CC visible	1
Make interbranch (Landbank to Landbank) transaction fees free since this is a government bank.	1
Make internet connection update po. Intern is pretty slow and sluggish.	1
Make it faster	1
Make people happy everyday	1
Make several copies of the citizens charter	1
Make the TAT shorter kasi paano kung kailangan na talaga iyong pera tapos 2-3 weeks pa maghihintay. Make it shorter sana	2
Make use of the automated queuing number	1
Make waiver of annual dues automatic for valued customer of the Bank.	1
make your questionnaire zstreamline per transaction basis.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Malaking pasasalamat kay Sir Leip ng New Accounts, di po ako sanay sa paggamit ng computer, tinulungan nya ako sa pag open ng aking account para sa allotment na ipapadala ng aking anak na nakadistino sa Davao. Ngayon maaari na akong mapadalhan ng aking anak ang kanyang pasensya at tiyaga sa pag assist sa akin ay lubos kong hinangaan dahil sa pagiging mahinahon niya.	1
Malaking tulong sa amin ang citizen charter..mganda ang service n binibigay nila sa kanilang kleyente.madaling makita at subrang nkatulong sa amin	1
Malaking tulong ang Cc sa aming mga mamatanda na..nakikita ko ito sa mga opisina n aking napupintahan	1
Malaking tulong ang naibigay ni LandBank sa pagbigay ng financial assistance sa agricultural production namin.	1
Malaking tulong napaka bilis ng serbisyo	1
Malaking tulong po para sa Amin	1
Malaking tulong po sa amin ang citizen charter..	1
Malaking tulong sa amin kc po madali po ang serbisyo n binibigay tlgang nkatulong sa amin	1
Malaking tulong sa amin na makuha ang 4Ps grants namin sa pamamagitan ng otc withdrawal, kami poy umaasa na dumating na ang aming cash cards.	1
Malamig sa loob satisfied sa service at malinis sa loob ng branch sa tungko	1
Malinis at maayos ang branch nila, I like the ambiance and staff are so good and kind.	1
Malinis at maganda ang daloy ng transaksyon.	1
Malinis at maluwang ang office, maginhawa ang transaksyon.	1
Malinis sa branch nila.	1
Malinis sa facility nila at maaliwalas.	1
Malinis yung branch nila at maayos, kapag may tanong mga customer nila nasasagot at nagagawan kaagad ng solusyon ng mga employees.	1
maliwanag at maayos kausap ni Sir	1
Mam and sir ang masasabe ko po sa Landbank ng Lemery Ilustre ayos naman po ang serbisyo nila. Salamat po	2
Mam Cheng is very hardworking and kind person. She is very fast in terms of work.	1
Mam Gemma sobrang bait. Very accommodating. Highly recommended!!	1
Mam Leah Garcia is so nice and accomodating	1
Mam Leah Vilorio Garcia is the best in terms of service .She is very patient in assisting client..For me she's the best employee for all..	1
Mam Liza of LandBank Paniqui is very courteous and easy to approach very attentive and kind. LBP should be very proud having her as an employee	1
Mam Mary Rose E Saccuan is very approachable and accomodating to clients.high five sana ganun lahat	1
Mam Sherry was very supportive to me during my visit and she was polite and very approachable.. Thank you Landbank Apalit branch	1
Mam Venus is very helpful and accomodating. Thank you.	1
Mam Venus, Sir Louie and Mam Dianne of LBP San Fdo (P) West are all very helpful and accommodating. Kudos to all the staff of LBP San Fdo (P) West.	1
Man power	1
Manager Gina Pagalan is a very proactive manager. She resolved our 3 year issue of the updating of key official for the we access feature to facilitate online ACIC upload, online Fund transfer, and online payroll upload. She simplified steps for us for reactivation/closure of dormant accounts. Thank you for her team for a wonderful LBP experience.	1
Manager Karen Eacano was very accommodating and very reponsive to our transaction. Good job and keep up the good work.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
many times I went to landbank but not desame branch..I really like the employees treat there client they are very friendly and good on how to entertain there client that's why landbank is the best bank for me I went to different bank but land bank is good on treating client..	1
mapabilis ang transaction kong my isang dagdag n teller	1
Mapabilis pa lalo ang mga transaksyon	1
Mapabuti , matiwasay at maayos na transaction sa mga checked namin sa aming kompanya..	1
Mapabuti pa po ang serbisyo ng landbank	1
Mapag palang Umaga...una mabilis at maasikaso at mabilis na transaction mababait at laging naka smile. Ang mga empleyado Ng lbp Roxas Mindoro branch... God bless.	1
Mapalitan po ng bagong ATM machine at mapalagyan pa ng malawak na bubong or tent para sa mga nagwi-withdraw sa labas dahil kapag hapon po ay nakatapat sa araw ang mismong atm machine at sobrang init sa mga nagwi-withdra.	1
mapapabuti pa ito kung tuloy tuloy ang magandang serbisyo	1
Marami pang matutulungan mga mamamayan	1
Marami pong salamat. Patuloy po namin kayong kaagapay sa buhay. Mabuhay po kayo!	1
Maraming salamat po sa landbank open account para po sa ka maam venus javellana nag assist po sakin maraming po ulit maam	1
Maraming salamaat Po sa maayos Ng serbisyo.	1
maraming salamat !!!	1
Maraming salamat dahil hindi nasayang ang aking pagpunta sa Landbank. kahit may holiday declaration ay nakabukas pa din ang bank para sa aming mga clients. Thank you so much Landbank.	1
maraming salamat land bank	2
Maraming salamat landbank dahil kayo na ang pumunta sa amin sa munisipyo	1
Maraming salamat mam venus javellana sa pag asikaso sa aking kailangan kong papers para sa aking pagpapensyon. Naway hindi po kayo magsawang tumulong sa katulad kong may edad na. Napakaganda po ng inyong ngiti nakakasaya po ng puso.	1
Maraming salamat po LBP mariveles	1
Maraming salamat po mam at ako ay naliwanagan ..Sa staff ng landbank wala akong ibang masasabi kundi maganda po Ang inyong serbisyo sa Amin napakabuti po ninyo.. Godbless	1
Maraming salamat po mam sa pag ases nyo po para maka kuha ng atm card napaka bait nyo po mam	1
Maraming salamat po sa inyong serbisyo.	1
Maraming salamat po sa mabilis at maayos na pag process sa aming transactions	1
Maraming salamat po sa mabilis na accomodation ng aming requests & queries with regard sa account verification details ng concerned teachers and personnel.	1
Maraming salamat po sa mabilis na pag process ng aming submitted LDDAP-ADAs.	1
Maraming salamat po sa mabilis na pagproseso ng aming submitted docs na for eMDS IC enrollment	1
Maraming salamat po sa mabilis na pagtugon	1
Maraming salamat po sa mabilis n pag asikaso at mababait n clerk at sa lahat Ng employees Ng landbank karuhatan branch	1
Maraming salamat po sa madling pagiintindi samen	1
Maraming Salamat po sa napakaganda niyong serbisyo	1
Maraming salamat po sa pag aasikaso everytime na may transaction po kami sana po ay patuloy nyo po mapaganda ang serbisyo nyo sa tao saludo po kami sa inyo Godbless!!	1
Maraming salamat po!	1
Maraming Salamat po.	1
maraming salamat sa empleyado ng land bank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Maraming salamat sa maayos at mabilis na pagprocess ng aming transactions	1
Maraming salamat sa mabilis na accommodation	1
Maraming salamat sa magandang serbisyong pinapakita at malaking tulong ng Landbank saaming mga guro.	1
Maraming salamat sa mga empleyado ng landbank Cotabato branch Lalo na Kay Mam Ching at Mam Olive	1
Maraming salamat sa patuloy na pag-accommodate sa aking mga transactions mas lalo na kay Maam Olive sa walang sawang pag-assist sa akin.	1
maraming salamat sa serbisyo ng land bank	1
maraming salamat sa staff na nagassist sa akin.	1
Maraming salamt po kay Sir Kenneth Alcantara dahil smooth ang transaction nang pamangkin ko sa pag oopen nang kanyang Passbook. Tuwang tuwa ang aking pamangkin dahil may bank account na daw siya. Napakagaling nang staff at maayos ang proseso.	1
Maraming tao ngayon sa branch pero Im willing wait kasi alam ko all the employees are doing their best to serve their clients. Mabuhay ang Landbank!	1
Maraming tao, pero Satisfied Ako sa transaction	1
Maricar and Gladis were very helpful and accommodating when they assisted me with my new account. I hope you all your employees are like that.	1
Maricar and Gladis were very very helpful	1
Maricon, their staff is very accommodating and always provide fast service.	1
Marunong makipag usap ang mga empleyado.	1
Marychris B. Tiangco is very helpful regarding my concerns, and she communicate well and very professional! SUPERB customer service!	1
Mas ayusin ang organize ng pila sa labas	1
Mas ayusin ang pila sa labas	1
Mas dagdagan pa mga teller	1
mas ipriority po ang senior at mga buntis ganun din ang my mga dalang malilit n anak salamat po	1
Mas lakihan ang officd para makapasok lahat ng customer	1
Mas lakihan pa po sana yung Citizens Charter kasi kung hindi ko pa po tinanong sa Guard eh hindi ko mapapansin o makikita ito. God bless us all po.	1
Mas lalo pang tumulong nang mabuti sa mga client...	1
Mas lawakan pa Ang pasensya sa mga customer	1
Mas lawakan po Ang pang unawa sa mga customer	1
Mas mabilis mag bayad ng philhealth dito and very good customer service kahit sobrang busy ng branch. Approachable and helpful ang staff. Thank you LBP Buluan!	1
Mas mabilis na transaction process	1
Mas mabilis na transactions lalo na pag marami client	1
Mas mabilis na transaksyon	1
mas mabilis pa ang proceso	1
Mas mabilis pang transaction	1
Mas mabuhitin pa ang pag tatrabaho	1
Mas mabuti ang serbisyo nang bawat employer sa mga customer na pumu punta sa landbank. At maganda ang serbisyo nang bawat employer	1
mas madali maiintindihan kng kakausapin p po mabuti	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Mas maging level up pa at mag karoon ng pag kakaisa ah maging happy lang lagii sa mga nakikita dto sa loob ng office	1
Mas maging Malaki pa Ang pag unawa sa mga tao	1
Mas maging responsible po	1
mas makakatulong na unahin ang mga madala n bata senior sitizen at buntis	1
Mas malaki na venue para hindi magulo sa pila	1
Mas malaking lobby or reception area	1
mas mapa maayo pa ang pag tagad sa mga customers	1
Mas mapabilis na transakysion	1
Mas mapapadali	1
Mas mapapadali ito kong sa online post or sa social media ang pag rehistro bago pumunta sa office ng lanbank.	1
Mas marami pang tao ang matulungan ng serbisyong 4ps	1
Mas palakihin ang landbank para mabilis ang transaction	1
Mas razzel orbiso help me regarding to my atm account na devit kasi while nag wiwithdraw ako	1
Masarap kausap ang mga guard, nakaka aliw sila habang nagaantay sa pila.	1
Masarap po yung kotsenta hehe	1
Masaya ako at maganda ganda service ng Landbank lalo na po ang Mam na nag assist sa akin dito sa sta cruz	1
Masaya ako sa serbisyo na aking natatanggap at mabilis ang proseso ng aking transactions. Mababait ang mga tao lalo na sa new accounts at verifier.	1
Masaya ako sa serbisyo u mabilis po	1
Masaya dahil mabait po saamin s maaam	1
Masaya dito at mabilis ang serbisyo.,	1
Masaya po	1
Masaya po kasi po mabilis	1
Masaya silang kausap	1
Masaya Nakatanggal na ng isipin Mababait ang mga staff ng landbank	1
Masayadong friendly ang mga tellers.	1
Masipag at mabait	1
Masisipag ang mga empleyado sa Munoz science city branch	1
Masisipag mga staff nila	1
maspalakihan ang office sana masmadali ang i-access gamitin at magregister.	1
MASUSUGGEST KO ITONG BRANCH NA TO SA IBA SALAMAT LANDBANK MEYCAUAYAN	1
Matagal matawagan sana mapabilis iyong take ng call niyo kasi nauubos iyong load.	2
Matagal na akong cliyente. Landbank ang tumulong sa akin. Approachable mga empleado. Mabait ang bagong manager.	1
Matinabangon ang mga empleyado	1
matulungan pa at mabigyan ng kaunting mapagkakakitaan ang lahat ng miyembro..	1
Matulungan po mga taga landbank. God bless po	1
matulungin ang mga staff	1
matulungin po sila	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Matulongin po sila lalo na sa nmga senior citizen n katulad ko	1
Maupay an serbisyo, accomodating an mga tellers and new accts	1
Maupay an serbisyo, madagmit ngan accomodating an mga tellers	1
Maupay ngan accomodating an mga staff	1
May be you can automatically change the straight payment to installment easily before swiping the CC. No need to apply just like other banks. Thank you.	1
May maayos na pila	1
May magandang pakitungo sa mga kustomer nila.	1
May na install na tent sa front Ng bank, ok maganda at pakikinabangan Ng mga client na naka pila. Very approachable Naman Ang mga teller's at mga sec. Guard. Mahaba Ang patience Ng teller kahit may depository na Hindi maayos Ang cash deposit. Tinutulungan pa nila. Kahit Ang cashier very patience.	1
May primary counseling po sana agad pagpasok para kung may kulang na requirements, di na po magtatagal sa branch at makaalis agad. Pero okay naman po akong naiserve ni sir	1
may relaxing music while clients are on long cue in teller	1
May the exemplary performance in Customer Service/ New Accounts, be sustained.	1
may times po pag madami customer matagal ang paghintay kasi 1 teller lang po available	1
May you add teller in the new accounts for faster transactions.	1
maybe a microphone when numbers are called will be of a little help	1
Maybe add another staff for New Accounts considering that said counter has plenty of transactions to cater.	1
Maybe add more teller but overall the service is good. Thank you.	1
Maybe additional staff	1
Maybe an optional secondary email address to be put in? I'm not sure if I can keep my school email after I graduate and it's my only active account. Personal account is full of important data, not to be erased.	1
Maybe landbank can improve its online banking (iAccess) for us (clients) to provide convenience	1
Maybe the bank can provide enough parking space for the clients	1
Mayroon pong ilan sa kanilang teller ang di maganda umapproach. May pagka-intimidating ang approach at hindi masyadong desirable para sa mga clients. Sana po lahat sila ay maayos makipag-usap sa clients at wag mawawala sana ang magandang awra.	1
Mayroon silang priority lane na labis na nakatulong sa akin para hindi na mag intay ng matagal	1
Mbabait kumausap samin pera kukuha no pera sa 4ps	1
Mbabait Sila at Mabilis ang transaction	1
medyo mahina ang pag relis ng money, the rest are excellent , all the personnel are approachable. Goodluck and godbless us all!	1
Medyo mainit po sa loob.	1
medyo matagal ang oras sa pagdedeposit. If pwede na magkaroon ng atm machine for deposit purposes	1
Medyo matagal naibalik sa account ang pera	2
Medyo matagal sevin paminsan. Sa window 4 medyo mataray	1
Medyo matagal yung pagtawag ng number	1
Medyo po matagal sa teller pero understandable kasi marami client	1
Mejo mabgyan p po mas malaking a Space ang oois ng landbank sta.cruz branch	1
Mejo pakibilisan po ang pag assist ng kliyente pars hnd po matagal ang paghihintay	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
mentain the service	1
Meron Po sana kahit electrifan at libreng inumin para sa mga customer.	1
Merry Christmas and Happy New Year	1
Merry Christmas LBP!	1
Mga buotan kaayo ang tellers	1
mga buotan kaayo ilang staffs	1
mga guard nyo sa labas may mga masungit at nagpapasingit sa pila.	1
Mga mababait at magalang ang mga employees.	1
Mga staff at officer ay magagalang,mababait at palangiti. Walang hassle sa transaction. Very accommodating and mga guards.	1
mgandang proseso po at maagap	1
Mgkaroon pa poh Ng sapat Ng mga officer upang kaling mpadali Ang mga transcasion	1
Mgnda mag open account para mkaipon ng pera	1
Mic and Speaker for queueing purposes OR Screen display of what number will proceed to which counter	1
Miskan lapas na sa oras, gi-entertain gihapon mi	1
Miss Dizyrie was very kind to assist me in banking needs. The work ethics of the working staff of LBP of Dalaguete is truly remarkable	1
miss jacque is so helpful and accomadating. Always willing to Help the customer! Thank you so much! So satisfied with your service!	1
Miss jomarie is very professional to handle a situation & she is accomodating and jolly! I love her service	1
Miss Justine assisted me in my savings account opening.Thank you for your wonderful service.	1
Miss Karen was very accommodating and very kind to assist me. Im so happy and contented with my transaction	1
Miss Manalang assisted me during the time when I was inside the branch. She's very accommodating and very efficient. Thank you Ma'am Gi.	1
Miss Pia goes extra miles in helping me out with WeAccess. It makes the transaction much smoother. Thanks to her	1
Miss Vera of the loan department is very approachable & accommodating. Good job.	1
Mmaintain their good service esp for tellers	1
mo hatag jud sila og paggalang gunad sa mga guard hangtod sa mga teller.	1
Modern technology .	1
Modernized all atm machines	1
More accessible atm machines for the public	1
more active and patience to each individuals	1
More ATM ..maliban sa bangko	1
More ATM machine	1
More ATM machine in our place	1
More ATM machines in different places for easy money transactions.	1
More ATM machines in municipality where Landbank Office is not available. DBP is the only atm available in Arteche E. Samar and it charges 15 pesos per withdrawal, and my withdrawal is limited compared to Landbank ATMs	1
more ATM units	1
More branch	2
More branch to open in tacloban and other nearby city	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
More branches should be opened to cater clients in far flung area.	1
more cash and deposit slip po parang wala na po kasing laman yung table	1
More Chairs	2
More chairs should be provided for cues outside	1
more chairs to accommodate people	1
More clients this year 2024. Continue the quality service render to clients.	1
More convenient way re payroll of large number of employees/staff	1
more counter	1
more customer service representatives	1
More deposit and investment products.	1
More employee inside the bank specially teller or cashier	1
More employees for easy transaction	1
More explanation on CC	1
More good services	1
More information to us your clients any updates thru email sana thank you.job well done more powers to all the staffs of up diliman branch thanks for the best service specially to mam joeylene	1
more merchant store for installment	1
More on education process	1
More parking space	1
More personnel much better...	1
More personnel to cater easily the clients.	1
more power	4
More power and god bless	1
more power and keep up the good service	1
More power to landbank	1
More power to LandBank Buluan Branch! Hope marami pa kayong matulungan na kagaya naming nangangailangan.	1
More power to Landbank Gumaca for A job well done, thank you very much	1
More power, LBP PEZA Branch!	1
more power.	2
More power. Upgrade regularly for better service.	1
More Promo for rewards redemption and educate how to redeem	1
More Seats	1
More security sa Landbank Mobile Banking App	1
More smile	1
More smile to us, your clients.	1
More smiles	1
more space in place to accomodate more client.	1
More space.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
More staff	1
more staff on opening/ and updating of account	1
More staff to cater more clients faster and avoid congestion	1
More staff to cater to clients esp. During busy hours.	1
More system to improve	1
More tables to use to fill up the documents needed. Thank you.	1
more teller	1
More teller ,kasi Ang BAGAL Ng usad Ng mga tao po	1
More teller or faster verification of papers	1
More teller pa pars sa mabilis na transaction the rest ok naman	1
more tellers	1
More tellers and hopefully less system downtime	1
more tellers for the clients	1
More tellers to serve	1
more tellers, :)	1
More Time	1
More transaction with u in the future good job more power	1
More windows for different concerns	1
Mote candy	1
Mqqagalang ang mga staffs specially to the guards Sana magakaroon ng comfort room ang mga clients upang kung mascomortable ang maghihintay kung wlang tinitis na ihiin habang maghihintay ng services. Thank you so much. Good blees us!	1
Mr john kenneth aropoc is very accomodating very workaholic and very friendly.	1
Mr Leil welcome us with a very readily smile and warmest greetings. You must keep such accommodating employee like him. Keep it up! Making this kind of survey motivates the employee to be of their best.	1
Mr. Benoya as the customer service assistant was very accomodating during my transaction and posessess an excellent customer service skills.	1
Mr. Jade is a great asset to your team, he is very friendly and patient	1
Mr. Leip was very accomodating, he assisted me courteously and dilligently. I was very satisfied with what I got, now I can check my accounts online and even I was abroad. Thanks for assisting me. Job well done.	1
Mr. Loren D. Dela Cruz was very helpful and courteous to our needs!! He was one of the kindest bank officer I have ever met!	1
Mr. Michael Arceo was very accomodating and helpful to my transaction.	1
Mr. Raegan is very accomodating! Continue your good service!	1
Mr. Rex of the customer service is very courteous and listened well to all of my concerns. Thank you for the good service.	1
Mr. Reynaldo Pagulayan was extremely helpful and made the transaction super smooth and easy, will definitely recommend opening an account with landbank	1
Mr. Ronnie Kong was the one who rendered services to me. I'm really glad and satisfied for his service.	1
Ms Ariane Joy Rabi was accomodating and serves customers well	1
Ms aware po sa lahat ng mga baguhang walang alam	1
Ms Cherry Lou Limchiu and the rest of the staff are very courteous, helpful and accomodating with my transaction. Thanks Mabolo Branch.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ms ela assisted me also in opening my account within 10 mins. I also activate and deposit immediately in the cash deposit machine. We don't need to travel in the city because we have the nearest landbank here.	1
Ms Ester was very efficient and knows how to handle her client.	1
Ms Lillian at new Accounts and Ms Aivy at Customer Care were very accommodating and pleasant. Kudos to them	1
Ms Mayet was very helpful in opening my account	1
Ms Rivie is so courteous and kind. She is wearing her smile in providing assistance. God bless her.	1
Ms Sharon Rosales is very helpful	2
Ms Venus javellana is very courteous and nice	1
Ms vivien helps me with best service with a smile comfortable doing business with vivien land bank palma gil branch	1
Ms. April is very accommodating and even offered me additional service. I am satisfied with my experience.	1
Ms. Ariane Joy Rabi is very polite and accommodating with her assistance the transaction is going smoothly.	1
Ms. Arianne Annaguey and Ms. Reinaly Garcia are both prompt and courteous in assisting clients.	1
Ms. Cathy, Mr. Mark, Mr. Von, Mr. Iggy Was very accommodating staff and reliable in matter of customers service and inquiry. Highly commended.	1
Ms. Cecille Amante is very accommodating and have attended to my concerns promptly. Had a fast and smooth transaction. Hoping that this quality of service will be continuously implemented. Kudos! :)	1
Ms. Charon helped me very much that I understand all the information about the opening of atm account.	1
Ms. Claire is very easy to approach and doing extra mile for her customers. Kudos! Hope everyone will be the same patience and empathy.	1
Ms. Edlyn is very accommodating.	1
Ms. Ela assisted me in opening my account within 10 mins I also activate and deposit immediately in the cash deposit machine. We don't need to travel in city because we have office near in our municipality	1
Ms. Emely was courteous and very helpful. Keep up the very good service.	1
Ms. Ester of Edsa Extension - Roxas Boulevard branch is accommodating and very helpful with my concerns regarding my account opening.	1
Ms. Frances Ann Marie Capistrano assisting the 4Ps beneficiaries at every step of the process with kindness. Thank you.	1
Ms. Judy and Ms. Venus was great. Thanks for the great experience, Landbank! :))	1
Ms. Kristina Joy Garcia assist me very well, very approachable and she's very kind in assisting customer	1
Ms. Lileth Jose she is very patient and assist me throughout the process. Thanks to her. Godbless	1
Ms. Ma. Jocelyn Paculan is very accommodating. Smooth transaction. She SMILES often to the customer.	1
Ms. Marjorie Pizarro handled me well with my August 1, 2023 transactions. She was polite, and she did a very good job of explaining all the information I needed during that time.	1
Ms. Merlita de Guzman is very kind.	1
ms. Nicole assisted me very well	1
Ms. Nikki was very helpful with all of our question and she is very informative regarding our questions. She assisted as all through out and very much approachable and very helpful.	1
Ms. Rachel Martin assisted me very well. She's polite and caring, & she answers my questions thoroughly.	1
Ms. Razel provides what I needed in an exemplary manner. Very approachable.	1
Ms. Sharon Rosales is very well accommodating and approachable	1
Ms. She Masinsin, helped us in our inquiry and make sure to provide the good service. She make sure that we solved our problem within the day.	1
Ms. Shiela Gadon is very pleasant and helpful. She provided quality assistance.	1
Ms. Vanessa Galit and all the tellers are staff are very efficient and good in dealing with clients. Landbank is lucky to have them.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ms. Venus Javallena is good at managing new people in opening their accounts. She's kind.	1
Ms. Venus Javellana assisted me. She's helpful and I have conveniently opened my account thanks to her assistance.	1
Ms. Venus Javellana is approachable and accommodating. She's doing a job well done. Happy New Year. Big Smile for her	1
Ms. Venus Javellana is very approachable and helped me with my landbank account issues.	1
Ms. Venus Javellana was very helpful and friendly.	1
ms. Yham was very corteous and helpful	1
MUCH BETTER IF U CAN PROVIDE PRIORITY NUMBERS FOR EVERY TRANSACTIONS	1
Multimedia within the counter advertising the charter or services offered by the branch office	1
Must better to inform earlier.	1
Must have priority lane for pregnant seniors and pwd	1
My account opening was done fast.superb service. The security guard was helpful.	1
My business partner and I were assisted gratefully by sir Leip Bactol, new accounts clerk. He guided us patiently and helped us complete our business and personal account opening transactions. Kudos! He deserves a promotion or raise for being a genuine customer advocate. :)	1
My complaint to CCC is long waiting the Queue	1
my complaint was already resolved on the next banking day	1
My concern about GSIS acct was easily addressed. I need to update lang pala my record with the bank. Thank you LandBank San Juan So Leyte Branch for being accommodating and approachable and helpful..with a friendly and welcoming smile. God bless you all	1
my deepest gratitude for the exceptional service despite the bustling environment. Your efficiency and cheerful demeanor amidst the busy schedule were truly commendable. Thank you for your dedication and professionalism. PS: May I kindly request the provision of alcohol-based sanitizers within the bank premises for the convenience and safety of customers. Happy Holidays! God Bless.	1
My deposit was processed fast and employees were accommodating and pretty.	1
My experience opening an account in this branch was great. Good job.	1
My experience: Proper coordination with the staff and well-managed by the branch.	1
My fav branches	1
My favorite branch	1
My favorite branch ever...	1
My first visit in your office is an experience, good ambiance and pleasing staff make me more comfortable.	1
My impression regarding the bank employee was changed upon transacting at LandBank. I usually heard comments na mga feeling entitled at suplada mga bankers. But upon entry to LanBank, guards are all polite, employees are smiling and greeting us. It took me about 38 minutes to received my cash but im am happy for the service. My impression is now changed	1
My loan application was processed and released the same day that we submitted our application.	2
My suggestion is that add your machine because you have lots of customers like during 4ps lots of senior citizen fall in line outside in your branch.	1
My suggestion is to continue being helpful and kind to clients that needs assistance in doing their transaction in the branch.	1
My suggestion to improve the services is to be more friendly to the clients.	1
My transaction is fast and smooth. Thank you LandBank Buluan. Keep up the good work.	1
My transaction is smooth and fast, and Maam Chel is very accomodating and very helpful.	1
My transaction is very smooth. Staff are very courteous and excellent customer service. I also observed that they are patience to those clients who are not tech savvy.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
My transaction was done very fast.	1
My transaction was fast and easy. Thanks to the accommodating staffs.	1
My transaction was fast and efficient.	1
My transaction was fast and I was happy because I didn't have to wait long. Thankyou very much for your help landbank	1
My transaction was processed immediately. I was attended with courtesy and in a friendly manner. Thanks to all the personnel of Landbank San Juan So Leyte Br. God bless you all.	1
My transaction was very fast. The teller 1 is kind and beautiful too. Hello maam pau orig! Good job to you and to Landbank buluan	1
My transaction with LBP Binalonan branch was smooth and easy. Even though the branch was full of clients, an employee immediately went to me and assisted me courteously for my transaction. Sir Roneil assisted me on my concern as well as the senior citizens and people around, lessening our waiting time and addressing our concerns effectively. The branch has also a welcoming atmosphere and truly they are really Serving The Nation. Kudos to Binalonan branch	1
My transaction with Mr. Rodel Dela Vega was very fast	1
My transaction with them is so smooth. They provide me with helpful suggestions. I was happy doing business with them. Thank You LBP WEST.	1
My visit for updating of my records was easy because the personnel assisted me through the process. and they did it quickly. thanks to Sir Paul for the assistance.	1
My warmest congratulations to the excellent service. Sustain the excellent service.	1
myv transaction was very smooth and the office staff are very friendly and helpful	1
N/a and satisfied	1
N/A Maybe a chill music would help ease the boredom of people while waiting for their turn.	1
N/A very approachable and accomodating staff	1
N/A, smooth ang service	1
N/A. All good, the services are exceptional	1
N/A. Sobrang maayos at accomodating dito sa C. Tirona compared sa Alangilan branch!	1
N/A. The service is exemplary!	1
Na experience ko sa landbank is maayos mabilis lang	1
na pakamabait at maganda mkipag usap si mam venus javellana 100%	1
Naa unta separate nga teller for cash deposit only.	2
Naaappreciate ko ang mabilis nilang serbisyo. Magagalang at napaka-accommodating.	1
Naappreciate ko ang serbisyong ibinigay ng staff.	2
Naasikaso po kami agad sa pag open ng payroll account. Pagdating po namin inalam agad nila ang aming transaksyon.	1
Nabalik namn ang amount pero nauna bumalik sa ccount ko bago ang email notification	2
Nabawas din agad ang points sa account ko	2
nabigay agad ang bank statement	1
nac assist very well, very helpful	1
NAC personnel is very accommodating	1
NAC staff is accommodating	1
Nacaptured ang aking card last October 10. Mabilis ang kanilang pagresponde at pagkuha ng card sa ATM. Salamat sa mabilis na serbisyo.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nag papalit po ako ng cheke... mabilis naman pong natapos .. very accommodating ang staff ng lebak branch.. keep it up lebak branch.. thank you..	1
Nag papasalamat po ako sa magandang serbisyo nila lalo na sa mga Guardia na masisipag talagang secured lagi sa landbank and safe	1
Nag update kami ng brgy account... mabilis at maasikaso ang mga empleyado. Good job...	1
Nag-antay lang ako ng ilang minuto at nakuha ko na ang aking card. Mabilis at magalang ang empleyado na tumulong sa akin.	1
naging maayos ang proseso. mabilis at na-assist ako nang maayos given na first timer ako.	1
Naging maayos po ang pag assist sa akin	1
Nagistuhan ko ang service napakbait ng mga staff at maasikaso mabilis din po sila kumilos	1
Nagkaproblem sa unang application ko, pero nagawan agad ng paraan. Naayos agad and naprocess din. Thank you so much	1
Nagkaproblema ang POS ko sa ABP, mabilis lang naayos. Thank you sa prompt response Landbank Cotabato branch.	1
Nagpapasalamat ako dahil na otc withdrawal ko yung 4Ps unclaimed grants ko pero sana po dumating na po ang aming mga cashcards sa lalong madaling panahon para sa atm machine nIng kami magkiha ng grants namin. S	1
Nagpapasalamat po ako kay Mr. Leip Bactol sa pagtawag at pag inform nya sa akin na ang aking ATM ay napulot sa labas ng branch nung ako ay nagwithdraw. Ako po ay lubos na humanga na siya ay naglaan ng panahon upang ako ay tawagan at makuha ko ang aking card.	1
Nagpapasalamat po ako s serbisyo ng bangko lalo napo sa manager ng landbank na tumulong ng taos puso.	1
Nagpapasalamat po ako sa landbank karuhatan branch at kay Mam Venus kasi mabilis, at mababait po sila sa mga kliyente nila	1
Nagpapasalamat po ako sa landbank sa mabilis na pag asikaso	1
Nagpasalamat lang sa mga guard dahil magaling silang mag para mapadali ang transaction at masiyahin sila	1
Nagrequest ako ng bank statement at ilang minuto lang, naiprint na nila agad. Mabilis at magagalang ang mga empleyado.	1
Nagrequest ako ng checkbook ng aming opisina at maganda ang naging serbisyo nila sa akin. Maraming salamat.	1
Naiibigay na ng landbank ang mga serbisyong kailangan nmin lalong lalo na kming mga nagtrabaho sa gobyerno.. Mabilis ang kanilang serbisyo .. Mababait at approachable ang mga nagtrabaho sa landbank real..	1
Naipaliwanag nang maayos ni Ms. Afryle Lubag ang mga kailangan ko gawin upang hindi makopya ang details ng aking atm card. Nabanggit rin ni Ms. Lubag ang proseso upang mapalitan ng PIN ang atm card. Higit pa ryan, mabilis na serbisyo ang aking natanggap.	1
Naipaliwanag ng mabuti ang transaction	2
Naka smile dapat palagi	1
Naka smile po sila lahat pagpasok mo pa lng sa loob.	1
Nakakabuti o nakakatulong samin ito at sa lahat ng tao	1
Nakakagoodvibes Po Yung palagi nilang pag ngiti at pagbati before Sila magtransact. Keep it Up! Sobrang babait ng staff, esp. Sir Mar,Mam Yeye, Mam Noreen, Mam Nors at Yung Isa pa Po nila Kasama Si mam na payat. Saka Po lahat ng security guards	1
Nakakahangang pag aasikaso sa verification	1
Nakakahangang serbisyo ng mga empleyado	1
Nakakapanabik na bumalik sa bilis Ng serbisyo at Ang bait Ng mga empleyado	1
nakakatulong po at para mapadali ay unahin ang mga karapatdapat n my dala n bata,senior,at buntis	1
nakakatulong po sa mga mamamayan ng san antonio quezon di na po kailangan magtravel ng malayo.	1
nakakatuwa kasi isang lakaran lang labat mg kailangan kong ayusin at mabilis pa ang service. Godbless everyone	1
Nakakatuwa po ang mga empleyado sa landbank Sta. Cruz capitol lalo na po si ma'am alyanna turgo kahit hindi na po oras ng trabaho nya tinutulungan nya ko kung pano ba iactivate online yong aking account sobrang bait nya po makitungo sa tao sana ay marami pa pong katulad ni ma'am alyanna. Thank you po landbank sta. cruz.	1
Nakakatuwang kausapin yung mga guard, they're so kind and energetic at all times whenever I visit their branch.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nakalaan serbisyo upang marami pang matulonga katulad ng edukasyon at pang kalusugan .	1
Nakalagay sa office nyo na bawal mag cellphone, pero may scan qr kayo na survey sa loob ng office.. hehe conflict po	1
Nakapa Accomodating ng agent na nag assist sa akin	2
Nakapagandang serbisyo mabilis pa sa kidlat Ang serbisyo Ng verify and Ang teller	1
Nakaupo kagad kami at mabilis ang transakyon	1
nakikiusap po kaming mga magsasaka na kung pwede po ay babaan pa ang 9% na interest.	1
nakuha ko certification	1
Nakuha naman agad ang request ko na certificate. Salamat!	1
NAMI cla mag bulig KY Gina priority nila ang mga pwd	1
Napahusay dahil Maayos at mabilis na transaction .Thank you po	1
Napaka accommodating, madaling lapitan, mabait ni ma'am RAZEL ALVEAR	1
Napaka accomodating at mabilis magtransact.	1
napaka accomodating ng mga staff lalo na si mggr lea. big approved	1
Napaka accomodating po at mababait ang mga staff ng apalit branch.	1
Napaka accomodating po ng mga staff.	1
Napaka approachable Po ang mga attendees.. salamat ng marami sa pag assist sa amin	1
Napaka ayos at mababait ang emplyado ipagpatuloy niyo po	1
Napaka bait	1
Napaka bait at napaka galang ng employee sa loob inantay pa nila ako sa aking pag deposit even 3pm lang deadline binigyan ako ng extend na 15mins para lang antayin kahit closed na sila napakalagang at secured din ang bantay na guard.	1
Napaka bait ng executive assistant na si Ma.Victoria Jara sobrang maasikaso sa mga client na dumarating at pinag sisilbihan ang mga client na nangangailangan ng tulongpara mapabilis ang transaction ng client higit sa lhat mbait na at may katangihan kagandahan loob na tumulong sa client ang butihin branch operation officer na si Roel V. Alcantara	1
Napaka bait Ng gauds at Ng mga staff at Meron narin Pong tent n masisilungan habang nakapila sa ATM machine.	1
Napaka bait ng mga tao sa landbank	1
Napaka bait po ng mga empleyado. Napaka accomodating po. Excellent service! Keep it up Lbp Apalit!	1
Napaka bait po ng mga employee, at palagi po silang naka smile.	1
Napaka bilis at maganda	1
Napaka Bilis na proseso	1
Napaka bilis ng services	1
Napaka bilis Ng transaction Lalo na sa verification magalang at mabait pa	1
Napaka buti po ng Manager at ni sir Richard tunulungan po kami mag bilang ng napaka laking barya sa pag open ng account maraming salamat po sa landbank Lamuan Branch	1
Napaka friendly at Satisfied and Very Good and easy to approach ang New Accounts.	1
Napaka friendly po ng mga staf nyo,tska satisfy na kausap tungkol sa mga kailangang gawin,the best tlga sana ganoon po lahat na tiller.keep up a good work and godbless always	1
Napaka galang at magaling magpaliwanag ang empleyado na nag assist sa akin sa mga concernn ko pati mga security guard ng pulilan branch.	1
Napaka Ganda Ang serbisyo na binigay sa akin Ng 4ps, maraming salamat po	1
napaka ganda ng mga teller at bait ng mga tellers sa branch na ito	1
Napaka ganda ng serbisyo maayos	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Napaka husay at napaka bilis na proseso .. maraming salamat po sa serbisyo makapag open ng account	1
Napaka husay ng tauhan dito sa land bank (guards and tellers) .. They do their job purposely. Friendly at very approachable cla sa mga customers.. Five star for them.	1
Napaka pala ngiti ng mga employees at maganda ang mga tellers. Gwapo din at approachable yung mga lalake na employees nila. I have a concern regarding my MBA at na explain sakin mabuti ng NAC ang gagawin ko thank you Maam Preceous	1
Napaka patient ng mga employes Masayahin Wala na ako masasabi	1
Napaka professional ng mga employees ng Landbank Maysilo Branch including their guards. good job!	1
Napaka smooth ng transaction sa Landbank Nagcarlan! Kahit maraming client ay agad akong na accomodate ng employees.	1
Napakaayos at epektibo Ng inyong serbisyo s mga kliyente ninyo..Mabuhay Po kayo..landbank bajada branch lalong Lalo na Kay sir Rommel napakabait at magalang na tao..snappy salute sir Rommel	1
Napakaayos po ng serbisyo at mabilis nakapag open ng account. Mababait silang lahat	2
Napakaayos po ng transaksyon at napaka ayos	1
Napakabait at Laging naka smile ang staff ng LBP San Pedro Laguna Branch. Magaganda at pogi pa.	1
Napakabait at napakamahinahon makipag usap ni Maam Chel.	1
Napakabait kausap ni Mam Venus tinulungan nya po ako at nasagot niya lahat po ng katanungan ko sa aking account. Salamat po karuhatan branch.	1
Napakabait na agent. Natapos din agad ang interaction and made sure to inform us of next steps. Nag bait pa ni mam and napaka informative all throughout	1
Napakabait na nagaassist at mabilis	1
Napakabait ng mga empleyado at aktibo sa lahat ng transaction	1
Napakabait ng mga staff . Malinis at nakaka relax ang ganda ng mga upuan	2
Napakabait ng mga staff nyo. Magagalang at napakaganda magserbisyo. Si Maam Olive, tinulungan nya ako sa aking request. Keep up the good works. Salamat.	1
Napakabait Ng na assign Dyan sa salary loan Wala ako masasabi	1
Napakabait ni Sir Arjay, willing	1
Napakabait po at mabuti ang lahat ng staff sa landbank Tigaon branch. Lahat po ay mabilis ang transaksyon namin dahil si manager po mismo ang tumutulong sa pag receive ng aming barangay advice. Mula sa pag pasok namin ay maaliwalas ang banko at masaya po sila mag lingkod sa amin. Salamat po sa landbank,tulong po sa amin dito sa Tigaon.	1
Napakabait po ng mga employees, lalong lalo na yung mga nasa New Accounts po. Land Bank is the Best.	1
Napakabait po ng mga employees, very welcoming po ang dating.	1
Napakabait po Ng mga staff po dito, sinasagot agad ang mga katanungan po nmin, salamat po sa magandang serbesyong ibinigay po ninyo sa Amin,	1
Napakabait po ni sir Jeof, napaka friendly niya po kausap.	1
napakabait po nilang lahat, the best po talaga and Land Bank.	1
Napakabait,very satisfied with the service.God bless to all of you..	1
Napakabilis na proseso Mabait maasikaso na teller	1
Napakabilis po ang pag proseso. At maganda ang trato sa kausap	1
Napakabilis po ng serbisyo ni Landbank sa akin compared sa ibang banko, lalo na ang BDO. (Sorry to say). Tapos napaka approachable ng mga teller, hndi cla namimili ng tao, ginagawa nila ng tama ang kanilang trabaho. Salute Landbank. Keep up the very good work.	1
NAPAKABILIS PO NG TRANSACTION NG AMING SALARY LOAN. ACCOMMODATING PO SILA SIR JUN AT MGR MHEL.. MAY LIBRENG COPY PA PO.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Napakabuti Ng mga empleyado kaya Wala akong masabi. Salamat po sa sebisyo. Ingat po kayo palagi Sana marami pa kayong mabigyan Ng tamang serbisyo	1
Napakabuti po ng mga staff dito at matulongin maalalahanin at saka napakalinis po ng landbank at saka lahat po ng mga sekyu lalo na po ang manager na laging pumapansin sa customer.	1
Napakadali lang processo at madali	1
Napakadali ng transaksyon. Salamat sa satff	1
napakafriendly ng tellers	1
Napakagaan ang loob ko sa mga empleyado dahil silay nakangiti lagi	1
Napakagaling ang mga kawani ng opisinang ito.	1
napakaganda at mabilis ang proseso. Mabait din po si Mam Saida , magalang po siya sa amin.	1
Napakaganda ng salubong at nakakatuwa sila at laging naka smile	1
Napakaganda Ng serbisyo	1
Napakaganda ng serbisyo ng Land Bank Sanchez Mira Branch	1
napakaganda ng serbisyo ng LANDBANK	2
Napakagandang serbisyo din Ng verify and Ang teller	1
napakahuhusay at napakagalang at mbabait na empleyado ang aking naooberve sa tuwing magtutungo ako dito.ipagpatuloy at panatilihin ang mataas at dekalidad na serbisyo.	1
Napakahusay ng serbisyo	1
Napakahusay ng Verifier. Way to go!	1
Napakahusay ni ma'am Mary Ann Aspacio sa pag handle ng mga transaction, sa sahod namin sa government at sa regular transaction madaling makausap at malinaw na pagpapaliwang sa mga dapat Gawin. Salamat maan Mary Ann Aspacio and God bless you	1
Napaka-init ng branch nyo na malapit sa sm val... sira ang aircon!!! Sobrang iniiiiit!!!	1
Napakamabuting tao ang inyung mga empleyado ... Sana	1
Napakaprofessional po ng pakikitungo ng mga staff sa clients.	1
Napatawa nila ko	1
Napintas ti serbisyo da	1
nasagot ng maayos ang aking tanong,approachable	1
Naserbisyoohan naman Ako Ng maayos	1
Nasingpet tay nang assist kanyak.	1
Natural lang misan matagal kasi system yan pero ok mabilis yung flow	1
Nawa'y di magbago sa pagiging magalang at accomodating ang mga empleyado ng Landbank. At madagdagan pa ang ilaw dahil medyo madilim na po hehehee. Kudos! God Bless!	1
Naway mananatiling maayos lagi ang pagaasikaso ng mga teller ang lahat	1
Need a parking space for all clients.. often times this is the hindrance to transact -- NO Parking Space	1
Need additional personnel to more accessible to the clients transactions.	1
Need another teller.	1
need big space	1
Need extra backup teller when business hour is at its peak.	1
need more branches in Marawi city	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Need more staff in section	1
Need more teller ,to make the work fast:)	1
Needs additional manpower	1
Needs more parking space for clients	1
needs more people to work so that the flow is fast but overall the service is already good and very comfortable as well	1
needs to inspire policy and guidelines	1
New accounts representatives are approachable and smiley.	1
new amortization/repricing took a lot of time to issue	1
New building	1
Ngumiti pa ng husto ang mga empleyado	1
Nice	7
nice 1	1
Nice accommodation and very friendly personnel.	1
nice and always happy	1
Nice and fast service :)	1
nice and kind staffs	1
Nice and very accommodating from teller, officer of the day etc	1
Nice customer service	1
Nice employee and good service.. Godbless	1
Nice employee and very fast service	1
nice job!	1
Nice kausap mabait	1
Nice service	13
nice service and good customer	1
Nice Service and good to customer	1
Nice Service Ms. Balagoy	1
Nice service! Keep it up!	1
NICE SERVICE.	2
Nice services and indeed keep it up the good work always	1
Nice staff	2
Nice staffs	1
Nice the employees are accommodating	1
Nice to know u have feedback mechanism. Kee up the good service	1
Nice transaction	1
Nice work.	1
Nika is such a darling! She has always been very helpful, very courteous and she always treats me and my staff with malasakit. You are so lucky to have her in your branch! The guards are also very helpful and always take time to assist me and my driver. God bless your team!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nindot ang Serbisyo Landbank CP Garcia ug maayo ilang mga empleyado sa pagtakad sa Cliente. Labi na sa ilang maanindot na Pahiyom Nga maka wala sa Problema.	1
Nindot ang service, limpyo ang office helpful kaayo ang mga teller.	2
Nindot ila pg intertain sa mga tawo..good service	1
Nindot Kay gi assist rami nga walay hasol	1
no additional suggestion as of now coz i am satisfied with their services	1
No changes needed	1
No comment approachable lahat	1
no comment at all. Thank you	1
No comment at all. Staffs are nice and very helpful. Service are highly recommended.	1
No comment because everyone are very smooth	1
No comment because everything is okey	1
NO COMMENT BECOUSE GOOD SERVICES THE CLIENT	1
No comment coz they were all ok!	1
No comment everythings Ok	1
No comment good lahat	1
no comment good work	1
No comment im satisfied	1
No comment kasi mababait po silang lahat	1
No comment na po at napakaganda ng serbisyo nyo po at mga empleyado magaganda din	1
No comment or suggestions about their service because they treated us well and all the staffs are very approachable and friendly.	1
No comment po because, all of the staff was nice and they care for their client po	1
no comment satisfied	1
No Comment very successful	4
no comment, everything is okay and smooth	1
No comment, excellence service	1
No comment, highly recommended	1
no comment, I am fully satisfied to all operation asked	1
No comment, I'm very satisfied	1
No Comment, Satisfied.	1
no comment, service is very good	1
No comment,all good	1
No comment. All are good so far!	1
No comment. Excellent service.	1
no comment. satisfied client	1
No comment. Very satisfied	1
No comment... Just maintain your quality service... I commend all employees of LBP Paseo to their utmost dedication to their job especially Mam Cristina Sanchez for being always approachable and accommodating even beyond office hours for any concerns...	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No comment...fully satisfied	1
No comment.The employees are very accommodating, approachable and beautiful.	1
No Comment/ But Good Service	1
No Comment/ Friendly	1
No comments kay good service	1
No comments regarding improving your service but i just want to commend the tellers of LBP robinsons novaliches. They are very approachable and accommodating. Keep up the good work!	1
No further comment since all transaction are manageable	1
No further comment. I am satisfied of their service.	1
no further comments, I am satisfied w/ the services rendered	1
No further comments. LANDBANK keeps on breaking norms. they go beyond excellence. Always outstanding service and staff!	1
No further improvement because this land bank branch in tanay knows how to handle it, what i can say this Land Ank Tanay offers excellence SERVICE, Mabuhay sa mga officers, staff, guards and Daniel for good services	1
No further improvement, the services was nice and fast.	1
No further suggestion because the service I recieved was top notch.	1
No further suggestion the tellers are very approachable and friendly.	1
No further suggestions. Everything is perfect!	1
No further suggestions. LBP performed well in different sections. Congratulations for well mannered accommodation to all clients	1
no further suggestions. the services are very accomodating	1
No further words,... employees are politely assisting clients.	1
No its good already.	1
no its ok good service	1
No lunchbreak policy	1
No more all thumbs up	1
No more as I am satisfied with how the services is working.	1
No more because all staff and security guard are very accommodating at responsive services	1
no more because it's fine, and fast	1
No more comment po conducive na man po..	1
No more suggestion and improvement beauty palang ni Fatima Roda, satisfied na,. :D	1
no more suggestion po. very satisfied na po sa serbisyo nio po. at maraming salamat po sa araw araw na maayos na transaction.	1
No more suggestion, just maintain what is practiced.	1
No more suggestions because lam satisfied for their performance.	1
No more suggestions everything is ok.	1
No more suggestions, the services provided is great. The staff is accomodating and entertains well the questions.	1
No more suggestions, truly satisfied with their services	1
No more to say just keep on smiling and always approaching to all your customers thanks and God bless	1
No more, I'm satisfied.	1
No more, very satisfied with the service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
no more. I'm very satisfied client	1
No more. The staff are very accomodating.	1
no more....contented . personnel are accomodating	1
No need for improvements :)	1
NO NEED FOR IMPROVENT OF SERVICE.	1
No need for the EMPLOYEES have served the CLIENTS to the best of their abilities..	1
No need perfect	1
No need suggestions po, sobrang hands on po ng mga tao and palangiti	1
No need to change anything. Your service is superb.	1
No need to improve because it is already done	1
No need to improve for I am very satisfied with the way the staff attend my needs, She's so accomodating. Thank you.	1
No need to improve I'm satisfied with the service	1
No need to improve, super convenient!	1
No need to improve, thank you:)	1
No need to improve. I am satisfied with the services.	1
no need to improve. im satisfied.	1
No need to improved beacause your branch services is Im very satisfied "if naa koy concern or mga pangutana dali rang ma tubag".	1
No need to improved of the service because they are fast transaction	1
No negative feedbacks. Clearly caters the costumers' needs	1
No other actions required	1
No other comments and suggestions with regards to services. But id like to commend Ms Evelyn Capulong, Ms Roxanne Gonzales and Ms May for always assisting Pasig LGU with no hesitation and with a Big smile as always. Thank you and more power GOD Bless	1
No other suggestions. Im satisfied with the service given to me.	1
No others suggestions,I think everything are going good..all the staff are friendly.they will serve properly to the client with a big smile..thank you land bank families for serving us.good luck and god bless everyone....	1
No passbook on checking account. Weird that you dont have passbook	1
No Perks	1
No problem encountered, smooth transaction.	1
No problems with my MC Transaction. Thanks sa staff ng LBP Cash.	1
No service is ok	1
NO SUGGESION I AM SATISFIED	1
no suggestion at all. I am satisfied with the services they offered.	1
No suggestion because there's nothing to improve	1
no suggestion but kudos to tagudin! Super fast & smooth processing of my transaction	1
No suggestion but they are friendly communicator who has maintained a perfect relationship with every section in the branch.	1
No suggestion coz u make a good job for us. Thank you for the good treat as your client. God bless u all.	1
No suggestion yet. So fsr, so good	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
No suggestion. Addressed lahat ng concern	2
No suggestion. Maganda pamamalakad sa Landbank Tayuman compare with other banks. Waiting time is reasonable. Everything you need to know will be informed to you by the staff.	1
No suggestion. Palagian naman nag update si LANDBANK	2
No suggestion. Satisfied with the service provided by Custome Care via hotline. May sumasagot kaagad	2
No suggestion. So far, okay naman ang service ng Customer Care	2
no suggestion. the process is good.	1
No suggestions at the moment. Sana lahat ng sangay ng gobyerno ay ganito. Thank you, Landbank UPLB!	1
No suggestions but I have a comment because landbank employees are relate easily with all types of clients.	1
No suggestions I just want to commend mam Marvelous Malatag for accommodating our queries regarding MOOE downloading/transactions and other related matters. Thank you ma'am Marvelous your the best!!!	1
No suggestions or any comment, all is good ! thumb up. Keep-up the good work.	1
No suggestions so far because all staffs are nice and well opened for the queries. I am satisfied for the services provided and they were very accommodated specially the person in charged at opening of accounts. Thank you and keep up the good work ..	1
No suggestions so far because quality service has been rendered. Keep it up! Congratulations for the job well-done.	1
No suggestions so far. The staffs are good. I just hope that I will receive updates soon about the next step on my employment application. Thank you.	1
No suggestions, the branch, the employees, and the guards are all very accomodating and gave us a warm welcome even if we got late and came beyond closing hours, they still gave their best service and didn't made us feel that bad. The staff are very friendly and willing to help a new Landbank customer.	1
No suggestions. Every employee is exceptional	1
No suggestions. God bless	1
No suggestions. I am satisfied for the service.	1
No suggestions. The staff are very approachable.	1
No suggestions. They possesses the ability to develop creative solutions to solve problems.	1
No suggestions. They're always ready to help at every customer.	1
No suggestions.. keep it up.. great job..	1
No to improve ,nice services	1
No to palakas system	1
No, I am satisfied for the transaction process. Thank you so much.	1
no, im satisfied a lot and learn about my needed question	1
no,im satisfied.	1
No. Because is good service.	1
No. They still skillful at facing tough problems and providing solutions.	1
no. we feel so catered and we transact our new account conveniently	1
Nobe. Fast service by teller.	1
non due to employee was very good	1
Non so far all are good service	1
Non so far Kasi mabait sila at sobrang helpful na nasa side window 1	1
Non so far,all info is detailed to follow	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
none	2
None - Satisfied	1
none *very good and acconodeting	1
none . Good naman ang service	1
None all are approachable and kind.	1
None all goods and very approachable	1
None and thanks for the good service.	1
None as of the moment. The service are of utmost professionalism, and with no discrimination.	1
None at all because having a nice and good approach to your client is your best asset (on my own opinion). Thank you po	1
None at the moment, everything is in order	1
None at the moment. The system is fair, quick and easy.	1
None because i am satisfied with the services they provided	1
None because i'm very satisfied...thank you	1
None because Sir Marco is so accomodating	1
None because the office services are good	1
None because the service is extremely good.	1
None because the service of Sir Ronnie Kong was excellent and on time.	1
None because the services is already good.	1
None because they have the best employee	1
None becuese is very good	1
none but thank you for better services. keep up the good work. thanks a lot.	1
None cause the service is adorably generous.	1
None everything is good	1
None extremely good	1
none for now am treated nicely with big smile . congrats and keep up the excellent service to your clients.	1
none for the moment. The services are smooth	1
None ok nman po mabilis naman ang process	1
None po thankyou sa pag assist and keep it up po.	1
None po the Branch Manager Rowena Maghirang is very accomodating	1
none po, tuloy lang po sa serbisyo	1
none po.Mababait po ang mga staff.	1
None- satisfied client	1
None services is excellent	1
none since very satisfied	1
None since we are satisfied with the service extended to us. Thank you	1
None so far ,all was good	1
none so far . Keep up the great services you give to your clients :)	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None so far as the Landbank Supreme Court Branch is very accommodating. Staff are very helpful and always with a smile. Kudos to the Landbank Supreme Court Branch	1
None so far because the process of the Pre Employment Assessment and Selection is smooth and not complicated. Keep it up.	1
None so far because the process of the Sourcing and Talent Acquisition is smooth and not complicated. Keep it up.	1
None so far because their service is remarkable	1
None so far i am satisfied with the service provided by the bank	1
none so far ok po ang process nkasunod sa citizen charter	1
None so far since the services offered are very helpful .	1
None so far the staffs are very approachable and they are very accomodating	1
None so far Thanks to Brenda for always extending extra mile everytime i went to the bank	1
None so far, because everything in their office is outstanding.. the service, and the attitude of all their employees are great..	1
None so far, but the staff is very accommodating and approachable, this branch is very helpful and convenient for me.	1
none so far, employee are courteous and the security guard are helpful if we ask assistance	1
None so far, great job	1
None so far, I am satisfied with the service	1
None so far, I am very satisfied with the service.	1
none so far, i'm delighted with the bank's customer service	1
None so far, it's my second and I'm satisfied with the service	1
None so far, just keep up the good work. Merry Christmas and a prosperous New Year.	1
None so far, just keep up the great work. Merry Christmas and a prosperous New year ahead.	1
None so far, since the staff as well as the guards are so much approachable.	1
None so far, staffs are great!	1
None so far, the services are already good.	1
none so far, very satisfied mabuhay!	1
none so far,All staff are accommodating...From Security to the Manger all are smiling and happy to be of service... Thank you,,for serving us with your happy smile and helping hands.	1
None so far. Ang ganda ng ambiance ng office. Malamig and napakaapproachable ng mga staff.	1
None so far. But the staff is very accomodating.	1
None so far. City of Naga branch gives the best service to the people.	1
None so far. Everything is exemplary.	1
None so far. Everything was great. The new account clerk was very approachable. The process was very seamless. I got my ATM Card in less than 30mins. Kodus to Landbank.	1
None so far. Felt satisfied	1
none so far. Great customer service. Kind people	1
None so far. Great job	1
None so far. Great Service.	1
None so far. I am satisfied to the fullest with the services of LBP-Valencia Branch. Kudos to all the employees!	1
None so far. I had a good experience in this branch. From the guard who assisted me initially up to the teller who gave me my encashment.	1
None so far. I love the environment and how comfortable the place is. It is also well-ventilated , good service .	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None so far. I would like to commend Ms. Marga , she was very helpful and attentive during the account opening process. Very friendly and gave us clear explanations and made me feel valued as a customer. It's refreshing to see someone who genuinely cares about making banking easier for clients. Good job!	1
None so Far. Its good already	1
None so far. Keep up the good work and God Bless all your staffs on this branch.	1
none so far. LBP MC Credit Card is safe and secured	1
none so far. mabilis ang proseso	1
None so far. Mr Regie Pepito is very helpful and cheerfully assisted me with the process of mympayment. All of the staff in the branch are helpful as well.	1
None so far. Napakafriendly po ng staff and accommodating. Di rin nagtagal ang transaction ko sa bank.	1
None so far. Services were great!	1
None so far. Thank you for accomodating all my queries and concern. God bless	1
None so far. Thank you for your commendable services!	1
None so far. Thank you so much for your nice service!	1
None so far. The services are excellent.	1
None so far. The staff were very accommodating and attentive	1
None so far. They're all doing their job well. Keep it up maam and sir.	1
None So Far. Very Good Service.	1
None so far. We are satisfied with landbank services	1
None so far. You have a great service.	1
None so far. Satisfied costumer here.	1
None sofar the accomodation is remarkable	1
None thanks	1
None they are all accommodating and helpful	1
None they are all approachable especially the beautiful and smart Manager Maam Gina V. Gabuat even beyond banking hour.	1
None they have good customer service	1
None your staff was excellent in serving me even if I'm a complete stranger and not a VIP. KUDOS!!!	1
None. Tellers were all smiles	1
None. Very hospitable staff	1
None! All transactions are done smoothly and the staffs are very accommodating.	1
None! Shout out to ma'am Yden who has been very accomodating and approachable ever since! She always made sure that no time was wasted and would always made sure that I would be able to accomplish my transaction at the end of the day!	1
None! Very fast transaction kuddos	1
None, as they are very accommodating and nice. They do short talks which made me feel more at ease. Thank you for your service!	1
None, because the service here is very good and the staffs are very accomodating.	1
None, because the staff and their services are all good.	1
None, because the stuffs working on Landbank Tayuman was very approachable and friendly.	1
None, but the service was good. Thank you!	1
None, continue the good service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None, everything is fine.	1
none, everything is good.	1
None, everything's perfect	1
None, i am already satisfied with your sevicees.	1
none, i am very satisfied with the service of the land bank of the phil.	1
None, Im satisfied	1
None, I'm very satisfied.	1
None, it was great	1
None, its a great services.	1
None, just continuou good services.	1
None, just keep up the good work	1
None, keep up the good work!	1
None, maayos at mabilis po ang serbisyo ninyo lalo na sa loan processing. Salamat	1
None, maganda ang pag assist nila sa customer	1
None, Ms. Ivy done well on handling my queries. She is polite and very eager to help. Kudos also to Landbank Trece security guards, they know the process and polite on assisting their clients.	2
None, Ms. Rafol did a great job at assisting me. Thank you for your service!	1
None, Pero thank you For the Service Ma'am Michelle nasulbad ang kakulba sa akoo Own Savings account na ATM	1
None, service is great so far	1
None, since services are really good.	1
None, so far so good	1
None, so far the landbank employees are accomodable,friendly and easy to approach.	1
none, so far the service is way good	1
None, the best service.	1
None, the one who assisted us which is Ms. Nicole A. Soriano is amazing! This bank should value someone like her. Very professional and full of patience. Kind and reliable.	1
None, the service for me is great.	1
None, the service given was excellent.	1
none, the service i received was excellent	1
None, the service is good	1
None, the services is to nice at all.	1
None, the staff in NAC counter was very helpful.	1
None, the staff was very courteous and hospitable	1
None, their services is well done	1
None, they are very approachable and professional	1
None, very accomodating all the staff nice services,	1
None, wala naman magagawa talaga sa mahabang pila sa labas eh ahahah	1
None, well done.	1
None,good work and satisfied	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None. Masayang masaya ako sa serbisyo ng Landbank Capistrano. Warm and friendly ang manager at mga staff. May ATM account na ako sa wakas! Mabuhay and Landbank!	1
None. Thank you for and I am satisfied to the service you give.	1
None. The staffs in this branch are commendable as always. Thank you Ms Smile for being so accommodating.	1
None. All employees are courteous. They assist us immediately. All transactions in the bank are exvellent and fast.	1
None. All employees are working including the manager.. Meron pa assigned staff umiikot sa lobby.pra mag assisst	1
none. all good	2
None. All is happy serving their clients	1
None. All is ok. Satisfied customer	1
None. All services are very good.	1
None. All staff are welcoming and friendly	1
None. All the employees are smiling. Giving the Best possible service to every client. Fair to all. Kudos Landbank Balayan.	1
None. All the staff are courteous	1
None. All the staff were friendly.	1
None. All was good.	1
None. Almost perfect.	1
None. Amazing service offered. Keep up the good work. Godbless	1
None. As always, Landbank have plenty of clients but the bank personnel remained accomodating and still able to smile despite the business. Keep it up	1
None. Beautiful employees	1
None. Because I am satisfied with the service of LBP.	1
None. Because it was all good	1
None. Because they treat the customers right	1
None. Continue to be a helpful employee, was served by sir Harold Joseph Pablo. Keep it up.	1
none. everything is at its best	1
None. Everything was good.	1
none. Excellent service	2
None. Excellent service.	1
None. excellent. Very accomodated. Special to Ms.. Roselle Sayson	1
None. Fast service even lobby is full house. Maybe put some air freshner.	1
None. Good services.	1
None. Great Job!	1
None. Happy and satisfied client here. Thank you Land bank.	1
none. Happy new year everyone!!!	1
None. I am assisted with kindness. I appreciate the branch for the wonderful services.	1
None. I am satisfied with the service.	1
None. I am satisfied with the services here in Mango Landbank.	1
None. I am very satisfied with the services of Landbank.	1
none. I highly commend the professional service afforded to me by ms. Daisy Baylon and ms. Deborah Blanco	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
none. I was provided with excellent service. Thanks Landbank.	1
None. I was surprised with the service that I got here in C raymundo branch. All staffs were very accommodating. It was a smooth process. Kudos to this branch! Hope all branches are just like this. More powers. Godbless!	1
none. I'am fully satisfied with the service of LBP-YMCA	1
none. Im fully/very satisfied	1
None. Just keep up the contagious positive energy despite the fact that you are already on over time. We appreciate the friendly accommodation very much!	1
None. Keep up the good work	2
NONE. Keep up the good work!	2
None. Keep up the good work.	2
None. LBP PARANAS IS ONE OF THE BEST BRANCHES I EVER VISITED. STAFF ARE FRIENDLY AND VERY ACCOMMODATING. THANK YOU LBP PARANAS!!!!	1
None. Maaga ako pumila kaya maaga din ako nakatapos ng transaction. Mabilis ang teller at magalang lahat mula sa guard at lahat ng empleyado.	1
None. Maayos ang proceso ng bangko.	1
None. Maayos kausap.	1
None. Maayos naman ang opetation.	1
None. Maayos po ang lahat.	1
None. Mabilis at mabait mga teller pati guard	1
None. Mabilis kasi silang sumagot ng calls. Kayo lang kasi ang contact center na mabilis sumagot at may nakakausap kaagad ako	2
None. Mabilis naman ang pag wdraw namin.	1
None. Mabilis naman kahit maraming tao.	1
None. Magalang po lahat at nakangiti. Ramdam ang saya ng pasko kahit sobrang dami ng tao sa loob at labas ng bank.	1
None. Ms Sheng is very approachable and mabait	1
None. Napakaganda ng opisina, malamig at malinis. keep up the good work.	1
None. Ok po service	1
None. Personnel served me well. Thank you	1
none. satisfied client as always	1
None. satisfied client	1
None. Satisfied Client here.	1
none. satisfied na po sa services	1
None. Service is already very good.	1
None. Service is excellent and the staff is very accomodating	1
None. Service is ok.	1
None. Service is very great	2
None. So far so good services rendered	1
none. so far so good. all staff are very accommodating.	1
none. staff are approachable. Im satisfied with the services that they provide.	1
None. Super satisfied and Quick transaction	1
None. Thank for your service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
none. Thank you for the fast and easy transaction. :)	1
None. Thank you for the past and easy transaction. :)	1
None. Thank you!	1
None. Thank you.	2
None. Thanks a lot, Erick and LBP! :)	1
None. Thanks for assistance. Great job to Ms. Arah de la Cruz.	1
None. Thanks for the assistance,proactiveness of ms patricia	1
None. Thanks for the good visit!	1
none. the rules, policy, services are perfect just the way you are	1
None. The service is so nice.	1
None. The service is well.	1
None. The service provided was great.	1
None. The service was good, and the employees were accommodating.	2
None. The service was overall good and the staffs were approachable.	1
None. The services offered is well satisfied	1
None. The staff are hospitable and very approachable.	1
None. The staff is very accomodating and approachable.	1
None. The staff very accommodating and efficient.	1
None. The staff was very accommodating.	1
None. They are approachable.	1
None. They are friendly and very helpful with every transaction i made.	1
None. They are very friendly.	1
None. Very accommodating teller of the bank. Keep up the good job. Thank you so much Romblon brabch	1
None. Very accomodating manager and staff.	1
None. Very accomodating new account staff named Gette. My account is with another branch but she accomodated me with a smile. Thank you Land Bank for a good service.	1
None. Very accomodation interms of inquiry.	1
None. Very good costumer service	1
None. Very good service.	1
None. Very satisfied	1
None. Very Satisfied with the Service	1
none. very satisfied with the service.	1
None. Very very happy with Ms Joyce Cruzin's assistance	1
None. Your service is already great	1
None. Your services satisfied my appointment or transaction it's easy and simple. The staff also is approachable.	1
NONE.. all employees are approachable	1
None.. everything was done smoothly	1
none.. mababait ang mga staff	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
None.. Maganda ang service	1
none.. napakaapproachable ng mga staff	1
None.. the service is very good and satisfied..	1
None... The service I received from the Manager is beyond my expectation... SALUTE to you mam for being my angel.. you saved my day... thank you so much and GOD bless you always!	2
None...everything is well organized..	1
None..excellent service..I am pleased that after 3years of attempt to your good office I finally open my I access ..Thanks	1
None..Ms Ailla Alcozer is very accomodating..Hope that LBP hire personnel similar with her unwavering service she extends to the clients.	1
none..thank you for great service..	1
none.both the account officer and her assistant provided excellent customer service	1
None.Excellent service	1
None.very much satisfied	1
None...Very commendable service	1
None...I am always satisfy with the good service and friendly staff and manager....Thank You	1
Nonetheless, staffs are very accomodating and always put smiles in entertaining people	1
Nong nag-email kasi ako matagal ang response kasi kinailangan ko patumawag noon para malaman kung approve ako or hindi. Sana bilisan nila ang pag respond sa mail kasi inaabot ng ilang days bago sila nag reply.	2
Not a suggestion but just want to say that I like how every staff of the branch wear their smile when they greet and ask every client/ customers for their concern.	1
Not a suggestion but the Bank Manager is very accomodating and helpful.	1
Not as a suggestion but I would like to express my experience in this branch Your staff Mr alden truly provided a good service to its client. He explained all of the features and rules of the bank services	1
not at all the service is very good	1
Not at all. Good job Cesar!	1
Not at the moment as i am fully satisfied with the service of Landbank Urdaneta City, Pangasinan	1
Not just the staff inside but also the bodyguards were super nice. Like, nakaabang na sila sa iyo with their smile on. Keep this kind of approach to the customer/s!:)	1
Not much to change. your office did a good job. More power. God bless!	1
not so far but i treated well	1
Not so far. But I was treated well	1
Nothing . Thank you for accomodating us .	1
Nothing ahmmm just be always ready	1
NOTHING ALL GOOD	1
Nothing all service is very satisfactory The staff is very accomodating	1
nothing all the said branch was good and my transaction is always good and satisfied	1
Nothing already satisfied	1
Nothing and i feel everyone in this branch are very courtesy.	1
Nothing as of now, because we got excellent service from the new accounts clerk Ms. Marjorie Pizarro! She is very patient, knowledgeable, and made the process of opening an account smooth and hassle-free. Highly impressed with her professionalism and willingness to answer all my questions. Thank you and keep it up!	1
Nothing because all about is okay.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing because I am a satisfied client.	1
Nothing because i am satisfied in their services.	1
Nothing because they are so accomadating.	1
Nothing because very good office	1
nothing but happy	1
nothing but offline	1
nothing but the best. more power landbank balayan	1
Nothing but the one who assisted us was very charming and kind. Hope you'll keep her.	1
Nothing comment Im satisfaction to this office they are all understanding even we are only a far me. Thank you	1
Nothing else because the staff is so calm and entertaining	1
Nothing else.. i am very satisfied with the service given to me by the staff who assisted me	1
nothing everything is ok	1
Nothing everythings good	2
Nothing excellent service thankyou	1
Nothing fast transaction.. thank you and godbless	1
nothing i can say. Very satisfied thank you for your service	1
Nothing i could suggest because they are so helpful, accommodating and easy to approach	1
Nothing just keep it up.	1
Nothing just keep up the good service and God bless!	1
Nothing Im fully satisfied	1
Nothing more and nothing less .	1
Nothing more i suggest in organize naman and all the employee is so accomdating .	1
Nothing more nothing less good job	1
Nothing more to say. Everything is perfect	1
Nothing more to say. It's excellent !	1
Nothing more. I am satisfied with the services provided by this branch. I would like to commend Ms. Alma Concepcion (not sure if this is her name but she is sitting in the middle of the long table) for providing such excellent services. She is very approachable and was able to provide helpful information for the concerns that I have asked. I was able to open my passbook dollar account in a timely manner. Date and time of visit: November 6, 2023 1200H	1
Nothing more. The staff who assisted me was very friendly and approachable. ;)	1
Nothing more.. I am satisfied	1
Nothing much. Since your staff is very courteous and approachable, even the guards are so nice and helpful.	1
Nothing of note. The service is great and the flow within the establishment is fluid. The staff has a welcoming aura towards any customer,disregarding any bias and is a lovely institution to entrust our money to.	1
nothing really. just keep up the good work and good service with all the clients. kudos to the tellers like ms. cheng and the others :)	1
Nothing si far. service is beyond excellence	2
Nothing suggestion	2
Nothing the teller is very good and gorgeous	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing to ask for more! Services was so good!	1
Nothing to be changed. Since i have experienced exemplary service and i am very much satisfied.	1
Nothing to improve because all the staffs are very accommodating they helped the clients very well.	1
Nothing to improve because I experienced a good and smooth transaction.	1
Nothing to improve because landbank is the best love it with a heart espically ms. razel the best to communicate and explain the situation you needed	1
Nothing to improve but it is always impressive the way you treat your costumer	1
Nothing to improve everything was set up. The setting of their office are very inviting to customer	1
Nothing to improve its perfect already, tellers are knowledgeable, supervisor and manager is friendly and approachable.	1
Nothing to improve on my part kasi magaling ung nag assist sa akin si ms razel smiling face and magaling mag explain super love it the best sya with a heart	1
Nothing to improve to the bank always accomodated and helpful and the transaction as well.	1
Nothing to improve, service was highly appreciated. Staff is very accommodating	1
Nothing to improve. Employees are very kind and accomodating. Kudos Landbank Maimpis	1
Nothing to improve. Excellent in providing services to the citizens. :)	1
Nothing to improve. Job well done	1
Nothing to improve. Manager Gina is very accommodating espically that I am senior. Employees are all polite and clients are treated equally.	1
Nothing to improve. Your department is indeed compliant and adhere to government provisions. Keep up the good work, maintain ur integrity and being modest to daily work.	1
Nothing to improve. Your respectful service is enough to accomedate the clients.	1
Nothing to improve.. Very much good	1
Nothing to improved ,I'm much contented and satisfied to their sevices	1
Nothing to say , the service was good .	1
Nothing to say but keep it up!.	1
Nothing to say cause its almost perfect	1
nothing to say since I was satisfied by the service you offered me during my bank transaction with you.	1
Nothing to say! Thankyou	1
Nothing to say!!! because all the staff specially in counter ma'am April and ma'am Katherine are very approachable and they are very kind. Hope they continue smiling to every costumers like us. Ma'am April thank you very much.	1
nothing to see, it's good at all .but they need a national personal new accounts.	1
Nothing to suggest , Services are Best , for Landbank Laoag Manager Juliet Esteban	1
Nothing to suggest all are good in service. Thank You!	1
Nothing to suggest from a satisfied customer	1
Nothing to suggest im already satisfied with the service of your employee.	1
Nothing to suggest satisfied with the transaction	1
nothing to suggest.	1
nothing to think of at this time but i was very satisfied for the time and effort of Ms. Aivee Pempeño. she is very patient with me. very knowledgeable with her craft. i can se her to be on top management in the future. many thanks :). BZ	1
Nothing to to say but very excellent to give good services	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Nothing Very Good Performance of Staff	1
Nothing very good	1
Nothing! Ilove this branch	1
Nothing! It was a excellent service. Thank you!	1
nothing, all good.	1
Nothing, all is good!	1
Nothing, all is good.	1
Nothing, because I am satisfied with their service.	1
Nothing, because it is my first time to visit here and as of now I think the service is good and the staff assisted me genuinely.	1
Nothing, because they're approachable	1
Nothing, but I would like to express my sincere gratitude for the help with the encashment. We were accommodated in no time at all despite a little trouble with the confirmation of reservation. Thank you so much ma'am!	1
Nothing, I am satisfied with the service they provide, fast and easy transaction. They are all accomodating and helpful. Kudos, to Landbank employer for bring smiles to everyone by there customer service satisfaction.	1
Nothing, i am totally satisfied	1
Nothing, mababait ang trabahador	1
Nothing, The service was good and very helpful to me	1
Nothing, You are doing great.	1
Nothing. all employees is good and beautiful	1
Nothing. Eveyone is courteous and happy.	1
Nothing. I am handled very well. Thank you.	1
nothing. i am satisfied with your services.	1
Nothing. I like the services that i needed.	1
Nothing. Im satisfied.	1
Nothing. Im very satisfied	1
Nothing. Its good services	1
Nothing. Just continue serving your client with a smile.	1
Nothing. Just keep it up. Had a wonderful time at your Capitol branch. Madams Angie and Terry were very helpful and accommodating.	1
Nothing. Super gooood service	1
Nothing. Their service is very great and they are approachable	1
Nothing. They do their work or duties well.	1
Nothing. They served us in a right and approachable way. Keep it up!	1
Nothing. Very approachable	1
Nothing... this bank is already well in proper arrangement.. and i feel comfortable . Faster transaction..	1
Nothing..because very satisfied nman ako sa servive ng employee dito	1
nothing..I'm satisfied	1
nothin to suggest. the service was good enough for me	1
Now I can have my monthly allowance easier using your PISO account. Thank you to courteous staff of Landbank Balanga Branch. It is my first time to open an account and I had a great time. Di nman po pala nakakatakot.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
number queueing may be implemented para wala lusutan/overtake sa line :)	1
Nung nagpaclose ako ng account, mabilis ang naging serbisyo nila.	1
Nung pumunta ako sa branch dahil may problema sa account ko, agad nila akong inasikaso. Good Job!	1
Offer candies to customer when long line..	1
Offers assistance to colleagues on their duties even when they are outside their direct obligation	1
Office hours could be extended like in commercial banks (i.e. BDO and BPI) to accommodate growing number of clients	1
Office renovations	1
OFFICER WAS HELPFUL IN MY OPENING OF ACCOUNT	1
Officers and staff are all courteous and accommodating. Transactions are always done swiftly. And accurately.	1
officers are approachable and always talk with courtesy	1
Offline pag salpak mo ng ATM minsan niluluwa	2
Ok	8
ok and organize mababait yung staff and mabilis yung process	1
Ok and service.	1
Ok ang mga services	1
Ok ang mga staff	1
Ok ang mga staff, laging naka smile, ngiting Pepsodent..	1
Ok ang serbisyo	1
Ok ang serbisyo at mabilis	1
Ok ang serbisyo ninyo.	1
OK ang service	1
Ok ang service ng new account counter at nabigay ang serbis na kailangan ko bilang ingat yaman ng barangay	1
Ok ang withdrawal mabilis kahit ang daming tao.	1
Ok at maayos ang performance ng Landbank.	1
Ok At maganda serbisyi mabilis	1
Ok customer service	1
Ok everything.	1
ok for all client to serve and fast service	1
Ok for me...Satisfied	1
ok for service all client	1
Ok ka a u	1
Ok ka ay u.	1
Ok kaau ang service sa staff and friendly pud kaau sila sa ilang mga clients	1
Ok kaayo ang serbisyo paspas ug dali rah mahuman Good vibes ra ang area, bugnaw. Salamat	1
Ok lang	1
Ok lang serbisyo nila. Ang account ko ay sa ibang branch pero maayos at nabilis ang transaction ko dito. Walang nakasimangot dito kahat naka ngiti.	1
Ok lang wala akong maisuggest kasi maayos mabilis malinis sa loob	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ok LNG po	1
Ok mag transact sa branch na ito mabilis at magalang ang teller.	1
Ok mam venus mabiles po ang parses nela salamat po mam	1
Ok man po ang pagseserbisyo	1
Ok na ang serbisyo nila. Ipagpatuloy lang ito.	1
Ok na po	1
Ok na po ako sa serbisyo ng mga kawani lahat po sila ay approachable.. Thank you po	1
ok na po ang serbisyo basta magagalang.. ok lang maghintay kung talagang maraming tao.	1
Ok na po ang serbisyo ng landbank. Salamat and God bless po	1
Ok na Po silang lahat Magagaling at magagalang sa mga costumer	1
ok naman	1
ok naman ang prosiso	1
ok naman ang serbisyo mabilis maayos at maganda	1
Ok naman ang serbisyo nang landbank, kaya wala na akung masabi	1
Ok naman ang serbisyo ng landbank,,	1
Ok naman ang serbisyo nila	1
Ok naman ang serbisyo ng binibigay ng land bank candon city,well satisfied client po.	1
Ok naman lahat ang kanilang serbisyo.	1
Ok naman lahat. Everything is in order. Thank you for the prompt accommodation lalo na balik pa ako sa school para sa klase.	1
Ok naman madami lang tao	1
Ok naman para sa akin yung serbisyo ng landbank paso de blas mabilis ang kanilang proseso mababait pa at magaganda " i luv u LANDBANK PASO DE BLAS- Branch "your da best"	1
Ok naman po ang mga teller nio po..	1
Ok naman po ang serbisyo	2
Ok naman po ang Serbisyo at magagalang po sila..	1
Ok naman po ang serbisyo ng mga staff ng Landbank Calapan	1
ok naman po ang service nila	1
ok naman po ang service nyo, wala na pong dapat i improved	1
ok naman po ang service wala naman po problema. mabait po si mam venus javellana at inassist nya po ako ng maayos	1
Ok naman po ang service...salamat.	1
Ok Naman Po lagi naka smile.	1
Ok naman po maayus na naman po ang kanilang serbisyo. Maraming salamat po. Salamat Mam Venus Javellana sa pag assist po.	1
Ok Naman po mababait po clang lahat	1
Ok naman po mabait naman po ang mga teller & pati guard	1
Ok naman po mabilis ang transaction	1
Ok naman po mag open ng accounts sa landbank lalo na pag c ma'am venus javellana ang mag asikaso sobrang bilis salamat landbank karuhatan	1
Ok naman po nag improve na po	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ok naman po pag assist samin mababait po lalo c mam abegail at mam Ariane sa new accounts	1
ok naman po servi wala po ko masbi sa serbisio ok po sila lahat	1
Ok naman po service nila Salamat	1
Ok Naman po service po Ng bangko well organized po at mababait mga empleyado po. Keep up the good work po.	1
Ok naman po sobrang satisfied ako sa serves nila mabilis at maasikaso po laht ng staff	1
Ok naman pp sila mabait	1
Ok naman reasonable naman kung bat matagal ang transaction, tsaka mababait naman mga employee including mga guard.. thumbs up!!	1
Ok naman sa ngayon ang kanilang panamalakad	1
Ok naman serbisyo nila	1
Ok naman service.thanks	1
Ok naman si maam sa new accounts mabait	1
Ok naman very acomodating ang mga staff	1
Ok naman, satisfied	1
Ok naman..mga teller mababait lahat..	1
Ok nman para za akin	1
Ok nman po ako sa serbisyo at mabubuti nman po ang kanilang pakikitungo salamat.	1
Ok nman po lahat Ng serbisyo Ng Land bank at mga staff.	1
Ok nman po lahat, nang pag a asikaso nila sa akin,mabait nman po si mam Venus Javellana na nag aassists sakin,	1
Ok nman po smoth lng ang serbisyo,maliban kung magkaproblema sa internet...	1
Ok nman poh ung serbisyo poh nla..mabilis at convenient poh. Wla pong kuskos balungos..maaiz poh mkipgusap at friendly..nag assist poh skn is c Ms. Venus Javellana. Thank u poh	1
Ok nmn mabilis proceed. Salamat pag assist.mam venus javellana	1
Ok nmn na po mabilis at madali lang ang transaction maganda ang serbiyo.. salamat po	1
ok nmn po	1
Ok nmn po lahat	1
ok nmn po lahat,,ang serbisyo po...	1
Ok nmn po service nila samen.	1
Ok pas alright	1
Ok po ang kanilang serbisyo, mababait at matulungin ang kanilang mga staff. Tnx po	1
Ok po ang mga employee ist day p lng po ng punta q ay very acvomodating n sila ngppslmt po aqu ng marami at very relax ang venue masayang kausap ang mga empleyado nkk positive outlook s buhy regards to all again Thank you	1
Ok po ang serbisyo	1
Ok po ang serbisyo at mabilis ang transaction	1
Ok po ang service applicable pra s mga student pra mka pg save	1
Ok po good po ang service. Mabilis naopen ang aking payroll account. Agad nila kami inuuna kasi taga malayong lugar pa kami.	1
Ok po kasi mabilis yung transaction kakarating ko lang na assist agad ako napaka easy and madali yung pag process	1
Ok po lahat mababait mga taga landbank	1
Ok po landbank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Ok po mabait po yung manager na nag handle sken dito..	1
Ok po mga empleyado mababait po at mabilis Ang transaksyon.	1
Ok po mga empleyado maganda pakikitungo sa mga client.pati mga guard at ultilty ay mababait.	1
Ok ra	1
ok ra jud kaayo	1
Ok ra servicel dali ra kaau	1
Ok sernisyomg totoo.	1
Ok sila madaling maka usap palabiro	1
Ok talaga ang serbisyo. Pagpasok ko inasikaso ako ako agad. Mababait silang lahat.	1
Ok ug maayu ang serbisyo	1
Ok ung service mabilis at malinaw.. great job	1
Ok yung landbank maraming salamat po sa land bank	1
Ok yung landbank minsan mabilis minsan matagal pero for me mabilis kasi priority ako lalo ma senior na	1
ok yung landbank wala kong masasabi talagang maganda ang serbisyo	1
ok yung process and maganda	1
Ok yung process maayos lahat	1
ok yung process sandali lang ang transaction	1
Ok yung process satisfied customer	1
ok yung serbisyo walang problema napakaayos nag papasalamat ako	1
Ok yung transaction and really satisfied	1
Ok yung transaction and services pati yung sa labas yung machine ok lahat	1
ok yung transaction super acommodating	1
Ok. Mabait po. At magalang thumbs up	1
Okay	3
Okay and godd transac.	1
Okay ang hotline ninyo, may sumasagot talaga. Wala na akong suggestion pa.	2
okay ang mga serbisyong natanggap.	1
Okay ang serbisyo ng mga employee ng landbank at satisfied kami sa kanila	1
Okay ang service	1
Okay ang service ng landbank employees sa amin, helpful sa mga clients	1
Okay kaau ilang seryoso	1
Okay kaayo ang serbisyo sa Land Bank Talibon. Ipadayon!	1
Okay kaayo ang service	1
Okay lahat mabilis	1
Okay lahat ng proseso	1
Okay lahat ng staff at mabilis ang proseso	1
Okay lahat ng staff. Mababait po. Thank you po	1
Okay lang, mabilis ang transaction.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Okay lang.	1
okay mag serbisyo ang landbank	1
Okay n okay Po salamat	1
okay na namn po services nila	1
Okay na okay, napatawa nila ko.	1
Okay na okayyy	1
Okay naman	2
Okay naman ako sa transaction,sana lang sa pagtawag ng fast lane at multiple d malayo ang gap kahit 5 fast lane then senior at multiple...thank u	1
Okay naman ang pakikitungo sa customer	1
Okay naman ang serbisyo	1
Okay naman at maayos	1
Okay naman at mabilis	1
Okay naman fast and good communication sa staff	1
Okay naman lahat	1
Okay naman lahat sila..inaassist nila kami palage at lage nkgiti.	1
Okay naman lalo nas a mga staff maBait	1
Okay naman mabilis ang tansac.	1
Okay naman na accommodate naman ako noong tumawag ako	2
Okay naman po and ang bait po nilang lahat. Thank you po	1
Okay naman po ang service as always.. Except for the last time.. But the issue last time has been resolved and properly addressed.. Thanks and more power..	1
Okay naman po ang service mabilis po ang trangsakyon namin	1
Okay naman po lahat	1
Okay naman po lahat at mabilis ang transaction	1
Okay naman po lahat ng serbisyo sa banko	1
Okay naman po mabilis ang naging proseso	1
Okay naman po mabilis po akong nakatapos. Salamat po	1
Okay naman po very accommodating lalo mga staff . Thank u so much po	1
Okay naman po, masayahin at mabilis kumilos yung sa clerk especially Ma'am Venus Javellana	1
okay naman po.wala akong masabi.	1
Okay naman service nila. Mabilis ang transaction at mababait ang mga teller.	1
Okay naman sila	1
Okay naman sila kausap, magagalang, mababait tas masarap makipag kwentuhan habang nagaantay sa transaction.	1
Okay naman sila lahat	1
Okay naman sila mag entertain mabait at tinuturuan nila ang hindi pa marunong	1
Okay naman sya lahat	2
Okay naman walang dapat ayusin	1
Okay naman walang masabi	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Okay naman walang masabi okay lahat	1
Okay naman yung service at maganda silang lahat.	1
Okay naman, madali kaming inistima dito. Maraming nag-entertain kaya maraming salamat.	1
Okay naman. Baguhan pa kasi ako.	1
Okay naman. Mabait ang mga staff	1
Okay nmn lahat lahat na service.	1
okay now than previous transaction	1
okay po yung serbesyo magalang at mababait po sila	1
Okay ra ang serbisyo nga gehatag sa empleyado ninyo. Comfortable rako.	1
okay ra kaayo ang ilang serbisyo ug maayo ang mga New Accounts Clerks.	1
Okay ra kaayo ko sa serbisyo sa taga landbank, dali ra kaayo sila mag prosiso sa among tuyo	1
Okay services	1
Okay yung land bank sa tungko ok din yung service very satisfied	1
okay yung mga staff mabilis din yung transaction	1
Okay yung transaction and friendly ang mga staff ok at priority ang senior	1
OKay,naman po mabilis naman ako nakapag create ng new account,very accomodation naman po si maam na ng assist po sa akon po	1
Okey	1
Okey kaayo ang ilang serbisyo nga ghatag sa mga costumer nga sama namo nga nanginahanglan sa pag assist..Unta makanunayon ang maayong serbisyo.	1
Okey naman po	1
Okey naman po lhat kaya wala na po ako masusuggest. Thanks	1
okey naman wala ako naisip suggestion	1
Okey naman walang problima ang kanilang seebisyo.	1
Okey nmn,na resolve naman ang problema at na assist Ng maliwanag at maayos.	1
Okey po	1
Okey po ang Cc nkaintinde po kmi ..malaking tulong po sa amin	1
Okey po serbisyo nila	1
Okey po sila	2
Okey, lng no problem. Keep up the good work. More Power to Land Bank. GOD BLES YOU ALL.	1
Okie nman po ang serbisyo sa mga costumer .land bank sobra nakaltulong po .thak you po land bank.	1
oks na oks	1
Oks na yan	1
Oky mnan wala akong msabi very nice!	1
ols repair the aircon for the staff also and to client	1
on busy days it would help if afew more tellrs are added	1
On time	1
On withdrawal or any transaction sa teller, sana you provide additional teller due to long ours of waiting.	1
One of the best government offices that I dealt with. Employees are professionals and friendly. Kudos Land Bank Buluan!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
One of the prestigious bank is landbank so far so good maayos yung service ng landbank and I really Enjoy senior privilege thank youu landbank.	1
One of your unibanker who assisted me, Ms. Desiree Daba, was very courteous and approachable with my banking transaction. I did not expect to have a smooth sailing transaction in a government banking institution like Landbank Balingasag. More power and keep it up!	1
One thing I observe, sana Po ibahin ang number Ng mga kumukiha lang ng snopshot,wag isali sa mga opening account Kasi hassle po maghintay, Kasi matagal Po Ang process pag open account,,salamat Po	1
One year na ako dito mabait lahat pati si Jay na guard tinutulungan ako	1
Online application; digitalization of application forms	1
Online appoinment	1
Online link biz does't work	1
Online monitoringh of Transactions, payment etc	1
online payment action for monthly due	1
online service payment	1
On-line transactions may as well be an option.	1
online transactions, updated email add, and contact number for communication for clients	1
Only cotabato branch open.	1
Only i can say is , staffs are very accomodating.	1
Open more tellers when you see there more clients coming i	1
Opo,Sana po ay maibigay na rin Ang cash card ng set 11B Kasi isa po Ako sa set 11B. Maraming salamat po at magandang Araw.	1
Organize kaya mabilis ang flow ng services	1
organized	1
organized flow	1
other bank - no charge for IBT	1
other banks no charge pag ibang branch	1
Outstanding agency.	1
Outstanding at customer service.	1
Outstanding customer service	1
Outstanding service, keep it up!	1
Outstanding service, no further suggestion.	2
Outstanding services	1
Over all GOOD.	1
over qualified, amazing	1
Over the past 4years in transacting LBP TIPOLO BRANCH all I can say the services are improving over time, my suggestion to further improve the services in the queuing area I do hope you must put a digital display so that we can see what priority number is catered in a respected counter and also you there must a television we can watch like just for laughs eventhough no audio still we will be entertain from the show. That's all. Hehe thank u.	1
Overall experience ko was fair naman, the NAC was very adept in making her explanations to its client and napaka polite kahit na triggered na si client. Kudos! Somewhat matagal sa tellering siguro dahil na din sa transactions dun but nevertheless, all personnel are polite and courteous.	1
overall ok naman po ang serbisyo, mula sa guard at mga teller ay mababait	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Overall okay naman po siya, siguro sa mabilis na pag claim or change.	1
Overall Satisfactory	1
Overall satisfied po kami sa service. Ang employees ay sobrang bait.	1
Overall services are good. Staffs are accomodating.	1
Overall services is outstanding, the staff are very courteous & helpful to the needs of the office.	1
Over-all services was excellent and the personnel assigned is very helpful.	1
Overall the service is good and smooth, just continue improving again thank you.	1
Overall the service was good, everyone was helpful and very easy to talk to. They were approachable and made the process very easy.	1
Overall the staffs and guards are courteous and helpfull.. Good Job! God bless..	1
Overall, i was satisfy with the service ;)	1
Overall, they have a good services and the staffs was easy to approach and they are so friendly with their clients.	1
Pa resend pong OTP ko sa iAccess thanks	1
padayon sa inyong maayong pag serbisyo kanamong mga mag-uuma. more power and GOD bless.	1
Padayon sa pag serbisyo nga my pagpalangga, suporta kag malasakit sa isat-isa.	1
Pag aasikaso ng Tama sa mga tao	1
pag agapay sa mga nanangailangan at pag tulong, maraming salamat po.	1
Pag alis ko s house ko nkdecide n akong mg close ng acct ko pero nung mga treatment ng empleyado nabago nila ang isipan ko.	1
Pag mag breaktime gawin mauna muna isa para ba yung palitan muna yung magbebreaktime. tuloy-tuloy ang prosseso pa sa pag assist sa mga client.para lalo pa mapabilis ang pag aassist.	1
Pag patuloy lang ang tamang gawain attrato sa cs	1
pag patuloy lang po yung pagiging friendly	1
Pag patuloy nyo lang po ang magandang serbisyo nyo,thank you and God bless you all.	1
Pagbutihin pa Lalo Ang mga serbisyonng kailangan Ng lahat Ng mga kliyente pribado MN o individual na mga transaction at sa lahat Ng Ahensya Ng Gobyerno.	1
Pagkakaroon ng maraming staff para ndi po masyadong matagal ang paghihintay para mkawithdraw lalo n po sa mga taong may kapansanan.	1
Pagpapabilis ng transaction	1
pagpatuloy ang maayos na serbisyo	1
Pagpatuloy ang mabilis at hindi delayed na transaksyon salamat	1
Pagpatuloy lang po ang magandang pakikitungo sa mga clients po.	1
Pagpatuloy po ang fast service and good communication, nasasagot ang queries. Keep up the good work po.	1
Pagpunta ko sa bangko, nakapag open agad ako ng account at nakuha ko na din yung ATM ko. Mabilis kumilos mga staff.	1
Pahinaan po ng konti aircon hehe kalamig po kasi	1
Paki sabi sa mga guard wag masyadong masungit hahahaaga	1
Pakidagdagan ang atm machine at sana more equipment para easy na ang pagdeposit..	1
Pakilagay po ang citizen charter sa labas at mas malalaki ang print para mabasa. Salamat sa Landbank Rizal Agrihub. Very accomodating at mabilis ang serbisyo. Very Satisfactory ang serbisyo.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Pakisuyong pagsabihan ang isang lalaking empleyado na naka duty sa customer care (Nov. 14, 2023 10:00 - 11:30) na gumalang sa mga nakatatanda lalo na sa mga senior citizen. Dalawang senior na babae ang sinundan ko at hindi maganda ang mga narinig kong kawalang galang ng lalaking ito. Hindi lang ako ang nakapansin nito. Pero kapag sundalo ang kaharap, magalang naman sya. Empleyado tayo ng gobyerno, at paswelduhan ng mga tao, konting respeto.	1
Palagi po naka smile ang mga employees	1
Palaging iisipin Ang makakabuti sa lahat at tutulong sa mga Gawain nito	1
Palakihan sana yung branch kasi masikip pero maayos naman mabilis	1
Palawakin Ang pang unawa sa mga customer	1
Pamamagitan ng paghuhulog ng tama at sakto sa month na nakalaan	1
Panatiliing mababait ang mga teller sa loob nga opisina at maging mapasensya.	1
Panatiling maayos at maganda	1
Panatiliheng maayo ang traboho.para.mas marama pang cleyente ang landbank.	1
Panatilihin any pakikitungo sa mga in Hong customers.. Thank you	1
Panatilihin ang inyong mahusay na clients/customer service. Mabuhay ang LANDBANK at mga kasapi. God bless	1
Panatilihin ang maayos at aktibong pagserbisyo.	1
panatilihin ang mabuting serbisyo	1
Panatilihin ang magandang pakikipagusap sa client	1
panatilihin ang magandang serbisyo	1
Panatilihin ang magandang serbisyong pinapatupad.	1
Panatilihin ang magandang trato at pagtanggap sa mga kliyente o mamamayan.	1
Panatilihin ang pagiging magiliw na empleyado.	2
Panatilihin maayos ang serbisyo	1
Panatilihin maganda Ang binigay nilang serbisyo s manga customer.. friendly, always smile , assist customer if need with smile, be patient with smile	1
Panatilihin niyo ang magandang serbisyo.	1
Panatilihing ang pag serbisyo sa mga tao na lumalapit sa iyong tanggapan.. more power God Bless..	1
Panatilihing maayos ang pila upang di magkagulo	1
Panatilihing magalang , mabilis sa trabho at maganda ang public relation sa mga tao.	1
Panatilihing maging approachable sa client	1
panatilihing maging mabait sa customer .	1
Panatilihing pong maging mabait sa mga customer na kagaya ko at pala smile.Godbless	1
Panatiliing marunong makitungo sa aplikante	1
Panatiliin ang kabaitan sa mga pumapasok .	1
Panatilihin ang pagiging magiliw sa mga nakakausap na client.	1
Pantay pantay n pagtingin sa tao , first come ,first serve ,,	1
Para akin maayos nmam ang naging serbisyo nila para sa amen salamat po sa mgandang pagtanggap sa amen at masaya kame na nkauwi galing sa inyong opisina...	1
Para makadagdag sa services. Wala akong maging further improved since they give more services a lot.	1
Para mapabilis pa ang pag assist sa mga client,ang openion ko po ay maghalihinan po sa pagbebreaktime po.parabtuloy tuloy ang proseso po nila.	1
Para nku ok kaau ang serbisyo.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Para po sa akin good service naman po . Thank you .	1
Para po sa akin Wala ako Mai suggest Kasi napakaganda ngnapakaganda ng serbisyo ng inyong Land bank at napakaganda ng inyong mga employee Lalo na si ma'am Ching Mastura at ma'am Olive that All Thankyou and Have a nice Day to all employees	1
Para po sa akin, napakabait at laging nkgiti ang mga empleyado dito sa landbank, lalo na po sa sobrang maraming salamat.	1
Para po sa alin maaaring yung pong place po sana maging maluwag or lumaki po. Sa mga empleyado po oky po ang serbisyo ganun din po sa mga guard maraming salamatpo.	1
Para sa akin ang serbisyo ng landbank sa mga kasapi nito ay maganda at mabilis ang pag proseso	1
Para sa akin ay sapat na. Ang lahat ay magalang at matulungin.. maganda ang kanilang pkitungo sa mga katulad ko. Salamat	1
Para sa akin ay satisfied npo Ako sa inyong serbisyo	1
Para sa akin maayos ang serbisyo nila dito lalo na't mababait ang mga staff dito	1
Para sa akin wala akong ma i sa suggest tungkol sa pamamalakad at serbisyo dahil wala naman akong nakita na di mabuti para sa mga clients.. Isa lang masasabi maraming salamat sa pagtanggap sa amin.. Godbless	1
Para sa akin wala na akong mabibigay na suhestiyon dahil sapat at maayos na ang serbisyo na ginagawa	1
Para sa akin wala nmn kasi ok naman lahat..	1
Para sa akin, ipagpatuloy lng ang magandang pamamalakad.. thank you po	1
Para sa akin, ok na kaayo ang inyong serbisyo sa amin. Sa pag entaintain, sa among mga transaction.	2
Para sa mga staff ng Tarlac, hindi sila marunong mag deal with customer. Nag transact kasi ako sa Sea Bank pero nagka problem iyon after 3-5 working days pa bago na resolved. Noong pumunta kasi kami sa Tralac branch ninyo doon hindi alam ng siang staff ninyo ang Seabank, ang sabi niy pa "anoy iyon?" may bank ba na ganoon? hindi lang naman siya tumawag ng senir niya para magtanong. Hindi sila marunong. Noong tumawag ako sa hotline, doon lang na resolve iyong concern ko. Magaling iuyong naka usap ko, 5 rating siya. Dapat nagko conduct sila ng trainings/seminar at nagtatanong din sa manager.	2
para sakn maganda po ang serbisyo na pinapakita nila	1
Para sakn mapapabuti ang inyong serbisyo kapag naassist ang mga costumer yun lang po	1
Para sakn ok na ag pamamalakad nila dahil maganada ag tratao nika sa client	1
Para sakn okay na Ang serbisyon aking natanggap	1
Para sakn okay po ang lahat	1
Parang wla na po akong masabi kasi napaka freindly namn laht ng staff ng landbank dito sa Guimaras Branch at napaka matulungin nilang lahat	1
Parenovate na po! For better customer service,	1
Parking space	1
parking space-additional	1
Pasalamat sa manager ng Landbank kay Eric	1
Pasalamat dahil mababsit mga empleado pati si manager super bait	1
Paso de blas branch is very accomodating,	1
Paspas mulihok	2
Paspas og maayo muserbisyo ang mga empleyado	1
Paspas ug maayo nga serbisyo	1
patient and nice	1
Patuloy lang sa magandang serbisyo sa mga client.	1
Patuloy niyo lang po magandang serbisyo sa customer niyo po need ng agaran pagproseso thankyou so much and ingat po palagi	1
Patuloy pang Po kayo para lahat Po ng serbisyo mabigyan Po ng madaling transaction sa mga nag tatrabaho. Salamat Po.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Patuloy sa mabilis at magandang serbisyo	1
Payment at the counter for deposit and widrawals should be fast and easy.	1
People are kind	1
People are so nice and accommodating. Thank you	1
Perfect	3
perfect :)	2
Perfect Accomodation	1
Perfect and Satisfied customer sa land bank tungko branch	1
Perfect service	3
Perfect service. Staff is always smiling	1
Perfectly done and accommodating personel	1
PERFEEEEECT	1
personnel are very accomodating	1
Personnel are very approachable and friendly.	1
Personnel assisted me right away since im a senior citizen	1
Personnel assisted me well	1
Personnel of this branch are clearly knowledgeable and adept of the processes making customer service a breeze. Kudos City of Naga branch!	1
Personnel sa New Accounts was very helpful and accommodating. Date of transaction : August 10,2023 Time if transaction: 11:50 AM	1
Personnel were patient and very accomodating. Ready to help customers at all times.	1
Personnels are beautiful and very friendly.	1
Personnels are so kind,approachable and respectful	1
Personnels are very accomodating	1
Personnels provide good services	1
Pick commercial spaces with adequate parking	1
Pinapaliwanag ng mabuti ang mga kaylangan dukumento at mabilis na proseso ng serbisyo	1
pinapaliwanag po nilang mabuti kung ano ang kailangan namin gawin. at kahit na meron po akong nakikitang client na mahirap paliwanagan ay nahahandle po nila ng maayos at nakakausap ng malinaw	1
Pinauna ko yong nauna sa aking babae kahit ako ay buntis	1
Pleasant people	1
Please add more officers in the account opening or updating of accounts lane as I've spent almost 4hrs to finish my account updating. Thank you.	1
Please add options to the survey for those individuals who knows what a CC is but din not see it physically because he/she did not go to the office/branch. Thank you.	1
please add the personnel to help the other teller for fast transaction	1
Please change the recieving Stamping ASAP	1
Please continue being an excellent service provider from the guards ,tellers and other staffs they are friendly and accomodating	1
Please continue the very good service or improve it if need to improve.. Very much appreciated your effecient services.	1
Please continue to be consistent in delivering excellent customer service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Please continue to provide good service to your clients	1
Please continue your good service. I am very much satisfied with how you treat your clients, good service at all. Thank you.	1
Please continue your great services thank you very much! Godbless and more power	1
Please do Renovate some of your Buildings and improve interior designs. For nice ambience to promote good mood for the clients and employees as wellm	1
Please do smile always and greet each client fairly. Please sustain these. Great job!	1
Please have more branches	1
Please improve Air Conditioning	1
Please improve fast service	1
Please improve the payment system via MBA. Why is some banks credit cards cannot be found in the merchant list in the MBA like BDO and BPI? Please activate the scheduled payment for other banks credit cards. Please offer No Annual Fees. Other banks credit cards are able to offer it. Why can't LBP	1
Please improve the ventilation and area must be wider to cater the customers in a day to day basis of transaction.	1
Please improve ventilation and have a wider space.	1
Please improve ventilation and must have a wider space to accommodate more customers.	1
Please improve ventilation and space must be enough to cater larger number of customers in a day to day transaction.	1
Please improve ventilation and the space is limited.	1
Please Improve Ventilation and wider space for clients	1
Please improve ventilation and wider space for clients.	1
Please improve ventilation and wider space.	2
Please improve your online system.	1
Please include options in this survey for online activities in regard to the Citizen's Charter questions. To illustrate: I did not see the Citizen's Charter because the activity was actually the online LANDBANK Pre-employment Exam. Since it was online, there was no chance for me to physically go inside the LANDBANK offices to inspect any posted Citizen's Charter, so the Citizen's Charter questions are not relevant to the activity and my answers should not be adversely taken against LANDBANK.	1
Please include options in this survey for online activities in regard to the Citizen's Charter questions. To illustrate: I did not see the Citizen's Charter because the activity was actually the online LANDBANK Pre-employment Exam. Since it was online, there was no chance for me to physically go inside the LANDBANK offices to inspect any posted Citizen's Charter, so the Citizen's Charter questions are not responsive to the activity and my answers should not be taken against LANDBANK.	1
Please maintain your courteous and patient service to your customers; always serving with a heart and a warm smile as clients are sometimes annoying or can't get the instructions easily. By treating them nicely, not only are you a great help to their concerns but they will be very much satisfied and thankful for the quality customer service rendered.	1
Please make ATM always available.	1
Please make the CC visible immediately after a person enters the establishment. Thank you.	1
Please more ATM machine that is working properly	1
Please provide also water or maybe snacks while waiting for thier turned	1
please put a large sign on the highway outside the airport for easier access to the branch	1
Please regularly check the ATM located at the Municipality of Los Baños (the old one) for maintenance, thank you.	1
Please remove the cover in the counter.	1
Please update your preventive maintenance on mobile apps system to avoid interruptions during online payment or transfer of fund transaction.	1
Please, you need to add another staff for new accounts to avoid delays of clients.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Pleased make some priority number in every transaction so that Hindi Ka maguguluhan pagpasok mo sa opisina. Para alam namu kung saan kami pipila at Daan table kami for our transactions. Thank you	1
Pls always make available daily your new bills from 20.00 pesos up to 1k, particularly 20s & 50s.	1
Pls assist your customers well and be anticipate their transactions.	1
Pls give priority the brgy transaction always	1
PLS OPEN ANOTHER BRANCH IN ORMOC CITY, CLIENTS VOLUME GETTING INCREASED IN NUMBERS	1
pls provide additional teller for smooth and faster transactions	1
Pls.replace the position here in puerto galera leaf same attitude of Ms.Mrs..	1
polite / friendly employees including the manager	1
Polite and courteous. Smiling and accomodating.	2
Polite Approachable	1
Polite personnel smiling and friendly	1
polite staff and smiling personnel	2
Positive attitude remains their most special strength.	1
Positive feedback	1
Possesses a positive attitude towards criticism and comments from colleagues and superiors.	1
Possesses hunger for expertise and knowledge.	1
Pra po sakin mbabait nman po lhat ng staff hnggang s mga security po, maayos po s pkikitungo ang buong staff.	1
Pra skin ok nman ang serbesyo.very good	1
Pretty and accommodating staff	1
Pretty sexy lady mabait	1
Prioritize senior citizen..	1
Prioritize students who will have class in the next hours upon arrival	1
Priority nila yung senior maayos yung process and transaction	1
Priority number	1
Priority po kaming mga senior at mabilis ang serbisyo.	1
Pro active and good service lahat compare sa ibang bank the best talaga ang landbank lalo na dito sa Don M banzon	1
Probably add the number of tellers for much faster transactions. Thank you.	1
Process Flow of transaction should be posted to have a seamless transaction with client.	1
Process is smooth and fast. Keep it up!	1
Processes was simple and my transaction was completed with a minimum waiting time.	1
Processing my transaction was easy and fast. Thank you.	1
Processing of my complaint was thoroughly explained to me	1
Processing of my salary loan was very fast and easy. And the alternate Salary Loan Bookkeeper Mr. Renzo at the time was very accommodating in my inquiries which made me want to recommend the Branch to others. Keep up the Goodwork and Thank you.	1
Processing OnColl payments is definitely efficient here at Landbank Paniqui. Kudos to the employees po.	1
PROMPT AND ACCOMODATING	1
proper turn around time of assistance per clients	1
Provide a larger CC foe clients to see	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
provide additional teller/personnel to cater transactions like loans.	1
provide all informations needed	1
provide another staff for faster service.	1
Provide Citizen charter at the entrance of the bank and make it readable for all. Better if it is printed in the tarpulin. Thank you so much for your service in public	1
provide coffee or water for client	1
Provide Excellent Internet connection for the Online Account application	1
provide excellent services and the staffs are well mannered.	1
provide free wifi for clients	1
Provide internet access for e-transactions or e-payment (must be monitored for security)	1
Provide more staff for more convenient to accommodate large volume of people.	1
provide parking for your client	1
provide snacks for waiting clients	1
Provide us your best and competitive rate for us to reinvest our maturing funds wd your bank as well as transfer/invest fresh fundas from operations	2
provide wheelchairs for PWDs and senior citizen	1
provided good services	1
provides good service to their clients, the staff are approachable and easy to talk to	1
provides great service	1
Provision of additional staffs for new account to cater large number of clients given that the location is expected to have large number of clients from neighboring municipalities	1
Put up another LBP Branch in Ilagan or near Ilagan to decongest clients flooding the sole Ilagan Branch.	1
Pwede hanggang 5:00 PM mag-open	1
Pwede Kaya maglagay Ng machine for withdrawal. Ng passbook Account. Thank you and God bless!	1
Quality	1
Quality customer service at it's finest...this is my second time coming here and it's my first time to do the survey	1
QUALITY SERVICE	3
Quality Service to Clients	1
quality service was delivered and shown to every client	1
Quality Service!	1
Quality service.	1
Quality services	1
quality time	1
queing number if possible. Yet service is great	1
queuing in the telephone line for customercare services in times need is very long. It would take for about half an hour before we can speak with a representative. I suggest you could add more representatives to attend costumers who are in need timely.	1
Queuing machine	1
Queuing system	1
quick & efficient, I'm satisfied	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Quick and effective solution was given. Instead of 2 to 3 months of waiting for GSIS ecard activation. It only took a few hours and was able to use the ecard immediately	1
Quick decision	1
Quick service	1
Quite satisfied how Mr. Ronnie M. Kong handles client's concern with utmost promptness...a manifestation of excellent public service. Good Job!	1
Razel Alvear - courteous, accomodating and smiling	1
Razel Alvear - very accomodating, approachable ansd smiling.	1
Readily available Suggestion Box for feedbacks.	1
Really good branch with competent staff.	1
received pdc in all branches	1
Recommendable, Thank you for catering with us.	1
Recommended her meshel tuban to be in higher position Also mark dude malalay very helpful easy to talk too	1
Recommending good customer servive....Mam Venus Javallana for answering my questions and suggestions.. so courteous to your client.. Lucky you have her as an employee.	1
Redemption of points thru app.	1
reduce the transaction fee	1
Regarding offline,but still i appreciate that they still try their best to accommodate us,thank you LBP Moalboal	1
Rehabilitation for bigger borongan Branch and can accommodate mass number of clients.	1
Reliant and Safe to Interract. Very Good	1
Religiously follow and maintain what the CC described.	1
Request for atm in our area since during peak periods there are so many transacting clients at the branch where there are 2 atms only.	1
Request for the increase in credit limit is easy, personell handled the request very well,.	1
requirements are easy and simple	1
Responsive and Diligent	1
responsive and helpful	1
responsive ang mga staff, helpful and approachable.	1
Result-oriented. Carries out duties until tasks are completed	1
Rolando siccion president of Rolando C siccion surveying office and solar surveying corporation, nag update kami ng mga signatory ng company Namin. Mabait at mabilis Ang transaction namin thankyou miss RAZEL ALVEAR	1
Ronalyn Conde is very approachable.	1
Rose Genevive Aldaba approachable	1
Sa akin maayos naman from the guard to the teller and staff	1
Sa akin naman ok naman sila, mabilis komilos	1
Sa aking na experience ok naman po serbisyo nila	1
Sa aking nakikita Wala namang dapat Serbisyo na I dagdag pa at baguhin dahil mabuti ang mga pakikisama ng mga staff at maayos ang mga transactions	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sa akung tan aw sa elaha branch isip example sa usa ka banko kay amazing,responsible Amazing tungod njndut ang dagan sa elang banko in terms sa teller and caahier Responsible kay tanan tellers even the managers kay mu take og time parq sa mga customers magpasabot ug unsay anggay mga pamalaud sa banko	1
sa bagong branch , SALAMAT PO	1
Sa email sana sumasagot kayo	2
Sa entrance pa lang nag greet na ang mga guards, very helpful sa mga inquiries or sa pag fill up ng forms. maayos ang queing. Mainit lang sa loob pag marami na ang mga tao. Tellers are accomodating. Manager is always smiling and at work. Pag skeletal sila sya mismo ang nsa teller or verifier. Always at work and willing to help mga clients. Kudos Camiling branch.	1
Sa experience ko ay napakhusay ng inyong serbisyo.	1
Sa experience ko laging ngta2gal sa paginital ni manager/o ni mam sa check kasi sa tuwing mgdeposit ako ay wala sila. Sana ay laging available sila para sa mabilis na transaksyon.	1
Sa lahat po ng banko na napuntahan ko dito lang po sa LANDBANK GUADALUPE BRANCH ko nakita ang Good service talaga. Nakakatuwa po kahit un mga manager or yun mataas katungkulan lumalapit sa mga tao. Salamat po kay Sir Bactol, super bait po. Good Job po sa inyo. God bless you more po!	2
Sa loob maayos maasikaso yung mga	1
Sa NAC po dapat madagdagan nang staff dahil marami ang process sa pag open account at nag snapshot, and other transactions sa kanya parin kahit mga simpling tanong nang mga client's sa kanya parin kaya minsan matagal ang pila sa opening of accounts. Salamat	1
Sa ngayon ay wala akong suhestiyon dahil maganda at maayos ang transaksyon.	1
Sa ngayon po, wala pa akong makikitang isuggest dahil napaka ayos at napakamadaling kausap po ng mga employee ng Landbank siniloan.	1
Sa number walang nakapaskil para makita agad kung saan pupunta	1
Sa online transaction kasi kapag nag paypal ako ng P30k lang ang limit per day sana palakihan ito kasi palagi akong nag ta transfer sa US	2
Sa over the counter at Ang fund transfer iaccess maganda Ang serbisyo Nila Ang verify at Ang teller	1
Sa pamamagitan po ng paghuhulog ng tama sa month na nakalagay	1
Sa priority minsan nakakalimutan kung sino ang mauuna	1
sa sobrang ganda ng serbisyonang naibigay, at pinakita niyo sa amin ay wala na po akong maidagdag na ibang paraan para mapabuti ang inyong opisina dahil kayo'y napakabuti	1
Sa tagal ko na sa pagbabangko simula noong UCPB hanggang ngayong Landbank na hindi nagbabago ang galing sa serbisyo ni Ms. Venus at lalo pang humuhusay. Pagpalain ka nawa at ang branch na iyong pinagttrabahuan.	1
sa tagal ko pong customer sa landbank mabilis at magagalang ang mga staff	1
SA tamang Oras at pagkakaisa Ng bawat empleyado upang mapabilis Ang transaksyon Ng kukuha Ng Pera. Land bank smiles 2023	1
Sa tingin ko mapaabuti ang inyong serbisyo sa pamayanan kung magtutulong tulungan Ang lahat para mabigyan ng magandang kinabukasan Ang lahat ng taong nangangailangan ng tulong, Yun lang po salamat!	1
Sa totoo lang mabilis ang serbisyo ni Landbank compara sa ibang banko..to be honest, sa BDO kapag nag deposit ako doon inaabot ako ng isang oras sometimes mahigit pa.. Samantalang dto sa Landbank allthough my numbering ai mabilis parin ang proceso. Very approachable dn ang mga empleyado simula sa guard hanggang teller..walang ring palakasan sa kanila kahit kilala ka nila ay sinusunod nila ang rules nila. Kaya salamat sa magandang serbisyo Landbank, Keep up the good work po..	1
Sa tuwing pupunta ako sa bangko nila, palaging malinis at wala akong nakikita kalat, nakakagaan ng pakiramdam.	1
Sagljitan lang ang pila	1
Sakto ang bilis at mababait at nagreet ang lahat ng staff pati ang mga guards	1
salamat	1
Salamat at mabilis ang proseso Rekomend ko oi landbank sa iba	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Salamat at mabilis ang service ng Landbank San Jose	1
Salamat at nakuha ko kaagad ang request ko	1
Salamat hosa lahat ng mababait.n staff	1
Salamat kay Ms. Tine Castillo, Despite na marami silang ginagawa inayos nya po agad ang kailangan ko.. maraming salamat ulit god bless conception marikina branch	1
salamat land bank	4
salamat land bank san jose sa serbisyo	1
Salamat landbank	3
Salamat Landbank Balanga Don M Banzon sa pag assist at pagiging magiliw sa mga client	1
Salamat Landbank dali ra kaayo nakuha akong ATM samot na kay girequest pa nako nga gikan sa pikas branch dri ra nako kuhaon sa CP Garcia ug tuod man dali ra ang pagaction ninyo s akong problema maayo inyo serbisyo	1
Salamat landbank sa serbisyo	1
Salamat Landbank sa tunay na serbisyong inyong pinagkakaloob	1
Salamat mabilis ang serbisyo	1
Salamat napaka napaka magagalang ang mga tao dito sa lbp magalanes cotabato city.	1
Salamat po	1
Salamat po and Godblesd	1
Salamat po at mababait at magalang lahat	1
Salamat po LANDBANK sa tulong nyo saming mga Farmers.	1
Salamat po mabilis ko nakuha ang certification. Need ko urgent for my visa application.	1
Salamat po ng marami	1
Salamat po sa fast and excellent service LBP Paniqui	1
Salamat po sa inyo at mababait po sila sa amin	1
Salamat po sa inyong magandang serbisyo	1
Salamat po sa laging mabilis na pagtugon.	1
Salamat po sa land bank at madali naming nakuha ang kailangan at maganda ang serbisyo maayos din	1
Salamat po sa landbank	1
Salamat po sa maayos,magalang,at mabait na pag asist po sa inyong mga client gaya po nmin,,godbless and more power po sa inyo	1
Salamat po sa mabait na staff sa pag asisst	1
SALAMAT PO SA MABILIS NA PAGTUGON.	1
Salamat po sa mabilis na proseso ng ATM OPEN ACCOUNT	1
Salamat po sa magandang pag aprotch nyo	1
salamat po sa magandang serbisyo	1
Salamat po sa paaccomodate kahit late ako nakapasok. Malayo pa kasi ako galing. Need ko po talaga ng perakasi	1
Salamat po sa pag assist sa pag palit ng pin ko sa 4ps	1
Salamat po sa pag encash Ng tseki ko kahit sa Estosan Ang aking tseki. Mabilis at magalang po sila.	1
Salamat po sa pag open ng piso account ko	1
Salamat po sa pag tulong sa akin	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Salamat po sa pagaaccommodate samin. Mabilis po ang serbisyo palagi.	1
Salamat po sa PISO account, legit po pala tlga sya. Salamat sa landbank buluan branch sa mabilis na transaction. Nakuha ko po agad ang atm ko at nalaman ang iba pang info tungkol sa piso account. Matulungin po ang staff na nag open ng account ko at napakabait. God bless you maam!	1
Salamat po sa sierbisyo...	1
Salamat po, sobrang bilis po ng proseso	1
Salamat po.	2
Salamat sa best Landbank branch na handang tumulong at mag-assist. Mabuhay kayo!	1
salamat sa land bank	7
salamat sa land bank employees	1
salamat sa land bank maayos yung process lagi sa land bank	1
Salamat sa landbank . Na binigyan nyo po kame na ganitong froggrama.	1
Salamat sa landbank and maayos yung process	1
Salamat sa Landbank San Jose sa maayos na serbisyo	1
salamat sa maayong serbisyo	1
Salamat sa mabait na nag serve sa akin pag open ng account	1
Salamat sa mabait na staff at nakapag open ako ng bank account ko for savings.	1
Salamat sa mabilis at maayos na serbisyo	1
Salamat sa mabilis na pag gawa ng request ko	1
Salamat sa mabilis na pagprocess ng aking salary loan application. Malaking tulong po ito sa aking pangangailangan.	1
salamat sa mabilis na serbisyo ng land bank	1
Salamat sa mabilis na transaksyon	1
Salamat SA mabuti na inadulot SAMaming makakain	1
Salamat sa mabuting serbisyo	1
Salamat sa magandang serbisyo	1
salamat sa mga empleyado ng san jose city sa mabilis nlang serbisyo	1
Salamat sa mga empleyado ng land bank	1
salamat sa mga empleyado ng land bank san jose city sa kanilang mabilis na serbisyo	1
Salamat sa mga guards na nag assist sa akin at sa staffs sa loob. Hindi na ako nag intay nang matagal at napakababait ng mga tao sa bangko.	1
Salamat sa mga nag aassist	1
Salamat sa mga nag assist dahil mabilis at maayos ang kanilang serbisyo	1
salamat sa mga staff mababait sila at umaalalay sila ng maayos sa mga matatanda. Salamat	1
Salamat sa pag asikaso k Dili ko kalakaw imo mi gitabangan mka open sa ako SSS disability nga account.	1
Salamat sa pag assist sa amin.	1
Salamat sa pag guide sakin saan dapat na tao mahg transact	1
Salamat sa serbisyo ng land bank	2
salamat sa serbisyo ng land bank employees	1
salamat sa walang sawang suporta.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Salamatvlandbank sa pag care nyo sa aming mga 4Ps	1
Saludo kami sa support and services ng LBP sa aming agency andnpersonal accounts.	1
Salute po kay mam jane valera and mam jinky egea sobrang babait at maasikaso. Lahat po ng concern namin natulungan po kami. Thank you po sainyo. Goodjob po sa inyo! Godbless	1
Sana always kayong healthy para lagi kayo nanjan para saming mga magsasaka lalona ang mga stuff ng Land bank na mababait at maasikaso	1
sana ang pag issue ng passbook ay s counter n din, kesa s magpila ulit s another counter. tnx po	1
Sana ay magkaroon ng mas malaking office or space ng LBP Boac para di naman mainitan ang mga customer nito.	1
Sana ay maipagpatuloy ang mabilis at magandang serbisyo kahot hindi senior citizen	1
Sana clear ang instruction na ibinibigay sa amin para hindi kami nagpapabalik balik kasi almost 2 months bako ko nakuha iyong pera ko, sana mas shorter pa iyong time (Tt)	2
Sana dagdagan ang mga agent kasi matagal bago makapasok iyong call ko	2
Sana dagdagan ang teller para mas mabilis ang transactions.	1
Sana dagdagan po uli ng ATM machine. At sana baka puede yung oras na 3pm ang closing time baka puedeng gawing 3:30pm po ang closing	1
Sana i accept din yung mga nag oopen account ng business na walang COR-BIR	1
Sana ipagpatuloy ng mga impliyado ang mabuting pakig ugnayan naming mga magsasaka.	1
Sana ipagpatuloy nyo lang po ang maayos at maganda ninyong serbisyo	1
Sana kapag may down system advance iyong announcement lalo na kapag payday. Palagi kasi nangyayari iyon siguro dahil na rin sa volume of transactions"	2
sana lumuwag or lumaki magagalang at maasikaso lahat	1
Sana maayos parin Ang pakikitungo sa Amin at matulingan kaming makaahon Saka hirapan at mapaaral namai mga anak Namin,tsaka makabili kami sa pangangailangan Ng pag.aaral sa mga anak Namin maraming salamt sa tulong malaking tulong Po talaga ito sa Amin God bless..	1
sana mababaan pa amg charge	1
Sana mabigyan ng priority lane ang mga municipal treasurer	1
sana madagdagan ang aircon	1
Sana mag accept ng second endorse check ang Landbank	1
Sana mag tuloy tuloy mabilis ang process	1
Sana maging courteous naman ang security guards nyo. They're a bit rude when I went there with my toddler bec no ones gonna look out for her, though I understand there are some policies, but sana maging polite naman tayo when asking or assisting clients. But overall the service is good, though I have to go there twice to complete my transaction	1
Sana magkaroon ngnumber na mas madaling macontact using mobile phone	2
Sana maglagay pa ng ibang ATM Machine	1
Sana makita ko mag smile si georgette thank you	1
Sana manatili palagi ang maayos at prompt services to all clients ...	1
Sana mapanati tulongan Ang Hindi alam Ang gagawin Kon paano magtanong sa inyo ,,salamat	1
Sana marami pang employee dahil marami na rin ang mga customer. But transaction is fast	1
Sana mas convenient ang application ng easy pay, mas okey kung integrated sya mobile banking app.	1
sana mas mababa nag service charge	1
Sana mas mabilis yung transaksyon sobrang tagal. Pero at the same time mabait at maintindi nmn ang mga staff	1
Sana mas maluwang ang office area ni ma'am teller. Kawawa siya sa sobrang liit ng space niya	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sana mas mapabilis pa ang pag approved at salamat kay ma'am na nagasikaso sakin sobrang bait at maunawain niyang tao	1
Sana mas mapabilis pa yung transaction at mag improve	1
Sana mas marami pang magsasaka ang maabot	1
Sana may concierge na magsasala ng mga tanong o concern ng mga customer para sa tamang section sila mai-direct.	1
Sana may digital number monitor yun lang pero maganda yung service ng landbank maayos din	1
Sana may pakape!!	1
sana po ay ibalik na sa 5 years ang term ng aming salary loan. maraming salamat po	1
Sana Po ay lagging mabilis at di magbabago Ang inyong serbisyo sa Amin... Salamat po	1
Sana po ay magkaroon ng mga extrang upuan sa labas para sa mga naghihintay	1
sana po ay maipagpatuloy ang magandang serbisyo ng landbank	1
Sana po ay maipagpatuloy pa ang magandang serbisyo ng landbank. Salamat p	1
Sana po ay mapabilis na ang pagbbgay/pagpapalit ng Umid card.	1
Sana po ay marami pa ang matulungan ng landbank dahil sa magandang serbisyo	1
Sana po Digital or naka monitor po ang numbering ng bawat tao	1
Sana po if may concern or question po ako na aking na email sa inyo, masagotan po agad kasi bago pa po ako hindi pa masyadong kabisado lahat. Pero overall, maraming salamat sa serbisyo at tulong na makapasok ako sa aking pinapangarap na trabaho.	1
Sana po kuha po agad ang atm after mgfile ng savings account thank you po	2
Sana Po laging Maaga magbukas para Hindi laging pila..	1
Sana po lakihan po yung branch ng land bank sa tungko	1
Sana po madagdagan Ang Aming loan dahil sa TaaS Ng prisyo Ng mga abuno at binhi.	1
Sana po mag lagay Ng upuan sa labas	1
Sana po magkanroon nadin ng kiosk deposit machine para mas madali ang pag deposit ng pera lalo na pag savings account.	1
Sana po magkaroon ng time frame bawat barangays in a municipaLity kung magkaroon ng mass withdrawL para sa mabiLis at maayos na pagproseso at hindi matagalan ng pag iintay sa Labas ng opisina	1
Sana po mas mabilis ang pagcontact sa mga applicant.	1
Sana po mas mabilis macontact ang mga applicant. Thank you	1
Sana po may aircon	2
Sana sa kagaya kong client, paying the whole amount every due date huwag na sana i-reflect sa bill iyong annual fee.	1
Sana sa lahat ng LBP branch e mayroon na Napaka helpful at always jolly na employee kagaya ng new accounts personnel ng LBP Tayabas na SI Ms. Rodelita Zarsaga. Thanks Ms.Zarsaga for a wonderful experience you accorded to me and my son. Hanggang sa muli.	1
Sana wala ng charge fee kasi government naman ito, pero all in all okay ang service mabilis. Kung kaya pababaan ang 100 pesos ma charge fee mas maganda	1
Sana yong ATM machine natin palaging hindi offline at dapat may laman ng cash hindi nauubusan palagi	1
Sana yung kapag pension day sana dalawa yung machine kasi minsan yung isa walang laman pero maayos sa landbank mabilis talaga	1
Sanay maabot nyo pa po ang mga kababayan nating nasa mga malalayo lalo na ang mga nahihirapang makahanap ng koneksyon	2
Sanay mas lumawak pa po ang maabot ng inyong serbisyo	2
Sapat at wala ng dapat baguhin.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sapat na po base sa aking nakikita at nararamdaman, tiwala naman po ako sa LBP kahit saan man po mapunta! Good luck po at god bless!	1
Sapat na wla na akong masasabi its good	1
Sapat na.	1
Sarado na pero pinagbigyan p rin ako dahil emergency	1
Satisfied	6
Satisfied and thankful to all staff,god bless to all	1
Satisfactory	1
Satisfactory level	1
Satisfie ako services, immediately naman na-resolved. Sana iyong security ng online transactions ninyo at I strengthen ninyo pa	2
Satisfied	50
Satisfied ako sa serbisyo sang mga empleyado sa Landbank-Passi. Salamat gid	1
Satisfied and appreciation to all employees	1
Satisfied and excellent	1
satisfied and fast transaction	1
Satisfied and friendly yung mga staff yun lang thank you	1
Satisfied and solve naman ang punta	1
Satisfied and they entertain their client well	1
Satisfied and very happy with your services. Congratulations!	1
Satisfied client	2
Satisfied client here, transaction is fast. Than you	1
Satisfied client here.	1
Satisfied client here. Thank you for the happy face extended to your clients. Very accomodating staff...nakaka gaan ng loob.	1
Satisfied client salute to all	1
Satisfied client. Keep up the goid work.	1
satisfied client..	1
Satisfied client/customer	1
satisfied costumer	2
satisfied costumer po.. thank u Landbank	1
Satisfied Customer	6
Satisfied Customer always	1
Satisfied customer and continue to aim for excellence!	1
Satisfied customer from MMDA Treasury	1
Satisfied customer here.. And fast transaction and approachable staffs	1
Satisfied customer mabilis maganda sa landbank San Jose branch	1
Satisfied customer so far	1
satisfied customer staffs are kind	1
satisfied customer.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Satisfied for thier performance.	1
satisfied if the services...Keep it up	1
Satisfied in Service	1
Satisfied kase maayos yung serbisyo malamig sa loob heheh	1
Satisfied kase regular customer po kasi and good service sa landbank	1
Satisfied kasi mabilis	1
Satisfied ko sa ila service maayo mo approach og smiling ang teller, new accounts and manager. I like this branch.	1
satisfied ko sa service sa lapulapu branch.	1
Satisfied much for the services rendered by LBP Staffs.	1
Satisfied n po ako.wla n akong suhestyon	1
Satisfied na ako sa serbisyong kanilang binigay saakin, sobrang bilis naman ang kanilang serbisyo..	1
Satisfied naman ako pero sana mabilis , 2 to 4 days iyong inabot ng concern ko sana mas mabilis (ang resolusyon) mas ma expedite pa kasi paano na lang if talagang emergency at kailangan talaga ang pera	2
satisfied naman ako sa kanilang serbisyo, kaya wala na dapat baguhin.	1
Satisfied naman nabalik naman agad after 3 days ang aking pera	2
Satisfied nman ako	1
satisfied of their services especially their customer service. staffs are friendly too	1
Satisfied of their services especially when we are processing our salary loan. it was released fast. i will recommend it to my friends.	1
Satisfied on ther service from guards to all staff	1
Satisfied po	2
Satisfied po ako sa kanilang serbisyo.	1
Satisfied po ako sa services Bacolod Gatuslao Branch.;GODBLESS po sa lahat	1
satisfied po ko sa serbisyo ng mga staff mababait maasikaso plus magaganda pa ang mga staff..	1
satisfied sa mga service	1
satisfied sa service	2
Satisfied sa service ng landbank	1
Satisfied sa Service ng LBP	2
Satisfied sa service thankyou capitol branch	1
Satisfied the service	1
satisfied the service, transaction that I availed	1
Satisfied to there services	1
Satisfied very accommodating	1
Satisfied with all my transactions in this bank.	1
satisfied with all tge services	1
Satisfied with bank service but it would be nice if the banking hours will be extended same with other banks.	1
satisfied with service	1
Satisfied with the customer service and the person I talk to is very helpful and kind	1
Satisfied with the customer service provided	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
satisfied with the service	2
Satisfied with the service given by the staff. :) 100%	1
satisfied with the service of LANDBANK SURIGAO BRANCH and highly reccomended	1
satisfied with the service po, thank you and God bless you!	1
satisfied with the service that I availed	1
Satisfied with the service.	4
Satisfied with the service. Tellers are very approachable	1
Satisfied with the service..	1
Satisfied with the services. Keep up the good work.	1
Satisfied with your services	1
Satisfied with your services Thank you!	1
Satisfied!!!	1
Satisfied.	1
satisfies	1
Satisfy namam ako sa serbisyo na aking natanggap. Staff are very much approachable.	1
satisfy naman okey ang mga employees and also the guards maintindi sa kleyente	1
Satisfying Po Ang service. Nagtatapos Naman sya Ng mabilis. Accommodating Po Ang kanilang staff kahit madami silang ginagawa.	1
Satisfying service! Very Friendly and accommodating	1
Satizfied customer here	1
seamless Transactions. Keep it Up Meyc. Branch!!!	1
Seamlessly transactions and fast services	1
Security and safety is very satisfying	1
Security guards must learn to greet customer	1
Security guards, officers and staff esp Ms eva and Ms Krizia of the branch were very accommodating. They let me in even if I was 2 mins late due to traffic. Transactions were done immediately	1
Seek and promote customer feedback and Delight your customers by exceeding their expectations	1
Seibisyong totoo	1
Self-inspired professional. Strives to complete all assigned duties on schedule.	2
Senior citizens are priority. Good job	1
Separate bulk transactions so that the customers with single transantion will not wait for so long. Keep smiling	1
serbesyong totoo	1
Serbirsyong maasahan	1
Serbisyo publiko	1
Serbisyong toto oh	1
Serve well	1
Serve with a smile. And fast transaction	1
Service is excellent and fabulous !	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Service are perfectly satisfied no suggestion its almost perfect	1
service at the counter and new accounts section was very satisfactory and prompt	1
Service at this branch is great, very fast service, accomodating and cheerful staff, service with a heart, always with a smaile	1
Service given is worthy of the time consumed to transaction, and is very commendable.	1
Service is already great.	1
service is commendable	1
Service is efficient and the employees are approachable	1
Service is excellent and the staff is very approachable..explains well	1
Service is excellent and the tellers are very nice, and very accomodating	2
Service is excellent, employees are all approachable.	1
Service is excellent. I am very satisfied. All personnel from the guards to the manager.. are very friendly and smiling! Thank you LandBank San Juan So Leyte!	1
Service is excellent. Staff knows their job and compensation given by the employer is not wasted.	1
service is exceptional.	1
Service is fast	1
Service is fast and efficient. However, the forms such as deposit and withdrawal should be redesign. It's small and hard to fill up and not carbonized. For clients to furnish copy.	1
Service is fast and employees are courteous ..	1
Service is good	2
Service is good and I like the courteous manner of the employees	1
Service is good and satisfied so no further improvement needed	1
Service is good and very accomodating staff	1
Service is good pero medyo mataas ang charge fe3 for encashment	1
Service is good.	1
Service is good. No suggestions	1
Service is good...keep uo the good work esp maam virgia sevilla and maam camille cabillon	1
Service is ok already.	1
service is satisfactorilly	1
Service is superb!	1
Service is very good	3
service is very good and employees smile	1
Service is very good as it is so I don't have any suggestions for now.	1
Service is very good!	1
Service is well rendered. No further suggestions	1
Service ok kaayo! very smiling and approachable silang lahat. salamat sa maganda serbisyo LandBank San Juan So Leyte Br.	1
Service Oriented	27
service oriented employees	1
service oriented. Great!	1
Service provided is excellent. Mababait ang mga staff.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Service provided is very efficient	1
service satisfied	1
Service time	1
service was awesome	1
service was excellent	1
Service was excellent and the employees are accomodating and curteous transacting with us.	1
Service was exceptional	1
Service was great	2
Service was nice and approachable employee	1
service was ok	1
service was perfect - truly accomodating and respectful	1
Service was very fast compared to other banks. Staff was really courteous and she really knows what she is doing.	1
Service with a Heart	1
Service with a heart at LBP-Capistrano Branch. Perfect!	1
service with a heart; special mention mam yham valencia of commendation	1
Service with a smile from the Guards to the employees. Keep it up!	1
services are already excellent courtesy of maam eden saligumba & maam nancy ugalde and the rest of the staff are absolutely welcoming , service oriented & respectful at Landbank -Magsaysay St., Sorsogon City branch	1
Services are already great and comply with quality standards.	1
services are satisfactory	1
Services are very much appreciated	1
Services are well delivered	1
Services is good and excellentstaff are very responsible and helpful especially in cash card processing	1
Services is good and the staff are so kind and generous. I hope they will continue good service. Thank yoy	1
Services is indeed great.	1
Services is okey	1
Services needed were provided with efficient output.	1
Services of the branch is satisfactory. Kudos	1
Services ok, particularly in processing of Manager's Cheques and updating records. With special mention of Charmaine Mastura, Cotabato Magallanes, she's so friendly and accomodating.. Thank you Landbank	1
Services provided by this bank are very satisfactory.	1
services rendered satisfied	1
Services satisfied	2
Services shall be rendered to clients with utmost attention and immediate action on the subject matter referred thereto.	1
Services well rendered. Nothing to suggest.	1
Services were great and the staff were courteous.	1
Services were rendered on time and accurate.	1
Shares positive thoughts and ideas on issues, and this helps others to have a positive outlook about their jobs.	1
She assist me well and has a beautiful smile	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
She is approachable and kind employee.. Thank you maam weng	1
she is very approachable and kind.keep up the good work	1
shes very knowledgable and very kind and helpfull.	1
should add more teller for faster transaction but so far it is nice doing transaction in this bank. thank yoy	2
should have a bigger office.	1
Should have priority lane for regular client/partner specially in daily banking transaction.	1
Should have separate lane for senior citizens	1
Si Counter 1 po ay sobrang bilis sa pag process ng akin transaction at sobrang bait po.	1
Si mam sharon ay matiyaga dahil ako ayg tinulungan dahil ako ay ns mild stroke at sa mga tanong ko ay sinasagot ng maayos at nakangiti. marami pong salamat	1
Siguraduhing updated ang mga applicant sa status ng kanilang application	1
Siguro in terms of makapag provide ng mobile number para mas accessible. Intermis of service okay naman	2
Siguro kung madagdagan ang bilang ng empleyado para naman maibsan o mabawasan ang oras ng paghihintay ng mga tao	1
Siguro sa claims ng points sa credit card nagpi-fill up pa sa form sana maging available ito kung possible sa iAccess para mas mapabilis. Iyong pag reach sa customer care hotline matagal mas shorter period sana ang paghihintay ng customer.	1
Sikapang pang mas mabilis pa ang pagbibigay serbisyo sa lahat ng mga costumer. Salamat po.	1
Since banking with Landbank, ive always received courtesy, professional and quality service. I feel special when i come to Landbank.	1
Since from the start that i loan in landbank, the Staff is nice and approachable. The services are fast in releasing. Thank you Ms. Victoria Jara.	1
since naa nay cellphone number and landbank sa amo mga farmer, if ever naay mga bag-o nga pragrams and policy ang landbank please inform us gamit amo-ang cellphone numbers para pud ma-aware ang farmers.	1
Since the Office is located in Metro Manila, communication is difficult and constly for clients from the provinces. I wish they have a toll-free number for all telcos (Smart, Globe. PLDT).	1
Since the application process is already more on online transactions, maybe an online tracker for applicants application process is helpful. This will help applicants have a clearer view of what are the next steps of the recruitment process and will help us have enough time to prepare for the exam or interview for example.	1
Sir Bern has been so accommodating and efficient in assisting in all our transactions. We are always treated well and nice everytime we visit the bank.	1
Sir Darius of Landbank Lipa was very helpful and accommodating. He is very polite and patient with all our queries snd transactions. Kudos!	1
sir dick and ms shirley was so accomodating	1
Sir Espino made an excellent service thank you	1
Sir John Paul Carriedo is very accommodating.	1
Sir Mikkel is very accommodating and answers my queries as soon as possible.	1
Sir Rolando Jaquias was very accommodating, approachable and helpful staff of Sual Hub. No time was wasted when I transact regarding my salary loan. If the highest rating is 5, I rated him 5.	1
six sigma/excellent w/ service quality, Ms. Gina Cañizares possess a caliber of highly respectable manager of this branch. Landbank is lucky to have her as part of one among the dominant bank in our country. Her presence in the bank is truly an inspiration to stick as a loyal client of landbank.	1
Smile	1
smile always po, para goodvibes ang salubong sa mga clients	1
Smile and to serve me	1
Smile lang jud bisag hagdard na	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
SMILE Scan is a great assessment tool regarding your service... but contrary inside the facility stated cellphone must be turned off.	1
Smile survey gives always us smile. "Awesome smile"	1
Smile when someone needed some refreshment.	1
Smiling faces at matutulungin ang mga staff sa branch. Inaassist nila kami at mabilis sila hindi na kami naghihintay nang matagal	1
Smiling to serve you	1
Smooth and fast transaction not unlike before. Assisted good and quality service shown. Officer in charge is very approachable in any kind of transaction.	1
Smooth and transaction fast	1
Smooth and very friendly staff. I have a great day spending my LBP transaction at Lebak Branch.	1
Smooth flow of transactions and queries are addressed accordingly.	1
Smooth sailing	1
Smooth sailing transaction especially due to the online form. I would like to commend Ma'am Love Carandang who assisted me when I opened my account.	1
Smooth transaction	4
smooth transaction , kind employee, convenient	1
Smooth transactions	1
smooth transactions.thanks	1
Smooth yung process sa landbank	1
Snacks coffe or candy while waiting to be called .	1
snr lane	1
So approachable	1
So approachable , considerate and with good heart - just continue with this. SMILE minus Stress ..thank u	1
So comfortable in the office. Excellent service!	1
so far , wala naman . The service was good and also the employees . Thank you!	1
So far ,So good	1
So far ,their service is smoothly running and the employees are very much approachable..That's why no need for improvement,hoping that they will forever be kind and approachable to all	1
So far all are goods	1
So far from manager down to it's subordinates all staff were good and with empathy to thier clients..they are all doing thier job well.	1
So far good service base on my first time expercience	1
So far I am happy with the service.	1
So far I am satisfied with the service they've given. The people here are so nice and easy to approach	1
So far i am satisfied with the services rendered. Thank you.	1
So far I had the best service and kindness from staff. Thank you so much.	1
So far I have no concern about my transactions.People there is so Friendly,Helpful and a have a Smiling approach.Thank you and Godbless	1
So far I have no suggestions, based on my experience I really enjoy my transaction here without interruptions, due to the fact that all the employees here are very detail oriented, compared to the other banks that i transact with.	1
So far I'm satisfied with the service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
So far in my experience I received a good services from the employees	2
So far I like the services of amlan branch	2
So far no worries when it comes to handle the client very well serve on client ...	1
So far none, I am satisfied to all the staff of LBP Intramuros... very accomodating (from verifier, teller and to the person who process in crediting our ADA's specially by giving us extra time if we need it... thank you so much team Intramuros.... Kudos to all....	1
so far nothing. Thanks for the help. :)	1
So far ok naman po	1
So far ok nmh poh ang service at very acomodating ang mga staff	1
So far okay nmh po	1
So far po, wala naman po. When it comes to teller and client relationship.. all staffs are very accommodating po. When in services po, they fulfilled our needs naman po. Thank you po	1
So far so good	3
So far so good and they are so kind and I am very well accomodated.	1
so far so good and very satisfied	1
so far so good!	1
So far so good, very satisfied	1
so far so good. Good service.keep it up	1
So far so very good	1
So far soo good my addition is additional person sa new account..	1
so far the best bank..there's nothing more suggestion i can give	1
So far the landbank services are very good!	1
So far the parang branch is very accommodating, the employees are very responsive and approachable to their customers they bring good ambiance to their office branch especially to thier beautiful tellers Good Job and Keep up always the good work! Thank you very much	1
So far the service is fast and easy and very accommodating personnel. Very good customer service.	1
So far the service is good.	1
So far the service is very approachable.	1
So far the staff is very kind, please maintain that. thank youu!	1
So far the teller is approachable and nice which is okay for me and the branch here is clean which is good and overall the services is good	1
so far their service was good for me	1
So far very satisfied with their services with extra mile. Please continue to be accommodating the needs of your clients, thank you.	1
So far wala ako ma suggest. Iyong problem mabilis nasolusyunan okay ang system	2
So far wala naman. Iyong mga ATM na stand along sana may hotline para may something to call on	2
So far wala pa po ako masusuggest, since sa teller po ako lagi may transaction, napaka friendly po nila at ng mga guard. Mabilis po transaction. Nakasmile lagi. :)	1
So far you have been at giving services to your client. Keep up the good work.	1
so far your services are excellent.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
SO FAR, AN SERBISYO NA AKON NAKAWARAT IN MAUPAY, AN MGA EMPLEYADO MADALI MA APPROACH KUN MAY MGA PAKIANA, NAG AASSIST KUN MAY DIRI KLARO O DIRI ARAM KUN PANO. SALAMAT SA SERBISYO NGAN KUNTA DIRI MAGBAG-O, KUNTA PADAYON MAG IMPROVE NA MAGING MAUPAY PAGUD PARA SA PAGDELIVER SA MGA SERBISYO NA KINAHANGLAN SA TAWO.	1
So far, based on my experience transacting any business here in LBP- Calamba is so convenient and all teller in any designated are approachable.	1
So far, for me, I have no problem with all the transactions I have with LANDBANK. Thank you for the approachable and accommodating staff. May you continually strive for what's best for the company as well as for the people investing with you. Shalom. :-)	1
So far, I am satisfied with the services that Landbank San Jose, Antique Branch offered. Thank you very much.	1
So far, I have no suggestions because your service are good and the place was well ventilated.	1
So far, in all my transactions in landbank, I am not able to experience such a mean or rude employees. Though sometimes due to volume of transactions and ample of clients, the tellers need to speed up their process. Nevertheless, my experience in LBP was honestly good.	1
So far, the service is good	1
so far, they accomodated well. fast transaction at napaka bait ng mga staffs. Para saakin, ayos ang kanilang serbisyo. Napakahusay! Thank you sa pag entertain saamin. Keep up the good work!	1
So far, this office staff are all friendly and approachable. No comments for negative services.	1
So far, very good.	1
So far, wla Po akong ka suggest pero maganda Naman Yung pag approach lahat Ng mga empleyado at very approvable nila. Po thank you and Goodbless po	1
So good	1
So grateful for a convenient transaction.	1
So much satisfied and appreciated the services as well as the manager aand all other staff are so accomodating	1
So proud of the service of Meyc. Branch staff Very kind, helpful and proud also be a Landbanker. GOD Bless.	1
so smooth transactions	1
soa was promptly received	1
Soabrang bait	1
soar high! :)	1
Sobra matulongin ang staff ng land bank subic argonaut.	1
Sobra po akong tinulungan ni Mam Venus sa pag open ng account. Ako po ay senior citizen at lubos na natutuwa sa pagtulong niya sa akin sana madami pa po kayo matulungan na tulad ko. Salamat po.	1
Sobrang accommodating and bilis ng transaction. I would like to commend maam Cequiña for her very nice attitude in processing my transactions.	1
Sobrang ako nasiyahan sa assisted sa akin mga Security Guard ng land bank estancia branch si Deatras	1
Sobrang approachable ng staff ng Landbank Binangonan and they always passionate to their duties	1
Sobrang babait ng mga staffs nila at very accomodating. Ma'am Ching Mastura and Ma'am Olive isa sa paborito naming employees	1
Sobrang babait ng mga taga landbank paso de blas ang bilis p ng pag proseso sknila,,, "YOUR THE BEST LANDBANK PASO DE BLAS - BRANCH I LUV U	1
Sobrang bait and approachable ni Mam Alyssa Fay.. Napakasmooth ng transaction..super ganda pa	1
Sobrang bait ng empleyado at sa nag assist saakin thank you po	1
Sobrang bait ng mga staff.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Sobrang bait po and approachable ng staff nila. At maasikaso po silang lahat	1
Sobrang bait po at palangiti ang umasikaso po sakin.	1
Sobrang bait po ni mam hazel ang bilis ng processing at accomodating lahat ng staff po thank you so much po	1
Sobrang bilis at mabait at magalang	1
Sobrang bilis at solid ni federick pagtakhan	1
Sobrang bilis lang po ng transaction kakapasok ko lang na asikaso agad akala ko matagal hindi pala	1
Sobrang bilis ng pag aasikaso nila and di ka nila pag hihintayin ng matagal.	1
Sobrang bilis ng proses ni maam venus javellana. Inaasikaso nya agad ang mga customers. Thankyou so much more power and more more improvement	1
Sobrang bilis po ng service and bait po ng mga staff	1
Sobrang bilis po service and friendly po nila dito palagi	1
Sobrang galing mag asikaso ni Mam Venus sa pag oopen ko ng account sa Karuhatan branch. Napakabilis at masayahin siya. Recommendable.	1
Sobrang gandang serbisyo mabilis at mababait lahat Ng empleyado	1
sobrang hands on po ng nag aassist at sinisigurado na nagegets ko ang sinasabi nya, yun lang po.	1
Sobrang helpful po and excellent po ng service sa Landbank Paniqui.	1
Sobrang helpful po ni Mam sa mga needs ko po specially sa loans.	1
Sobrang maasikaso sa lahat lalo ngayon peak season sa brgy at sa lahat ng company. Kudos Caloocan Branch Thank you sa suporta sa brgy. Happy New Year	1
Sobrang mababait ang empleyado at mabilis sa trabaho	1
Sobrang mababait po ang mga employee at magalang	1
Sobrang magalang at mabait po ang mga staff	1
Sobrang maganda po ng service sa akin ni ma'am (Sharon Rosales). At ang pinaka nagustuhan ko po e palagi po syang nakangiti kaya naging komportable po akong makipag usap sa kanya at mahinahon and detailed po ang kanyang pag sasalita... Thank you so much po for Very excellent service.	1
sobrang maipag mamalaki ang mga empleyado.. Sobrang magalang. Mababait kausap. Thank you so much	1
Sobrang nakakaaliw ang nga empleyado kung tipong di ka maiinip na maghintay	1
Sobrang satisfied po ako sa customer service ng landbank navotas lalo na po kay mam jane valeras ngayon lang po ako nakaexperience ng sobrang smooth transaction lagi po naka smile at di talaga umalis hanggat hindi ok ang transaction namin. Love na love ko talaga ang landbank navotas dahil sayo mam jane. Thank you so much po	1
Sobrang saya at maayos ang pagtanggap sakin nila maam Fe, Maam Melody at maam Lerma. Commendations po for them. Thank you so much and more powers to LBP Malolos Hi way.	1
Sobrang Thankful ako sa staff lalo na sa verifier ky maam ching sobrang bait at inaasikaso kami ng mabuti napapadali ang transaction dahil very matulongin ,sa manager sir alabat sobrang humble at mabait den ,pagdating sa teller namn ang bait den nila napapadali transaction dahil inaasikaso kami ng mabuti, thank you po sa staff ng lbp cotabato branch don rufino	1
sofar wala napo ako masuhestiyon kasi sa na experience ko sa naga landbank ay overall maganda at napakabait nang manga staff	1
Someone to assist the online application	1
Sometimes the connection is lost	1
Sometimes umaabot ng dalawang oras ang paghihintay, sana Mas mabilis ang processing of transactions	1
sorry,wala pa akong suggestion as of this moment kasi nakuntento na ako sa inyong serbisyo po.maraming salamat ang God bless us always.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
South Cotabato Leading Center Mr. Marvin Lyndon Ganancial and Mr. Richan Ace Fernando responsive towards for facilitating the request of coop, they are helpful to provide the needs of our cooperative and they have excellent customer services. Its a big help and blesses to have them in our cooperative. The staff was really helpful.Thanks a lot LBP" LAKE Sebu Countryside Development Multi-Purpose Cooperative	1
South Cotabato lending Center Mr. Ervin Rey Belonio and Ms. Pearl Ponte provides accessible and responsive towards facilitating the request of coop,they are promoting a positive and helpful environment,providing excellent customer service, Our Cooperative are blessed to have them they help us grow and improve our business.	1
South Cotabato Lending Center Mr.Marvin Lyndon Ganancial and Mr. Richan Ace Fernando, we are so lucky to have you and for being so responsive towards the facilitating the coop request. You bring everyone together with your teamwork abilities and positive attitudes. Thank you for your excellent and for being part of our team." THANK YOU FOR BEING SUCH A GREAT COWORKER, SALUTE TO BOTH OF YOU."-Lake Sebu Countryside Development Multi- Purpose Cooperative-	1
Space for building..	1
Space for line if maraming tao	1
Special mention sa counter 1 na si Maam MK. Very approachable and naga entertain talaga. Madaling lapitan.	1
special mention to sir noel tibayan, maam faith cahiles and sir rudolph gesalan who were very helpful in assisting clients especially those clients located in the provinces. Our transaction were done online and thru calls, but my experience with them was easy as 1,2,3..very accommodating people from start to finish..	1
Special thank you to the manager, Ma'am Joy and her officemates namely; Johanna, Tine & Beda. Grateful for your assistance. May you always have the heart to help. More blessings to come.	1
Special Thanks kay Sir Mike, very accommodating kaayo. Salamat sa pagbulig sa akon bisan nagka problema na gid. Thank you saimong life. God bless. Thank you Landbank Surallah	1
Special thanks to April who assisted me!!	1
Speechless me	1
Spent a little time only while transacting.. well done	1
Splendid service	1
Stable online system to access my portfolio at any time at the day. MBA is sometimes inaccessible	1
Staff accommodation and treatment was excellent	1
Staff already have good customer service.	1
Staff and officer are accommodating	1
Staff and service has given polite and professional service given to there clients especially to the General Manager Maria Fernandez given us proper and nicely treatment during our iaccess process	1
Staff and tellers are very nice and helpful	1
Staff are accommodating..	1
STAFF ARE ACCOMODATING AND VERY HELPFUL WITH THEIR CLIENTS.	1
Staff are all accommodating, very friendly, and approachable.	1
Staff are all very accommodating and patiently assist us with our concerns and questions.	1
Staff are approachable and accomodating.	1
staff are courteous and accommodating	1
Staff are courteous and always helpful	1
Staff are courteous and service is efficient.	1
Staff are friendly	2
Staff are friendly and approachable.	1
Staff are friendly and helpful. Transaction was quick.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Staff are nice and very helpful especially ms. Razel	1
Staff are responsive and accommodating.	1
Staff are so helpful, and they are not rude	1
Staff are the best!	1
Staff are very accomodating and approachable	1
Staff are very accomodating even beyond working days to answer queries.	1
Staff are very accomodating to my concerns	1
Staff are very approachable and courteous.	1
Staff are very courteous and helpful	1
Staff are very courteous, friendly and kind, continue your excellence service especially zeus and caren on front counter	1
Staff are very freindly	1
Staff are very helpful and courteous!	1
Staff are very polite and accommodating	1
Staff assign at Leaf Pres Manuel Roxas shows dedication to his assign job.	1
staff assisted me nicely	1
staff assisted me patiently	1
staff haa a pleasing & good personality	1
staff has a pleasing personality	1
Staff in this office exceeds customer satisfaction	1
Staff is courteous	1
Staff is friendly and the branch is clean and well kept	1
Staff is so professional	1
Staff is very accommodating	1
Staff is very accommodating and assist us well in pur change pf signatories	1
staff is very accommodating.	1
Staff is very courteous to all clients Pantay pantay na magandang pag-asikaso to all. Even the security guards are polite, they even help in the queing.	1
Staff is very helpful	1
STAFF IS VERY KIND AND ACCOMMODATING. VERY GOOD SERVICE.KEEP IT UP!	1
Staff Maysie Ramos is very accomodating and helpful to the clients.	2
Staff politely answered my queries, very accommodating and respectful.	1
Staff serves my transaction well. Less hassle when doing bank transaction in this branch	1
Staff should smile all the time . Thank you and God Bless	1
Staff very approachable	1
staff was helpful	1
staff was kind and accomodatinf	1
staff was kind and courteous	1
Staff was very helpful and approachable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Staff was very helpful specially with Sir. Tuter. Overall it was an excellent service!	1
staff were accommodating	1
staff were courteous	1
staff were courteous and accomodating, if i may suggest i just hope the waiting time is lessen but overall the service was great	1
Staff were excellent,friendly and accommodating with their clients. Great job and more power.	1
Staffs and Manager are very accomodating and courteous. Date of visit: August 16, 2023	1
Staffs and officers are very accomodating. Good service Landbank Balanga Don M Banzon branch.	1
staffs are accommodating	1
staffs are accommodating and friendly	1
STAFFS ARE ACCOMMODATING BUT THE TELEPHONE HOTLINE MOST OF THE TIME CANNOT BE REACHED	1
Staffs are accommodating. Especially Ms. Cathy. She helps me everything I need. Congratulations for your good service.	1
Staffs are accomodating, well groomed and friendly, most specially Maam Mela.	1
staffs are courteous	1
Staffs are courteous and accommodating. Fast service.	1
Staffs are courteous and kind, always have a smile on their face and always ready to assist everyone. Good Job Mindanao Avenue Branch	1
staffs are friendly and accomodating	1
Staffs are friendly and very helpful. Thank you.	1
Staffs are friendly.	2
staffs are good and very approachable.More power! Gobless!	1
staffs are service oriented	1
Staffs are very accomdating	1
staffs are very accommodating	2
Staffs are Very accommodating, helpful, friendly, corteous and gorgeous. Wearing smiles all the time and will extend assistance without hesitations.	1
Staff's are very accommodating. .Keep it up. Thank you so much.Godbless.	1
Staffs are very accommodating. Great service	1
Staffs are very accommodating. Keep up the good work!	1
Staffs are very accomodating and friendly.	1
Staffs are very approachable and accommodating, especially Ms. Maeden and Ms. Wilma. Thank you	1
Staffs are very corteous which made smooth transactions.	1
Staffs are very courteous and entertaining. Only suggestion maybe is to improve the online banking	1
staffs are very heplful	2
Staffs are very nice and helpful	1
Staffs from New Accounts of the branch who catered my transaction were very accomodating.	1
staffs has a good character	1
staffs has a pleasing personality	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
staffs has a positive attitude	1
Staffs provide the exact details of my loan	1
staffs was a friendly attitude	1
Staffs were all accommodating.	1
Staffs/personnel should be more courteous and kind to clients in a way that clients do not feel dumb. Thank you.	1
Start digitalization of forms. Joy was really helpful here in BF Parañaque Branch.	1
Stay cooperate	1
Stay humble and honest	1
Stay humble and treat customers in a friendly way. Thank you sa magandang service when i walk in this branch.	1
Stay kind for there Clients	1
Stay kind, friendly, and approachable to everyone. Thank you! :)	1
Stay Motivate and keep it Going	1
Stay nice and approachable to clients.....	1
Stay polite ang approachable	1
Stay safe and Healthy always.Godbless	1
Stay to be approachable to the clients.. Service is good as long as the securities guard in duty. They were also help me to make my transactions lighter and easier. God bless	1
Strong internet connectivity	1
strong recommended	1
Stronger air conditioner or 1 more unit as there are many clients and due to climate change :-)	
The male officer was very helpful and courteous and havr an optimistic personality. opening of new account on December 15, 2023 was not so stressful because of this. Unlike the previous appointment with a female officer. She sounded like she got up on the wrong side of the bed.	1
Stronger aircon	1
Stronger Airconditioning units	2
Strongly agree of servuces	1
Strongly agree service is satsying	1
Subra akong nasiyahan,salamat	1
Subrang bait mga employees, maasikaso	1
Subrang init ng branch walang aircon sira na. baka pwede lagyan nyo na ng maayos n aircon. Try nyo pumunta dito sa branch pra malaman nyo kung gaano kainit.	1
Subrang mablis ang transaction tapos mababait pa mga employment yun lang	2
Subrang nakakatulong.	1
success	1
Successful ang serbisyo,mabilis at garantisado.	1
Successfully enrolled in iaccess. Very accomidating.	1
Such a pleasant surrounding!	1
Suffecient and effecient	1
Sufficient lighting in the premises	1
Suggest a New and Strong Enternet	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Suggest ko lang na sanay bumaba pa ang interest ng loan.	1
Suggest ko lang po mag palagay ng CR sa labas ng landbank for only Senior Citizens and Pregnant women and PWD. Thank you po.	1
Suggest ko lang yung pila po sana yunb iba kasi di sumusunod sa pila nila	1
Suggest to have a separate teller for government transactions. Thank you	1
Suggesting for additional teller in times of bulk transactions/clients (para sa ekonomiya nang bayan). This is my opinion (not bias)	1
Sukran sa service ng landbank kahit saan	1
Sumunod patakaran ng bangko.	1
Sumunod sa patakaran ng bangko	1
Super accomodating ang mga staffs	1
Super accomodating fast transaction.. Very helpful. Mam venus javellana	1
Super amazing services and pleased with all the staff	1
Super asikaso ako ni Maa'm Venus Javellana.. Grabe! Thank you so much sa magandang serbisyo.. More Power!	1
Super babait at magagalang ang mga tao sa landbank.	1
Super bait at sexy	1
Super bait ng mga staff. Masaya ang transaction lalo na ang mga tellers.	1
Super Bait nila lahat	1
Super bait po nila. Very patient, hospitable, and understanding.	1
super duper accomodating!	1
super duper excellent service po and friendly staffs	1
Super effective and efficient in workforce.	1
Super fast	1
Super fast service and am delighted because I did not have to fill up forms. Very great service.	1
Super fast transaction!	1
super friendly	1
Super friendly and Accomodating, mula sa Branch head and personel. Ang ganda pati nang Christmas decorations para nasa Sm Department store.. gusto ko tuloy hiramang nag decorate para mag pa decorate sa office.Keep it up Land bank San Vicente	1
Super friendly landbank employees!	1
Super good ang service ni ms. Chel. Kahit night time she helps me regarding sa pag open ng iAccess and transaction ko. Mas mabilis at accurate pa siya sumagot kesa sa costumer service ng bank. Management should keep this kind of employee. 5 star siya sakin.	1
Super good in service...All teller is very friendly and approachable...godbless	1
super mabilis ang pag transact nila sa mga client. Mababait lahat ng staff at mga guards! we are happy n a may branch n po dito sa Floridablanca...God Bless all of you!	1
Super reliable and very efficient po ng loan officer na si Ma'am smile. She always assists me with a smile and explain clearly to me whenever i'm in doubt.	1
SUPER SATISFIED OF ALL THE STAFFS SERVICE. GOOD JOB ") GOD BLESS YOU ALL ")	1
Super satisfied with the service ang people are very accomodating	1
Super satisfied. No other comment. And I thank you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Super satisfied.. clear and sound mga.paliwanag	1
Super smooth lang po ng pag process. If there's something I can suggest, then it's none. No further comments or suggestions. I like their service.	1
Super Very Good!	1
Superb customer service provided by Ms. Karen. The banking customer service I received was exceptional. She was attentive, knowledgeable, and handled my inquiries promptly. I appreciate the efficient and courteous assistance, making my experience with the bank a positive one.	1
Superb personnel	2
Superb service and smooth transaction, I felt nothing but satisfaction.	1
superb services, staffs are very friendly! keep up the good work.	1
Superb! God bless LBP-SFADS Office.	1
Superb! Nothing less, always best.	1
Superior customer service	1
Supportive and Accommodating	1
susan pascua was superb!! She's so friendly and always educate their clients for new updates	1
Sustain the existing service level and probably enhance to be of the best service to the clients.	1
sustain the good services for the people. Thank you	1
Sustain the good work and efficiency with full of courteousness and friendliness. The employees are very accomodating, approachable and deliver their services fastly with a beautiful and sweetest smile.	1
Sustain your clean environment and friendly characteristics	1
Sustaining good towards the client with a pleasing personality and becoming a hospitable banking industry.	1
Swak at Oks mga Tellers. Thank you so much. God Bless	1
Swift and good relations to clients was truly adhere.	1
system for online payment	1
System sometimes down due to poor internet connection.	1
system unavailable	1
T3 LANDBANK mabilis. Sa ibang branch super mabagal.	1
Taga anhi nako sa Jones Branch dali ra kaayo ako transaction. Matinabangon ang mga guards, mu guide jd sila	1
Take care for your costumers as always	1
Take care of your customer always	1
Take care of your work and the customer will take care of you, and I Thank you.	1
Take care of yourselves physically, emotionally, psychologically and spiritually so you will always have the passion of what you all are doing. Do not allow the mundane of everyday activity eat you up. The clients can feel it. All the best.	1
Talagang highest degree ang kanilang serbisyo dito. Congratulations for job well done! Highly recommended. Sana lahat ng branches ng Land Bank sa buong Pilipinas same services with this Branch.	1
tanan nga empleyado sang LBP Bacolod Friendly and approachable. Thank you :)	1
TANAUAN Leaf is very convenient for us specially those living in Dagami,Tanauan,Burauen and Palo since we will no longer commute to Tacloban in order to open account.	1
Tangalin iyong fee sa instapay	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Tanggapin ang mga kasapi ng 4ps na ginagamit ang pera sa mga walang kwentang bagay. Tulad ng pagbili ng alak gamit ang pera sa 4ps. Pagsusugal gamit ang pera ng 4ps. Pagsasanla ng ATM ng 4ps dapat matanggal ang ganyang mga gawain ng walang kwentA.	1
Tanggapin Ang mga kasapi Ng 4ps na ginagastos Ang perang nakukuha sa walang mga kwentang Bagay, para maging maayos at mapunta sa totoong nangangaylangan.	1
Teach your guard how to be courteous.	1
Team very helpful and accommodating	1
Technical skills training on online transactions using iphones. Thank you!	1
Teller 1 is pretty and kind	1
Teller dasig man kag mayo man ang pag tratar sang officer kag labina ang manager	1
teller is very accommodating	1
Teller Mam Joy is very fast in her transaction despite of many clients. Always smiling and very approachable. She able to manage bulk transactions and walk in clients. Deserve to be promoted. Also for Mr. Arman, thankful for his assistance to transact bulk. Job well done for Camp Crame Branch.	1
teller Ms. Biana is very curteous and assist me in my transaction.	1
Teller was fast and she always smile. I just forgot her name.	1
Tellers and staffs are very nice and accomodating, especially ms. Razel alvear	1
Tellers and verifier are accommodating. Always serving with a smile on their faces. Other staff also are working with teamwork. The manager use to encourage me to deposit at this branch for my convenience.	1
Tellers are accommodating	1
Tellers are accommodating. Satisfied with my transaction	1
Tellers are accomodating. And the guards too. As a fellow public servant, I commend you for your patience towards peopl. God Bless.	1
Tellers are accomudating	1
Tellers are fast	1
Tellers are fast and efficient. Very approachable.	1
Tellers are good and helpful	1
Tellers are helpful and quick. Helped me with my deposit questions.	1
tellers are nice and friendly	1
tellers are so kind	1
Tellers are very accommodating. Really appreciate their kindness.	1
tellers are very accomodating, courteous and smiley.	1
Tellers are very courteous and accomodating. They always asked me how was my day, also they are very focus on their work which doesnt give room for errors.	1
Tellers are very helpful in my transaction	1
Tellers/verifiers are very attentive and know their jobs very well.. very accomodating ..	1
text messaging or tracking system to update the client on the status of transaction	1
Tha charter i very visible and all the employees and staff were very accomodating and friendly. Congratulations to landbank and more power.	1
Tha staff are accommodating	1
Tha staff was very courteous and helpful in assessting me for my application in opening an accout with landbank. Thank you very much and a job well done to all of you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank for the service.. Godbless	1
Thank for the serving	1
Thank for your good service Landbank Bansalan	1
Thank for your service	1
Thank thank you so much po sa branch head ! Hinding hindi ko po kayo makakalimutan	1
Thank u	2
Thank u for assisting	1
Thank u for assisting iaccess	1
Thank u for assisting me on my updating	1
thank u for your verygood service, updating atm	1
Thank u kay bai ching Mastura super bait xa un fave ko	1
Thank u LBP for being so accommodating to the clients	1
Thank u po mabilis at mababait ang mga taga landank	1
Thank u so much	1
Thank u so much po sa mabilis na service	1
Thank u so much sa landbank staff very approachable & helpful . God bless us all	1
Thank u so much sa mga staff sa landbank nga miabiabi sa aq specially n ma'am Gina P. Baliton.	1
Thank u...	1
Thank you	47
Thank you & God Bless!!! Very satisfied client ")	1
Thank you . BIG SALUTE TO LBP CATARMAN for helping the 4ps Beneficiaries during the Over the Counter Withdrawal transactions. A Big Thanks to LBP -Catarmán branch Manager Maam EMMA for hearing our sides and suggestions	1
Thank you :)	1
Thank you and God Bless	3
Thank you and God bless!	1
Thank you and godbless	1
Thank you and Godbless po	1
Thank you and good luck	1
Thank you and keep up the good work and smile smile smile more	1
Thank you ang God Bless	1
Thank you CCAD sa mabilis na proseso.	1
Thank you Don M Banzon for assisting me and other clients. God bless	1
Thank you Don M banzon good service from security guard , utility , staffs to officers	1
Thank you Don M Banzon napadali pag oopen ko di tulad sa iba branch	1
Thank you for a family accomodation	1
Thank you for a fast and easy transaction!	1
Thank you for a fast service I've got from you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you for a good and friendly service	1
Thank you for a nice accommodation.	1
Thank you for a perfect service	1
Thank you for a very facilitative to your clientele.	1
Thank you for a warm.accommodation.	1
Thank you for accommodating me well.	1
Thank you for accommodating me well. Even beyond 3pm	1
Thank you for accommodating us.	1
Thank you for accommodating US.GOD bLESS	1
Thank you for accomodating NEDA, for being true to your mandate in serving the nation and for working over and beyond the regular working hours. Happy holidays!	1
Thank you for accomodating our requests promptly and even went beyond to ensure the transaction is well understood. Keep up the good work!	1
Thank you for all of the staff for being approachable as always. Keep up the good work. God bless.	1
thank you for all the considerations. more power and God bless.	1
Thank you for always accommodating us.	1
thank you for always being responsive to my queries and making our transaction as smooth as possible. Kudos to ms. Marga Zamora and ms. Dana Dumaliang!	1
Thank you for always being so approachable and Kind	1
Thank you for always prioritizing our transactions.	1
Thank you for always providing us excellent service.	1
Thank you for always serving us with a helping hand and beautiful smile. God bless	1
Thank you for assisting me	2
Thank you for assisting Ms Venus Javellana.	1
Thank you for assisting my opening account	1
Thank you for assisting us	1
Thank you for assisting us!!	1
Thank you for being accomodating as always.	1
Thank you for being nice and accomodating to the clients	1
Thank you for being on hand to offer help.	1
Thank you for being very accomodating	1
Thank you for clarifying my gcash transaction. You are a great help. Thank you for being nice too. Allah bless you, ms. Jenny	1
Thank you for continuing giving assistance to us deped teachers. You are our helping hand in times we need financial support.	1
Thank you for doing your best to serve us.. God bless you	1
thank you for excellent services	1
Thank you for fast and easy transaction of my salary loan	1
Thank you for fast assistance	1
Thank you for fast transaction	2
thank you for giving us the quality service	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you for good service	1
Thank you for help,and your kindness. God blessed everyone	1
Thank you for helpiing me and my son.	1
Thank you for helping me access and activate my iAccess account.	1
Thank you for no noon break service	1
Thank you for prioritizing senior clients	1
Thank you for providing excellent services.	1
Thank you for providing good services to our agency.keep up the good work	1
Thank you for providing me the information and assistance i needed	1
Thank you for quick/reliable sevice	1
Thank you for rhe a accommodation	1
Thank you for serving.	1
Thank you for taking care of us. You did a great job .!	1
Thank you for the assistance	2
Thank you for the assistance in my account opening for my SSS pension	1
thank you for the biscuits ma'am/sir. Merry christmas	1
Thank you for the continued great service!	1
Thank you for the easy and convenient transaction	1
Thank you for the excellent service from the Branch Manager Abigail Basco.	1
Thank you for the excellent service of your staff, Jan Alyssa V Clavano. She accommodated me in the last minute before closing of the bank. She assisted me in my payment of BIR Capital Gains Tax and Documentary Stamps. She so helpful and patient for me.	1
thank you for the excellent service. God bless	1
Thank you for the fast service. Keep it up Landbank Paranas	1
Thank you for the fast transaction	1
Thank you for the fast transaction and very courteous and polite staff.	1
Thank you for the good service	5
Thank you for the good service to people	1
Thank you for the good service!	1
Thank you for the good service. Keep it up	1
Thank you for the good service. Keep it up!!	1
Thank you for the great service! Keep up 5he good work	1
Thank you for the great service, Sanchez Mira Branch.	1
Thank you for the great service.	1
Thank you for the kind service..	1
Thank you for the nice service	2
Thank you for the nice services	1
Thank you for the prompt response and courteous staff	1
Thank you for the provided special lane for sr citizens like me. All are courteous even though the lobby is jampacked	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you for the quick and convenient service.	1
Thank you for the service	2
thank you for the service of new accounts ms. Shiela Livel0	1
Thank you for the smooth transactions and very accomodating staffs. Job well done	1
Thank you for the very accomodating staff.	1
Thank you for the very good service!	1
Thank you for the very smooth transaction. Hope you continue serving the people with smile.	1
Thank you for the warm/good accomodation	1
Thank you for treating us courteously.	1
thank you for ur usual assistance	1
Thank you for very accomodating staff. Very relaxing environment na rin po. Thank you	1
thank you for very accomodating staff	1
Thank you for very kind to your client	1
THANK YOU FOR WARM ACCOMODATION FROM STAFF	1
Thank you for yor warm accomodation..	1
Thank you for your assistance and good service in accommodating my transaction. The teller, Ms. Cely Giangan was able to process my National Police Clearance application, as I have difficulties paying thru online payment. She readily extended her help, and she went above and beyond in facilitating my request. Thank you so much!	1
Thank you for your assistance with obtaining my bank certificate, bank statement, and updating my account details. Your expertise and helpfulness were greatly appreciated. Sir thank you so much (I forgot the name; :))	1
Thank you for your consideration in accomodating my emergency deposit. The deposit was needed to pay the hospital bill I need right away since my patient will now be discharged. Thank you so much.	1
Thank you for your cordial business transaction..	1
Thank you for your excellent service!	1
Thank you for your excellent service.	1
thank you for your excellent service. Keep up the good work	1
Thank you for your good and convenient service.	1
Thank you for your good and quality service.	1
Thank you for your good and very approachable services	1
Thank you for your good approaches and fast services. Keep it up!	1
thank you for your good service	1
Thank you for your good service .	1
Thank you for your good service mam/sir	1
Thank you for your good service. Keep it up!	1
Thank you for your great service	3
Thank you for your great service.	1
Thank you for your great service. God bless.	1
Thank you for your hard work all year round. God bless you all	1
Thank you for your immediate response. God Bless	1
Thank you for your kind assistance. God bless	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you for your patience in guiding me	1
Thank you for your patience in guiding me to open account	1
Thank you for your patience.	1
Thank you for your prompt action.	1
Thank you for your prompt service.	1
Thank you for your quality and efficient service provided to clients.	1
Thank you for your service	5
Thank you for your service for the people of Puerto Galera	1
Thank you for your service landbank.	1
Thank you for your service!	1
Thank you for your service! I am very much satisfied with my experience with this Branch. God Bless po!	1
Thank you for your service, highly appreciated!	1
Thank you for your service, sobrang bilis	1
Thank you for your service, specially to the Approachable Verifier Sir Chard and BOO Maam Nitz.	1
Thank you for your service.	3
Thank you for your service. Keep up the good works.	1
Thank you for your service..Godbless!!	1
thank you for your service/assistance	1
Thank you for your service:))	1
Thank you for your services	1
Thank you for your services I appreciate you all	1
Thank you for your services provided to us.	1
Thank you for your services.	1
Thank you for your servicess	1
Thank you for your time guiding me	1
Thank you for your very accommodating staff of LBP Lending Center	1
thank you for your very convinient services	1
Thank you fot your good service	1
Thank you great service i suggest to have electronic system so less paper to use.	1
Thank you Kathleen Joyce Barbosa for the best service with a smile from Leon Guinto Branch for the updating of my iaccess for my newly opened account.	1
Thank you kay Ms.Hannah Jane Pepaño. Super accomodating, mabait, ang bilis ng transaction namin dahil sa kanya and very professional.	1
thank you keep it up the good service	1
Thank you Land Band San Jose, especially sir Lloyd . Madali sila ka-transact at mababait kausap.	1
thank you land bank	13
Thank you Land Bank Buluan Branch.	1
Thank you Land Bank LU	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you Land Bank Olongapo City Branch for your excellent professional service! Kudos to the Manager and Staff for providing top quality service through the years! Praying for your wellness and safety always...	1
thank you land bank san jose	1
thank you land bank san jose city	1
Thank you land bank. Approachable and helpful staff.	1
Thank you landbank	1
Thank you LandBank for always actively securing our finances. I fully trust in your services but why isn't it allowed to withdraw money via online here? I'm a long way from home and my parents, they can't send me my allowance if your institution doesn't accept online deposits.	1
Thank you Landbank for an equal treatment for everyone transacting at your bank. God bless po!	1
Thank you Landbank for my first deposit account the piso account. Very convenient and affordable to me as a student.	1
thank you landbank for serving the nation	1
Thank you Landbank for the fast trasanction.	1
Thank you Landbank for the very good service specially staff	1
Thank you LandBank kasi kahit may bagyo nag open kayo para makapag remit ako sa PCSO. Salamat din sa mabilis na serbisyo dahil kahit dumaan pa kami sa baha makarating lg ng Landbank ay nairaos ang transaksyon sa tulong ninyo.Salamat at More power!	1
Thank you Landbank Marawi..	1
Thank you Landbank NIA branch, i got my atm card replacement so fast and easy.	1
Thank you Landbank Recovery Department 11 sa pagtulong sa aming concern. Salamat po sa pag asikaso and more power. Thank you din po Kay Ms.Kimy Clavite, magaan naming nababayaran ang aming loan. God bless po.	1
Thank you Landbank San Vicente for the generous coffee.. napaka helpful at maasikaso sila sa client... from the branch head to the guard super babait nang personel ninyo..	1
Thank you LANDBANK TAGUM for your untiring service to our Pantawid beneficiaries of Pantukan, Maco, Mabini Davao de Oro and most especially to Ma'am Jocelyn Joy J. Corimo, Ma'am Cherry Soledad, Sir Joseph R. Agullo. Daghang salamat po!	1
Thank you Landbank! Meron na kong savings account, salamat sa pag process. More clients to come at sana madami pa kayong matulungan gaya kong estudyante palang. Thanks!	1
Thank You Landbank-Wao branch napaka accomodating niyo at napadali po ang aking transactions. Thank you so much, keep up the good work.	1
Thank you LBP Bataan National Highway for the second to none customer service. I appreciate the effort they put into helping me. Kudos!	1
Thank you LBP Kalibo for helping and guiding us always. For answering our queries and concerns. Godbless to all LBP staff.	1
Thank you LBP Marikina Branch	1
Thank you LBP specially to Maam Veronica of LBP Malacanang for assisting me. Highly recommended po	1
Thank you LBP Trece especially the tellers for always being courteous and accommodating	1
Thank you Maam Agnes for being friendly and efficient.	1
Thank you ma'am Gemma	1
Thank you Maam Gina P. Baliton Sa pagpangunay ug released sa among cashcard..	1
Thank you Ma'am Justine for your assistance.	1
Thank you maam Melody! :))	1
Thank you maam venus for assisting me on my activation of fund transfer on my iacess..Godbless po	1
Thank you maam/sir.	1
Thank you mabilis ko lang nakuha ang certificate ko na request	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
thank you mam chel	1
Thank you mam ching and mam olive for the excellent service you have rendered to us.. Keep up the good work and godbless..	1
Thank you Mam Vivian for all your help and prompt response to our requests. Keep up the good work! You're definitely an asset to the company. You always help us and show your dedication in providing quality customer service.	1
Thank you Marvi and the rest of the team for the excellent service. Very smooth transaction as always. God bless!	1
Thank you miss ester serrano.	1
Thank you Ms Mela for helping and assisting me in IACCESS enrollment. God bless	1
Thank you Ms. Hannah May Rasco for your prompt response on my inquiry and request thru email.	1
Thank you Ms. Maysie Ramos for her kind assistance to update my profile.	1
Thank you pinayagan padin ako mag encash ng check kahit lagpas 3pm nako pumasok. Salamat talaga. Need ko ang pera urgent kaya late na ako nakapag encash. Mabilis ko din nakuha agad ang pera ko. Pasensya and thank you ulit.	1
Thank you po ;)	1
thank you po aa pag-asikaso sa aming mga myembro ng 4PS..	1
Thank you po for accommodating DSWD KALAHI CIDSS program	1
Thank you po for accommodating us. Ang excellent po ng service. :)	1
Thank you po for all effort and services that you have given me. Hindi po ako nahirapan and napaka helpfull po ng inyong staff. Friendly din po ang mga staff. Lagi nakangiti lakas maka goodvives po pagpasok sa loob ng landbank. Super satisfied pp ako sa naging transaction ko sa Landbank parian. Accomodating po sila at napansin ko na talagang tutok lahat kayo sa inyong work. Excellent service po ang rating nio for me. Maraming salamat po.	1
Thank you po for being very accommodating to us.	1
Thank you po for the best service	1
Thank you po for your service, time and effort.	1
thank you po ma'am, indeed a lifesaver	1
Thank you po Mam Valenciano and Mam Solo. Nag offline, but handled very well the situation	2
Thank you po sa landbank	1
Thank you po sa landbank !	1
Thank you po sa maagang pag asikaso mabilis din po serbisyo salamat talaga naayos agad yung ATM ko dito pa naman naka salalay yung panghanda happy new year thank you!	1
Thank you po sa mabilis na proseso..	1
Thank you po sa magada assistance po.mamabait po kayo lahat God bless po sa nyo laht	1
Thank you po sa maganda at maayos na service	1
Thank you po sa magandang serbisyo nyo. Ipagpatuloy lang po ang good services po ninyo..	1
Thank you po sa nag assist sa akin sa new account, nakiusap po aq dahil aq ay buntis at paanakin na, agad naman po nya aq tinawag para maopen ang aking payroll account,,	1
Thank you po sa pag assist	1
thank you po sa pag-assist sa amin sa inyong branch...	1
Thank you po sa smooth transaction	1
Thank you po!!	1
Thank you po.	1
Thank you Rachel Martin	1
Thank you sa help so much appreciated	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you sa landbank !	1
Thank you sa landbank napakabilis ng pag process maaasikaso ka talaba	1
Thank you sa landbank napakabilis ng service	1
Thank you sa landbank sa mabilis na proseso sa mga kailangan wala kong masabi maganda yung pamamalakad sa landbank	1
Thank you sa mabilis na pag serve sa loan ko. Kung sa grades pa 1.0 ang ibigay ko sa Landbank, yung highest.	1
Thank you sa mga employees ng Land bank. Mabilis ang transaction sa LandBank khit napakaraming client Hindi gaya sa ibang govt bank 5 na nga lang kming client pero sobra 1hr bago makatapos. Dito sobra 30 ang tao sa loob meron pa sobra 30 waiting sa labas pero mabilis matapos. Merry Christmas LandBank. Ubos na daw calendar	1
Thank you sa pag gabay sa aming transaction.	1
Thank you Sipocot Branch	1
Thank you Sir Art for an easy transaction God bless.	1
Thank you sir guard & landbank for being so generous. Merry Christmas	1
Thank you sir maam	1
thank you sir Manolo for the speedy transaction and warm accommodation!	1
Thank you sir Mikkol Romeo Abu for your kind help since then i was a first time client	1
Thank you so kuch for an excellent service	1
Thank you so much	2
Thank you so much for a good customer service especially to Ms. Lyn, Ms. Chel and Ms. Shiela.	2
Thank you so much for accommodating us even on the last minute	1
Thank you so much for assisting me nicely! Good job Land Bank Brooke's Point	1
Thank you so much for easy service.	1
Thank you so much for providing us very good service.. The bank provided service and chose to open amidts holiday declaration.	1
Thank you so much for the good job	1
Thank you so much for the superb service Mam Michaela and Mam Abby for the assistance Continue to good work	1
Thank you so much for your assistance.	2
Thank you so much for your assistance. Keep it up!	1
Thank you so much for your excellent service especially to your staff, Ms. Roselene Redondo, New Accounts Clerk, who patiently and compassionately helped me for the successful fund transfer of money internationally. Again, thank you so much!	1
Thank you so much gor being accommodating with your customer. More power and God bless	1
Thank you so much kay Ma'am na nag-assist samin ng lolo ko. Di na niya kami hinayaan mahirapan na magpunta pa sa branch kung saan nakuha ng lolo ko yung card. Mraming salamat. Sana lahat ng staff katulad ni Ma'am. Sadly hindi ko nakuha yung name ni Ma'am. God bless po.	1
Thank you so much landbank for helping me especially sir ronnie Kong	1
Thank you so much landbank paso de blas especially to the new accounts they are so polite and helped me to update my account.	1
Thank you so much landbank Tarlac.	1
Thank you so much Landbank!	1
Thank you so much LBP cotabato main branch keep up the good work. most specially to boss manager sir Alabat who is very humble and kind person. I remember wayback 2018 ako ang pinaka late sa mga clients nila sabi nila sige mam hintayin ka namin may valid reason kana man kaya considered pasok pa yan this eve. time 7:30pm	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you so much Ma'am Jane Valeras for accommodating us. Super kind and humble Landbank Navotas Branch employees specially, Ma'am Jane Valeras and Ma'am Jinky Egea. Keep it up. Thank you and God Bless.	1
Thank you so much Mam chel for the assistance	1
Thank you so much mam Emy salamat sa maayos na pakikipag usap po	1
Thank you so much Ms Tin Castillo for accommodating us! You are so nice , polite and able to provide essential info based on our needs.. Keep up the good work!	1
Thank you so much new accounts of landbank paso de blas for assisting me in opening my passbook account, they as so kind and helpful and easy to approach with. Thank you so much I'm so satisfied with your service and I am an happy client.	1
Thank you so much Ormoc Branch for accommodating us even on the last minute.	1
Thank you so much po for the efficient service. Kudos to Landbank Paniqui po.	1
Thank you so much po sa pagacommodate. Ang bilis po ng processing ng loan. ? keep up the excellent services po.	1
Thank you so much po!	2
Thank you so much po. Mababait mga empleyando :)	1
Thank you so much sa maayos at mabait na pag assist sakin ng lahat ng empleyado ng LANDBANK Caloocan branch. From Mam Maila. Lalo na kay Mam Arlene Piamonte to Security Guards. They always help me with a smile, proper way of explaining. And being friendly More power and God Bless you always.	1
Thank you so much sa mabilis sa serbisyo landbank	1
Thank you so much sa napaka bait at accomodating na teller Ms. Jan Alyssa V. CLAVANO. She's an asset to the company. Kudos to you!	1
Thank you so much Silay Landbank.	1
Thank you so much to Ma'am Shaira for assisting me with my online updating of my account.	1
Thank you so much!	1
Thank you so much! Excellent bank branch. Keep up the good work!	1
thank you so much! The staff are accomodating	1
Thank you so much, very helpful.	1
Thank you so much.	1
Thank you so much. God bless	1
Thank you so much. Napakabait ng mga staff especially tellers. They assisted me politely.	1
Thank you to all the nice staffs.	1
thank you to Ms. bhel so accomodating and smiling	1
Thank you to Ms. Divine who assisted me in courteous, efficient and fast way.	1
Thank you to Ms. Maria Corazon Somera for helping me always and so with the other staffs/tellers) they're very accomodating. God bless you and the wholeLand Bank Cauayan City Branch.	1
THANK YOU TO YOUR THE BEST EMPLOYEE MS. ROSE GENEVIVE C. ALDABA FOR HER ASSISTANCE. SHE DESERVE AND INCREASE ON HER SALARY AND BE AWARDED AS THE BEST EMPLOYEE FOR THIS YEAR!!	1
Thank you very much	2
Thank you very much and God Bless.	1
Thank you very much for a very accomadating and excellent service. God bless.	1
Thank you very much for efficient and prompt service!	1
Thank you very much for the excellent services.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thank you very much for the very prompt/quick processing of my loan application.	1
Thank you very much for your assistance. I was able to complete the activation of my ATM & w/drawal in just more or less an hr. I entered this office with worries that i cannot make it. With your help I will walk out the door happy and satisfied. Kudos to the ff: Sir Alvin Abordo-teller, ma'am Georgette & guards sir Christian & sir Mostiero. Thankfully client#23-wdrawal, client#25 new acct. God bless you all, God bless this Branch and Keep safe	1
Thank you very much for your good service. I really appreciate it..	1
Thank you very much landbank tabuk branch fstaff or the very efficient services you are offering to your clients	1
Thank You very much on your quality service.	1
Thank you very much Paseo De Santa Rosa (Employee's especially to Ms. Dhelle) for helping me to check if my account is still active. Since I used this account in receiving my scholarship fund. Again thank you very much.	1
Thank you very much po LBP BUGUIAS BRANCH staffs. Ang babait and approachable po nilang lahat.. Indeed Land Bank SMILES...	1
Thank you very much po sa inyong service. Please continue to help incoming SK Officials.	1
Thank you very much!!!	1
Thank you very much!!! More power Goodluck God bless	1
Thank you very much, keep up the good work	1
Thank you very much, Land bank! Really a great service. Kudos!	1
THANK YOU VERY MUCH, MABAIT PO SI MA'AM <3	1
Thank you very much.	1
Thank you very much. God bless always	1
thank you very much. very accomodating	1
Thank you Very much.	1
Thank you wao Branch, to all staff especially Ma'am Jessa Delfin for a very fast processing of loans. I gave my application yesterday afternoon 9.6.2023 5pm and na released pag the next day 4pm. Wala man lang nag 1 day. Salamat po. God bless...	1
THANK YOU!	10
Thank you! God bless po!	1
Thank you!!	1
Thank you!!!	1
Thank you, LBP Guiuan.	1
thank you, more power to your office	1
Thank you.	15
Thank you. Well served.	1
Thank you.. Ang bait ng mga staff.	1
Thank you.. keep up the goodwork!!	1
Thank you...	1
Thank you...very good service	1
Thank yoy for accomodating me	1
Thankful for all the tellers here at TARLAC BRANCH. The guard and tellers are approachable and they will guide and help you in your transaction.	1
Thankful po sa lahat ng staff at kahit po mga guards mababait	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thankful that all of the staffs helped me with my transaction. All of them are courteous and greeted me always with a smile.	1
Thankfull	1
Thanks	3
Thanks a lot for accommodating us especially to Ms April and Ms Claire of Landbank Rosario Branch. Godbless	1
Thanks for all your help, Len and Christy! You guys are THE BEST	1
Thanks for assisting me in opening my savings account. Friendly and very accommodating ang nag assist sa akin.	1
Thanks for kindness of entertaining clients	1
Thanks for the Excellent Service. I am fully satisfied.	1
Thanks for the great service	1
thanks for the great services anytime	1
Thanks for the great services everytime	1
Thanks for the kind staffs	1
Thanks for the prompt service LBP Calapan. Thanks Kuya Ian Pineda for assisting me diligently.	1
Thanks for the prompt service.	1
THANKS FOR THE SERVICE OF SIR DAVE HE IS A RELIABLE AND A EXCELLENT EMPLOYEE HE IS APPROACHABLE AND NICE TO CUSTOM. I RATE 11/10 FOR THE SERVICE...THANKYOU	1
Thanks for the service of the landbank	1
Thanks for the teller, nice kaau	1
Thanks for your goodservice!	1
Thanks joyce for assistance	1
Thanks po	2
Thanks po to Mam Vi (Venus) , kind and courteous po siya everytime	1
thanks po,,,	1
Thanks po. Keep it up	1
Thanks to Landbank, Kahit holiday ay nakaopen pa din ang bank.. I appreciate the wonderful services of your bank.	1
Thanks to Ma'am Gina P. Baliton, LBP Molave Manager for all the help to the 4ps program. Her passion is incredibly contagious. The amount of support that she give us is immeasurable. A manager that have gone above and beyond our expectations, not only by offering help whenever she can but also by being friendly and personable. We the Pantawid Staff of Tambulig and our beneficiaries so much grateful for all the help and support that she give. - Myln D. Tan, MRB Pantawid Staff	1
Thanks to Mr.de Castro (Land Bank, lipa)who attended to my BIR CGT payment.	1
Thankyou	4
Thankyou and godbless	1
Thankyou for accomodating us with a smile	1
Thankyou for awesome service.	1
Thankyou for fast replacement of my card	1
Thankyou for the good service. We appreciate it.	1
Thankyou for the service	1
thankyou for your generosity and accommodating your client. More power. Good Bless.	1
Thankyou land bank sa mabilis na pagtugon	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Thankyou po sa maayos na serbisyo	1
Thankyou po.	1
Thankyou very accomodating service and fast transaction:)	1
Thankyou very much	1
That staff was very Helpful and accomodating.	1
The 4Ps folks were also there. Although they had a waiting shed and chairs, there still seems to be some confusion in the processing. Maybe this could be looked into how to make their processing go more smoothly. I didn't have any problems with my transaction, and I was not really looking for the charter	1
The AA is excellent.	1
The aircon is not working properly... the place is HOT	2
The all staff and friendly andand they show nice feedback to all client. Keep up the good work.	1
The ambience is good and the employees are very accomodating, for improving the services I don't think they need that because their service is satisfying and good	1
The ambience of this branch is very comforting and evryone is very accomodating.	1
The associates of Jones Avenue Branch is very fast and efficient. They are also accomodating since I went inside the branch at 3pm but still opened their doors for me. Very good customer service!	1
The atm must be very fast.there should be shade in the machine.VERY HOT	1
The attendant was very approachable. She smiles often and answered all the queries, kind-heartedly. Public offices that serve public should hire more employees like her.	1
The attendee is very happy to give us service...	1
The bank employees are always very friendly and accomodating. I opened my passbook account at the Umingan Pangasinan branch. For withdrawals there is a charge of 100-200 pesos. It feels like it should be free as it is still Landbank. This bank location is very quick usually and I appreciate how easy it makes banking here in the Philippines.	1
The bank has a special lane for senior citizen. Kudos!	1
The Bank Manager (Boss Nenita) is very accomodating. Eevrytime I visit Landbank she knows how to greet everybody in Her office (clients). The staffs are all accomodating and courteous (Ms Marga, Ms Shai, Ms. Beverly, Ms Patricia, Sir Jojie etc). Though they are covered with face mask, you can see their eyes are smiling at you when they greet you. They are always ready to assist their clients in their needs. May the creator who created us all bless Landbank Decs branch always	1
The banker, Mr. Dave, whom I transact with is highly enthusiastic, very warm and accomodating towards his clients. He did his job well done beyond my expectations. His work ethics is worth emulating.	1
The banks service already offered a 100% service to clients.	1
The bank's service is already excellent and I'm satisfied with the level of service they have provided. They are not only competent but also exceptionally accomodating and welcoming.	1
the best and secured	1
The best bank	1
The best bankinh experience so far, so easy and fast!	1
The best branch!	1
the best branch....	1
The best landbank branch from my experience	1
THE BEST LANDBANK BRANCH IN MINDANAO	1
The best Landbank Branch in Mindanao and in the Philippines	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The best po ang mga staff especially si Nella Amador, Grace Ann Avillo, Czarina Balagot, Jeanine and Ressa	1
The best teller and they are pretty the senior staff is very nice and helpfull	1
The branch and its personnel are very accommodating and committed in serving their clients. I didnt make a mistake in choosing the branch for changing the pin in my cashcard.	1
The branch employees are smiling and accommodating, Good job and keep it up..	1
The branch employees are very accommodating.	1
The Branch Head is very welcoming and facilitated my transaction and offered something to eat and drinks, Excellent..	1
The Branch Head well explained the currently launched optisaver account, I am so delighted with her and her staff passionate service with a heart, I am extremely delighted.	1
The branch is clean. Opening was quick. Great Job	1
the branch is fit for the business transaction. Your staff Loren D. Dela Cruz in the new accounts and customer service is strongly commendable in his performance in dealing with clients. We got customer delight! Keep it up!	1
The branch is operating well. All the frontliners are approachable. They are providing good service to the our country.	2
The Branch is superb.	1
The branch is very clean and kind employees	1
The branch is well ventilated. Staffs always wears a beautiful smile, very friendly and accommodating. They also shows mastery on their jobs. Always have been satisfied with their customer service. 10 points out of 10	1
The branch manager and her staff are very courteous and accomodating	1
The branch manager and the branch supervisor officer are very approachable and dealing to the clients with a smile.	1
The Branch Manager helped me very much with my transaction. I will come back again	1
The branch manager is accommodating and easy to take actions and requests.	1
The branch manager is very responsive to the needs of the clients. She accommodates the clients immediately and listen to their needs.	1
The branch needs more customer facing personnel, to be honest. Service is good but transactions take so long. It took 4 hours to serve 9 people.	1
The branch personnels are courteous and the service was good but the branch was very hot. No aircon. Hopefully it will be replaced soon. Kay init gyud kaau.	1
the checkbook arrived in less than one month. Fast compared prior days	1
The clerk and staffs are very welcoming and they ensure fast transactions. I also observed that this branch is very pleasing to see but what I love the most is its staffs because I was very treated well.	1
The clerks were very kind and helpful. Thank you Ms. Jasmin Ebuenga for updating me day by day, Ms. Joana Marie Chan and Ms. Rhoda for the assistance!	1
The computer system services is kind of slow. I havent receive yet email from landbank on iaccess link even if already resent by the new accounts clerk. Hope this slow online services will be immediately acted upon by the management.	1
The costumer associates are approachable especially Maám Ralyn.	1
The Cust Care Desk Officer was helpful and accommodating. I'm sure the other staff involved in my request did their job as well. Thank you for your assistance and keep up the good work. :)	1
the customer service of this branch is excellent including how the guards assist the customer. Keep it up!happy holidays	1
The customer service are easy to approach when I am asking for the things I didn't know.	1
The customer service is excellent and top notch. No other bank accommodated us with as much care and service like this. Kudos and keep up the good work to all the staff of Landbank San Fernando South Branch!	1
The customer service is great. I feel valued as customer because of the fast transaction I had in Sulop branch. The staff are very accommodating and friendly. I had a great experience.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The customer service is very friendly	1
The customer service was excellent, however, I was not able to see or notice the Citizen's Charter when I visited the Branch Office. The staff /personnel were all courteous and very accommodating. Keep up the good work. Thank you.	1
The customer service was excellent.	1
the customer service was good, all the question asked has been accommodated	1
the customer was excellent in all landbank branches that i had been. kudos landbank	1
the employee are very accommodating.	1
The employee are very approachable and exhibits excellent performance to accommodate the customers. She always make sure to serve everyone fair and square. Keep up the good service.	1
The employee is approachable and friendly	1
The employee is friendly, he is always smiling. Very accomodating also.	1
The employee is very approachable	1
the employee is very approachable and their service was very nice	2
The employee very accomodating.	1
The employees are accommodating and cooperative. Very satisfied for the good service.	1
The employees are accommodating.	1
The employees are approachable and reliable	1
The employees are courteous, accommodating and helpful..They have positive attitude towards their clients particularly Ms. Marvelous Malatag. I transacted business with the bank with ease at reasonable time.ThANK YOU FOR THE EXCELLENT SERVICE	1
The employees are easy to approach	1
The employees are easy to approach and accommodating	1
The employees are easy to talk to	1
The employees are generous and gorgeous. They are full of joy when they talk to their employee. I am glad I am here. Love you all	1
The employees are good..keep it up.	1
The employees are kind and easy to interact	1
The employees are really approachable and the customer service is really excellent. I am definitely satisfied with their service.	1
The employees are very accomodating an friendly.	1
The employees are very commendable .Just keep doing what's best ...	1
The employees are very friendly and approachable	1
The employees are very much helpful and accommodating.. very excellent in service & inquiries (History of Account).Thanks LANDBANK ,GOD BLESS..	1
The employees are very polite and accomodating. I easily opened my savings account with their help.	1
The employees are very trustworthy that's why this is my favorite branch	1
The employees are well accommodating and servicing with smile. Kudos LBP Tayug branch employees	1
The employees here is very approachable,kind and always smiling. I really love Landbank Malanday branch..	1
The employees in new accounts are very helpful in assisting in updating my account.	1
the employees in this branch were very accommodating, thank you	1
The employees of LBP Parang are all very professional and courteous as to banking transactions considering that I am a senior citizen. Thank you for accommodating all my concerns.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The employees of LBP Tayug Branch assisted me very well with my transaction with the bank. Just continue doing good service to your clients.	1
The employees of sagay branch are very helpful.. Ms Vanessa help me everytime I withdraw cash for my boss.	1
The employees were all accomodating but it is better if you could hire additional employees to expedite the transactions..	1
The employees were diligent on their job. It was a great customer service I experienced in Landbank Oroquieta City Branch. The security guards were very welcoming.	1
The employees were very accommodating and helpful. My transactions went fast and smooth. They did a commendable job!	2
the environment is comfortable	1
The environment is very clean, the staffs are very accomodating and friendly in terms of our concerns.	1
The existing service itself is very good comparatively from what I get from other banks. For me, I do not have any.	1
The fast and approachable si sir	1
The flow is good	1
The fort Banifacio Branch in process took so long (should be 5-7 banking days) I called 3-4 times before it was na-process. Continue to your good Customer Care Service.	2
The frontline helped me in my iaccess very well	1
The frontliner Ms. Cheng is efficiently and effectively working in her own designation. Keep it up. Very courteous and kind lbp employees even guards, driver and janitor.	1
The guard was very helpful and the staffs as well.	1
The guards are so accomodating and the trainees are kind. Good job	1
The guards are very courteous as well as the employees.	1
The guy is so good, great customer service, really accomodating and most especially very informative. It is better than the ucpb time to tell you honestly, the ladies is chit chatting to eact other unlike to the guy who assisted me he is chatting eith me.	1
The HR was very responsive and informative. It really help me a lot to pursue my application.	1
The in-charge in loans is so impressive and fast. Hands up to the services he provided.	1
The in-charge is very good in his services and he is very approachable. Thank you so much Sir James!	1
The instructions are very simple and clear	1
The karuhatan land bank branch is so accomodating. The staff and office members accompany me well, instructions and process is so easy and hassle free. So that, I don't have that much to suggest.	1
The lady who assisted me was helpful. Kudos to her . :)	1
the land bank staff are very accomodating and very approachable	1
The Landbank Almanza branch provides good service to Pantawid members	2
The Landbank employee is very approachable	1
The Landbank In Cebu Mango Branch was very accomodating and smiling I suggest that the Governement Employee's to continue what their doing as I've mention (accomodating and smiling) and be a servant for our community.	1
The LandBank Koronadal Branch and Surallah branch was providing convenient, accessible and innovative banking service.	1
The Landbank personnel is so approachable ! No suggestion yet, because I am sarisified with the service.Keep it God Bless	1
The Landbank Roxas City Branch space is not enough to accommodate clients	1
The landbank staff at Tayuman branch are very friendly and helpful. Maraming salamat po!!	1
The LBP employees are very helpful and polite.	1
The LBP Personnel was very kind and helpful. He assisted me properly and values the time I had. Thank you	1
The LBP staff are very facilitative and accomodating. Thank you	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The LBP staff is very accomodating. Continue to serve your clients with a joyful heart	1
the lbp staff is very approachable	1
the LBP Zapote Las Pinas were extremely courteous. They maintain a cool atmosphere while working. They are AWESOME! The guards were very helpful and courteous too. Thank you so much for a well experienced banking with you all. Job well done.	1
The LBP-Zapote-Las Piñas were extremely courteous. They maintained a cool atmosphere while working. They are awesome! The guards were very helpful and courteous too. Thank you so much for a well experienced banking with you all. Job well done!	1
The LGU Team of Mr Angas was very helpful.	1
The loan department head and staff are courteous and very much accomodating.	2
The male teller is courteous and knowledgeable. He asked me politely to go back to the BIR RD 058 to have my form stamped. He stood by the process even if I got bit snarky. When I came back he re-assisted me as if nothing happened. Without prejudice, he is doing his job well.	1
I appreciate his level of professionalism.	
The manager and some staff are very accommodating in attending to my concern. Highly appreciated.san lahat ng govt agencies mababait mga staff	1
The manager and staff are polite and very accommodating . Good job Calamba Crossing Branch	1
The manager and staff are very accommodating! The ambience of the branch is very welcoming, it is very clean and refreshing. The manager will treat you like family, she is very proactive and welcoming. The staff are always smiling and energetic. This high standard of excellent service should be the standard of all banks.	1
The Manager and staff including the Gurd of LandBank Shaw Blvd. Are excepcional and Barangay Poblacion, City of.Mandaluyong are wishing them all well.	1
The manager and staff of the Branch are very accommodating. Keep up the good work!	1
The manager and the staff are very approachable.	1
The manager is so good and smiling and all the staff too.	1
The manager is very accomodating as well as the staffs..	1
the manager is very helpful	1
The manager is very reliable it's a big assest in this branch camiling. Needs a good promotion and needs to stay in this branch	1
The manager very accomodating.	1
the manager very helpful.	1
The NAC associates are approachable.	1
The NAC officer is very approachable and serves with a big smile on her face.	1
The NAC teller has an approachable aura. She was able to explain to me my concern and what i will do after my transaction.	1
The NAC tellers are accommodating and fast responding time to my concern.	1
The new accounts clerk assisted me on my iAccess inquiry very well. She explained in detail the necessary fields I need to accomplish on my online application.	1
The new accounts clerk is courteous and approachable.	1
The new accounts clerk Venus Javellana helped me to have fast and efficient transaction with the bank. She is a very accomodating and an effective employee.	1
The new accounts is very fast.	1
The new accounts rep was very polite and promptly answered my queries.	1
The new accounts who assist me is accomodating. The office is clean as well.	1
The new acct's in charge was so helpful in my iaccess enrollment. She was approachable and i was catered immediately. Thank you ms. Jenny!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
the office is clean and cold	1
the office is clean, the staff are accomodating	1
the office is small for many cliens and staff	1
The office is well situated with great humane and friendly service . Thanks staff.	1
The officer and staff of san juan so. Leyte branch are very accommodating and approachable. I was assisted with a smile and with respect. Thank you San Juan Branch. More power to you all.	1
The officer in charge is very knowledgeable on her work. All personnel are accommodating.	1
The officer was accomodating with my needs like updating of my dormant account and my force pin request.	1
The officer who entertained me was helpful and assisted me in activating my atm card. Accomodating	1
The officers amd employees are very accommodating. They provided genuine customer service. Ms. Teta	1
The officers and staffs were kind and approachable	1
The officers are very accomodating and the transaction was done swiftly.	1
The officers are very friendly and accommodating.	1
The ojt are very helpful and repectful..	1
The one who assisted me here in landbank is Ms. Venus Javellana. She is so professional in regards of handling clients mostly when it is your first time opening an account. Her discussion is very clear and detailed. Kudos po sainyo!	1
The online application - can't access it at home. It was quite difficult to see online	1
The online application was so easy , I commend the bank.	1
The only thing that I dont like is that they prohibit the use of mobile phones which i dont understand. Anyway if thats their policy then we have to abide. But i just dont see a reasonable explanation. Thats all i can say. Gov M cuenco branch is overall excellent.	1
The PACD officer was so nice. He has empathy on their customer. Very Understanding on my situation. He deserved to be awarded. And the counter number 13 quickly get my papers and pass it on to counter be 12. I would like to commend both of this counter. They deserved promotion. Very courteous and professional. Thank you so much. Lingkod mula sa puso. Salamat	1
The people are so nice and hospitable like teller 6	1
The person who assisted me is very corteous and polite.	1
The person who catered me, Desiree Jane Isito was very polite and accommodating. My transaction was fast and the instructions were very clear. It was nice transacting with her!	1
The person/clerk who accomadated me was very helpful Ms. Venus Javellana explained to me how the account and its rules imply , if i have to ask questions when i comeback for future transaction i hope she'll be here. Recommendable person :)	1
The personel is very smiling, The office is clean also they are very polite	2
The personel is very smiling, they helped me so much about our problem. Also the office is very clean and cold. The manager also is very accommodating and helpful.	1
the personnel are all acccomodating..they are ready to attain what ever problems may the clients have...	1
The personnel are very corteous. They extend time to their client. Kodus!	1
The personnel are very helpful and accommodating.	1
The personnel arr very entertaining and approachable	1
The personnel at the branch are accommodating from the security guards to the Branch Manager, Ms. Meriam. Ms. Chel of New Accounts is meticulous & very patient.	1
The personnel in Din. Branch are all accommodating and helpful despite the volume of clients in their branch everyday.	1
The personnel is responsive to my needs including the guard. Thanks for being one. Good luck to your branch	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The personnel is very accommodating with pleasing personality how ever updating the account would take so long because of bad internet service. At the end i update my account with my personal data. Problem would arise to those with no access to data connection. That would be a hassle for them. Thanks	1
The personnel of land bank are very accommodating..thank you for your services mam and sir..further you can secure the internet connection for faster updating the account of the clients thankyou	1
the personnel were friendly and approachable	1
The personnel were very smiling and dedicated to answer my inquiry	1
The personnel who helped me and even the guards outside are very helpful and are not intimidating towards their clients	1
the personnels are accommodating, serves with smiles on their faces. Keep it up and God bless	1
The priority lane should not cover all lanes for transaction. As it is needed to prioritize pregnant and senior citizen however, regular client's time should also be considered. During my transaction, all 3 lanes catered to priority lane clients. Further, bank employees should avoid making faces. Please remind your staff named Rikki to give magiliw service to clients and avoid showing clients disgusted reaction.	1
The problem encountered is not d process bt d equipment.	1
The problem on my card has been resolved immediatly as they provided me the necessary forms for card replacement. The transaction did not took longer than I expected. such a great experience! thank you, Landbank Nagcarlan!	1
the process is smooth and efficient	1
The process of getting your new account is very much faster. Keep up the good work.	1
The process of loan was ok and the staff were very appreciated in how they assist client in the office of Dumaguete.. Sana maka pag reloan pa kami . God Bless! Merry Christmas and Happy New Year to all	1
The process of my application was great. The proctor is very courteous and approachable.	1
The process was easy and fast. The employees were kind	1
The processing is so convenient and fast.	1
The proctor was very courteous and informative regarding our queries and questions. More power and God bless!	1
the remarkable changes specially for me. Were favorable at the agency. Decrease of Snapshot fee is a very positive change and claiming of snapshots os open too. As the ADAS II.	1
The said establishment is ok and more improved than before	1
The security guard is so nice and friendly as well the staff. Their so clam when they are approaching the questions of the customer. Very commendable specially to the guards their so patient as well the staff.	1
The serve their client well. The Staffs are approachable	1
The service accorded to me by your personnel, especially by Ms. Diane Barredo has always been excellent!	1
The service and good. It met costumers standards.	2
the service and staff is good	1
The Service and the staff was good.	1
The service at LandBank was exceptional, and the transaction process flowed smoothly. It was a hassle-free experience, and the staff was highly efficient and helpful. I'm impressed with their commitment to customer satisfaction. Overall, a great banking experience.	1
the service done by Ms. Vera Santiago is the statisfaction of the client	1
The service given to me was fast and efficient. The one assigned to me was very professional, yet friendly and did not make me uncomfortable throughout the transaction. thank you!	1
The service here in Landbank Nagcarlan is excellent	1
The service here in paso de blas branch is exceptional! New accounts helped me with my iaccess account because my account lock due to update of application. Thank you so much for helping me fix my iaccess.	1
The service I experienced in Landbank Nagcarlan was really outstanding and the employees are approachable	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The service i got was prompt and easy even if am out of the country. So far, so good. Keep up the good work Calamba Mis Occ branch headed by Mam Anna. Good job everyone!	1
The service in the branch is excellent and efficient	1
The service is already good and fast. Good job everyone! Thank you for your service.	1
The service is already good but it has to be maintained and monitored to continue this kind of service. Ms. Razel Alvear assisted me well with my transaction. i commend her effort too help out clients like me.	1
The service is always consistent.. Good job	1
The service is better compared to other gov't banks at magalang naman lahat ng personnel	1
The service is commendable.	1
The service is excelent and the personnel is approachable.	1
the service is excellent	1
The service is excellent . Nothing to suggest	1
THE SERVICE IS EXCELLENT IN PROVIDING THE CUSTOMER'S TRANSACTION EFFICIENTLY EFFECTIVE.	1
The service is excellent maintain good service. The staff is kind and easily to approach	1
The service is excellent.	2
The service is excellent. The staff are very accomodating especially Ma'am Cheng, Ma'am Chel and even Ma'am Roma. They always serves us enthusiastically.	1
The service is excellent... The staff specially the branch manager are very accommodating kind and courteous....	1
The service is exemplary. The mobile app has been of great convenience especially on immediate transactions and during non-banking hours. It's easy to navigate, simple and overall handy for any user.	1
The service is fair enough and I appreciate the systematic way of scheduling of the clients.	1
the service is fast and efficient. very accomodating staffs	1
The service is fast and staffs are very accommodating. They are polite when asking for what purpose, even explained the requirements one by one.	1
The service is good	2
The service is good .	1
the service is good amd I am satisfied	1
The Service is good and all the staff is friendly .	1
The service is good and helpful :)	1
The service is good and the personnels are very accommodating.	1
The service is good and the staff are very approachable very satisfied	1
The service is good and the staff is approachable..keep up the Good Accommodation.	1
The service is good and well organized.	1
The service is good enough. I love it.	1
The service is good especially the one in n charge for the transaction snd friendly.	1
The service is good especially the staff are all approachable. Thank you and Godbless	2
The service is good naman po at sobrang bait ni Ma'am na nag asikaso sakin.	1
The service is good, and has a reasonable actions in terms of loan processing...thank you	1
the service is good, keep up the good work. Godbless po	1
The service is good.	4

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The service is good. All staff are very accomodating	1
The service is good. Employees are approachable	1
The service is good. I did not encounter any unnecessary inconveniences and the staffs are welcoming and they cater my questions.	1
the service is good..keep up the good work	1
The service is great	1
The service is great and the staff is very accomodating.	1
the service is great.	2
The service is great. It is indeed a friendly-environment agency.	1
The service is great. Staff and Guards are kind. Keep up the good work!	1
The service is outstanding.	1
The service is quite satisfying I haven't see yet anything to suggest.	1
The service is really good , so nice and quick	1
The service is really nice	1
the service is satisfying	1
The service is smooth and efficient.	1
The service is so great especially with the bookkeeper. He is so accommodating.	1
the service is superb!	1
The service is very efficient. The manager and the CS who attend to my request are very courteous. I love LBP Tagudin	1
The service is very fast at accomodating thankyou	1
The service is very good	2
The service is very good and nice.	1
The service is very good and the employees especially te manager mam sally she is very accomodating and approachable	1
The Service is very good and very helpful and accommodating	1
The service is very satisfactory	1
the service is very satisfactory and comfortable	1
The service is very satisfactory, but I recommend to hire more personnel if possible so the clients can be entertained immediately.	1
The service is very satisfying Miss Becka is really approachable and always willing to help with our transactions. It is a great help for us that we have a LEAF Branch here in San Antonio wherein we can deposit and withdraw anytime of the day. Sana lamang po ay mabawasan na ang cases of being offline.	1
The service it was better and good the employees were vere accomodating and innovative service keep up the good work.	1
The service nice and fast.	1
The service of Mango Ave Branch is very good	1
The service of Mango Avenue Branch is exceptional everytime i transact business with the branch ... Kudos to Mango Avenue Branch... Keep up the Good Work !!!!	1
The service of officers and staffs are very commendable	1
The service of staff was very accomodating. Continue your good job. God bless	1
the service of the people here's in lemery branch are good	1
The service of the personnel who attended is exemplary. They are efficient and effective	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The service of the staff is very satisfying	2
The service of this branch is very impressive they accommodate their clients very well	1
The service offered by Tanauan Leaf is good	1
The service offered to me by the staffs were very great and was very helpful (activating my fund transfer). They faced my problems with smiles and was very quick to solve my problem.	1
The service provided was excellent and accomodating. Keep up the good work!	1
The service systematic and fast	1
The service that has been rendered is awesome,	1
The service was already 10/10	1
The service was amazing. Instructions were given politely and clearly.	1
The service was awesome. Ms. Ma. Feliz Toni P. Dee is very patient and explained the process very well.	1
the service was excellent	1
The service was excellent.	1
The service was excellent. Continue serving the public at its best.	1
The service was good and the employees were kind and helpful.	1
The service was good and the staffs are very helpful and the informations that given to me was so helpful for me to have a knowledge about banking.	1
the service was great. Thank you	1
The service was impeccable and the people were genuinely assisting every client. I had no difficulty throughout the process. The friendly atmosphere also adds to highly satisfactory service. I would like to mention Ms. Arlene who assisted me during the process. She provides great service and is skilled in troubleshooting. Kudos!	1
The service was promising and convenient and more power to the organization.	1
The service was properly served in a reasonable amount of time.	1
The service was really okay i think there is nothing to improve. Good job for your excellent service.Thankyou	1
The service was super friendly and helpful with all of us, there's no need to further improve as they already did the best way of service to their customers.	1
The service was very good and accomodating. Thank you very much to Ms. Karen. Keep up the good work!	2
The service we get is very commendable. Thank you so much. Very amazing staff and employees.	1
The service you provided is too much acceptable	1
The service/assistance is commendable. Looking forward to maintain it.	1
The service's is good and effective	1
The services and employees are already good. Except for receiving a TOP or Activation code in enrolling the savings account in ONLINE BANKING thru IACCESS. I receive it very late. . Good job Employees of LANDBANK CLAVERIA (AGRI-HUB CLAVERIA)Headed by Ma'am Marlita Cagas. THANK YOU FOR FAST TRANSACTION ALWAYS.	1
The services are already good and the transaction is already smooth and easy.	2
The services are already very great. The personnels are very helpful and patient.	1
The services are comfortable, the employees are friendly and approachable, and the transactions are fast and reliable.	1
The services are fast and reliable	1
The services are good and accomodating	1
the services are good and the staffs are very approachable and considerate.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The services are great and a big thanks for all the personnel who is in-charge especially to Maam Lilibeth Alvarez, Sir Ralph Grayson Calibang and Kristin Zoe Paez, may you continue the good services and God Bless us all.	1
The services are great and the employees were all approachable. Like Ms. Karen M. Palo.	1
The services are ok. and the staff are really excellent in customer service and accomodating..Keep it up and God bless us all	1
The services are okay and satisfactorily rendered by the frontliners. Very smiling and accommodating. Very approachable and friendly. Thumbs up for San Juan So Leyte Branch. God bless and more power	1
The services are par excellence so far...	1
The services are very satisfactory The staffs are very polite,accomodating and helpful Encashment of checks are very easy	1
The services done to the clients are excellent. Employees are courteous and are always willing to help. Thank you Land Bank, Oroquieta City Branch for your dedication and for the services you're doing to us.	1
The services here in LandBank is extremely excellent. The staff are very kind and accommodating, they even extended their time just to finish pur transactions. We were very satisfied with their services, especially Mr. Mao and Venus, they are super helpful. We really appreciate their time and effort and extreme services given to us.	1
The services I received here in Landbank Nagcarlan is really great. The transactions I've made with them was definitely a reasonable time.	1
The services is good and all employees are helpful.	1
The services is very good	2
The services is very good and the staffs are very kind enough to do thier services	1
The services is very good....	1
The services I've received are exceptional and I was really satisfied so I can say that I will not be able to add more suggestions.	1
The services of the staff are very much efficient and they are cordial from the guards to the tellers and manager. I hope you can have facilities for sss online payment like egov	1
The services provided by this branch is excellent.	1
The services provided is not a question, only there are many clients the staff needs to attend to especially in the New Accounts, which makes waiting time long	1
The services provided was good. The new accounts clerk, Ms. Venus Javellana is very approachable. There are some minor issues regarding the availability of online services but overall, the service was great.	1
The services rendered by Ma'am Venus Javellana as a clerk is outstanding! Hoping for more people like ma'am Venus!	1
The services rendered by the staff for me is excellent	1
The services that I received was excellent	1
The services they provide is excellent... They maintain the gesture of being overwhelming to welcome their client... EXCELLENT JOB	1
The services they provide to us as client is every approachable.they will help you in your transactions. Very accomodating. Thank you so much!	1
The services was excellent!	1
The services was good!	1
The services was great. All I can say is for them to sustain it! Congratulations!	1
THE SERVICES WERE EXCELLENT	1
The services you have provided were excellent already. All the employees are courteous, welcoming, hardworking, and passionate in their job. You serve your clients with utmost respect. Rather than giving suggestion, I would like to extend my sincere gratitude to all of you for giving your best effort. Please continue to serve the people well.	1
The space is limited and ventilatiin needs improvement.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staff and bank teller is approachable whenever you have questions.	1
The staff and bank tellers were very approachable whenever you have questions. keep up the good work!	1
The staff and officers are very helpful and approachable.	1
The staff and personnel of LBP Culasi were very excellent in performing their job... A good example of service excellence provider... Keep it up LBP Culasi and continue to serve to the people with utmost excellence. Thank you	1
The staff and security guards provides good care for all of us the Costumer with good service.	1
the staff and the manager is approachable and accomodated us even if it's late. And we are happy about the service that we received.	1
The staff are accommodating	3
The staff are accommodating, helpful, and they provide good service to clients.	1
The staff are accomodating and well equiped	1
The staff are all accommodating specially Mam Maria Leonarda Arellano, she is very jolly and my needs are well accomodated. Kudos to the staff.	1
The staff are all courteous and attentive.	1
The staff are all courteous. I was entertained very well by other staff. My queries are all answered by Sir Adrian The place is cleaned and well-conditioned.	1
The staff are always smiling	1
The staff are approachable	2
The staff are fast in catering transactions.	1
The staff are friendly and accommodating. They treat their clients fairly. Thank you charm and mr. alabat for your the satisfactory service. Kudos to all your staff Landbank Cotabato.	1
The staff are friendly and entraining. 5 star for the service	1
The staff are helpful and approachable especially when I transacted to the verifiers, sir richard and mam ching. I am happy because they are kimd and considerate.	1
The staff are nice	1
The staff are so friendly and lively.	1
The staff are so nice and hospitable. They assess the client in a nice way and extend their help to those client who need help	1
The staff are so nice easy to approach .	1
The staff are so very friendly, they do their job purposely. They are also honest by giving the money back if we did it wrong or the amount is over. The guards are also responsible by their duty .. Thumbs up for LAND BANK staff ..	1
the staff are very accommodating	2
The staff are very accommodating and respectfully beautiful	1
The Staff are very accommodating Thann you so much.	1
The staff are very accommodating. Keep up the good work.	1
The staff are very accommodating. Thank you for the smooth transaction.	1
The staff are very accommodating. Thank you for your service, LBP- Plaza Libertad Branch.	1
The staff are very accommodating. They are always smiling.	1
The staff are very accomodating	4
the staff are very accomodating and friendly especially teller 7.	1
The staff are very accomodating to the client.	1
The staff are very accomodating, even the guards.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
the staff are very accomodating. They demonstrated exemplary patience in entertaining inquiries regarding the transactions, and also gave due consideration to their clients' needs	1
The staff are very approachable	6
The staff are very friendly and accommodating	1
The staff are very friendly and accommodating and it's not difficult to approach them whenever I need help. It's just that their system can be upsetting sometimes because atms are offline most of the time.	1
The staff are very helpful and I was assisted throughout my transaction.	1
the staff are very helpful in our transaction & everyone is very respectful & professional	1
the staff are very helpful. done with my transaction in a very short time. thank you. keep up the great service.	1
The staff are very nice and beautiful.	1
The staff are very welcoming and accommodating from the guards to the clerks. I have no suggestions so far. Everything went well with my visit today.	1
The staff are very welcoming and I am accommodated properly.	1
The staff are welcoming, In case you need help. They are willing to assist you wholeheartedly. The christmas decorations are great.	1
The staff ate polite and very accomodating.	1
The staff attended is very approachable and the service rendered is excellent. Thank you!	1
The staff handles me well in my queries about car loan.	1
The staff has attended to my transaction efficiently.The mood today is festive.Happy Anniversary!	1
the staff in charge was accomodating	1
The staff in Teller 3 was very helpful.	1
The staff is approachable and considerate.	1
The staff is approachable and kind.	1
The staff is extra helpful in giving additional info about my iaccess. Now i got to maximize the use of my iaccess because it includes my newly opened account as well. Salamat, Buluan branch and to you ms. New accounts	1
the staff is friendly and very helpful	1
The staff is good. Very approachable for his or her client	1
The staff is polite and very helpful.	1
The staff is prioritizing evey client, No special treatment	1
The staff is really helpful. I appreciate all their efforts in assisting me with my account opening.	1
the staff is very accomadating. Big Check	1
the staff is very accommodating	1
THE STAFF IS VERY ACCOMMODATING AND VERY KIND. EXCELLENT SERVICE !!!	1
The staff is very accommodating... courteous and smiling...	1
The staff is very approachable	1
The staff is very approachable.	1
The staff is very generous and kind..fast transaction thank you po sammga staff	1
The staff is very helpful and courteously.	1
The staff is very reliable and keepable for a satisfying service	1
the staff of landbank zapote branch is very approachable and kind :)	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staff of LBP-Calamba, Mis. Occ. Branch is very accomodating ang friendly.	1
The staff of siniloan branch is very accommodating and very friendly.. eventhough they have high volumes of client almost everyday,they are still motivated and make sure to accommodate all of them.. I highly recommended their manager Mam Mey for being helpful all the time especially when they have a lot of clients waiting for their turn.	1
The staff on new accounts was very pleasant. She was very helpful. She answered all my queries very well and was very accommodating	1
The staff shows patience in their work. Very accommodating and professional.	1
the staff that assisted me is very approachable. The transaction I had with her was waesome	1
The staff was accommodating.	1
The staff was courteous and helpful. The opening of my new lbp account doesn't take long and the staff assisted me with regards to addition of my iAccess account. Keep on providing this kind of service. Thankyou.	1
The staff was great. The customer service was outstanding	1
The staff was helpful.	1
The staff was very accommodating in helping me open an account and was also patient in answering my questions. Overall, they did an excellent job and I would recommend them to others.	1
The staff was very accomodating and helpful	1
The staff was very fast and helpful	1
The staff was very friendly and suggest what the easiest to do/solution on my concerns. Thank you and keep it up	1
The staff was very helpful and welcoming :)	1
The staff was very helpful as I was requesting statement of account	1
The staff was very quick to assist me for my inquiries	1
The staff were nice and accommodating :D	1
The staff were so accomodating, plus the office is so cold! Satisfied with my service.	1
the staff were very accommodating and assisted me with all my concerns..over the counter staffs & guards were very polite and courteous kaso sobrang init sa branch na ito.	1
The staff were very helpful and very accommodating.	1
The staff were very helpful. Thank you! However, If it possible to add work parking space, It will be great! Thanks!	1
The staff were very knowledgeable and helpful specially Ms Kath who not only helped me with my transaction that day but also gives advices and updates regarding other Landbank matters 24/7. Appreciated her work ethic and willingness to help.	1
The staff were very nice and approachable. However, if possible, I hope the office would consider adding more staff since they are catering the whole Island of Camotes, and that is a lot of customers. Thank You for the service!	1
The staff who accommodated me was nice and courteous. She also listens well to my concern and responded to it in a deligent manner.	1
The staff who assisted me in Cuenca leaf is very accommodating and very courteous.	1
The staff who assisted me this afternoon is very attentive and kind. He did excellent service!	1
The staff who assisted me with my iaccess named ma'am Ching is very kind and accommodating. She even took time to call the other branch just to assist all my concerns about iaccess.	1
The staff, Maria Diana Orteza is very honest and courteous during my transaction. I deposited excess amount but she returned it immediately. I hope that what she demonstrated or done shall be a good example to everybody working in banking industry. Thank you very much.	1
The staffs are accommodating and courteous. Thank you.	1
The staffs are accomodating and the Manager as well.	1
The staffs are approachable	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The staffs are helpful and courteous. As much as you seek assistance they will provide. Keep it up.	1
The staffs are very accommodating and the transaction was very smooth. They are very humble and kind to their clients and very easy to approach when you want to ask or learn how to do something. Super satisfied with their work.	1
The staffs are very accommodating.	1
THE STAFFS ARE VERY ACCOMMODATING. MAM DAN IS ONE OF THE STAFFS IN THEIR OFFICE WHO IS VERY KIND AND VERY APPROACHABLE. I STRONGLY RECOMMEND YOU TO VISIT LBP AURORA and experience their way of serving to their clients.	1
The staffs are very accomodating and helpful	1
The staffs are very accomodating and provide quality services.	1
The staffs are very accomodating and welcoming. The process was smooth and easy. The staffs are commendable.	1
The staffs are very accomodating to our request (all intramuros staff) thank you and keep it up..	1
The staffs are very accomodating. I am happy to open an account here. Thank you.	1
The staffs are very approachable and responsible. Their service are so well.	1
The staffs are Very approvable and kind to everyone.	1
The Staffs are very courteous and helpful, and provides all the information i needed, accommodates me and provided me alternatives and appropriate guidance on how to process my transaction. Thanks Very Much and More Power Landbank Balintawak.	1
The staffs are very friendly and approachable. They also talks to you with ease and accommodates you with such an ease manner. They were good and well	1
The staffs are very friendly especially mam razel alvear	1
The staffs are very kind and accommodating. I hope that they will continue to do it.	1
The staffs in new accounts are helpful and accommodating to my questions	1
The staffs of Landbank Gabaldon Branch are superb in their service.	1
The staffs of this branch are friendly and are approachable.. Thank you so much.	1
the staffs treated us well, the way they communicate and the service was very good. thankyou	1
The staffs very nice and polite	1
The staffs were nice and doing their best even there were many clients since its on peak season	1
The staffs were so friendly, and I love them for that. Also the bank itself has a friendly environment	1
the staffs were very welcoming and very accommodating, their treatment to the customers are very good and the only thing that needs to be improved is the waiting area, definitely needs more chairs	1
The staffs/officers are very accomodating.	1
The team of Mr Angas was very helpful in handling our concerns.	1
The teller and the security guard are very approachable. Their service is highly recommended.	1
the teller is very accommodating and friendly. the service is fast and efficient. Very good LandBank San Juan So Leyte Br. Thank you very much!	1
The teller is very accommodating and quick	1
The teller is very accommodating. Fast service.	1
The teller is very accomodating and approachable. She does her duties excellently and exceeds costumers' satisfaction.	1
The teller mam gene the best teller i ever meet., :)	1
The teller Mavee Bernardo and Branch Head Abigail Basco perfectly understood the needs of Jesse Baltazar. They served professionally and with compassion. - Francis Abraham 09189239924	1
The teller was kind and approachable to the customers.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
The teller was so nice.	1
The teller was very accomodating and patient with my transactions.	1
The teller was very friendly and kind. She was very helpful as well.	1
the teller was very nice and courteous	1
The tellers (Ms. Saguisa and Sir Ryo) and the branch manager (Ma'am Jeng) were so approachable and friendly. Kudos to their excellent service. Sana lahat ng staffs ganito.	1
The tellers are very accommodating and friendly.	1
The tellers are very accomodating and friendly. Fast and reliable service.	1
the tellers are very courteous and accommodating, smiling	1
The tellers are very kindness and approachable	1
The tellers are very much accommodating and can answer all our queries. They are very friendly and easy to transact with. Kudos to your excellent service	1
The tellers were very accommodating and approachable.	1
The transaction is completed quickly	1
the transaction is fast	1
The transaction is fast. The staff is approachable.	1
The transaction is good and very fast i like it.	1
The transaction was fast and worth of time. The one who accomodate and did my transaction was friendly and nice.	1
The transaction was smooth. Thank you	1
The transaction was very fast..I'm very satisfied	1
The transaction went smooth and fast.The overall service is very great.Ms Kahlene Joyce C barbosa is very approachable and Kind.	1
The transaction went smooth. It was commendable	1
The transactions were easily made and I am really satisfied	1
The ventilation needs improvement and the space is limited.	1
The ventilation needs improvement and wider space.	1
The verifier is very accomidting	1
The verifier is very accommodating and transaction was fast in the branch.	1
The Verifier Ms Ana is so accommodating in my queries regarding the opening of accounts of my 2 kids..Ms Belle is so helpful and even let me used her phone for the fast registration of the account opening of my children..She assisted me and accommodated us carefully and efficiently.Keep it up.	1
The verifier was friendly and pleasant to her clients.	1
The verifier, Ms. Princess is very accomodating and helped us in our transaction.	1
THE WHOLE STAFF ARE DOING AN AMAZING JOB. THE GUARDS ARE ABOVE AND BEYOND-BEST CLIENT SERVICE.	1
The whole staff is very accommodating and smiling...	1
The whole team is very accomodating and easy to deal with.This bank has an awesome team and a dedicated staff. To Ma'am Agnes Bartolome very good customer service, we are assisted at every step with perfection and kindness	1
The whole team is very accomodating whenever a client needs help. The employees make everything easy and hassle-free thanks to their help. They also show an amazing customer service and make a client feel comfortable.	1
Their citizens charter poster was a bit small yung dimension, siguro pwede palakihan ba kasi for elderly people para naman ma guide din sila. The customer service is maayos naman, polite yung NAC nila tapos si verifier magaling mag advice din. Overall experience is good. Thanks	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Their service is excellent.	1
Their service is very good.	1
Their service was fast and reliable. I thought getting the things I need would be much of a hassle but they actually made it easier for me.	1
Their services was very great. They are very approachable and accommodating. My suggestion is that I hope they have number counter like that in BIR, the great thing is that they serve their customer easily when they call their customers number.	1
Their staff are all approachable and friendly.	1
Their staff are very approachable. Very much satisfied. thank you	1
Their system is efficient and effective.	1
There is a standard system to follow. Everyone are treated equally and in a first come, first served basis. Employees are very attentive to their clients, paying outmost respect and consideration esp to Senior and PWD/Priority.	1
There is none. The staffs are very accommodating and welcoming. I had a very fast transaction. Special mention to Ms. Ma. Celeste F. Advincula and Mr. Florante A. Tiu with their costumer care facilitation. Kudos!	1
There is nothing I can say regarding with how this branch of landbank can improve their services because I see that they properly assist the applicants.	1
There is nothing more than I can suggest because for me, services here in Landbank is excellent. Everything is perfect.	1
There is nothing more to suggest. The office is very accommodating and people friendly to clients.	1
There is nothing much to suggest since all of the personnel at LBP Guadalupe are very assisting and serve with a smile. Special mention to Sir Paul Samson and Sir Roger for being so accommodating and helpful.	1
There is nothing to improve because I am truly satisfied with the services they provided.	1
THERE IS NOTHING TO IMPROVE BECAUSE THEY HAVE ALREADY OFFER GOOD SERVICES.	1
There is nothing to improve po kasi ma'am Ma. Ezalyn Canseco is very responsive and active about my questions tungkol po sa pag assist sa akin. Also, ma'am Ezalyn helped me by clearly stating kung ano po yung mga kailangan na ma-fill up. Hindi po ako nahirapan at kinabahan kasi po she made sure that I won't feel uneasy while doing the thing. I hope to have another transaction or service with ma'am Ezalyn again. Thank you!	1
There no need for improvement beacuse its already good	1
There should be additional table for filling up of documents	2
There was a complete turnaround of the atmosphere of LBP Capistrano Branch from grumpy to very accommodating and smiling employees. Congratulations!	1
There was one time that it took me almost an hour waiting for my name to be called at the Verification Counter only to know that she forgot my paper.	2
There will be an office sched for the teachers especially when offering salary loans	1
There's no option for Pre-employment process.	1
There's no sourcing/talent acquisition option in services availed. So, I was forced to choose one service.	1
There's nothing i can recommend since the stuffs and employees were good.	1
There's nothing to change really. I am very much satisfied with the service they have now.All the staffs are friendly and very easy to talk to.	1
there's nothing to improve more po, thank you for service.	1
These Employees are so courteous: Ms. Mastura, Ms. Milgin fausto, Ms. Desly cocjin, Mr. Dominic ramos, Ms. Caballos, Ms. Almansour	1
They accommodated my iaccess transactions even though it was past 3pm . Thank you to counter 3 mam des of landbank cotabato branch.	1
They accomodate me very nicely and they are also all friendly, from Salary Loan to Teller.	1
They already satisfied me with their service, so all I can say is GOOD JOB and THANK YOU!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
they always explain everything clearly.	1
they answer people queires quickly	1
They are accomodating and fast transaction	1
They are all approachable to all costumers I think nothing to improve because the services are perfect.	1
They are all courteous and very accomodating.	1
they are all kind.	1
they are all nice and professional. salute!	1
they are all nice their clients. Good Job	1
They are all polite ad kind to all clients especially to senior citizen. keep it up capitol branch	1
They are all polite..good services...	1
They are all professionals keep up the good work!	1
they are always nice and do the great job	1
They are always smiling.	1
They are approachable	1
They are approachable and accommodating.	1
They are doing a great job..	1
they are doing their best	1
they are good in service	1
They are good in servicing their clients	1
They are more accomodating than before. Office ambiance is better now. More online services (ex. card replacement) should be available so as to save more time and effort.	1
They are nice, very helpful and easy to transact	1
They are ok	1
They are outstanding at customer service.	1
They are professional, kind, and local. Everyone there is so welcoming and they really made me feel like an important person.	1
They are service oriented.	1
they are smiling and accomodating.	1
They are so courteous and helpful and friendly.	1
They are very accomodating and friendly. The atmosphere is very welcoming. They are very patient with their customers. No suggestions.	1
they are very accomodating and very kind	1
They are very accomodating especially the new accounts..	1
They are very accomodating, helpful and nice to deal with their client.	1
They are very accomodating, specially sir gerard of complain desk he will help you with all your needs, and the beautiful lady holding new accounts is very kind to all. They are all very approachable from the guards to the staff... 5star	1
They are very accomodating.	1
They are very approachable to there clients always smiling very easy to please and adorable god bless you all	1
They are very approachable and kind.	1
They are very approachable, they assist their client and treat equally.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
They are very approachable. mabilis ang process ng aking Cash Deposit. Thank you so much.	1
They are very generous and accomodating to their costumers.	1
they are very helpful to all my concern	1
they are very kind and respectful	1
They are very much accomodating and courteous. All staff are always ready to help me in my transactions..thank you po sa landbank tigaon dahil naging mabilis ang transaction namin.	1
they are very much approachable and have a good manner	1
They assist the client politely and very responsive with questions. Thus, it helps in making the transactions much easier.	1
They courteous and nice	1
They do their job well	1
they give priority to seniors. thanks	1
They handles tough customer service circumstances effectively.	1
They have a good communication to their clients . They work hard and they are responsible to their work assignment. They leave us a good time after leaving the bank	1
They have a good service. Friendly staff especially the frontliners /officers especially Maam olive.	1
They have a great and knowledgeable Branch Manager.	1
they have a great customer service	1
they have pleasing personality	1
They have problem solving abilities	1
they offer convenient customer support	1
They possesses a highly effective verbal and written communication skill.	1
they prioritize employees wellness	1
They properly do their job, so there isn't a need to have a suggestion. Good job	1
They provide extra mile service. They always accomodate my request of providing me new bills.	1
They provide good service for everybody	1
They provide quality of service to its customers.	1
they resolve customer queries quickly	1
they serve efficiently and the staff are friendly	1
They serve politely and with a smile on their face.	1
They serve their costumers well and i am one those satisfied costumers.	1
They served us to the most courteous and helpful way they can as soon as we entered the bank premise..feels like not the usual government bank that we transact with from the past.	1
They serves their customers politely and abrupt response of all quires.	1
they treat their customer equally	1
they understand the customers needs	1
They were accomodating and friendly. They have assisted me immediately.	1
They were nice and friendly	1
They were very accomodating, friendly, and smiling.	1
they're helpful in manyways and they guide their customers efficiency and courtious.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
They're so accomodating.	1
They're so lively.	1
They're so professional.	1
They're welcoming. Thank you.	1
Think there's nothing to add everything was excellent the service the people specially mam April mam Clair they are both nice and very accomodating	1
This an appreciation comment: Landbank sagay employees are commendable of thier costumer service,very helpful ,accomodating,, You will feel at home coming to this bank.	1
This bank has an awesome team and a dedicated staff. I am very impressed by their vision, hard work, outstanding performance, and wonderful team-mates. Their reputation is well-earned. I suggest to separate the government transaction and I think they should have their own queue	1
This bank performs well.	1
This branch Should accept check deposits until 3pm or closing time. Not only until before 12nn only!	1
This brance has a good and friendly personal Keep up the good work specialty in the new account personel	2
THIS BRANCH HAS A WONDERFUL PEOPLE FROM THE GUARDS TO THE TELLER. THEY ARE ALL ACCOMODATING AND FRIENDLY. THEY REPLY EASILY AND FAST ON ANY INQUIRIES I ASK. THANKS LANDBANK NAGA CEBU BRANCH.	1
This branch has superb services. The manager and staff are accoodating.	1
This branch has wonderful helpful staff. They are also competent and efficient. Keep up the good work.	1
This branch is the most friendly among other branch that I encountered. very accomodating so far.	1
This branch is very accomodating and considerate of our concerns. Appreciate their service. Thank you	1
This branch looked way better than it was before. Service is excellent	1
This branch of landbank is very accomodating and excellent.	1
This is a commendation: Staffs are very friendly and very accomodating. Keep up the good work. GOD BLESS always.	1
This is for request for Manager's check. Thank you Cash Dept for the quick service.	1
This is more of a sharing how delighted I am with one of your tellers who went an extra mile to endorse my passbook replacement because of the separate lines for deposit and passbook replacement. The process became seamless for me. Thanks to employees like them.	1
This is my favorite branch ever	1
This is my first time here in Landbank USC North Campus and so far I have no complaints. I just hope nga you will continue giving good service to the people.	1
this is only during oeak hours(too many clients) , if ever please open dedicated counter for depisiting only because most of the time a simple deposit transanction is overtaken by a complicated transanction which should be the other way around. thank you and more power!!! PS: atm machine is always crashing/lag after heavy usage of 4Ps users...since the bank caters 6 municipalities, it should have 3 or more machine...	1
This is so far the best branch of land bank here in isabela roxas has a very friendly and accomodating staff. Very helpful and always on a smile. From the new account to verification and the teller. 2 Thumbs up for themThis branch is better than the private bank like chinabank, eastwest bank specially BPI and BDO. I highly recommend ROXAS land bank branch.	1
This isn't a suggestion,however a commendation for a good service and accomodating personnel of this branch from the manager ,tellers and to it's security guards. Thank you so much	1
this office esp. the account assigns to us deserve high commendation for their exceptional service and dedication. Keep up the good work	1
This Office has a well organize banking system unlike other coml banks. The staff are very knowledgeable/approachable especially Ms. VENUS JAVELLANA who extended exceptional effort out of her duty. Also, the guards are strict/sharp & disciplned. Keep up!	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
this office is very helpful. Unlike your local auto loan incharge in Cebu not willing to help, not taking responsibility and no where to be found (palaging wala)	1
This pertains to the long queue of senior citizens during critical days (4ps) need better facility. Thank you.	1
thnak you for helping us to explain	1
Thnkyou landbnk for my fast transaction tru your deposit cash machine ur the best	1
Though the Bank caters voluminous trasnsations, the employees of Landbank Vigan Branch manage to serve their clients well..Continue the good work.	1
Thumbs up for Sir Benedict for the fast transaction as well as to the whole team.	1
Thumbs up!! Very smooth transaction and accomodating staff.hope every bank has this kind of staff..	1
Thumbs up.	1
Thy are very nice to us.	1
Time is gold po.... kung minsan sabi bukas release mo na...yon pala may mga contrata pa pala na kailangang pirmahan..tapos pabalikin ka ulit...but so far ok nman po...	1
Time management	1
tinolongan ako sa pagbokas	1
Tinuruan ako para mas mapabilis ang proseso ng aplikasyon ko.	1
Tinutulangan po ako ni maam venus sa aking pagooopen account maraming salamat dahil nakaopen na po ako dahil po sakanilang tulong ..	1
Tnx	1
Tnx for the assistance in activating my iaccess	1
To all staff of bank are i'm satisfied what service can i needed special for ma'am ching mastura, ma'am an and management.	1
To all staff,manager,sg thank you po sa inyong lahat	1
To also make cash deposit slips carbonized and make posters, informations and other CC's a little bit larger so it can be easy and more visible to everyone even on a farther distance.	1
To be Easy and fast transaction	1
To be more handworking	1
To have a bigger establishment to accommodate more clients when time needed. Thank you po.	2
to have extended banking hours to serve your clients	1
To have more staff para mabilis po yong transaction. Thank you po for being accommodating sa lahat ng client nyo from the security guard to office staff your all kind and frienly po sa lahat. Thank you.	1
To help improve the services to have a great personality	1
To improve good approach to the clients, and always be happy to serve us.	1
To Ma'am Tata Lagas of LBP Molave Branch, who have always a heart to the Pantawid Beneficiaries willing to extend her help to us..very approachable and friendly. Who have always smile on her face. Godbless Landbank and More Power.	1
To put additional lane for pwd, pregnant and senior citizen in opening new account.	1
To put another officer officer to help accommodating the clients	1
To set queuing number back on screen.	1
Too many clents but only one counter for new account which caters account opening, updating, card replacement, check request, statement and all other bank transactions. Pls add additional counter for new account. Kawawa empleyado nyo kawawa din client ninyo.Although meron naman nag aassist at umiikot sa lobby, appreciated.	1
Totally amazing servicing.. thank you so much have a wonderful day ahead...	1
Totally Satisfied	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Transaction is fast and convenient	1
Transaction is fast nothing to improve	1
Transaction is fast. Very good!	1
Transaction is fast. Very satisfying. Thank you Mr. Gonzales & Ms. Colico of Ayala branch!!!	1
Transaction is smooth and fast! Keep up the good work.	1
Transaction is smooth and fast. Staff are very accommodating and so with the guards.	1
transaction is very fast and satisfied nakakausap ng maayos yung mga teller	1
Transaction very fast, the manager in the staff are all very approachable	1
transaction was good, all's well	1
Transaction would be very fast and easy if the staff in other branches would be as courteous and as helpful as of the staff in puerto galera oriental mindoro.	1
Transactions are well facilitated and well attended to. Thank you for the job well done.	1
Transactions here at landbank brgy sala cabuyao laguna near mercury drug is always smooth and easy due to their initiative and time management.	1
Transactions made here is smooth and fast.	1
Transactions os easy and fast	1
transactions was smooth and aircondition was good :)	1
Transfer CC to a more visible area	1
Treated courteously, very friend;y accomodated, and soft spoken.	1
TREATS THEIR CLIENTS VERY WELL.	1
truly accomodating	1
Tulad naming mga senior citizen malaking tulong ito sa amin sa pproseso sa mga dokumento. maganda po ang serbisyo n ipinakita ng kanilang opisina sa mga kleyente.	1
Tuluy tuloy po sana SIKAT SAKA	1
Twas very comfortable and good experience. Kudos to kenneth agtarap for a more than good service with a smile.	1
Ty po	1
Ty.	1
una sa lahat maraming salamat sa mga empleyado! Perferct: job well done!	1
Unang gagawin mo o paraan na gagawin para mapabuti ang pag papasya mo yun ay ang bigyan mo ng tiwala Ang iyong Sarili	1
Unceasingly pray (1 Thes. 5:17)	1
Understand the need of the client	1
understanding and helpful staff	1
Unlike other banks, landbank don't have a booth where clients can have refreshments while waiting. it would be nice to have that since most landbank branches cater govt transactions which takes more time to transact.	1
Unta ang kamaayo sa taga Landbank Ubay dili mausob ilang kinaiya. Salamat	1
Until now, i do not have a passbook of my Savings acct with your bank. I am banking with metrobank, BDO, Allied/PNB banks. I have all passbooks from these banks. What is the reason for not providing your clients with savings passbooks? How would we know how much money is in after you collect our loans fees and other transactions? Whatever your banks purpose is, pls give me an update or reply through my email. Thank you	1
Updates time to time about transaction processing.	1
Updating of account	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Updating of account was easy and fast.	1
Updating of Brgy is convenient and accesible. Thank you Caloocan Branch	1
Upon request, sana ay mainform din agad kami kung kailan marerelease yung checkbooks. Para hindi magpabalik balik sa bank.	1
Ur service is very good...	1
Use again the numbering system for over the counter transactions.	2
Use an audio system for calling the customers numbers, and make a signage for every color tickets	1
Use microphone to make customers more aware of their call if it is their turn. Thank you for your service.	1
Val is great pero I have to spend 2hrs para lang paayos yun iaccess concern ko. Super long wait time. Next time pakilagyan ng separate counter ang senior and paki ayos yun pila. I am also not impressed dun sa katabi ni Val na lalaki nakapink na long sleeve, pinasa nya kay Val un enquiry nung customer na sya na mismo un nag assist and ako dapat yun next na aasikasuhin. Tapos sya kumuha sya ng ibang customer. We ended na hindi natapos yun pag open ng account ng asawa ko.	1
Venus javelin is very kind.	1
Venus Javellana very matulungin	1
Venus Javellana -corteuos, approachable, fast and easy to transact with. - good job	1
Ver friendly staff. Always politely answering queries.	1
Verification counter need more SMILESSSS	1
very good	3
very good service	1
Verry Good service! Thank you land bank baclaran	1
very good services,thank you verry much	1
very good teller and officers	1
Verry good transaction	1
Verry Satisfied, mabilis na serbisyo	1
Verry sutiffied	1
Verry verry good services,thank you so much.	1
Verrygood	1
Very accessible	1
Very accomidating personnel	1
very accomodate thank you	1
Very accommodating	23
Very accommodating ..	1
Very Accommodating and all Staff are friendly.	1
Very accommodating and courteous employees. Even the guards very helpful. Godbless LBP Tayug Branch	1
Very accommodating and friendly ang staff dito. And thank you thank you so much kay kuya guard na ng balik ng naiwang envelop with cash. very honest deed pagpalain pa po kayo lagi Sir. Thank you!	1
Very accommodating and friendly staffs.	1
Very Accommodating and good service	2
Very accommodating and good service.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
very accommodating and helpful. excellent service!	1
Very accommodating and respectful especially to us, pregnant women.	1
Very accommodating and smiling personnel	1
Very accommodating and smily mga emplyado sa landbank quezon avenue	1
Very accommodating and the only branch that help me !!! May care sa client at willing tumulong . Bravo zulu!	1
very accommodating and very efficient services especially the branch manager	1
very accommodating and very satisfying branch ever I transact!	1
Very accommodating and very supportive	1
Very Accommodating ang mga staff especially Sir Richard and Mam Saida. Thanks	1
Very accommodating ang staff especially the bank Manager.	1
Very accommodating ang staff.	1
Very accommodating bank employees, transactions are done smoothly, clean facilities, overall commendable management of the bank. Kudos!	1
very accommodating bank manager	1
Very accommodating Branch	1
very accommodating branch personnel	1
very accommodating branch, very good service	1
Very accommodating branch. Mabilis ang serbisyo at mabait din po c ma'am.	1
Very accommodating customer reps. I enjoy depositing everyday. Thank you Landbank	1
Very accommodating employees	1
Very accommodating employees.	1
Very accommodating especially when being asked for assistance about MDS transactions	1
Very accommodating from guard to staffs! Keep up the good work. :)	1
Very accommodating mga staff. Always attentive sa needs ng clients. Good Job, Landbank Cotabato.	1
Very accommodating most especially the Manager and it's colleagues.	1
Very accommodating Ms. Razel Alvear:) thank you for your service:)	2
Very accommodating n smiling workers Thank u LBP San Juan Branch	1
very accommodating naman lahat ng staffs	1
Very Accommodating ng mga staff . Thank you so much.	1
Very accommodating on diff. transaction.	1
Very accommodating personnel especially Sir Jake Kervin Ibabao. Continue your best practices. Thank you.	1
very accommodating personnel of LBP pasong tamo ext	1
very accommodating personnel of LBP Pasong tamo..	1
Very accommodating personnel of the Branch.My transactions were served efficiently and I was offered food and drinks. Happy customer here!	1
Very accommodating po ang LBP personnel sa inyong branch. Mabilis umaksyon sa mga queries and concerns. Kudos po kay mam Cathy Siscar for extending her efforts para mabilis na maiserve ung service na need po namin sa DepEd as client. More power po! Maraming salamat po!	1
Very accommodating po ng lahat ng staff. Mababait sila and maasikaso sa clients. Visible din to clients ang kanilang citizen charter. Thank you Calapan Branch! :)	2

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very accommodating po si Ms. Ma. Ezalyn Canseco and super easy ang naging steps sa pag open ng account. It's my first time opening an account sa LandBank and the staff makes it easy, fun, and babalik ka talaga.	1
Very Accommodating po. mabilis lang natapos ang aking transakyon. Thanks.	1
Very accommodating rapport was established excellent work thank you so much mam. Godbless po	1
Very accommodating staff	3
Very accommodating staff , friendly and courteous, the place was well lighted and well ventilated	1
Very accommodating staff and always smiling!	1
very accommodating staff and approachable si maam menete nakitaq lang name nea sa id nea	1
Very accommodating staff and easy to deal with	1
Very accommodating staff and fast update . Mabait ang nag assist sakin sa new account na si Ms Venus palagi syang nakangiti. Ok sa Karuhatan Branch highly recommendable.	1
Very accommodating staff and friendly	1
Very accommodating staff especially Ma'am Tatel, Sir Bjay, Ma'am Lanz and Ma'am Sheg. Thank you.	1
Very accommodating staff!	1
Very accommodating staff. Fast and easy application.. thank you for helping me for new account opening. I recommend landbank karuhatan branch. Keep it up and God bless po	1
very accommodating staff. happy with the service	1
very accommodating staffs	3
Very accommodating staffs and always a happy branch were they smile and greet you with full heart	1
Very accommodating staffs and easy to approach.	1
Very accommodating staffs and personnel!	1
Very accommodating staffs and with good environment	1
Very accommodating staffs with excellent service.	1
Very accommodating staffs. Fast and excellent service.	1
Very accommodating staffs. I am satisfied with the service offered.	1
very accommodating teller	1
Very accommodating thank you very much!	1
VERY ACCOMMODATING THANKYOU	1
Very accommodating the staffs and perssonel	1
Very accommodating to the client/customer	1
Very accommodating trainees	1
Very accommodating. Please make the CC more readable for everyone.Thank you very much.	1
Very accommodating! Daghang salamat!	1
Very accommodating, and pleasing po ang mga staffs. (Ps. Ang ganda po ni ma'am na nag assist sakin ang cutie pa hehe thank you sm po)	1
Very accommodating, dami tao pero am willing to wait dahil they are all nice! Thank you!	1
Very accommodating, Thank you always may Free coffee and Friendly personel.. mula sa branch head hangang sa mga guard maasikaso sila at mababait.	1
Very accommodating, very approachable, and good service	1
Very accommodating, very friendly.. especially the. HR team.. thank you soo much po.:)	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very accommodating.	4
very accommodating. Good Customer Service	1
Very accommodating. Hindi masungit ang staff	1
Very Accommodating. thanks	1
Very accommodating. The guard assisted her clients very well ..knows the system well thank you very much.	1
Very accomodstung staff and helpful,guided me to Mr. Bactol activate my online access and gave me suggestions on its use. Thank you.	1
Very accomodting	1
Very accomodate	1
Very accomodatinf staff	1
Very accomodating	23
Very accomodating .Service satisfied ...Thanks much..Ms.April and Ms.Claire of Landbank Rosario Branch..Mabuhay...	1
Very accomodating and courteous.	1
Very accomodating and fast	1
Very accomodating and fast service.	1
very accomodating and fast transaction	1
Very accomodating and fast transaction. Keep up the good work.	1
Very accomodating and friendly	2
Very accomodating and friendly staff, my complaint was managed and discussed properly.	1
Very accomodating and friendly..	1
Very accomodating and Good personality	1
Very accomodating and helpful	1
Very accomodating and helpful. Keep it up landbank	1
very accomodating and i am satisfied clients/customer :)	1
Very accomodating and respectfull	1
Very Accomodating and Smooth Transaction	1
Very accomodating and thank you so much for the assistance. The bank helped me so much with my loan buy out from the other bank and they assisted me so well.	1
Very accomodating and the staffs easily attended my needs.	1
Very accomodating and understanding towards their clients.	1
Very accomodating and very approachable	1
Very accomodating ang mga employee	1
very accomodating ang mga staffs	1
very accomodating as.always a longtime client former ucpb here	1
very accomodating at friendly si mam, lahat ng kailangan kong concern ay naibigay at naipaliwanag niya po saken. Maraming Salamat po. Ingat po palagi.	2
Very accomodating branch	1
very accomodating employees & fast transaction congratulations	1
Very accomodating employees. Fast transaction.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very accomodating keep it up	1
Very accomodating ms zata. Thank you	1
Very accomodating personel	1
Very accomodating personnel	2
very accomodating personnel & the transactions went well & address properly	1
Very accomodating personnel.	1
Very Accomodating po ang mga staff	1
Very accomodating po sa branch,Nakiusap po ako unahin nila ako dahil taga Abra De Ilog pa po kami,pinagbigyan naman po nila ako. Mabait din po si Mam ariane joy rabi na nag open ng account ko,.	1
Very accomodating staff	3
Very accomodating staff and fast transaction. Keep it up. Thank you ma'am Rose for answering all my queries.	1
Very accomodating staff Ms. Venus Javellana	1
Very accomodating staff. always smiling	1
Very accomodating staffs	2
Very accomodating staffs. Friendly smiles you see with them.	1
VERY ACCOMODATING TELLERS. ALWAYS PRIORITIZES SENIOR CITIZENS LIKE ME.	1
Very accomodating to all clients. Maintain the good services to clients	1
very accomodating to clients, serving with smile and respect	1
very accomodating with smiling personels, neat and clean office, easy to deal with Manager	1
Very accomodating! Salamat sa pag assist mam Marydel! God Bless.	1
very accomodating.	3
Very accomodating. Commendable service.	1
Very accomodating. Continue your good service.	1
Very accomodating. Keep it up	1
Very Accomodating. No delay and Fast Transaction.	1
Very accomodating..	1
Very accomodating...keep it up!	1
Very accomodation and kind po ng mga tiga Paseo De Sta. Rosa.	1
very accomodations	1
Very accomodsting personnel.	1
Very accomodating ang tanan nga stop.	1
Very account opening, accomodating employee	1
Very acomodating all employee in landbank tigaon.	1
very active	1
Very active and responsive	1
Very amazing branch	2
Very approachable	11
very approachable & accomodating	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very approachable a	1
Very approachable always smiling person & above all she is nice & pretty.	1
Very approachable and accommodating ang staff. Especially si Ma'am Charmaine Mastura, inieexplain ng ng clear ung mga tanong namin sa knya.	1
Very approachable and friendly	1
Very approachable and helpful. Thank you!	1
Very approachable and kind	1
very approachable and mabait Ching Mastura and Mam Olive	1
Very approachable and shows respect to all clients. Thank you and God bless!	1
very approachable ang mga staffs at always nakangiti	1
Very approachable loan officers!	1
VERY APPROACHABLE PERSONNEL	1
Very approachable po ang mga staffs. Keep up the good work!	1
Very approachable po ng mga staff.. thanks	2
Very approachable staff, lovely face and willing to assist wholeheartedly	1
Very approachable staff	1
Very approachable staffs. Thank you	1
Very approachable, good job	1
Very approachable, show concerns and empathy towards client. Very knowledgeable and informative.	1
Very approachable, Maam Agnes Marie Cadano did her work very well..kuddos to her and thank you for being nice maam	1
very approachable.....	1
Very approachable po si maam	1
Very approachable and accommodating service person. Thank you Maam Yham Valencia for the very good service.	1
Very appreciable and helpful staff.	1
Very approachable and ready to help any time	1
Very assisting to people and faster transaction .Thank you	1
Very assistive	1
very awesome.	1
Very clean and the staff are well accommodated and respectful.	1
very cold office and smiling staff.	1
Very comfortable	1
very comfortable and accommodating,	1
very comfortable and regards to accounts clerk. thank you	1
Very concern to Client and supportive.	1
Very consistently satisfying our customer needs	1
very convenient	1
Very convenient and approachable	1
Very convincing and approachable employee	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very courteous and friendly to client.	1
Very courteous and helpful personnel	1
Very courteous especially Ms Wea and Lyka	1
Very courteous staff	1
Very easy and fast. Thanks Landbank San Juan	1
Very effecient customer service. Manager Angel always assist me with all my banking needs. The branch staff are reliable as well.	1
Very efficient customer service! Ms Angel Cahilig never fails to assist me in my transactions. Good job Anonas Branch! Keep it up	1
Very employees starting with security and Landbank Atrium team	1
Very entertaining and good	1
very enthusiatic and approachable	1
Very excellent	5
Very excellent all employee	1
Very excellent service and good approach. Thank you for your good service to us.	1
Very excellient service	1
very fast	2
Very fast and efficient service. Very friendly staff and very accommodating.	1
Very fast processing of pin change	1
Very fast service and accommodating with a smiles. The staff is very courtious and helpful in processing my transactions. You're the best Landnbank San Juan Branch! God bless you all!	1
Very fast service and friendly staff and security	1
Very fast service by Ms Venus. Thank you so much po..	1
Very fast service po. Thank you sa pagacommodate po.	2
Very fast transaction	3
Very fast transaction and accomodating staff.	1
Very fast transaction and teller 5 is very accommodating.	1
Very fast transaction, accommodating teller	1
very fast transactions, very helpful	1
Very fast transactions..	1
Very fast transtaction	1
Very fast, convenient,accomodating.	1
Very Freindly and Approachable. Mabilis ang transactions.Mabait ang mga employee	1
very friendly	4
very friendly and accommodating	1
Very friendly and accommodating staff and provide excellent service. Great job!	1
Very friendly and accomodating	1
Very friendly and accomodating management .	1
very friendly and approachable staffs and employees	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very friendly and very accommodating.	1
Very friendly and welcoming atmosphere with excellent service! Thank you LandBank San Juan!	1
very friendly po ng mga staffs.	1
very friendly, kind and accommodating personnel. Fast and efficient service !	1
Very Good seervices	1
Very good	39
Very good & nice approachable staff specially the manager may god bless u always	1
Very good accommodating	1
Very good accomodation	2
Very good all employee fast transaction thank you to all employee	1
VERY GOOD AND ACCOMMODATING PERSONNEL OF LAND BANK. EASY AND TIMELY OPENING OF ACCOUNT AND EXCELLENT CUSTOMER SERVICE	1
Very good and fast services to clients	1
Very good and fast transaction. Employees are accomodating.	1
Very good and friendly staff	1
Very good and God Bless	1
Very good and God bless	1
Very good and the staff are very kind and proactive	1
Very good and very friendly	1
Very good ang processing ng salary loan. Respond agad sa queries pag may concerns. Mababait sila mag accomodate. More power Landbank.	1
Very good at all	1
very good at magalang	1
Very good branch	1
very good customer service	6
Very good customer service at this location every time I have been there	1
Very good customer service without compromising the quality and security measures of the Bank. Maraming salamat po sa maayos na paglilingkod bayan.	1
Very good customer service. Officers and staff are very accommodating and have a very good disposition.	1
Very good customer service. Sana ay mapanatili ito. Thank you Ms. Aiva, God bless.	1
Very good customer. Im very satished in the delivery of services. I highly recommend LandBank Dinalupihan	1
very good employeees	1
Very good excellent	1
Very good for customer service	1
Very Good in service	1
Very good in service.... Well Serbisyong maganda at always smile kahit pagod n.	1
Very good job	2
Very good job san pedro branch so fast and easy to transact. Job well done!	1
Very good job	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very good mabilis	1
Very good mam.. at mababait po kayo po. Salamat po..	1
Very good na	1
very good na tanan	1
Very good naman po lalo na mga guard.	1
Very good new account clerk Astra Forbes	1
Very good nice Ma buti ang serbisyo	1
very good performance	1
Very good po sa pag assist sa mga tao lahat Ng staff mabait lalo na po Yun nag assist po sa akin.	1
Very Good quality service,	1
Very good serbisyo	1
Very good service	30
Very good service ! Keep it up	1
Very good service all the time. Wala po ako masassbi kundi keep up the good works. God bless po sa inyong lahat	1
Very good service and approach	1
Very Good service and convenient.	1
Very good service and courteous guard and employees	1
Very good service and friendly staff.	1
Very good service at all.	1
very good service but maybe a comfort room is also a point for customer service	1
very good service good job	1
Very good Service Kudos to everyone!	1
Very good service Landbank!	1
Very Good service napakabilis	1
Very good service no need for suggestions	1
Very good service of Mr. Ronnie Kong. Very facilitative and provides clear instructions.	1
Very good service of new accounts	1
Very good service si Sir Rodel. Mabilis ang mga transaction namin at pinahalagahan nya ang pagiging PWD ko na hindi na mismo pumila pa sa withdrawal area, sinabay nya na po. Very helpful si Sir.	1
very good service so far.. clients are serve with respect and all honesty.	1
Very good service	1
Very Good Service!	4
Very Good service.	4
Very good service. Im contented. Congratulations.	1
Very good service. Keep it up.	1
Very good service. Keep up the good works to all Camp Crame specially branch head	1
very good service. Thank you	1
Very good service. The manager was very helpful	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
very good service. The new account personnel was very accommodating. Thank you	1
Very Good service. They give priority to senior citizen like me. Thanks.	1
Very good services	1
Very good services and I'm happy to door all my transactions here.	1
Very good services. Keep it up!	1
Very good services. Please keep it up. Thank you so much.	1
very good servie and the staff and very friendly and accomodating	1
Very good when it comes to services.	1
Very good work! Thank you.	1
very good	3
Very good!	1
Very good!!	1
Very good, at malaking tulong po ito sa amin	1
Very good.	7
Very good. Accomodating staff	1
very good. they are always smiling to clients	1
Very good. Very friendly and helpful staff.	1
very good/ almost perfect	1
Very goodjob and maintain what you are doing. Thank you for answering my queries thru phone.	2
Very Goods	1
Very goof	1
Very great all the staffs also the guard	1
Very Great and Strongly recommended, very approachable.	1
very halpful	1
Very happy with my transactions. Bank manager Maam Zeny and her OICs Sir Gas and Maam Teta ensure that all my requests are accommodated. Very good service!	1
Very happy with the services of the employees. They are courteous and very accommodating.	1
Very helpful	13
Very helpful and accommodating and friendly	1
Very helpful and accommodating ang new accounts section personnel. Mabilis na matugunan ung requests.	1
Very helpful and accommodating staff in New Accounts desk	1
Very helpful and fast transaction	1
very helpful and kind	3
Very helpful and kind personnel in this branch	1
very helpful and naka'smile si mam ..tnx	1
Very helpful and polite. Na assist ra dayun ko sa ako transaction. Salamat	1
Very helpful cla lahat	1
Very helpful employee and all of them are very kind.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very helpful employees And I feel very satisfied	1
Very helpful employees especially in assisting me and my wife as we are both senior citizens.	1
very helpful for my bank acct. application. No long wait.	1
Very helpful na rep. Understandable sa concern ko and mabilis lang din ang processing. Ambait pa ni ate buong interaction and napakaunderstanding	1
Very helpful staff and clean facility.	1
Very helpful staff.	1
very helpful staffs	2
Very helpful, courteous and all personnel serves with smile. Good job.	1
Very helpfull personel	1
Very helpull	1
very hlepful and kind	1
Very hospitality and helpful. Thank you.	1
Very impressive the services offered by your employees... Very accommodating to the clients	1
very impressive.. All staff are approachable and kind.. thanks	1
very improve access may in client	1
Very intelligence and kind for our costumer	1
Very keep up the good work	1
very kind & accomodating	1
Very kind and accomodate for every transaction	1
very kind and accomodating	1
very kind and easy explanation and very approachable	1
very kind and helpful	3
Very kind and respectful employees	2
Very kind employees	1
very kind po ng mga staff.. always smiling	1
Very mabait tellers	1
Very much accommodating	1
Very much accomodating	1
Very much accomodating of his/her clients. So much impressed. Congratulations and keep it up	1
Very much appreciated	1
Very much approachable.	1
Very much assisting and accomodating	1
Very much good	1
Very much helpful and accommodating to the client,just keep-up the Good work and Godbless.	1
Very much helpful c mam jacque matulongin maganda at maasahan ng mga tao ngppsalamat po aq sa knya ng marami	1
Very much satisfied	1
Very much satisfied	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very much satisfied for LBP services	1
Vèry muçh satisfied of the service extended to me.	1
Very much satisfied with the service of Mam Flor and Mam Rose	1
Very much satisfied with the services of the bank. Just continue the good work., always ready to help and assist the queris of your client.	1
very much satisfied with the services rendered	1
Very much satisfied with their service	1
Very much thankful to Manager Karen	1
Very nice	6
very nice :)))	1
Very nice accountant thank you so much	1
Very nice and accommodating rendering service with a smile. Thanks LandBank San Juan Branch. Keep it up! God bless!	1
Very nice and comfy ang service, wa ko nakulbaan HAAHAH	1
Very nice and friendly personnels. Keep it up!	1
Very nice and helpful ang customer care	2
Very nice ang teller. Approachable.	1
Very Nice Bank Personnel	1
Very nice customer service	1
Very Nice Employees	2
Very nice in service	1
Very Nice office	1
Very nice po	1
Very nice po.	1
Very nice service	1
Very nice service :)	1
Very nice service of landbank employee	1
very nice thank you!	1
Very nice.	1
very ok.	1
very okay	1
Very okey	1
Very organized. And the place was very clean. And all the staff is very good for me. And also the guard. Thank you!	1
Very past and nice people	1
Very past and the staff are very kind.	1
Very patient at accommodating ang staff	1
very pleasant experience	1
Very polite staffs	1
Very professional and accommodating.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very quick in accommodating my queries	1
Very quick processing of loan.	1
Very recommended	1
Very relevant	1
Very Responsive	1
Very responsive and smooth transaction.	1
Very responsive to my complaint and prompt action	1
Very sarisfied	1
Very satisfied transactions. Staff are also accomodating.	1
Very satisfactory	2
Very Satisfactory already	1
Very Satisfactory in any services	1
Very satisfactory service, branch staff managed the number of clients on site very well	1
Very satisfactory. Ms Vanessa is very helpful and attentive.	1
very satisfactory/smileyface	1
very satisfied	57
very satisfied accommodating	1
very satisfied and accommodating.	1
very satisfied and comfortable thank u..	1
Very satisfied by the service	1
Very satisfied client here	1
Very satisfied client here.	1
Very satisfied client here.Personnel are very accomodating.Keep it up.	1
Very satisfied client. All the officers and staffs are very accomodating.	1
Very satisfied customer	2
Very satisfied for the service and and the staff are very accommodating	1
Very satisfied gyud in every transactions nga naa nila kung sa new accounts Gani maayu kaayu Dili maldita,Dili strikta, Sa teller ukie sad kaayu elang teller's Kay tell me tell you gyud kaayu Sila kanang suod na gyud kaayu mu bah apil naka sa elang pamilya Sa managers ug branch manager makig storya gyud sa clients	1
very satisfied how the staff and even the security personnels are treating every clients, very courteous and polite and very friendly. Transactions are processed timely.	1
Very satisfied in all transaction. All the staff are approachable. Thank you especially to the manager of LBP mangatarem. Keep up the good work.	1
very satisfied in doing my transactions.	1
Very satisfied mababait at maganda	1
Very Satisfied na po ako.	1
Very satisfied of good service of all staff, they very friendly and smiling especially the manager	1
Very Satisfied of services and very well accommodating when we transact business and personal transaction.	1
Very satisfied of services.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very Satisfied of the service	1
very satisfied of the services by Landbank Calamba Branch. Staffs are also accommodating, kind and friendly.	1
Very satisfied of the services provided by LBP-Bangued. Kudos to all the employees.	1
Very satisfied of the services rendered in the replacement of my ATM card and cheque encashment. Thank you so much. Keep it up!	1
Very satisfied of their services. Our salary loan was process fast	1
Very satisfied of your service.	1
very satisfied on their services and ver accomadated teller.	1
Very satisfied po	1
Very satisfied po sa service.	1
Very satisfied po sa services ng mga staff especially po mga tellers. Thank you.	1
very satisfied po sa services.	1
Very satisfied po, mababait yung mga empleyado sa lahat branches ng landbank.	1
Very satisfied sa serbisyo ni mam MARVELOUS MALATAG sa matyaga niyang pagassist sa akin na di gaanong marunong sa pagprocess ng aaccess,God bless mam marvelous,job well done ,highly recomended for promotion & reward,God bless po ng buong staff ng Land Bank main sfc	1
Very satisfied sa service sa mga staff diri sa LBP Calamba Branch and mga very Beautiful.Advance Merry Christmas	1
Very Satisfied sana keep it up	1
Very Satisfied thank you sa landbank	1
Very satisfied thankyou	1
very satisfied the employees was very helpful and very accomodating	1
Very satisfied the services.	1
Very satisfied when it comes to service.	1
Very satisfied with all the services rendered by Landbank Valencia Branch	1
Very satisfied with my visit at the branch	1
Very satisfied with the Bank's service. Appreciate everyone's help and accomodation during our transactions. Keep it up and God Bless.	1
very satisfied with the customer service	1
Very satisfied with the manager mam flor	1
very satisfied with the people who is working hard to give the best service	1
Very satisfied with the service	3
Very Satisfied with the service of Landbank especially teller 7 na nag assist sa akin sa queries ko. Maraming Salamat.	1
Very satisfied with the service of LBP Century Park Hotel.	1
very satisfied with the service provided by the staff...They are very accomodating,friendly,helpful and very knowledgable when it comes with the process...	1
Very satisfied with the service Friendly staff	1
Very satisfied with the service, mostly with the assistance provided by Ms. April. Very friendly staffs. Really gives us smile.	1
Very satisfied with the service.	2
Very satisfied with the service. Thank you landbank!!	1
very satisfied with the services	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very satisfied with the sevice. All personnel are very helpful and friendly. Thank you LandBank San Juan!	1
Very satisfied with their customer service unlike the other branch	1
Very Satisfied with your service	1
Very satisfied your services	1
Very satisfied! Thank you!	2
Very Satisfied, at aprochable sila sa lahat ng clients nila Specialy sa nag assist samin si miss Ariane Joy.	1
Very satisfied.	4
Very satisfied. Accomodating.	1
Very satisfied. Fast transaction. Very accomodating. Thank you	1
Very satisfied. Kudos to all employees.	1
Very satisfied. Kudos to the staff of LBP Bogo branch.	1
very satisfied. napakagalang ng mga staff. Maraming salamat	1
Very satisfied.. thank you	1
Very satisfied...especially the manager, Sir Ferdinand Castro	1
very satisfy	2
Very satisfy in this bank	1
very satisfying and good service to the customer.	1
Very satisfying approach from the employees, very convient	1
Very satisfying services and commendable staffs. For improvements, the waiting area outside the bank can be improved for better customer's/client's comfort. Thank you for the great help!	1
Very service keep up the good work	1
Very Smiling and accomodating staff.	1
Very smiling and accommodating	1
Very smiling and helpul	1
Very smooth transaction keep it up	1
Very Successful, No comment	1
very successful. No comment	1
very sutisfied	2
Very thankful & grateful the officer (Jessica Miguel) who handled my account. She helped me a lot to fix my account when I got a problem. And for the future, I would suggest that there's continues monitoring of account of the officer to help the client as well.	1
very thankful at magagaling ang mga staff	1
Very thankful to mam Maria Flordeliza Daymiel for assisting us in our queries	1
Very user friendly and easy to use. Maybe you could make a dropdown list of language so user can choose their preferred language. Thank you. :)	1
very very good service	1
Very welcoming and accommodating employees. Kuddos.	1
Very well accomodated.	1
very well approaches and very accomodating so nothing to suggest.. thank you	1
Very well assisted by Ms. Abby in the frontline.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Very well assisted.	1
very well in service especially in loan	1
Very Well Satisfied	1
Very well serve costumers need and friendly	1
Very well served	1
very well service by Angie	1
Very well. And the staff is all Nice and Snappy	1
very wonderful service	1
Verygood	1
Verygood service	1
Verynice	1
Visit the bank for my account updating. The number i got for my transaction is#28. I thought i will be waiting for long hrs due to lots of people transacting and waiting outside the bank. Thanks God. My transaction was done in less than 2 hrs. Salute to LandBank employees who despite super busy, was able to smile, greet us and accomodated us, as fast as they can. Thumbs up sa inyo. Keep it up.	1
Wag Sana mabilis uminit ang ulo, habaan pa ang pasensya	1
Waiting time 30 mis para may sumagot sa hotline suggest to have additioal staff	2
wala . dahil mababait ang mga empleyado .	1
wala ako masabe napakabait ni mam raquel abrillo	1
Wala ako masabi dito Kasi nakapagandang serbisyo Ng pag deposit ko, verify and Ang teller	1
Wala ako masabi ok lahat maayos ang kanilang Serbisyo. Mabilis ang pag transact	1
wala akong maibigay na suhestiyon kasi po ginagawa nila ang kanilang trabaho at serbisyo ng maayos at mabilis	1
Wala akong masabi , ang ganda nag serbisyo nila sa Landbank at Cabadbaran Branch	1
Wala Akong masabi dahil ok sa akin ang kanilang serbisyo.	1
Wala akong masabi napaka bilis at napakabait ng mga Teller	1
wala akong masabi sa landbank naga branch ok ang kanilang srbisyo	1
Wala akong masabi. Napaka-babait ng mga staffs dito, very accommodating and recommendable.	1
Wala aman poh okie aman poh ang serbisyo poh	1
wala dahil good at satisfied	1
Wala dahil landbank ang the best	1
Wala kasi mababait at matulongin ang staff ng landbank wao..thank so much for helping and serving everybody....	1
Wala Keep up the good work. Nabili nyo na si UCPB	2
Wala lahat ng inyong serbisyo ay napakaganda salamat landbank	1
Wala maayos lahat. Madali iapproach pati ung mga guard.	1
wala man akong masasabi maganda nmn ang service nila	1
Wala masyadong tao sa branch kaya napadali transaction ko, mabilis siguro gumalaw yung teller nila kahit iisa lang siya.	1
Wala n kelangan kase okey aman un serbisyo	1
Wala n po ako maiisuggest kasi npakahisay nmn po ng serbisyo nyo at mabait po ang mga empleyado	1
Wala n po ako masabi.Ang babait ang gagaling po nila.GOOD JOB SABLAYAN BRANCH!!	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Wala n po lht nm n po ay ok po pra skn sobrang maasikaso po mga nsa loob ng landbank	1
Wala n Po maibigay n suhestiyon . Sapagkat Ako Po at nsiyahan sa serbisyo Ng Bangkok!	1
Wala na , sapagkat maayos ang serbisyo ng bangko na ito	1
Wala na akong maisusuggest kasi maganda na ang inyong serbisyo.	1
Wala na akong masasabi pa at lubos na akong nasisiyahan sa kanilang serbisyo...	1
wala na akong masasabi sa ganda introduce	1
Wala na akong masasabi satisfy na ako sa serbisyo ng mga empleyado dito as far i can see	1
Wala na ko gipahuwat pag maayo sa queue	1
Wala na po . Kasi po okay po ang services at mababait mga employe. Salamat po	1
Wala na po .Dahil maayos ponsilang lahat .Godbless po	1
Wala na po ako ma suggestion kasi napa kabuti ang serbisyo ng Land Bank cotabato sa amin at napaka bait ng mga employees nila Lalong lalo na si Ma'am Ching Mastura at Ma'am Olive..maraming salamat po magadang buhay sa lahat ng employees ng Land Bank	1
wala na po ako masabi kundi maayos ang oag aasikaso sa akin sa teller man sa verification man or sa new transaction po	1
Wala na po ako masabi. Magalang po lahat pati si manager. Tumutulong din po mag bigay ng card.Galing pa po kami ng san vicente madaling araw pa po kami umalis sa amin. 64 po kami.Naawa po si manager at pinakain po kami ng pandesal at tubig.maraming salamat po talaga. Pagpalain po kayo ng Diyos.	1
Wala na po akong I suggest kc ok nm n po ang service ng landbank	1
Wala na po akong ma comment lahat po ng employee ay mabait at matulungin at sk mabilis mag trabaho	1
wala na po akong mabibigay na suhestiyon kasi okay naman po ang pag assist sakin. salamat po	1
wala na po akong mahihiling .. maganda po ang serbisyo ng staff..	1
Wala na po akong maimumungkahi,So far so good naman po ang mga services.	1
Wala na po akong masabi kundi maganda po makitungo lahat ng staff	1
Wala na po akong masabi ok po ang lahat be humble kind to all salamat at Godbless	1
wala na po akong masasabi bukod po sa sobrang babait po nila at maasikaso. mula po sa security guard nila hanggang sa mga staff po nila sa landbank heart po sila para sakin.	1
Wala na po Akong masasabi. Very good aproachable po lahat ng empleyado	1
Wala na po akong suhestiyon dahil masipag at mababait po ang employee sa LBP.	1
Wala na po akung masasabi.maayus po Ang kanilang serbisyo.	1
Wala na po ang bilis po	1
Wala na po dahil maganda na ang inyong serbisyon ibinigay sa amin	1
Wala na po dahil napaka bait at maasikaso po silang lahat	1
WALA NA PO DAPAT MA IMPROVE.... YONG CALENDAR NA LANG PO NAMIN AS CHRISTMAS GIFT... SALAMAT PO	1
wala na po kaming masabi pa over all is excellent specially with the help of mam april@ mam clair	1
Wala na po Kasi satisfied po Ako sa serbisyo.	1
Wala na po para sa akin kasi ok po ang serbisyo ng Calasiao Landbank.	1
Wala na po. Perfect services and fast, reliable and all the staff is very helpful and very kind.	1
Wala na po. Maayos ang daloy ng serbisyo.	1
Wala na po. Mabilis ang serbisyo. Hindi na din nagtagal ang aking transaksyon.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
wala na po. napakaapproachable po ng mga tellers	1
Wala na po. Satisfied client.	1
Wala na po.. maayos po mkipgtransaction sa landbank Mababait po mga emplyado..	1
wala na po..maayos at kontento po ako sa serbisyo ng MARAMAG,LANDBANK po..Maraming salamat po at godbless	1
Wala na po..very satisfied with the service	1
Wala na pong masabe lahat mabait Ang teller super mabait	1
Wala na pong suggestions subrang accomodations Ang LBP Digos Lending Center	1
wala na sa ayos nila mag asikaso dito sa landbank tacloban, sana ganun din sa landbank ormoc. Sobrang istrikto kasi don ng mga empleyado	1
Wala na satisfied na ako sa lahat nang transaction	1
wala na, mababait naman sila lalo yung nga dati taga ucpb	1
Wala na. Mabait simula guard hangang teller ng land bank. Magalang lahat	1
Wala naman akong comment. Regarding mobile app payroll kasi iyong sa akin, may pinapasok din akong money, minsan may auto credit gusto kong maverify kung sa galing iyon gusto ko makita sa app kasi usually tinatawag ko pa.	2
Wala naman akong masasabi dahil wala naman pribkema sa mga transaction	1
wala naman akong masasabi sa encashment lalo na kay mam Ching Mastura at Sir Richard Salomon,very humble	1
Wala naman continue to improve security para sa lahat. Maganda iyong security keep it up	2
Wala naman kasi na serve naman kaagad iyong kailangan ko	2
Wala naman kasi very accommodating ang mga staff and officer nila every time na magttransact ako.	1
Wala naman keep up the gud work guy's	1
Wala naman masasabi kundi sobra snappy naman at helpful naman ang mga staff	1
Wala naman na po maisa suggest po kundi ipagpatuloy nyo lang po ang inyong magandang serbisyo sating mga kababayan... God bless	1
wala naman na provide naman na service ng customer agen naibigay naman	2
Wala naman napo akong maisa suggest dahil maayos naman po ang serbisyo nila dito sa Landbank Malanday Branch..	2
Wala naman okay naman	2
Wala naman okay naman iyong transaksyon ko last time	2
Wala naman okay naman kapag tatawag ako okay palagi ang result	2
wala naman po kasi nakikita ko naman maayos ang lahat.	1
Wala naman po maayos ang serbisyo	1
wala naman po maayus ang kanilang serbisyo kung bibigyan ko sila ng grade na 1 to 10 bigay ko 10...	1
wala naman po mganda naman ang inyong serbisyo	1
Wala naman po nagagawa naman po nang maayos lahat sa bangko. Salamat po.	1
Wala naman po ok nman po ang serbisyo. Lalo na po ang mga guard mabait po sila.	1
Wala naman po ok serbisyo.	1
Wala naman po, Good service.	1
Wala naman po. Maganda naman po ang serbisyo po.	1
Wala naman poh ayos lang	1
Wala naman pong dapat baguhin sa service. Mabilis at maayos makipag usap. More power and god bless. Thank you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
wala naman, Friendly iyong representative na nakausap ko. Satisfied naman ako sa services kasi after 2-3 days naibalik naman iyong pera ko.	2
Wala naman, good service na sila	2
Wala naman, okay naman.	1
Wala naman. Ang mga Landbank staff ay accommodating and very courteous and mabibilis kumilos.	1
Wala naman. Ang reklamo ko iyong ATM papaling offline specially LBP Visayas Ave. Marami din kayong ATM na na sa araw.	2
Wala naman. I am greatly satisfied with the services	2
wala naman. mababait po ang mga staff.	1
wala naman. mabuti ang serbisyo, mabilis lang natapos ang aking transakyon	1
wala naman. Na address naman iyong concern ko nang mabilis	2
wala naman.. Mabilis ang serbisyo.	1
wala naman.. masasabi ko lng is mabait ang mga teller nila	1
Wala namanpo ako masabi okay naman po pati staff... keep up the good work po	1
Wala namn po comment,. Kagandahan ni ms. Pat satisfied nako sa service	1
Wala napo akong maisasuggest na dahil sa aking palagay ay maayos naman po ang kanilang serbisyo at lahat po ng employee ay mababait at palaging nakangiti. :)	1
wala napo kasi sobrang bait ng mga staff at matulungin at mabilis ba ang transaction thumbs up po sa inyo :)	1
Wala napo,maayos po ang serbisyo ng lahat ng empleyado nila..	1
Wala ng babagohin. Sobrang ganda at madali lang ang Landbank. Maraming salamat po	1
Wala ng dapat idagdag coz ii receive an excellent service	1
Wala ng dapat ie improve kasi maayos at patas na serbisyo ang binibigay	1
Wala ng dapat ikabuti pa , halos lahat maayos at nagagawa nila ng tama ang kanilang tungkulin sa trabaho. Thank you landbank cotabato	1
wala ng kailangan baguhin, okay na okay yung pag seservice nila	1
wala ng masasabi pa, kontento na ako sa serbisyo ng landbank sa amin, thank u	1
Wala nman po spagkat maayos ang serbisyo	1
Wala nman, mababait sila lahat at maasikaso	1
Wala npo ako maisuggest dahil ayos at mabilis naman ang serbisyo ng landbank bauan	1
Wala npo. Maraming salamat po sa pag asikaso agad.	1
Wala npoh ako masabi..maganda poh ang serbisyo	1
Wala po . Perfect po mula noon .God Bless all	1
wala po ako komento dahil ayos ang inyong serbisyo	1
Wala po ako masabi maganda po ang serbisyo	1
Wala po ako suggestions pa , basta apaka bait at maayos pag tulong ni Ms Jennifer guban	1
wala po akong masabi mabilis po Ang inyong proseso,maraming salamat po landbank	1
Wala po akong masabi maganda ang iyong serbisyo sa mga tao	1
Wala po akong masasabing negative. Good job po sa madam na nag asiaso sa aking kailangam.	1
Wala po akung masabi .,Kaya good job po sa inyong lahat and God bless us all	1
Wala po along maikokomento sa Landbank Narvacan branch nais ko lng pong Sabihin na Ang buong staff lalong lalo na sa manager ay very approachable at laging nakasmile.God bless u Narvacan brach landbank	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Wala po aqng maisuggest...pero inaacknowledged ko po si Mam Czarina Balagot..very professional po nya..she 's willing to helps other and she also politely answered my question..a role model of employee..god bless landbank gumaca..	1
Wala po keep up the good work	2
wala po ki masabi sobrang asikaso sila sila pagpasok hangng makalabas salute to all employee of land bank trece martires cavite	1
Wala po perfect lahat 1000m/10	1
Wala Po suggestions.very satisfied Po Ako sa Landbank guadalupe.very supportive .Sir Leip M.Bactol.Salamat Po Ng marami Sir.sa pull assist Po Good luck Po sa work and God bless you sir.	1
Wala Po, I'm already satisfied on your services	1
wala po, sobrang babait makipagusap ng staff dito sa navotas	1
Wala po,,Kasi para po sa akin maganda po ang serbisyo nyo	1
Wala po. Maganda po pakikitungo ng mga bank staff.	1
Wala po. Ok na	1
Wala po. Ok naman.	1
Wala rakoi comment,Kay every staff, manager and other in the branch Kay mga buotan, nindut mu entertain ug mga client or customer,,Dili pareha sa uban nah bank nga nag mogtok rah Ang teller,dayun mangasaba pa Ang uban kana ganing murag g lockdown abi Kay pobre,,Peru ukie rah Kay kami nagkinahanglan.,	1
Wala very satisfied	1
Wala, lahat sila ay mabait at nakangiti	1
Wala. Complete na.	1
Wala. Ok na po ang serbisyo.	1
Wala. Ok na sila.	1
Wala. Superb service. Kudos!	1
wala..maayus nmn lahat..salamat	1
Walang dapat baguhin dahil sa mabuting pamamalakaf at systema	1
walang nareceive na activation code sa iaccess	1
Walang pila ,abilis ang teller	1
Walang problema fair sila lahat at maganda ang proseso	1
Was able to reactivate my UMID card hassle free	1
Was able to reset my pin right away!	1
Was able to update my records and mobile number efficiently. No need to fill out a lot of forms!	1
was surprised there were no queues given it is a friday... branch is clean and neat ms camille who assisted me was so prompt and courteous. was surprised she remembered me through my voice. thats personal service! kudos to landbank platero!	1
water dispenser	1
Water dispenser for the clients	1
We are accomodated in a nice way. Keep it up.	1
We are grateful that our questions and needs are assisted.	1
We are happy with the service and Ms. Raiza was easy to reach out.	1
We are satisfied with the LBP services.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
We are satisfied with your service.	1
we are very pleased with hon Ms. Jenny handled our concern, she was very courteous and patient and informative which was really what we were eyeing to get from the bank	1
We are very satisfied for the services of Landbank Paseo Branch	1
We are very satisfied with the service.	1
We have experienced an excellent services from your office! However, if it would be possible for your good office to provide a comfort room for your clients it will be very much appreciated. Thank you.	1
We need drink like coffee...	1
we need egov facilities like sss, pag ibig	1
We need to add a poster for example counter 1, counter 2. And then by person need a number .12,3,4,5 for first come ferserve	1
We need to first come first serve espically in senior citizen aat kung saan g galing ang client po if malayo po sana po priority din tnx	2
we should have been informed when we was finished paying the auto loan. It took them 2 years to finalize my request. Staffs are very accomodating. Ms. Vera Joy Santiago helped a lot and made the transaction smooth.	1
We suggest we can get Bank Cert and Statement of Account here at Argao:) Kudos to your Salary Loan Team especially to sir Jayson cery responsive to our queries.	1
We've been Subic Argonaut Landbank Branch client for so many years now and we've been so satisfied for the service and assistance that they given us no matter for corporate or personal assistance.. all the staff from tellers up to the higher ups are so kind, respectful and very accomodating... We're hoping for more years of smooth transactions with this branch... Thank you!	1
WELL & GOOD	1
Well accomodated by the staffs. The branch is clean.	1
Well accomodated every-time I transacted either withdrawals or deposits. Staff are very friendly and of course the officers...	1
Well accomodated	1
Well accomodated and fast services	1
Well accomodating friendly... And easy to communicate with pleasant voice	1
Well accomodating. Thank you so much	1
Well appreciated..Thank you for the Land Bank Guimba Branch for a nice service.Congratulations!	1
Well assist	1
well commended	1
Well derved.	1
Well done	2
Well done service!!	1
Well done!	1
Well done! Excellent service po! Congrats	1
Well done.	1
Well facilitated/best & fast services	1
Well for me, I would say that all LandBank staff and guard here are very approachable espically everytime I have a transition here. Merry Christmas and Advance Happy New Year y'all. Thank you mula sa kaibutaran ng aking puso.	1
Well knowlegeable government employees.	1
well organized ang mga counters for transaction	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Well receive by the staff and greeted by the guards	1
Well satisfied	1
Well serve everyday I visit landbank	1
Well so far as i notify that all your services was fine well and had good accomadation to the client .well i would suggest that continue your good standing and fluently hospetalized people.	1
Well trained and very professionals from the security guard to the bank teller. Kudos to landbank caticlan.	1
Well.. They treat me properly as I come In their branch everyday.. So, i'll giving them thumbs up for that.	1
west ave LBP staff is very polite and friendly to assist us. easy to process our deposits. YOUR THE BEST	1
When doing a withdrawal transaction, the teller was quite intimidating. i suggest that despite of bulk transactions made the teller should still be courteous to all the clients.	1
When I have concerns, or problems land bank will respond quickly	1
Whether the customer withdraws or deposits money, there should be no distinction as to the Teller's facial expressions.	1
Why do you need to charge 100 pesos? I don't think it's necessary. Thank you for your service!	1
Wider office space with available parking lot	1
Wider parking space	1
Will go back again for further transactions.	1
Wish granted, lacking teller, branch had now complete Tellers. Thank you very much and more power. All personnel are beautiful.	1
With good customer service and ngrereachout sa lahat ng concern namen.	1
With my experience by far, as lending procedure is concern with Maam Gie & Maam Marj, its very good. Hustle free &very smooth. Keep it up!	1
With our Branch, personally, all officer and staff are very accomodating. I've been transacting with this Branch for almost 19years since I started as Cashier with our Agency. Different people, they come and go, but they have served everyone excellently! Thank you for tour courtesy and guaranteed service!	1
with prompt service	2
with regards to the connection, i hope you can work on the issue of being offline at times.	1
With supportive and friendly staff always ready to assist clients. Keep up the good work. Highly recommended to my co workers.	1
wla kc mabuti ang inyong serbisyo..	1
wla n po dpat improve dhl napka gnda po nag inio serbisyo..	1
Wla n Po ok n Po Ang lahat	1
Wla n pong pwede png isuggest. Ok nmn po ang lahat.	1
Wla na po kontento na	1
Wla na po Mabait po ang empleyado uli at mabilis po ang proseso.thank you po'	1
wla na pong maidadagdag bukod sa maganda ang serbisyo nila.. salamat po..	1
Wla naman po lahat e ok nman samen	1
Wla nman po aq iba maisuggest kasi maayos nman serbisyo.madali at approachable ang mga empleyado at guards..ipagpatuloy n lng po ang maayos n serbisyo..	1
wla po ako msabi and i can say im satisfied to all service they provide and all staff are acommodating especially to mam mary ann aspacio shes very good on how to deal with client and i one of them who experienced.well recommeded LBP MAIN SFC la union	1
Wla po ako ng masasabi s mga employees kc madali clng malapitan,mababait at wlng kaarte arte	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
wla po akong masabing suhesiyon kasi kontento na po apo sa mga patakaran at pakikitungo ng aking lending officers kasi tinululungan ako ng aking mga kailangan para matulungan sa aking mga kailangan upang makaavail sa programa ng ating gobeyerno..	1
work hard	1
Worth it,ako paghulat,thanks very satisfied	1
would like to commend the dedication of the staff in this branch. very friendly and helpful at the same time	1
Wow..very fast man Maam..cant thank you enough for the kind assistance..hats off to you and the whole landbank tubigon branch..more power to you..	2
Yes all staff of lbp iligan branch are beautiful and humble	1
You already did an amazing job, salute	1
You are doing good	1
The gurd named Mr Martinez really help all clients in need	1
You can improve it by keeping the signal available without power interruption or being on offline.	1
You did well! More power!	1
You don't need to improve your service because I'm so satisfied how you treat me. Keep up the good work Maam/Sir :)	1
you good	1
You have a great service specially Miss Jinie	1
You have lots of clients so suggesting for opening of more branches	1
You have many costumer and it is reasonably good f you can add additional workforce. Tho the agent who assist us is very good in her job. Thnak you	1
You have provided us with the excellent service all through the years. Congratulations and Happy 60th Birthday	1
You have to add one employee for the position of teller because you only have one teller in this branch, so that that the transaction will be more convenient for the clients.	1
Your ATMs are usually unavailable during weekends or holidays when we need cash the most.	1
Your Capistrano Branch with it's people have an excellent service. They truly serve the nation.	1
your dedication to duty	1
Your employee display a very accomodating approaches among client	1
Your office is good in service.	1
Your office is so beautiful and bright	1
Your office is so clean and the employees are so friendly	1
Your office is very friendly and easy to follow the transaction	1
Your service has been great and amazing. I appreciate it. Keep up the good work.	1
Your service is already good in attending your clients	1
Your service is already good.	1
your service is excellent	1
Your service is great,i cant ask for anything more at the present.	1
Your service is highly appreciated and recommended to others	1
Your service is very good and efficient especially Joyce Cruzin who was very helpful	1
Your service is very good staff are very polite	1
Your service is very good,however,it is also nice if we can have the approval of our loans with in 2_3 days not a week.thank you.	1

Verbatim comments and suggestions of those who STRONGLY AGREED on "I am satisfied with the service that I availed."	Total
Your service is very satisfying.it helps us very much lalo na sa amin na galing pa ng marawi. mabilis lang natapos ang transakyon.	1
Your services are already helpful	1
Your services are good enough, accommodating and the staffs have pleasing personality. They always smile. I love how you treat us. Thank you.	1
Your services is excellent compared to others. I don't have any suggestion.	1
Your services rendered to your client was good enough.	1
Your staff and service are great and citizen-friendly. Keep up!	1
Your staff is very accommodating and approachable. Super tugnaw kaayo inyong office hehe	1
Your the best na po, thanks po mwa mwa	1
You're doing well, best..	1
Yung area sa labas minsan mainit at maulan dapat maging mabuti ang customer	1
Yung guard pakipalitan walang galang sa cliente	1
Yung mga empleyado nila sobrang napaka bibilis kumilos, kaya mabilis lang transaction ko.	1
Yung mga naka post ng contact numbers ng mga branches sa website hindi naman macontact	2
yung mga updating dapat online na dapt yung sa lobby traffic sa mga branches improve	2
Yung number sana digital na para madali imonitor minsan kasi di naririnig ang pag tawag sana mag improve sa digital pero all in all satisfied mabilis parin ang transaction	1
Yung pag reach out sa Cusomer Service, kung pwede free na lang using mobile phone	2
Yung parking and loob is sana lakihan all in all ok yung service	1
Yung queeing number. Mas maganda kung gumagana yung monitor, para mas mapabilis ang pagtawag. Mahina kasi may glass shield na nakaharang. Para rin aware ang mga clients kung anong number na, maayos naman ang services, sana lang makapagupgrade pa tulad sa ibang banks.	1
yung sa deposit slips and withdrawal slips po sana meron na syang carbon. Carbonized na po sana. Para di hassle. Thank u po	1
Yung transaction po ay maging friendly user kasi minsan may mga taong mahihina sa computer kung kailangan itranslate para maraming mag avail at gawing secured sana mag karoon ng land bank sa credit card line. Maayos ok at maganda safe ang pera	1
Zairah Kay Elyssa is very helpful and very approachable . They helped me in an outmost manner. This 3 is higly recommended with their service.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	4,899
With comments/ suggestions	1,018
1. Please improve the functionality of the ATM machine, for there were many instances that withdrawals were not possible due to the machine. 2. If possible, encashment and withdrawals can also be transacted because this is the demand/request of the general public. 3. The people of SINACABAN and even nearby municipalities have requested strongly that this LEAF shall exist for years. 4. With regards to your personnel assigned here, they are very good, accommodating and their services are Okey.	1
1.Efficient, friendly and approachable to clients 2.For suggestion only i hope for government transactions must be prioritize for the purpose of work related in respective government office hours.	1
100 bill sometimes not available on ATM	1
A good customer service starts and ends with a Smile. :)	1
A screen monitor so the queueing customers can see the current number being served.	1
Abtic sila muserbisyo sa mga cliente	1
Access for queries via text or call for all networks. Here in our place globe/tm subscribers are almost 90% or up. Thank you.	1
Add 1 teller	1
Add additional bank Teller	1
Add another ATM machine for easy access	1
Add one teller	1
Add personnel please for bir transactions	1
add window for verifier	1
Additional assistance for information to further assist clients	1
Additional atm	1
Additional ATM machine for easy access	1
additional atm machines	1
Additional ATM machines.	1
additional employees	1
Additional employees, pra mabilis transaction	1
ADDITIONAL MANPOWER/EMPLOYEES TO SERVE FASTER AND BETTER TO THEIR GLOWING CLIENTELE.	1
Additional receiving teller to accept the clients documents so that the have fast transaction	1
Additional staff for membership and other transactions because it consumes so much time for the client due to lack of assistance	1
Additional teller	1
Additional teller for more accuracy in services.	1
Additonal Teller	1
Additional teller would be better,.	1
Aking imunungkahi na sana ipagpatuloy ng tanggapan ito ang kanilang mabuting pakikitungo sa kanilang mga kleyente	1
Ako Po ay malaking nag papa salamat sa inyu.	1
Alerts about vacant positions in specific LBP branches.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
All examinees should start answering the test at the same time to avoid distractions from the queries and directions intended for those who are having trouble accessing the examination portal.	1
All good	1
ALL GOODS	2
All I can say is that Landbank CAMOTES Branch has a very nice and accomodating staff. Keep it up!	1
All is good	1
all the services provided are clear. the staff who assisted me is approachable and i feel at ease.	1
All transaction are well served. nio need to change	1
always be kind to customers. Spread love	1
Always pretty	1
Always provide good service	1
always wearing a smile is goid enough	1
Amortization repricing schedule must be sent and informed in advance. The problem is that the client, I, was the one who pushed and reminded the office or incharge to send the needed document for my transaction. Due date of my payment is Oct 5. 1st follow up was sept 27, followed last Oct 2. And will not be sent until I send/called again. THIS MUST BE IMPROVED.	1
An additional booth to cater more costumers and for the elderlies, PWD, pregnant women.	1
Ang account ko kasi ay sa Espana pa pero nag de deposit ako dito sa Mamburao wala nang charge kapag nagde deposit ako	2
Ang akin pong natanggap ay ilalaan lng Po s pag aaral Ng aking mga anak.para Po sa magandang kinabukasan nila. Maraming salamat Po sa inyong tulong at sa mga susundo pa Po	1
Ang babait ng staff :)	1
Ang landbank po ay mabait po ang mga tao yon lang po salamat po	1
Ang mabilis na pag asikaso Sa mga.. Costomer.	1
Ang masasabi ko po.mahusays po ang pataran nila maraming salamat po	1
Answer the email sent by the client Thanks to Maam LynLyn Cruz she responded to my inquiries	1
Any improvemnt plans much better..	1
As a senior citizen, the Branch staff including the guards were courteous. They prioritize seniors like me and even offered a seat as they saw me standing waiting. They attend fastly to cater my needs right away. Thank you to the new accounts staff for the kind assistance.	1
As a treasurer, I appreciate the bank staff's willingness to accommodate our specific requirements as a local government unit.	1
As far as my experience my transactions is consitently fast .	1
Atm machine	1
Availability of CDM on the branch	1
Availability of Queing system	1
avoid the "palakasan system" thank you, happy new year everyone	1
Ayos Naman makitungo Ang taller at guard sa nasabing landbank	1
Babaan ang standard ng pag sort ng pera	1
Babaan transfer fee and ung receipt amount sana no need to fill up na mrn na dapat details.	1
Bakit po pg ngwidrw ka nang malaking pera my bawas...	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
bank charges is higher compared to VCPB. Digitiza process. AO is very responsive & helpful	1
Be approachable	1
Be kind and be responsible, thank you sir/ma'am.	1
Be kind to security guard.thankies	1
be more accomodating	1
be nice and be patient all the time. thank you	1
Be patient and humble... Maunawaan sana kami lalo na pag cut off	1
Be patient at all times	1
Be polite and respectfulness to everyone.	1
Be responsible	1
Best bank,	1
Best serve with a smile	1
Better Quality	1
Better service	1
Bigger space	1
Bigyan priority ang nagtrabaho sa brgy.government katulad ng pagkuha ng numero,	1
by maintaining good and proper treatment to the customer	1
Chairs in the waiting area are not enough to cater clients. Kindly reorient or remind all security personnel to be more accommodating in giving their services especially to those need special priority such as seniors and PWDs. God bless and more power LBP Koronadal Branch!	1
Citizens Charter must be visible. It is placed behind the survey drop box which is difficult for clients to see. It will be ideal if QR codes will be posted in the counters so clients can scan and see the CC and with that, we will be aware of the standard processing time allotted in each transaction and the documentary requirements needed. The staff are very nice and respectful, the total experience is satisfactory.	1
clear communication	1
coffee and snack	1
Commendable	1
Comment: Appreciate your assistance today. Recommendation: Hope that your branch can work on how speed up the the flow in new accounts section and teller (over the counter deposit/withdrawal) section and accommodate every customer in a timely manner. Thanks for letting me take the survey.	1
communication should be considered as the prime aspect in delivering GS Government Service	1
Communication to debtors if why loan processing took time	1
Concerned ko lang about sa guard nyo , they are not helpful to assist clients in parking area , other guard is not approachable	1
CONGRATS, KEEP UP THE GOOD WORK PO	1
Congratulations	1
Continue the excellent service.	1
Continue the good service	1
Continue the good service :-)	1
Continue to serve with a smile	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Convenient and staffs were accomodating	1
Costumer service was good enough. Specially to Ms. Love Carandang. Just a simple suggestion: atleast have more bigger space. Thank you	1
Courteous at Landbank Capistrano	1
Dagdagan ang counter ng open account,at updating account... yon lang at mabait ang empleyado nila medyo marami lang talaga ginagawa ung counter ng open acct.at sa updating...	1
Dagdagan ng teller para mabilis ang transactions.	1
Dagdagan pa ang mga tellers para Mas mabilis ang transactions.Salamat sa mababait na employees nyo.	1
Dagdagan pa mahahalaga information paraakatulong sa mga tao	1
Dagdagan po ang teller sa terminal 3 thank you	1
Dali Ra kaayo ma approach	1
Dali Ra kaayo ma approach, salamat	1
Dali Ra ma approach	2
Dali Ra ma approach,salamat	1
Dapat 1st come 1st serve...	1
Dapat hiwalay ang mga senior citizen sa pila	1
dapat pag nka appointment na ay ipriority..dahil kami ay inabit ng sobrang tgal ng pag antay	1
Dapat patas ang pagtrato ng costumer walang palakasan just like what happened last time may nangyaring hindi patas. Thankyou!	1
dedication	1
Digital System	1
Digitalized	1
Don't for get to greet all the client every transaction.. And always pray all the team before open the store Mathew 6:33	1
During the exam, not everyone started at the same time so for those who already started, it was distracting to hear all of the queries and directions for the other examinees who haven't started yet. I suggest that everyone should start answering the test at the same time (when all is already logged in / all has access to the exam portal).	1
Early arrival	5
Early arrival.	2
Easy and fast serving	1
Easy walang hussle	1
Employee Ms. Florendo was very helpful and knowledgeable. But it is not okay for her to do everything = more waiting time for customers.	1
Employees consistently exhibit outstanding professionalism and dedication in their interactions with clients. Their strong communication skills, combined with a genuine willingness to understand and meet client needs, create a positive and productive working relationship. Keep up the great work!	1
Employees to smile more.	1
Enough for me.. Salamat din sa services..	1
Everythings fine	1
Everything's good :)	1
Excellent	1
Excellent service was provided to me.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Excellent service	1
Excellent service. I was catered right away. Staffs are very accommodating. Keep it up!	1
Excellent services	1
Experience ko dun sa Branch na nakausap ko. Irritated sya dun sa tanong ko. Dahil hindi nya naipaliwanag sakín kung papaano nanyari na nagreflect yung transaction ko nung Oct. 30, 2023 the next day na samantalang ang nakapa	2
EXTEND BANK HOURS hehehe joke po..The rest ok po lahat ng service . Friendly lahat ng staff	1
Extend time for the exams a little please. especially for the math items. thank you	1
fair enough was the fees was treated fairly. Transaction was fast	1
fair treatment to other clients	1
Faithful	1
Fallow the rules of the company.thank you	1
Fast service	1
Fast transaction	3
Fast transaction.	1
Faster process of the loan application and approval	1
Faster queue	1
Faster transaction	1
Fastest transaction beautiful teller	1
findly check the atm, it doesn't dispense cash sometimes, yet it credited in my account. This happens twice. However, CSR is approachable & friendly	1
For 5 years transaction and counting ok ,so far so good , there's improvement how to handle clients..good job!!and thank u	1
For me every officemate was needed to helpful for fastest transaction to each other to improve.	1
for me every officemate was needed tohelpful for fastest transaction to each other to improve	1
For me the serve people is ok but sometimes the offline is difficultct the transaction	1
for quick / fast accesse for new account application better to have an assistance assign to the computer. most especially to elder/ senyoys. tnx	1
for senior like us i would suggest to make the font a little bit bigger for us to see what is written	1
FULLY CONTENTED WITH THE SERVICES	1
G00d service	1
Gagalangin	1
Ganda po ah landbank	1
Gimawa ng naaayun sa Tama	1
Go lang NANG go landbank its life	1
God bless	1
God bless landbank lucban.	1
Gogo landbank yes yes	1
good	7
Good and fast service for my PIN change thank you	1
good communication and paying attention to everyone	1
Good day! It's just that, it's always delayed for updating applicant for the next step of hiring process. Thank you for understanding.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Good end faster for. Transaction	1
Good in service	1
Good Job	4
Good job!	1
Good job.. keep it up thank you so much	2
Good job..GOD BLESS YOU	1
Good luck & GodBless	1
Good performance, accommodating..	1
good service	13
good service ,aam gemma	1
Good service / very courteous with the assigned SG's.	1
Good Service and accomodating	1
good service to clients	1
Good service.	1
Good service...	1
Good services	1
good work! Keep it up	1
good	1
Goods	1
goodz	1
great	1
Great job	1
Great service	1
Habaan ang pasensya sa mga client na matanung	1
happy smiles from happy people	1
Have a pleasant and approachable security guards.	1
help each other	1
helpful staff	1
here's my suggestion to improve services. 1. Hoping that as an external but existing client, we can able to place a transaction (withdrawal) even we still have updating documents need to fill out as we can settle those documents before the crediting date (T+3 banking days). 2. Send SOA to our address on record or via email address as i dont received it unless i emailed and request it.	1
Hi po, still waiting po for the update in my application. Hope to be part of Landbank soon.	1
Hi, I'm still waiting po for the next step of my application. Hoping to be part of Landbank soon	1
High technology and easy to access everywhere	1
Higly satisfied	1
Hire additional teller for faster transaction/less waiting time	1
Hired additional staff	1
Hot inside the branch	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
I admire the courtesy of the staff upon opening of savings account. They informed me of the requirements I needed to do and that they are strictly following the rules that clients must provide all the necessary requirements before they're able to open new account.	1
I already understand the Situation regarding my complaint. It s already negotiate by both partie.	1
I am highly satisfied since the transaction was in quick and the communication between the landbankers are all good.	1
I am satisfied for the services of the LBP Lebak Branch.	1
I am satisfied how they rendered service.	1
I applied with Landbank to and passed the exam dated March 31, 2023. I was already interviewed by the HR assigned to me which is Ms. Helena. Until now, I have received no update regarding my application, I sent multiple follow ups as well, and still, no updates. I understand that an election ban was set but it was over now and It would be nice if I could receive an update regarding my application. For future reference, I prefer to be assigned to any NCR SOUTH office. Thank you very much.	1
I arrived at 1:50pm in Landbank Marikina to assist my 13-year old son to open an account. The guard at that time advised me to go back some other time because the bank is full. Good thing I know my rights and the ARTA LAW. I asserted my self. They let us in. What if the client is not as assertive as I am? Your core value is customer-centric. You have to apply it!!!!	1
I did not receive a reply for my email question.	1
I happy with the kind assistance of Ms. Aivee Pempeño. She help me in a nice, good service while im got trouble of my i access.	1
i have a concern, last november 2022, i wrongly sent an amount of 8000 pesos to an unknown fellow, i submit my concern to this office but until now o didnt get any feedback from this office.they said they will hold the money from the unknown account for them not to withdraw but still i didnt get a call or email from this office if what happens to that money..	1
I have no comment because I'm very satisfied.	1
I have not yet received my terminal leave benefits, etc. since I retired on May 1, 2023. Highly suggest to facilitate this mabagal na processing of retirement benefits.	1
I hope every personnel of the bank will treat all clients fairly and courteously especially in the new accounts section.	1
I hope feedback of online request/transactions will be faster.	1
I hope paspas pa inyo transactions.	1
I hope that we can have more assurance or updates regarding our employment application. <3	1
I hope the front desk stop be doubled,	1
i hope the guards would tell which window to go for every transaction. this is our first time in this branch and have no idea which window to go.	1
I hope the landbank iaccess online banking will be more of user friendly intephase and I hope that it will not have downtime during 11:30PM-1AM	1
I hope the office can reply to emails, especially acknowledging its receipt. And if ever applicants should want to follow up, it would be nice to have a response for us to know if our application was being processed or not. And should also leave a contact number applicants can contact or a contact person and their details. Thank you.	1
I hope they can prioritize students who will have classes in the next hour upon arrival.	1
I hope when it comes to processing of application, there will be an update from time to time.	1
I hope you can give us feedback regarding our application. Applied last March this year, April when I received a call for a schedule department interview but come that day no one called me, i messaged the number who called me and informed me that something came up and they are busy, and no update was given to me after that call.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
I hope your credit card holders can avail the installment plan by just calling and without filling-out the form because its very hassle especially if your client is too busy. Also, I hope the credit card holders can avail the installment plan even if the amount is below 5,000. I hope you can take these concerns into consideration. Thank you!	1
I humbly request for my application to be expedited. Thank you	1
I know how hard and exhausting every job is but I suggest na unta magpabilin mo sa inyong pagka-approachable maam/sir. Thank you sooooo much sa inyong friendly service nga gihatag sa amoa. God bless Landbank and its family.	1
I like how they assist us, they are very approachable, and giving instruction easily.	1
I like the ATMs at 7/11 stores	1
I like the service provided by Ms. Venus Javellana. She's friendly and easy to communicate with. Thank you!	1
I like to transact in this branch. Even if there is a lot of clients in the lobby, we spent less than 10mins for our encashment. Godbless	1
I may looking forwad,for the more information about the ATM . and i dont have any bad suggestions about it.	1
I really commemd the staff and the environment, they are very accomodating to their customers.Since it's my first time having transaction in this office, wala pa po akong maisuggest pa, maybe next time	1
I recommend that LBP Barotac Viejo will address this matter to add another one (1) teller to process other transaction to make the processing much faster and to cater more customers.	1
I sent my intial request via email, for a copy of my Service Record to LBP PAD-SRD on March 16, 2923. The said email was acknowledged as received on March 21, 2023, which I also acknowledged on March 22, 2023. I sent an email messge on march 31, 2023, to follow up on my request, but I did not received any reply or acknowledgement. I sent antoher email message on April 12, 2023. However, just like the first follow-up, I did not receivea ny reply. On April 17, 2023, I called up Ms. Rita Villarín, who advise me to send the email to Mr. Xavier Alcantara of the same department- PAD-SRD. I sent the email at around 6:17pm on the same day. On April 19, 2023, at around 1:09pm, I received an email for PAD-SRD forwarding the requested Service Record. I immediately acknowledged receipt upon reading the email message ont he same day at around 2:20pm.	1
I spend 3-4 hours just to open an account.	1
I suggest that the employees to continue their good environment because they seem so approachable.	1
I thank all HRMG staff who helped in the processing of clearance and requests for documents. The only unpleasant experience was the request for Ombudsman clearance thru PAD, an option provided by PAD and availed by me. I think this was not promptly requested with the said govt agency. I suggest that there shall be proper monitoring of those kinds of request so as not to hamper clearance processing. Nevertheless, overall experience on the subject service is good. Thanks again.	1
I think the services are already good enough. All the employees are friendly and approachable.	1
I think their service id ok and I staisfied with their service and it is fair to everyone.	1
i think they ate improving already	1
I think they need more teller/staff because of big coverage of LBP-Danao	1
I want to acknowledge the lady who processed my documents because she is nice	1
I want to give feedback on the recruitment process which I experienced in first hand and it took months to process my application and it's a little bit disappointing to my part as an applicant because I was unsure for my job application status for how many months and I hope Landbank will improve this particular service by allotting more convenient time on their recruitment process to be more responsive to the needs of its applicants who will become their asset in future time.	1
I want to give feedback on the recruitment process which I experienced in first hand and it took months to process my application and it's a little bit disappointing to my part as an applicant because I was unsure for my job application status for how many months. I hope Landbank will improve this particular service by allotting more convenient time on their recruitment process to be more responsive to the needs of its applicants who will become their asset in future time.	1
I wanted to express our utmost satisfaction with your branch's service. We are thrilled with the professionalism and dedication of your team, especially Ms. Marie, Ms. Patty, and Mam Marissa. Their outstanding efforts have truly made a difference.	1
I was accommodated well so nothing to improve just maintain the service.	1
i was very satisfied with the pre employment process of landbank. Ms. Princess is very courteous and friendly.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
I would even go and endorse this branch to other stakeholders, very professional and effective to transact with, always straight to the point for the most efficient way possible.	1
I would say that the waiting time is good, the transaction time is reasonable considering that I was opening a new account to insert cash in. It makes it so easy for PSHS to insert cash and for me to receive it without actually having to come face-to-face and have extra hassle to come to the school. I have to note though the new accounts clerk was good and reasonable to process the transaction.	1
I'm thankful that Landbank Baliuag Branch was able to address my previous complaints about the security and safety of money. My concern was already resolved and they also gave me an advice to update our documents to avoid future problems.	1
Icheck po muna ng staff ung dalang dukumento bago pumila kung ito ba ay kumpleto na, kase po madami nkapila halos mghton kapag ikaw n ang eenttain kulang pla dokumento nadala, ayon mghton n po nkpila. Syng po oras. Salamat po	1
I'm a liaison Officer Ng MSU MAGUINDANAO magaganda naman po trato nila sa akin hehe pero minsan may matataray po talaga apat po na babae hindi ko na po imention ang pangalan nila hehe marami pong mababait at mabait po ang manager Nila hehe alam naman siguro nila na liaison officer ako ng agency wag naman nila ako stricktohan kasi ang agency nga ng MSU Maguindanao pinagkakatiwalan po ako Nila wala naman akong transaction na iba maliban lang sa MSU Maguindanao hehe	1
Im a little bit confused regardjng the numbering given by the guards. But overall the services given to us was good. Thank you	1
im a satisfi the service this branch thank you for gaid the client..	1
I'm genuinely impressed by the great attention and consideration offered by the landbank employee, reflecting positively on the organization I as a whole	1
I'm happy with the cashier, accommodating. Not all in this bank is like her.	1
I'm Happy with the services	1
I'm ok	1
I'm okay, the serving is excellent. :)	1
I'M SATISFIED	1
I'm satisfied with service ") thanks!	1
I'm satisfied with the service	1
I'm satisfied with the service I availed :)	1
I'm satisfied with the services, specifically in processing Manager's Cheques, updating and providing hard copies of transactions to the clients if requested. Kudos to the LB Staff of Cotabato City,, Magallanes, specially to Bai Charmaine Mastura	1
Im satisfy their service to the people and clients.	1
Improve pa yung customer service and thru online din po mas mabilis na loading ng portal. But in all naman po satisfied naman po ako sa service.	1
Improve Parking	1
improve queuing	1
Improve queuing sa loob and also dagdag pa siguro ng additional ATM or CDM sa labas.	1
Improve system to minimize offline	1
Improve the good work.	1
Improve the service specialy in new account	1
Improve your internet connection so the staff can work efficiently and timely. So far, the employees are friendly and approachable especially Maam Alnie Nicole Cequina, she helped me open my account in a way I can understand the process, she is very approachable and friendly. I can say she is very dedicated to her work.. She knew her work very well. Also the security guards are very courteous. Keep up the good work guys!	1
In every person who transact in every counter it should be cater fast so that the client not get bored in waiting.	1
In my daily transaction at LBP there's no need to improve in your service.	1
In the website there is an instruction that we can send to Customer Care email, but the email is not responding.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Incomplete information during 1st meeting that took a lot of waiting time in your office. Please look on this area	1
inform pfd not to request ctec since the title is already with spad 1 (same bank)	1
ingatan	1
Installment facility	1
Internet connection siguro.	1
IPAGPATULOY ANG MAGANDANG GAWAIN	1
Ipagpatuloy lang ang pagbibigay serbisyo sa ating mamamayan	1
It is Good	1
It was a nice experience and very accommodating	1
It would also be necessary to entertain a customer no matter what he looks like or no matter how busy you are because as a soldier we rarely go out and there is no signal at each of our destinations, thank you	1
It would be helpful if the waiting area is divided by which department they have transactions with. So there wont be loud name calling here and there.	1
It would be nice if applicants are advised if they are not selected for a position.	1
Ito Kay mapapabuti NAMI at makatulong nami	1
its fine, service is good	1
Its my first time to visit the branch and the staff is very accommodatting about my concern. Hope that this kind of customer service will last or consistent in terms of dealing clients or customers transaction concerns. Kudos to all	1
It's ok for me.... very much satisfied	1
Its ok...	1
It's okey.	1
its very good to serve customer	1
I-upgrade ang mobile app. Iyong pwedeng mag-request ng convert to cash sa credit card. Increase credit limit.	1
Iyong all time mahirap makahagilap sa hot line mag a lot ka talaga ng time and effort . Sana ma shortenpa iyong pag tawag sa inyo. At sana dumami pa ang agent	2
Iyong office sa Baguio iisa ang ATM. Matagal mag-register sa ATM machine very inconvenient dapat madagdagan.	1
Job well done Landbank..Thank you	1
Just a smile leaves worries away Thank you	1
Just be updated always. Thank you so much	1
Just continue the good service.	1
Just continue the quality service	1
Just continue the quality service to your clients	1
Just keep on smiling ,keep the good character and continue the good service	1
Just take care always of your customers and always keep your good interactions of your customers. Thank you.	1
Kailangan lang palage Kang mabait at laging naka smile para maraming costumers	1
Kailangan po alphabetical arrangement or firstcome firstserve.priority pwd pregnant and senior citizens.supurtahan po ng mga leader ng hindi magulo .	1
Kaylangang dagdagan ang mga bank teller/employee para mas mapabilis ang transaction example ngayon iisa lng ang gumagalaw para gumawa ng ATM,ilang oras ang kaylangan hintayin para matapos ang aming transaction	1
Keep doing an excellent job and would suggest to have adequate chairs inside so people waiting outside would be lesser and avoid the risks of heat strokes.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Keep it up	3
Keep it up and do good work	1
Keep it up Catarman Branch personnel..	1
Keep it up the good service to your client.	1
Keep it up.	1
Keep the good service.	1
Keep up the best of LBP	1
Keep up the good service.	1
Keep up the good work	6
Keep up the good work .	1
Keep up the good work thankyou!	1
keep up the good work to serve people	1
Keep up the good work!!!	1
Keep up the good work, i would like to thank all the staff and manager of this branch so very friendly and courteous specially mam josielyn, sir darwin , laila , ching, alvin and mark	1
Keep up the good work.	4
Keep up the good work. God bless.	1
Keep up the good work...	1
Kindly add another teller.	1
Kindly add more ATM machines because it is a struggle to do transactions using the 2 ATMs that are not usually working/ long queues all the time. Thanks	1
Kindly provide cash deposit machine outside the bank	1
Kulang sa teller dapat dagdagan para mabilis ang services	1
lack of manpower, however staff are able to accommodate volumesmof transactions	1
lack of manpower, mainit	1
Lagi pa rin ako nakakatanggap namay outstanding pa rin ako kahit settled na lahat	2
Laging maayos ang servicesyo nang stop nila	2
Lahat po Ng staff ay mababait at tinutulungan po kami nila nong nandun kami.lalo na yong manager nila na si ma'am Gina p.Baliton.salamat land bank molave branch.	1
Lalong pinag improve ang serbisyo sa mga clients.	1
Landbank is very easy to open and account specially to the 18 years old and above.	1
LBP Polangui Branch has a satisfactory customer service. One probable suggestion for a much better service would be fixing the order of the waiting line for the customers to be catered when it's their time to transact at the counter. The proper order of the waiting line is very confusing specially to the new LBP customers. I suggest that you put a number on the chairs so that there would be no future misunderstanding and to avoid future conflicts of "who was in the line first".	1
Less requirements if possible	1
Lesser waiting time. No unnecessary comments.	1
Looking forward to work with you in the future.	1
Maam Ching Mastura & Maam Olive is very mabait po,masaya din po sila nagbibigay ng service everytime mag cash out ako ng funds. Keep up the good work po & more power!	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Maari po bang mag dagdag ng kagamitan lalo na sa pagtawag ng priority number at pangalan ng kliyente. Sa na observe ko po kasi lalo na pag may edad na di po masyado maririnig pag tinatawag na ng teller ang pangalan ng kliyente kapag walang gamit na speaker. Para rin po hindi mahirapan ang empleyado/teller sa pagtawag ng pangalan ng kliyente.	1
Maaring pong mag announced sa pamamagitan ng social media.	1
maayo ra kaayo mu intertian sa visitor	1
Maayos ang tarato nila	1
Maayos at mabilis ang serbisyo	1
maayos at maganda naman po ang proseso.	1
Maayos na lahat	1
Maayos na man ako na serbisyohan	1
Maayos na serbisyo	1
maayos naman ang inyong serbisyon.	1
maayos namang naibigay saakin ang kinakailangang documento	1
Maayos nmn po ang inyong serbesyo samin khit sa sobrang Dami nMin .Mababait Ang mga empleyado ng landbank.thank you so much	1
Maayos Po Ang serbisyo Po ninyo...	1
Maayos po at ipagatuloy lang po ang serbisyo ng tapat at buong pagllingkod,salamat	1
Maayos poh ang serbesyo	1
Maayus po silna kausap	1
Mababait ang mga staff ng Candelaria Branch inassist nila ako mula sa guard, verifier at teller	1
Mababait po ang mga staff	1
Mababait po ang mga staff and security. Nice job.	1
Mababait po ang mga staffs sa opisina nila. Nasasagot lahat ng mga queries ko about sa loans ko. Salamat Landbank	1
Mabagal ang proses ngayon at palpak minsan sa pagbigay ng number	1
Mabagal hindi ako inuna	1
Mabait at accomodating ang nag register sa account ko	1
Mabait at may respeto sa kapwa tao	1
Mabait den naman lahat ng teller nong pag punta ko pero Ang masasabi kolang sana mas pagandahin pa Ang pakikitunggo at di mag bagu Ang trato ng mga teller.	1
Mabait na trato	1
Mabait naman matologin.	1
Mabait sila	1
mabilis	1
Mabilis ang process at mababait ang mga employess	1
Mabilis Ang serbisyo Ang landbank	1
mabilis ang transaction. salamat san pedro branch	1
Mabilis at maayos na transaksyon.	1
Mabilis at mababait po ang mga employees and may pa freebies pa thanks po	1
Mabilis na proseso sa pgwidro ng pera at malakas na signal ng internet.	1
Mabilis na serbisyo	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Mabilis na serbisyo salamat	1
Mabilisan ang pag deposit at pag withdraw	1
Mabilisang pakikipag transact physically sa branch medyo mabagal magtransact sa bangko	2
Mabuhay Landbank	1
Mabuti at makakatulong at maayos ang serbisyo po ng Landbank Tayug Branch.	1
Mabuti at maunawain	1
mabuti po sila magtrabaho. keep up po	1
Mabuting mauna ang mga may dalang bata, buntis at zenior	1
madali kaming makapagdeposit sa inyong tanggapan at kayang kaya sa bulsa	1
Madali Lang ang transaction dito sa sinacaban leaf.salamat sa landbank.	1
Madali Ing dumaging ang aking request.	1
Mag dagdag ng mga taohan pra mdli sa mga transaksyun	1
Mag dagdag ng mga tauhan para madli ang bwat transaksyun	1
Mag inform kung may changes sa loan. Walang nag abiso tungkol sa merging	1
Magagalang at mababait ang mga teller at mabilis ang serbisyo.	1
Magagalang po at mababait ang empleyado	1
Magaganda tellers pati serbisyo nila. Salamat!	1
Magaliig at maayos ang pagserbisyo sa mga kliyente.	2
Maganda and good service	1
Maganda ang pamamalakad at mababait ang stuff lalo na po c manager	1
MAGANDA ANG SERBISYO, WALA NANG DAPAT BAGUHIN..	1
Maganda ang serbisyo,at mabait at magagalang ang empleyado.	1
Maganda ang services	1
Maganda ang servisyo nila	1
maganda at maayos na transaction	1
Maganda at maayus ang all	1
Maganda at mabilis	1
Maganda naman ang service. Wala naman	2
Maganda po	1
Maganda po ang ka ni lang serbisyo Para sa akin hinde po sila mahirap kausapin lahat sasabihin sayo pano gagawin mo Kaya sa ludo po ako sa kanila slamat po	1
Maganda po Ang pamamalakad salamat po	1
Maganda po ang serbisyo ng landbank dto po samin sa branch ng echague	1
Maganda yung pag aassist sa mga client and satisfied lagi sa land bank	1
Magandang serbisyo at mababait ang mga staff.	1
Magdagdag ng teller lalo na kung napakaraming mag papay out at sabay sabay para hindi napakatagal ng paghihintay. Yun lang Salamat po	1
Magdagdag po ng teller	1
Maging friendly sa mga customer	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Maging lalong tapat....	1
Maging madali ang pag register sa laccess kahit anu mang oras	1
Maging mapag unawa pa sa mga kleyente	1
Maging matyagga sa trabaho	1
maging organized ang bank	1
Maging super active pa	1
Magpakita sa kanila kung anong mabuting gawin.	1
Magpasalamat ak sa maupay na pagtratar sa amo mag asawa hionong sa amo pag open account bisan na delatar nabuligan gihapon kami..	1
Magtulungan maraming salamat po	1
Mahaba lang yung oras na hinintay ko pero yung sa new accounts na nag assist ay very accommodating and talaga pong mabilis yung process nya po kuddos po talaga kay maam Ma.Victoria Bartolome sana po madami ka pa po ma assist na tulad namin mag asawa sa pagbukas ng account kahit puyat galing work eh worth it naman ksi nakuha naman namin agad.	1
Mahabang pasensya At sunod SA tamang proseso	1
Mahusay	1
mainit po	1
Maintain the standard of the quality of work. Early arrival	1
Maintain your good attitude :)	1
Makakatulong ito sa amin sa paraan ng pang gamit namin sa bahay	1
makakatulong po ito sa ating mamamayan, lalong lalo na sa mahirap na mamamayan	1
Make CC a little bit bigger so that the reader will read it easily.	1
Make the transactions faster. Thank you!	1
Make use of technology for easier transactions and queuing.	1
Malaking tulong po ito para hindi na kailangang pumunta pa sa ibang bayan para makapagtransact especially in withdrawals. Maiwasan lang po sana minsan ang paghahang ng machine. Salamat po.	1
Managers prioritizes the foreigner rather than the locals, it is not actually the fault of the tellers. There is a service by number to be followed and should not be ignored, because of who you know. Waiting for each turns means respect to your client's time and effort.	1
manataliling maayos ang pakiki pag iganayan sa mga kliyente	1
manatiling maayos sa pakaikipag ugnayan sa kliyente	1
Manpower kay dili lalim maghulat ug 2-3 hours..	1
Mapanataliing lagi ang serbisyong mabuti salamat!	1
Marami salamat sa landbank Malaking tulong sa amin kagaya namin	1
maraming salamat po sa landbank	1
Maraming salamat	1
Maraming salamat wala ako masabi	1
Mas damihan pa ang empleyado	1
Mas lalo pa dapat galing an ang srrberyo	1
Mas maayos ma serbisyo	1
Mas mabilis na proseso ng cash deposits or anumang trasactions.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Mas maganda kung may downtime mag notify kaagad kayo	2
Mas malaking pasilidad at malakas na sagap ng internet.	1
Matagal yung completion time from the day na tumawag sa hotline hanggang sa naresolved yung conern. More than 2 weeks	2
May the staff are time concious interma of providing service. It is annoying to look annd wait that every costumer takes 10-15mins to complete the process	1
Maybe can provide complementary water bec nowadays weather is so hot it can help the clients thirst.	1
Maybe change of internet connection. Para po walang fiber cut.	1
maybe its best if we allocate numbers of clients a day, Am and PM to avoid being crowded, it will also best if the firm has an online appointment	1
Maybe return the kiosks for queuing.	1
Maybe there could be alternate personnel to assist in service records if the assigned personnel is in leave.	1
Maybe to provide additional teller	1
Medyo bilisan lang kaunti ang mga transaction kasi dobrang daming client sa inyong banko.thanks.	1
Medyo Matagal lang (undispensed WS off us)	2
medyo matagal this time yung check deposit, i don't know why d nmn sinabi what went wrong supar tagal unlike the last time i was here. Maybe, if may something wrong in the system, may or should they provide some information about it.	1
Mga bootan kaau ang mga naatubang nako nga teller,so friedly and malipayon sya mo entairtained. Salamat sa mga sama niya . Godbless.	1
Mga trabahante po dito mababait	1
More assistance lang sa mga Senior citizen regarding online transactions.	1
More atm machines	2
More detailed information provided during the rollover of investments.	1
More employees for a faster service. Thank you po	1
more emprove	1
More friendly smile from female staff.	1
More information for first time account users	1
More man power	2
More manpower	1
more manpower for faster service	1
More pa sa sirbisyo sa katawhang arong mapadali ang transaction sa tao	1
More patient to your client.	1
More power for the convenient service.	1
More projects, add more employee.	1
More smile.	1
more teller	1
More tellers to cater faster service to clients.	1
More utility	1
Most of the service's was good and understandable	1
Ms Jubillee Bernardo helped me open my sss pension account gamit ang dobs	1
Ms Mayden has helped me with my queries with utmost customer service.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Ms. Cely Palos is very accomodating and helped me very much due to my age. Withdrawal of my US pension is made easy and convenient.	1
Ms. Jewel Fabia is very kind and approachable. Ms. Victoria Español is very moody, she needs to smile often and be considerate and courteous.especially to seniors. Ms. Cornejo of new accounts needs to be cheerful and approachable like Ms. Jessica Cyrill that assists every customer with genuine smiles.	1
much better one more additional staff(teller)	1
My first transaction is better of what I expected as this is my first experience to open a bank account. They were nice to their customer and cater them well.	1
N/A. Counter was very helpful and understanding in spite of my clumsiness within the office.	1
Nagagampanan ng maayos ang serbisyo	1
Naging maayos na.an ang naging serbisyo ni Maam Sir at naapreciate ko ang pakikitungo nila sa akin about emergency finance sobra ginawa na sa pagpapaprocesso nila mabilis a g pagtulong nila sa akin sobrang k tlaa thank u very much dito sa staff ng Land Bank	1
Nagpapaslamt ako dhil mkakatulong po ito sa aking pmilya malki bgay n po ito pra sa amin	1
nakakatuwa dahil mabilis silang mag entertain ng tao	1
nakuha naman agad ang card ko	1
Napaka attractive ng opisina paskong pasko naa!	1
Napaka bilis ng action ng LBP	2
Napapadale	1
Nasa po maging mabilis sa pag verify sa counter	1
Natatagalan alang ako dun sa TAT nyo since ang involve is funds. Nag antay pa ako ng several days for improvement dapat may notification either thru tex or email regards dun sa status ng aking nireprot	2
Need additional teller	2
need for a space or bigger office area	1
Need to add employee espe	1
needs additional staff	1
Needs additional staff to avoid delays for clients	1
New office, more space and more staff for fast transactions. Stable Internet and new office equipment.	2
Nice service. Teller was approachable.	1
no comment, satisfied with the service as of today	1
No long offline of your system please	1
No suggestion ,satisfied sa services	1
No suggestion because i dont have to claim for improvement of the LB services	1
No suggestion I'm fully satisfied the services	1
No suggestion,all i can see..is all right,Good services	2
No suggestions you have a wonderful service.	1
No, because the bank did well.	1
non at all, good service!	1
None as of the moment. Thank you.	1
None it's good.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
None satisfied client here mam.	1
none service is good so far	1
none so far. Ever since the branch was transferred, transactions are already easier and faster	1
None so far. Everything was smooth.	1
None so far. Keep up the good job	1
None so far. They are very well informed with their task.	1
None thank you tandag branch	1
None, keep up the good work	1
None. Thank you tandag branch	1
Noong nag-contact ako diyan ay sobrang tagal ng response nila sa email ko kaya hindi ko na na-renew iyong credit card ko, mas okay kasi iyong Landbank credit card sa akin kasi nasa government din ako at palagi akong nasa Landbank. Sana mare-process iyong application ko.	1
Normal flow	1
Not a suggestion, I just want to follow up my application for HR Position (Tyrone P. Tiamzon). Thank you!	1
Not all Branch visible ang CC	2
Nothing because your service is nice/good	1
Nothing I have been remarks just only Keep the good work	2
Nothing more. I love the service of the teller. 100% satisfied.	1
Nothing to improve	1
Nothing to say, they all friendly and easy to approach	1
Nothing! Almost perfect	1
Nothing, just be who are and what you do today	1
Nothing.	1
officer explained well my concern	1
Offline	2
Ok	6
Ok good ko	1
Ok lang	2
ok lang magaling madaling kausap masaya plabiro ok ako sa kanila salamat	1
Ok n ok po ang serbisyo o pag asikaso ng mga impleydo sa opisina,at malaking tulong po sa aming mga nangangailangan ng tulong maraming salamat po mabuhay po kau ..	1
Ok na ang serbisyo	1
Ok na naman po	1
Ok na po	1
Ok na po ang serbisyo	1
Ok na wala na baguhin	1
ok naman po ang inyung serbisyo nawa po mapanatili nyu pa ang mabilis nyung pag proseso	1
OK naman po ang serbisyo nyo sa tao lahat naman po ay pantaypantay kaya maraming salamat po sa tapat na serbisyo sa katulad ko mamayan God bless	1
ok naman. Natanggap ko ang kinakailangan kong documents	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Ok namanpo Wala poakong masabi very good po lahat	1
Ok nman ang service.	1
Ok nman po	1
Ok nman po ang inyong serbisyo	1
ok nman po ang serbisyo maraming salamat po	1
Ok nman po any serbisyo	2
ok nmn po	2
Ok nmn po serbisyu nio	1
Ok yung serbisyo at mababait ang nagaassist	1
ok yung serbisyo mabilis ang process	1
Okay na iyon accommodating naman ang branch. Mabilis ang transaction napa file ang needed documents. Nothing more	2
Okay naman at mabilis ang transaction	1
Okay naman gusto ko lang I commend si Sir (forgaot the name) ng LANDBANK Quezon Ave. mismong phone niya ang ginamit para tumawag sa customer care. Mabait siy at hinintay niya talagang matapos ang tawag ko.	2
Okay naman iyong online banking most of the time offline. Sana ma improve pa. Mostly lahat gumagamit kung palaging offline hindi naasahan	2
okay naman po, ipagpatuloy na lang po.	1
Okay naman serbisyo nila. Wala na akong ibang masabi salamat po.	1
Okey ang serbisyo at accurate ang mga papeles para siguradong ang Cliyente na transaksyon.	1
Okey na po para sa akin, mabilis at mabait po ang cemployee.	1
One transaction at a time	1
Online payment method for housing Loan Amortization	1
online transaction highly recommended	1
Oo naman po ok lang naman	1
overall satisfied	1
Overall, my experience is good.	1
Pabilis sa teller	1
Padalian ang trasaction	1
Padayon lang sa maayung serbisyo	1
padayon lang!! ^	1
pag meron kailangang ipadala doc from one office to another, dinadaan pa sya sa main bago itransmit sa branch	1
Pagbibigay Po NG bigas	1
Pagibayuin pa ang serbisyo	1
Pagiging tapat sa mamamayan	1
Pagpatuloy lang ang mabuting asal tungo sa mga kliyente..Godbless Landbank.	1
Pakibilisan lagi sa advice. And Kung pwede ay pede na Kung encashment.	1
Palawakin pa ang kaalaman para aware ang lahat sa magandang naidudulot at maidudulot pa nito sa atin.....	1
Panatilihin pa Ang maayos na pagserbisyo sa mga mamayan	1
Panatilihing may sapat na laman ang ATM lalo na po sa panahon na may sahod na ang mga empleyado. Salamat po	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Panay ang offline nyo. Almost 3hrs ako nagantay para lang magbayad ng autoloan sa banko nyo. Wala na bang ibabagal pa yan	1
Para sa akin maganda na ang serbisyo ng inyong Bangko (LAND BANK) bukod pa sa magandang serbisyo mababait ang mga empleyado, si maam ching mastura at maam Olive!!!	1
Para sa akin,ok na lahat na mga programa nila,,,at sana Hindi sila mag sawa na mag suporta sa mga mahihirap na mga kagaya namin na mga mag sasaka.	1
parking space for the clients	1
Patatagin Ang samahan	1
Patatagin ang samahan ng ating samahan	1
Perhaps a queeing number when transacting with the teller	1
Personnel who assisted, namely Ms. Wendy Feliciano was accommodating and helpful.	1
Pgbutihin trabaho at ito ay makakatulong sa iba pang mga tao dahil sa serbisyo at tapat.	1
pin resetting was okay	1
Please add 1 teller .	1
Please add additional teller for New Accounts (3 in total). So that when one is on break, the line still moves. I know you are aware that new accounts needs at least 15 mins per transaction and may took longer for people filling in the form on site or if they are senior citizens. I spent my 1.5hrs waiting in line.	1
Please add teller	1
Please choose or select a better internet provider to lessen or to avoid offline system so you can give an excellent , trusted,and reliable bank service.	1
Please continue to be in good costumer service and always be fair in attending costumers.i saw this in Land bank Naga branch.thank you	1
Please do make another way to accommodate customers with short term transactions.	1
Please expand your parking area.	1
Please hang your Citizens Charter so that clients can easily see. Thank you.	1
please make your schedule of system repair NOT on busy hours. lagi kasing during banking hrs yung down ng system and we will wait longer period of time.	1
Please provide additional counter for Account Opening. I monitored that for almost each transaction per counter, it lasted around 30 mins. So inefficient! One thing I've observed, the assigned person/s in the account opening counter kept juggling from thing to the others, that's why it takes much time for each transaction.	1
Please provide electric fans to the customers waiting for their turn in outside your office. Thank you!	1
Please provide more teller per type of transaction. While tje service was good, I was able to open a new account in less than an hour, the queueing was almost unbearable. I was im queue for almost 3 hours! Also, please provide better and more comfortable waiting area. I was not able to enter the bank premises for an hour, and the waiting area outside the branch has few chairs, small area.	1
please update applicants whether hired or not.	1
Pls add one more teller, thank u.	1
Pls add teller	1
Pls more on cashier para madali kong mag withdraw	1
pls provide a comfort room for your clients	1
Pls provide alcohol for clients to use	1
Pls. Add 1 teller.	1
Plss pallow- up my ATM card because no money release this my ATM. Why? Now is Register - August 2023	1
Post online the updated requirements and processes needed for different transactions so that clients will be informed beforehand.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Printer and photocopier	1
Priorities tesda scholar check	1
Priority Clients first before anything else because were also after with time because we have something other important to process too.	1
Prompt replies on email must be within 24hrs from your CUSOMERCARE specially REGARDING pending online transfer of amount, that takes longer than usual response time.	1
prompt response on answering query	1
provide better details for understanding the process	1
Provide customer more parking spaces	1
Provide magazines for waiting customers.	1
Provide parking space for clients	1
Provide patking space for clients, and aome of the time people's were not ask to form lines ourltside atm boot. And more atm boot to install specially during claims of pantawid and government salary	1
Provide shorter TAT for laccess Approval	1
provide waiting time to the clients	1
QR Code should be posted in a better place where nobody is disrupted while picturing the code to be scanned. It is actually situated at the windows where clients transact business and perhaps would be nicer if it is placed in a place where it is conspicuous yet nobody is disrupted during taking the QR Code through CP.	1
respectful and accommodating. Thank you	1
Sa Araw Araw pa pag dedeposito ko nang checks at Saka mga documento sana mapadali at makuhanko sa umagang ito po salamat	1
Sa cash deposit Buti may cash deposit machine hehehe	1
Sa opeing ng account, sana pare pareho kayo ng list of requirements nationwide. Kasi iba iyong requirements na hinihingi sa Taguig at iba rin sa Peza Branch	2
Sa pamamagitan ng pagsunod sa mga rules na importante	1
Sa tingiin ko mahirap kasi makatawag. Siguro iyong may available at makakasagot agad kapat tumawag lalo na pera and involve	2
Safety of deposits must be placed	1
salamat	1
Salamat land bank sa magandang serbisyo na ibinigay mo amin lalong lalo na sa aming mga mahihirap at beneficiary sa pantawid.	1
Salamat po	1
Salamat po lalong na landbank subok na subok na kayo sana mas bilis pa congrats	1
Salamat po ma'am/Sir najan po kayo lagi dapat always kayo healthy wag pabayahan sarili	1
Salamat sa akomodasyon at mabilis na serbisyo.	1
Salamat sa inyong magandang pagseserbisyo.	1
salamat sa maayos na serbisyo	1
Salamat SA pag serbisyo nga maau..salamat	1
Salamat sa pagtulong	1
salamat staff	1
Sana lahat katulad ni sir ronnie. Masayang kausap. thank you	1
Sana ma inform ang mga individual farmers(baka may mga intresado sa kanila tungkol sa mga pautang na farm machinerries through ACEF) sa puedeng pautang na hindi na masyadong mataas ang kolateral.sana hindi lng para sa mga asosasyon.	1
Sana ma solutionan problem ng mga na debit card ng customer	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Sana maayos ko i access ko	1
sana madagdagan ang aircon mas malawak na parking area palitan ang mga sirang upuan. SG's mababait fave employee's:Mam Ching Mastura, Mam Olive, Mam Hanna, Sir Dominic	1
Sana madami yung teller... Matagal kasing maghintay...	1
Sana maging maayos an pagtrano ng mga security personnel. Maraming Salamat.	1
SANA MAGING MABILIS ANG INYONG TRANSACTION/SERBISYO AT SANA HINDI KAYO MATARAY SA INYONG MGA CLIENT	1
Sana maging magaling yong staff. Medyo nagataas kasi ng boses	1
Sana makapag open ng account ng online banking without the need to pumunta sa branch like other banks... thank you.	1
Sana marami pang maka avail sa mga mahihirap katulad namin dito sa 4ps.	1
Sana may ibinigay silang follow-up call regarding sa mga concern, iniinform dapat nila ako regarding sa status ng application ko kasi ang sabi nila ay 10 working days lang ang kailangan hintayin pero actually, I already forgot about it na at naalala ko lang noong tumawag ka.	1
sana may resibo ang interbranch encashment charge	1
Sana meron silang kapalitan tulad pag break time para tuloy tuloy	1
Sana pag nireport makuha agad witin the dayor mabalik agad. Ilang araw bago napabalik	2
Sana palagi pong may laman ang atm machine para hindi na lalayo sa pag withdraw	1
Sana permanente lang na may laman ang ATM para hindi maiwasan ang pagkabigo ..	1
Sana po ay hindi na muling abutin ng 4 hours ang pag-encash ko lamang ng aking loan. Kawawa po lalo yung simpleng open lang ng account na kasabay ko na taga Bongabong pa. Sobrang hassle po. Sana ay maisaayos ang serbisyo kahit sabihing napasabay sa karamihan ng transactions kayo with Barangay. Salamat pa rin po. God bless.	1
Sana po libre na ulit ang snapshot	1
Sana po ma lessen yong downtime/offline ng system at kung mag downtime/offline Sana during 12midnight para maiwasan po mapending ang mga transactions sa bank ng mga clients. At the same time magkaroon ng smooth flow sa lahat ng transaksyon.	1
Sana po mapabilis ang ating payout..salamat po	1
Sana po may sadyang teller para sa pwd nd senior citizens..	1
sana po pag ma loan kunti lang yung mga requirements hazel kasi po or pwd online mag apply	1
Sana real time ang pag sagot nila sa email kasi matagal silang sumaot at saka matagal kasi iyong processing, aabutin yata ng one week kaya binabayaran ko na lang muna para walang penalty	2
Sana walang offline during my transactions	1
Sapat na po ang serbisyo	1
Satisfied services	2
Satisfactory	1
Satisfied	9
Satisfied actually	1
Satisfied Customer	1
Satisfied naman at maganda ang area	1
satisfied naman po at very smiling sila. sana lang po magkaroon po ng isa pang teller para po mpabilis ang transaction, salmaat	1
Satisfied rako sa gipakita sa inyo tao ok ra kaau	1
satisfied with the service	2
Satisfied with the service.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
SATISFY	1
Security Guards are your first contact to clients. They should be more courteous and helpful. I asked for a number, SG Fernandez told me the line was long. What kind of answer is that? We go to banks because we have important business there. Clients do 't need that kind of treatment from the security guards.	1
Seguro yong online at offline....sana nxt tym matatag ang internet connection nyo. Kala ko kasi sabi ni Maam Ganda, yong 2 helpfull pretty ladies na nag assist sa akin sa new accounts ay naka offline daw, pero , at least nakuha ko kaagad ang atm ko.Kudos to you guys at the Landbank Baclaran. The SG were also polite, indeed. Thank you.	1
Separate Teller for Cash or Check Deposit from other transactions	1
serbisyon tapat	1
serve with the heart! Thanks for the friendly service.	1
Service is good	1
Services are offered well since the personnel assigned was very accommodating.	1
Services must maintain smoothly. More fast transactions to develop so that clients will satisfy their needs ahead of time. Thank you	1
Should have queuing machine	1
Si ma'am ching mastura Po ay subrang bait at Tuto assis Po siya sa lahat.	1
Si Maam Venus Javellana po ay isa sa mga nakilala ko na very accomodating po sa client	1
Siguro maglagay ng mobile number na pwedeng ma contact aside sa telephone number	2
Since this is a gov bank, d agency may provide additional counters/personnel and ATMs for differebt transactions or addtional satellite offices at d municipalities. The office may provide lcd screen for number priority transactions. Sometimes name calling cant be heard. Thank u for continuing service to d nation!	1
Skow processing of transaction	1
Slow processing of request, it was requested since last year and no feedback until now	1
Smile	1
SMILE is the most helpful way to ease the stress of the customers despite the fact that the employee is stressed-out him/herself.	1
Smile politely to the clients	1
Smiles nakalagay pero antaray po ng teller nyo. Nagagawa nya nga ang work nya pero parang di sya masaya. Pagod. We all are.	1
Sna Lalo pang magtagumpay Ang mga pamumuno	1
So far i'm happy of their service and i am very satisfied.	1
So far ni suggestions since from the guard and all employees are doing well in their respective job and responsibilities	1
So far satisfying.	1
So far so good	1
So far so good when it comes to customers service this branch aurora blvd quezon city	1
So far very Satisfied especialy wd the branch that i visited today Landbank Banilad Cebu	1
So far wala okay naman ang service	2
So far, I'm satisfied with the service they've serve to their valued costumer. God bless and more power	1
So far, the service is good	1
Sobrang bait ng mga staff specially to ma'am Helen L. Rusini, mabuhay kayong lahat ma'am	1
sobrang nakaka tolong ung serbisyo nila	1
Sobrang ok ang serbisyo	1
sobrang tagal maka contact	2

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Sobrang tagal po kapag ang transaction ai NAC,ilang beses qna naexperience,kailangan siguro mglagay ng madaming staff sa account section,as observation,it took 30 minutes or even more para sa isang client	1
Some of the staff were not that nice. Specifically a teller and guards.	1
Sometime it's very difficult to contact the person we look for at your telephone number. Maybe you could provide us more contact numbers for us to have more options. Thank you	1
Sometimes it takes a long time to be served	1
Sometimes lang naman,matagal ang transaction .	1
Staff are accommodating	1
Staff are accommodating and helpful in every transactions.	1
Staff are accommodating. Bank is very warm and gloomy. Needs proper lighting and air con units to be comfortable inside.	1
staff are accomodating	1
Staff are approachable and courteos	1
Staff are friendly	1
Staff is very accommodating and good as well.	1
Staff is very approachable.	1
Staff is very helpful	1
staffs are smiling and okay ra mu-entertain ug clients.	1
STAY HUMBLE	1
stay the same as a what have you done in costumer service	1
stay the same as what youve done	1
Strict guard	2
Strongly satisfied	1
Suggest ko lang po sana lumaking yung branch or place office	1
Super galang po ng mga guards and ang gaganda ng mga staff lalo na po si maam venus, also accommodating sila :) happy with their service	1
Susunod Sa tuntunin	1
take care of your cumtomers always	1
Talagang mga mabuting tao kayong mga nagtatrabaho sa branch na ito.gidbless sa inyong LAHAT	1
Tamang serbisyo po ang aking natanggap s inyo..	1
teamwork	1
Teller/staff is accommodating.	1
Tellers should smile more :)	1
Thank u	1
Thank you	2
Thank you for accommodating	1
Thank you for accommodating over the counter withdrawals	1
Thank you for helping me	1
Thank you for the beautiful service keep it up	1
thank you for the good service maam & sir's :)	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Thank you for this kind of survey. Helpful and courteous staff.	1
Thank you for warm accommodation. God bless and more power!!	1
Thank you for your good service. Snappy salute!	1
Thank you for your service!	1
Thank you for your service...	1
Thank you for your utmost service to your clients.	1
thank you fot continuing good service	1
Thank you Kalibo Plaza for giving us satisfactory service. I appreciate the effort especially the one and only teller that caters voluminous transactions for a day.	1
Thank you sir for the nice flow during opening of my new savings account	1
Thank you very much to assist me staff landbank lapu-lapu branch	1
Thank you!!	1
Thanks	2
Thanks for your service. Keep your good work. God Bless!	1
Thankyou	1
Thankyou po.	1
The bank is very nice, they treated us Good way they have respect and no other than the office is very nice the transaction is Good	1
The Banks Employees and staff are all courteous, they really do their work, but the only thing I observed is that there's a need for the bank for additional workers to make the processing of each transactions more efficient and faster.	1
The branch and the staff is very accomodating.keep up the good work.	1
The branch is very accomadating to its clients and I am satisfied with the service that they provide. The tellers and its supervisor always assure that my request are catered very well. Kudos Lapu Lapu Branch keep up the Great work!!	1
the client must not take more time to wait in processing the documents.	1
The employee is courteous enough to entertain me ..smiling employees	1
The employees are kind.	1
The employees or staff is very approachable and cheerful i am glad that they are good in approaching their client.	1
The guard named Gomez VL was very rude. He did not let me in because I did not wear my facemask. But when a man came in, not wearing a face mask as well, he readily opened the door. I was outside in the heat for a long time. Please train your staff to be more courteous and not have favoritism with clients!!!	1
The hiring process takes so long. I hope there would be lesser waiting time in between each step so applicants can process their application as early as possible..	1
The last time I have mybtransaction was during the school.cukminating activity I need bills for money bouquet as gift for my daughter I ask the guard if I can have smaller bills, he assited me to the teller and changed my bills. i appreciate it very much. It took me few minutes to do the exchange as well as avialing my order from the flowershop. God bless to all LB staff.	1
The LBP Sinacaban branch offers a smooth sailing services which caters our purpose of updating our schools signatories for MOOE utilization.	1
The new accounts processor assisted me courteously. Kudos to Ma'am who is wearing eye glasses. Forgot to asked the name. She has a short hair though.	1
The personnel is very accomodating	1
The place is hot because your aircon is broken hope you can fix it	1
The processing took me 3 months for this but once the transaction reach Ms Christy of OwWA branch, she was very accomodating and the videocall went well without anymore error on my iaccess. Kudos	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
The quality of service was good and fair.	1
The service is already good, just improve the loan application process more quickly for the needs of the clients.	1
The service is good there's nothing to say about the service provided.	1
the service is good. I easily ask help to the employees. I hope that they will always be fair in treating their custome/clients	1
The service is good. Staffs are very accomodating	1
The service is good. Thank you.	1
The service is great but we would really appreciate it if you add one more teller in order for you to accommodate customers better and more efficiently.	1
The service is very good and I am very satisfied. I was well entertained by all personnel of Tubigon Branch.	1
The service should be fair enough to all citizens no bias at all	1
The service that have been good. And i am satisfied with the service	1
The services are good and fair. Keep up.	1
The services is nice and good so nothing about to suggest	1
The staff are approachable	1
The staff are really accommodating and quick to respond on the needs of the customers. The atmosphere is friendly and it seems to be a healthy work environment. I like the neatness of the bank's floor and the smiles of the staff.	1
The staff are very approachable	1
The staff are very kind.	1
The staff including the guards are attentive to the needs of their clients	1
The staff's are very accommodating. Thank you for always assisting me! :)	1
The staffs and guards are okey they are nice. The only problem is it takes a lot of time to withdraw because there is only 1 cashier. Plus the priority lane doesn't have their own counter. That's all. Thank you very much Debra Liz Recuerdo	1
The staffs are accommodating and kind.	1
THE STAFFS ARE NICE & COURTEOUS.	1
The staffs are very kind even the guards. Super tagal lang ng pila pag madaming tao dahil iisa lang po verification counter. I hope maging dalawa na po verification counter for check encashment para mas mabilis at d maubos oras sa loob ng bank. Thank you ldb lucena	1
The teller is need always to smile. Thank yuo	1
The tellers are friendly and accommodating	1
The various Slips should be carbonized. Thank you.	1
The verifier and tellers act faster now compared to those who worked in the recent years. No one displays pleasant behaviors. I like how they smile at us now.	1
Their service is okay no need to improve	1
There are lots of people in queue. Sometimes, they are waiting in the tent outside. This should be addressed by automating some services or through faster transactions.	1
There is no suggestions because I am satisfied with the service, specially with the staff because they are approachable.	1
there is no to improve coz the services of staff are good	1
There should be a designated in charge of the Annotation of Mortgage.	1
There should be more employees to assist.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
There was one time that my request was not addressed and they say that it was not seen in the email and advised me to just pay since it cannot be processed at the time as it has already been due.	1
there's always room for improvement so let's improve our customer relationship and guide them	1
They always smile and good to serve.	1
they were good and courteous	1
This branch was nice	1
This i strongly suggest that Indbank must occupy a spacious premises (preferably at Dahican Government center) since this bnk is the most busy among others. Hence, parking is the very problem.... Hope the admin see this.. Thanks.	1
Time management	2
time management to deliver the services on time or not to take time longer	1
To always smile and be friendly to all your clients.	1
To become more progressive	1
To encourage account holders of online transactions more conveniently.	1
To have a special line for loan payments to shorten time in the branch.	1
To have Express Lane	1
To improve more transactions to every client	1
To inform and clearly discuss what the client or customer needed.	1
To make available the installment payment for.LBP Officers I transacted my request thru online hence did not see Citizens charter including the physical office...	1
To make client	1
To present in an easy readable manner how to redeem points.	1
totoong serbisyo wlang scam para mas mo daghan Ang mga customer nga mo apply sa landbank	1
Train your employees well before hiring them. Some of them aren't really professionals in dealing with their clients. Kindly hire professionals and not mere employees with no manners. Hope this helps	1
Transaction should be a little faster than usual. Clients waiting time is unreasonable	1
Transaction very fast	1
Transaction was iAccess additional account enrollment Took about an hour on the whole duration of waiting and iAccess transaction. Clarify the process of enrolling additional accounts. Commend in assisting with the email transmittal to other LBP branch	1
Tratuhin ng maayos ang mga tao upang hindi magkagulo.	1
Try to add more new accounts but staff are smiling	1
tuloy lang ang pagiging malapit sa mga costumer para mapabuti pa ang trabaho , salamat sa dikalidad na serbisyo sana magpatuloy lang ang pagtulong sa mga tao.	1
Turn around time for customers in the new account window is too long, there are 2 reps but are only able to cater to 3 patients in an hour. I have been to 3 other land bank branches and it never took me this long to complete my transaction (4hrs)	1
Una sa lahat napakabuti at napakagalang Ng mga empleyado sa landbank karuhatan branch lalo na sa new accounts na nakatala doon na siyang nagaasikaso sa akin at gayon din sa mga guard on duty nong tym na nagpunta ako suggestion ko lang Po sa mga ganitong tao ay magpatuloy sila sa kanilang kabutihan at sa kanilang katangian na maging kapwa tao ..maraming salamat Po sa inyong lahat Ng empleyado Ng landbank karuhatan branch..	1
Unta di mag cellphone 2x..	1
until 5 pm ... Plsssssss	1
Using the phone is not allowed inside the bank so there would be no need to post qr codes.	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Venus Javellana	1
very good	1
Very good po	1
Very accommodating	1
Very accommodating and helpful keep up the good work	1
Very accommodating!	1
Very approachable and kind	1
Very Approvable.	1
Very courteous and polite ang employees ng landbank. Mabilis sumagot sa mga inquiries. Mabilis ang transaction. Medyo disappointed lang kasi nawala na yung 5 years term sa salary loan nila. Medyo hassle na sa application lalo renewal kasi wala ng 5 years term need pa ng letter.	1
Very easy lang po at napakadali request for bank certification	1
very entertainment for all costumer.. god services and. Nada helpful for every one..	1
very excellent service. Keep it up!	1
Very good	6
Very good gwapa ang teller	1
Very good service	3
Very much satisfied of the bank's services with the assistance of the new manager.	1
Very nice	1
Very satisfactory	1
very satisfied	1
Very satisfied customer here	2
very satisfied with the process and Ms. Princess was very helpful, courteous and friendly.	1
Very satisfied with the service. Tellers are very accommodating	1
Very Satisfied with your service	1
Very satisfied.	1
very satisfy	1
Very systematic! At mabilis po sa teller	1
Verygood	1
Verygood service	1
waiting area lacking seat	1
Wala akong ma eh suggest sa subrang dali at magaling ang kanilang serbisyo sa akin	1
Wala n po akong makokomento dahil sobrang bait po Ng mga teller at officer mga staff at guard	1
Wala na ako maisusugest dahil satified naman po ako sa service	1
Wala na akong masabi very accomodating staff	1
wala na akong masabi very convenient bank in history.....i love it.....	1
Wala na po akong masabi pa kasi madali namn ang pag proces	1
Wala na po ok po lahat para saken.	1
wala naman akong ibang commento kung salamat po sa pagtulong sakin/samen para sa aming mga transaction	1

Verbatim comments and suggestions of those who AGREED on "I am satisfied with the service that I availed."	Total
Wala naman maayos at maganda naman sila lalo na sa pakikitungo at pakikipag-usap.	1
Wala naman po akong suhestiyon dahil naging maayos naman po Ang inyong serbisyo.	1
Wala nmn at maganda ang serbisyo na	1
Wala nmn po dapat baguhin	1
Wala po akong masabi maganda po ang serbisyo nyo	1
wala, maganda	1
Walang pong problema. Ayos naman.	1
We do hope ma pun ang Teller para mas dali ang transaction	1
we want to suggest to have a special lane for regular depositors of government agencies who are considered frontliners so that we will not spend much time of waiting for our transaction. Thank you.	1
Well-served	1
When it comes to service maybe it should be more faster than the past days to atleast accommodate especially customers who has their other errands to do.	1
while verification process is good, it takes time especially if the signatories cannot be reached by SMS or calls	1
Wider space for clients	1
Wla akong komento mabilis naman ang release sa mga document sa brgy treasurer	1
wla na akong maiibigay pa na suggestion dahil sa na gawa naman nila Ang kanilang serbisyo Ng maayos.	1
Wla na akong masasabi dahil maayos nman po ang inyong serbisyo	1
Wla pagpatoloy niyo lang ang ganitongserbisyo	1
Work harder to expedite transactions. Most of the time, when there are many customers, processing transactions becomes slow and consumes our time.	1
You need more attendant to cater everyone's concern. Also, be respectful to your customer regardless of age and social status.	1
your atm machine could not read our atm card for withdrawal only one machine that reads the atm card but the machine only dispense big bills no small bills.	1
YOUR CUSTOMER SHOULD BE TRUE TO LIFE	1
your office has a satisfying customer service and a nicer treatment to clients	1
Your officer named Joanna Eleizha Escueta for New Accounts was not in her station the whole time i waited. Imagine giving a review for a service you did not receive. For 30mins, i sat in front of her station and she was nowhere to be seen. And i highly commend Ms. Jamaica Michelle Cuadro for assisting me right away when she got free from a previous client. Also, your branch has no functioning aircon. (Nov.11,2023). It was hella hot inside the branch. It's really a sad state for a bank branch.	1
Your service id very satisfaction..we are greaful of your service	1
your service to your client os ok and good	1
Your staff slows down their service speed when there are plenty of people. Transaction time per customer increases.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	191
With comments/ suggestions	151
Add 2-3 additional teller sa counter for fasrer delivery of service because it takes hour or sometimes more than 1 hour pa to finish my transaction. There were times na ang tagal matawag ang deposit pero ang fast lane sunod sunod na tinatawag. Kaya sakit na pwet sa kakaupo pero minsan ang kakarating na fast lane pa lang natapos na. Pls. Improve your service.	1
Add additional teller that could accommodate the client transactions	1
ADD MORE TELLERS FOR REGULAR TRANSACTIONS.	1
Additional service window that will cater new accounts queue. I entered your office at around 9:30 am only to be entertained around 12 pm and finish my transaction past 1 pm. Transaction was May 2023. Thanks	1
Additional teller	1
Advance preparation of requested document (bank certificate), please.	
I applied for it Sept 27. The personnel, Ms. Pearl, who assisted me was patient and efficient. I was informed that I may claim the document the next day. However, work prevented me from doing so. I was able to return only on Oct 02 at 830AM. As of this submission, 910AM, the document has yet to be released.	2
allow checking account without atm to open iaccess	1
always check the internet connectivity (because it's always unstable accordingly) for efficient transaction every time.	1
Ambagal nag service sa new accounts, sana more staff. Kapag naglunch na iisa na ang nasa counter at ang tagal. Inabot ako ng over 3 hours para sa update ng account ko. Napaka counter productive po ito sa amin may work din.	1
ATM Machine should have always with cash. Frequently when I have to witbdraw using my atm account I was not able to withdraw due to lack of cash.	1
Atm machine withdrawal takes long time to process. Please time to improve	1
babaan ang fee ang taas, check encashment lang naman	1
Babaan ang standard sa pag papa sort ng pera	1
Base sa experience ko kasi long distance. Iyong pag inquire ko sa inyong opisina nagload ako ng tatlong beses pero iipsa lang query ko kailangan pang maghintay. Tatawag ulit ganoon ulit proseso nagagalit na nga ako. It took 1 month para maayos. Iyong hotline pag iyon ang tinataagan magbigay kaagad ng kaatanungan hinsi pasa pasa pero naiintindiahn ko naman. I enhance nyo pa.	2
Be more approachable to clients in assisting there needs.	1
bilisan ang teller no.1 at sa teller no. 5 mag smile kung kinakausap.	1
Can you please speed up your movement a little bit when it comes to any transactions, especially the check encashments, snapshots, check deposits and any other transactions needed for our company because it takes time for our staff to get back, especially when there are many clients waiting for it. I hope it will help.	1
Change your staff	1
Dadagan ang teller para mapabilis ang transaction	1
Dagdagan po ang teller na mag aasikaso at i update po sana ang details na nasa online para mapadali ang transaksyon dahil umabot po ako ng 1 oras at kalhati halos.	1
Dapat dagdagan ang empleyado kasi ang bagal ng proseso. Okay naman ang mga empleyado kasi mababait. Yung proseso lang yung hindi maganda kasi ang tagal almost 7 hours I waited para matapos. Pero salamat pa din kasi successful yung pakay ko.	1
Dapat lagi naka smile hnd Yung paiyak na.kahit madami Gawain dapat naka smile pa din.thankyou	1
Dapat madali kayong ma-contact. Sa waive ng annual fee nagbayad pa ako ng 500 dapat waive lahat kasi updated akog nagbabayad walang late.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
Dapat mas madame ang teller kasi matagal ang pila sa bangko. Mahirap mag-transact kapag nagkaproblema sa ATM card transaction. Nagbibibay ng contact number pero mahirap ma-reach out, hindi ma-contact kaagad. Sana may maprovide na contact number na mabilis matawagan.	1
Dapat po maging mabilis ang ATM para sa mas mabilis na withdrawal transaction po. Madalas po , OFFLINE.	1
Delayed Debit Advice trasmittal for timely recording of load	1
desiquate only one contact per client so that client does not have to talk with so many many	1
difference on requested amount and approved. With receipt every debiting	1
during my time of processing my payments,naka ingon ko nga dugay tungod kay isa lang ang teller nga nag process.ang uban nga teller wa ko kahibalo kung unsay ilang rason nga wala sila,so my suggestion is dapat kung absent or kung naay wala nga trabahante dapat naa gyud sub.para mas dali ang process.thank you.	1
Employee Sigmund is very discourteous and disrespectful towards clients. Very disappointing for a service to a senior citizen. Old man guard is also very inaccurate with his directions and gives contradicting instructions. People like these should not be serving in clientele services like this	1
Expand your office, ilang taon na pong laging pila sa labas, why not find a bigger office.	1
Faster counting or sorting of cash without any interruption or distruction.	1
Faster transactions next time, please.	1
gawin nyo sanang carbonized yung mga deposit slip nyo hustle yung magdadalawang sulat kapa. gastos sa oras.	2
good service	1
hassle sa pag process ng MBA- need to go to the branc. As a full time employee it is hard to find time. Hoping for improvement	1
Hindi kasi clear sa akin iyong naging decision sa approval ng request ko sa account office. Actually, I was discouraged with that kasi 3x ko na naginagawa iyon tapos hindi clear iyon explanation nila kung bakit although thru email iyong communication namin. Hindi kasi clear iyong policies and information na ibinibiyay. Sana sa susunod, linawin nilang mabuti bago i sisapproved iyong request	2
I am hoping that in the future updates in the mobile application (iAccess), we can easily update basic information without the need of filling out forms manually. :)	1
I am so grateful for the service they in Kalibo Plaza Branch but there's a problem about the account on laccess code still I didn't recieve more week already... I hope you action about it... Again I'm so ecstatic about it service here but the problem is in national level.... Thank you. I hope you access iin is take it ease...	1
I am trying to request an amended service record po, since the service record issued has a remark of Transfer to DEPED, it should be CHED po, which I received last Sept 9, I also sent an email reply on the same day requesting for an amended Service Record, and a follow-up email dated October 31, I have not received po an updated/amended Service Record Up to date. Thankyou.	1
i asked for someone to answer my query but the person who answered the phone was the onswering the query...she even asked us to go to the bank when in fact it can be answered thru phone	1
I haven't received my Alumni ID yet and no one contacted me if its already available; hence, my answers to the survey are mostly n/a or neutral. Nevertheless, I thank all the HR personnel, despite some delays and challenges encountered, for their assistance during my clearance and benefits processing. Thank you LANDBANK, forever grateful po	1
I like sir junnel , he is kind, polite and helpful and smiles.. hope everyone in this office bare that same aura.	1
I recommend that smiles should comes first with landbank cavite city employees. Smile is also a form of courtesy. Good day.	1
I suggest to add teller for a faster transaction. Thanks	1
I suggest to require online transactions (online filing of request) first before going to branch for faster transactions.	1
I would like to suggest that the company should inform also the applicant regarding its non acceptance to the position that he/she is applying for. For this will help ease the applicant's distress of waiting and hopefulness. Thank you for hearing this and hoping your action in the future. God bless.	1
Ibahin ang pila ng nag dedeposit ng madaming bilangin kasi nahaba lalo pila sa deposit pag madami ni dedeposit ng isang agency	2
iguide sana yung mga tao tapos mas iexplain	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
immediate response in email - customer service	1
Improve how you treat clients	1
Improve the process time for new account	1
Improve/make it easier for new clients to open an account or update accounts.	1
Inabot ako ng 3hrs mahigit sa paghihintay just to claim our checkbook. I suggest to separate the lane for prioritized clients kasi mas nagtatagal kung magkasama sa pila tas nauuna ang priority, like, paano kaming matagal na naghintay diba. And sa SECURITY, pakiaayos, nakakairita, pakinggang mabuti ang explanation ng clients or gumawa ng solusyon sa problem. Be better.	1
Inipon nila lahat ng may same transactions then tsaka inisang bagsakang bigay which i found unfair lalo na saking nauna. They should have respected my time.	1
Keep it up	1
Kulang ng tao sa opening of accounts	1
Mabagal ang serbisyo	1
Madaming requirements compared to other bank for credi card application	1
Magdagdag ng counter para sa New Accts. Sa dami ng clients iisa ang personnel sa new accts. Inabot kami ng 3oras bago kami ma-accommodate mg new accts. Magkaroon din ng hiwalay na counter para sa senior citizens kasi sa ngayon magkasama ang senior at regular na clients sa iisang counter ng New accts. Di na po resonable na mag antay ng mahigit 3 oras ang mga seniors. Saka di po akma ang iisang new accts counter sa dami ng clients nila.	1
magdagdag ng teller. Ang bagal umusad ng pila	1
Mahirap magpa installment sa inyo unlike sa ibang bank na mabilis lang. Maraming pasikot-sikot at not easy to apply, mahirap lalo na sa mga walang time na katulad namin magpunta kung saan saan. Sana through phone ay pwedeng mag apply ng installment at mabilis malaman kung approve or hindi.	2
make a necessary complaint desk / window like captured ATM or change Pin for fast transaction.	1
Mas ayusin ang numbering kasi may nauunang iba	1
Mas bilisan ang transaction para di dumami ang tao	1
Mas lalong bilisan kapag maraming customer	1
Matagal po ang Transaction.Almost 3 Hours po bago ako naassist.Sana naman Dagdagan nyo po ung Magaassist sa Customer Care Assisstance para naman po madami po ang inyong transaction.	1
more easy access of Payments facilities	1
More responsive to queries considering that there is only 2 years validity of the exam result. In my case, no update was given so I asked for some but to no avail.	1
More responsive to queries. In my case, I passed the exam administered by the Central Office on March 2023 and did not receive any updates after that. On June 2023, I submitted my application stating that I passed the exam to local branches but did not receive any feedback as well up until now (December 2023).	1
More staff to attend to customers .	1
More staff.	1
My transaction took very long maybe it is due to the lack of staff in this Landbank KCC branch. I could have used my time to accomplish other things for the day but I spent it here waiting for my number to be called. If only transactions here are as fast as the one in Landbank Main branch since they have a separate lane for deposit transactions only. I hope there would be improvements with regards to the waiting time. Thank you.	1
Nais kong magbigay nag suhestiyon sa pagbibigay ng detalye patungkol sa progreso ng aplikasyon ng isang aplikante. Ito'y upang magkaroon ng mahusay na kaalaman ang aplikante kung siya ba ay may tiyansa o di namn ay kung siya ba ay hindi tanggap sa posisyon n knyang inapplan. Nawa'y makatulong ang suhestiyon kong ito upang mapabuti pa ang serbiyoso ng inyong tanggapan. Maraming salamat.	1
Napakabagal ng branch na ito. Worst branch	1
Napakatagal ng services, umaabot ng 30-1hr ang service pero client.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
Napakatagal po lagi sa nac/other nac or window 1. Baka you can make ways para magimptove dito like ibahin yung line for opening ng account.kasi waht if may inquiry lang u g tao super pila pa nagcoconsume ng 3hrs super abala.	1
Need another branch near Ormoc	1
Padamihin sana yung counter para bumilis pa yung transaction	1
Pag payment po minamadali ang bidder sa pagbabayad gusto pagkatapos ng bid payment agad dapat pp siguro magbigay kahit 1 week from awarding to payment para di naman po masyado hassle kasi lagi din maraming tao sa banko nyo. Pagdating naman po sa collateral (OR CR) ay inaabot po ng 3 buwan masyadong matagal po ang proseso nyo sa pag release ng dokumento kaya po nakakadala sumali sa bid dapat po ay sana kahit mga 30 days lng eh umaabot po ng 90 days	1
Pagbutihin ang online system para hindi matagal naghihintay ang tao dahil online-offline ang system. Dapat may tao ring nagpapaliwanag sa naghihintay kung bakit matagal ang mga proseso, at an mga dahilan para rito.	2
Paki ayos yung aircondition ng anonas branch. Matagal ng hindi gumagana. Uncomfortable para sa mga may sakit.salamat	1
Please add more personnel sa teller transaction. Most of the time isa lang nag ca-cater sa BIR and teller transaction. Masyadong matagal ang almost 2 hours para sa deposit lang po.	1
Please have another attendant on different processes, particularly on New Account	1
Please informed your staff or teller about ofw bank account they always tell it has a fee for my transaction in my account so it will lessen the time of waiting. And the OF BANK tell me that was no fee in any transaction of ofw bank holder. Please I hope you will be notified this to all your branch. Thanks.	1
Please make your service more convenient to ALL client.	1
Please try to find a way to reduce waiting time, number of approvals, number of steps.	1
PLS PAG UMALIS UNG MGA MAY HAWAK NG EARLIER NUMBER, PLS WAG IBIGAY SA MGA BAGONG DATING. KASI ANG TAGAL NG HINIHINTAY NG MGA SUSUNOD PANG NUMBER TAPOS MAUUNA UNG MGA BAGONG DATING KASI BINIGAY NG GUARD UNG NUMBER NG MGA UMALIS NA CLIENT. PLS. KARUHATAN BRANCH	1
Practice to smile and greet. System needs improvement. Guards are very helpful.	1
Proper documentation should be provided to support explanation.	1
Provide a lane for BIR payments. They takes a lot of time	1
Provide a list of requirements outside or inside the building so that people can just go and queue once inside the office for a smoother transaction instead of just telling what to bring when we get to the teller. Some may reason that "we can look it up online" well some people dont have the time. Especially people with 10 hour jobs	1
Queuing outside of the building can take up to more than 5 hours, plus another hours of waiting inside their office. I suggest to add branch/unit and staff in the area since there are hundreds of clients who have transactions everyday. Equip a comfortable and conducive waiting area outside the office (add more chairs, 'at least' electric fans, and microphone) especially for senior citizens, PWDs, and pregnant women.	1
regular update on the requested follow up	1
Remind the staff to establish eye contact whenever they are conversing with the clients. This is a basic communication courtesy.	1
same/other documents should not be re-submitted for renewal of credit line unless the same are revised/amended.	2
Sana all may qr code na ang CSM. KEEP UP GOOD WORK THO	1
Sana ay mas mabilis pa ang proseso ng mga transaksyon sa mga kostumer at kliyente. Inabot ng 5 oras para sa aking transaksyon. Magulo din po ang pila na nagiging dahilan ng kalituhan sa mga tao. Sana ay magkaroon ng mas maraming teller para mas marami at mas mabilis ang serbisyo.	1
sana lahat bg transaction sa Landbank mapabilis ,kasi almost whole day ka ata maghihintay kailan matapos an process mo..kahit pagkuha lang ng atm card it take too long or a half day.	1
Sana lang po may email din na hindi po ako pumasa sa initial interview or kahit update man lang po sana. Nalungkot lang po ako kasi sabi sakín maghintay ng update regarding sa application so I kept my lines open, kaso wala pong kahit anong update. Kahit text or call or ail po sana. Since may 31 everyday na talaga ako nag checheck ng email pero wala talaga. Sana lang po talaga may ganung update sa application para alam din po namin ang gagawin. Thank you.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
sana madagdagan pa ang teller para mas mabilis	1
sana mas madali ang encashment.	1
Sana mas maimprove yung printing ng on call.	1
Sana may proper na signage or guide para sa mga magbabayad and transaction	1
Sana may queing macgine at microphone.para sa smooth sailing transaction	1
Sana naman hwag pabalang sumagot ang incharge sa salary loans oct 31. Nagtatanong naman ako ng maayos.	1
sana puh mas maayos ang pkitungo at pagpoproseso	1
Sana sabihan nila kami na not to pay (the Balance) ahead of time kapag mag avail or to not pay a part of it (balance) especially if the application will be denied kasi paano naman if magka penalty ako while waiting sa due date?	2
Satisfied Customer	1
Security guard have poor in customer service, hindi po sila maayos nakakapag assist sa mga client. Just like what was my experience when I ask to your security guard, if saan ako pwede magpaassist to open may personal savings account. Sabi ni hindi daw ako iaassist ng mga teller sa bank sa concern ko dahil thru online ang transaction, but I insisted to them na need ko mag open ng personal savings account sa landbank.	1
since its my first time on having a transaction here in your office. the teller is not polite and not helpful at all. its lack of good attitude	1
Sobrang bagal ng service. If mag lunch break kayo, dapat may mag inform sa clients para makapag lunch din at hindi naghihintay ng matagal sa loob. Or better yet, assign other employees para tuloy tuloy lang at hindi naman grabe ang waiting time.	1
Sobrang tagal po ng process more than 2 hours akong naghihintay sa tagal. Sana mas madaming window to assess the clients ubos oras po kasi	1
Thank you	1
Thankyou Ms. Ara!	1
The ATM of LBP are always unavailable on 15th and 30th, Idk why.	1
the hiring process is very slow and no updates yet after passing the prequalifying exams	1
The location is excessively crowded, leading to discomfort during the wait for requests. Certification processing takes a considerable amount of time. Certain staff members create an uneasy atmosphere. Instead of providing immediate solutions during certification processing, some staff's actions make you feel uncomfortable. The window arrangement is not client-friendly.	1
The opening is 8:30, which I supposed to be 8AM, to give amole time for the staff to prepare. Why is it that upon entering of clients at 8:30, some of them are not yet ready to entertain clients?	1
The queuing time was so slow. I was holding my pee the entire time and there's not a single bathroom inside. I don't really mind slow queues but we're not allowed to use our phones inside for whatever reasons. I sneaked my phone just to take a picture of the QR code for survey.	1
the service is very ok	1
The teller is not so welcoming (except the guards coz they are friendly). I dont like that they complain when i deposited small bills to this branch. I dont get, is it not their job as teller or staff. Anyway, i seldom go to this branch i was just uncomfortable and not so happy with it.	1
The wating area is extremely hot which is not conducive for waiting. The time we need to wait to be called also took a while. I would appreciate if the teller would mind to talk other things outside from business on a separate time with other customer. Which makes waiting longer.	2
There are times that Landbank ATM machines are unavailable for a few days which is very frustrating since there are places like Hamtic that has only two ATM machines which sometimes are both unavailable. Maybe a quick response from a nearest branch to fix whatever the reason why the ATM machine is unavailable would be really helpful since it's really inconvinient for someone to go to San Jose just to withdraw some cash.	1
There is only one personnel for the new account transactions but so many clients that makes every transaction idle. If possible to add one more personnel for the new accounts, may be the new account transactions will become a little bit faster.	1

Verbatim comments and suggestions of those who NEITHER AGREED NOR DISAGREED on "I am satisfied with the service that I availed."	Total
There should be separate counter for concerns about online banking.	1
Transaction was smooth because I applied online. However, some other clients were not falling in line and did not wait just like the others.	1
Undispensed withdrawal was debited on account of another person It was his only money. This is the reason I called (aside from his personal experience of undispensed withdrawal that time) For you to address this concern. The owner cannot use his money pag wala na laman ang ATM dapat may intervention kayo para di na mapasukan ang ATM Card para di na madebit ang tao na nangangailangan. Sana ma icorrect yon. Kasi di lahat ng nagwi withdraw may extra money.	2
Wag tanggihan ang mga nagbabayad ng BIR, kami po ay pumipila din ng maayos	1
Waiting time is too long more tha 10 minutes before someone answered the call	1
Waiting time is too long, for opening new account I spent almost 4 hours even im the #5 in the queue. Hope they can fix this very long queue. Thank you	1
Wala naman. Keep on improving katulad ng other commercial banks mabilis iyong online banking	2
Walang masabi at goods na goods	1
We may be willing to wait but please add more manpower in your new accounts section, so that we (clients) will not wait for 2 hours of more (maybe this will even take 5hours of waiting) just for updating an account. Thank you.	1
Wear smile in all your transaction.	1
Worst bank. Queued 4 hours for shit.	1
You need to separate teller from MULTIPLE, another for Fast lane, and another for Seniors and PWD MOST OF THE TIME,WE COME EARLIER THAN THE OTHERS BUT WE WILL BE LEFT BEHIND BECAUSE OF THE FAST LANE	1
You should assign more tellers to accomodate clients.it should not take 20mins just for a simple transaction.	1
Yuo need more employes to accumodate more	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."		Total
No comments/ suggestions cited		45
With comments/ suggestions		132
A bigger branch with more tellers to assist would be helpful. This has been the situation for years, and LANDBANK has no concrete solution since then. Service is still slow, especially for customer-related inquiries and updating. Awful service.		1
Add another lbp branch		1
Add more staff to ease long transactions. Bank certs request from other banks took me just minutes for them to prepare, but this example of a govt bank, charges 200 for banks certs and you need to claim the following day, you need to return to their bank. Somewhat, difficult for depositors.		1
Add more teller to assist your costumers faster. I would engage on this bank again because I don't have a choice.		1
Additional staff to cater the clients so processing time would lessen		1
ANG BAGAL NYO KUMILOS		1
Ang tagal sa verification. Sana mas inuna ang verification dahil may oras ding hinahabol ang kliyente.		1
Antagal lagi ng process para sa iaccess		1
Avoid talking when there are clients waiting.		1
Be assertive & inform clients on how long the transaction would take. If there is a delay be upfront to ensure update. We waste a lot of time waiting in queue for transactions that can only take a couple of minutes.. when in reality it will take hours for simple transactions. Courtesy to clients in all walks of life, no discrimination of anyone's standing in society. Thank you		1
Be kind to everyone		1
Be systematic with your transactions. Customers entered your office at 9:30 and was not able to finish the transaction at 10:21. Review your queuing strategies. Might help to conduct time and motion study adhering to various queuing models.		1
Bigger space, more teller and kiosk system for deposit/payment		1
Calling customer service with a landline phone is really not cost effective. I would pro'lly consume more amount with the call using my mobile phone than resolving the issue. How I wish that the bank could also communicate to customer service for transaction concerns.		1
Certification of close account I wonder why it need 24 hours to release na pwede Naman I print and irelease to make it easier for the client no need to go back next day. Government transaction should be quick and easy but with this govt bank you make it difficult for the client. Hope next time you improve your client transaction make it easy to transact and please pakiusap Po nman nag sagot kahit dndecline nyo Yung pakiusap ng client.		1
Ensure proper connection all the time.		1
fast service and courteous employees		1
Faster		1
Faster employees		1
Faster or more lanes for those with simpler, other NAC transactions. (Walang option sa drop down list ng NAC transaction kaya opening account lang pinili ko) I spent 5+ hours in queue just for a less than 10 minute transaction of changing ATM PIN because the queueing system is so inefficient. Mas mabilis at inuuna ang clients na magoopen ng account kumpara samin na ilang oras nang nakapila. Sana baguhin niyo sistema niyo.		1
For those who are waiting in line who will be updating their iaccess like i did, the forms should already be readily available and should be filled out while waiting. Plus the email address provided on the landbank portal should be updated. I was waiting for a reply to the email ive sent only to find out it's a wrong one.		1
Give instructions to guard especially when gender its not a place thats not suitable for gender fair like they call me sir even im dressed like a woman and im trans my pronouns are she and her its not that gender fair vicinity and need some gender based training also some staff doesn't smile and make mad faces like what the hell its a public office smiles are contagious		1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
Gusto ko lang po i-raise ang concern ko regarding sa number system, i got the #68, then #66 was called, after 10 minutes, the client whose number 69 was called, and heard the #70.. Nauna pa po sila i-cater.. What's wrong po? What's the use of number system?	1
Hindi organize ang steps at ang proseso ng transactions pwedi naman pag sabayin mg verify ng atm at mg withdraw over the counter. Mabagal ang response pa verify lng ang tagal ng feedback. Aabot ng kalahating araw ang 1 transactions. Nagpapatunay na mabagal ang ahensya.	1
hindi pinagagana ang numbering system. unahan sa pila. palakasan system. nakasimangot karamihan nh staff. sayang yung malaking TV. di naman pinagagana for number queue. pag tumawag ng number kulang nalang pabulong.	1
Hire more personnel for bulk transactions Time management on bank transactions for ease of services provided. Enumerate information needed by accountants prior or during transaction. P.s. the employees are really courteous and well meaning l..e the security guards and the accountant transacting with me apologizing for the delays.	1
Hopefully nextime masunod ang pila or FIRST COME FIRST SERVE. And maging mas efficient ang Opisina. Magdagdag ng additional man power, magkaroon ng system regarding sa Pila. Nag pila ako ng 5am, given may priority #'s in between pero parang may mga priority like barangay transactions na with appointment at di na need pumila? parang unfair. #28 Ang number ko 5am (madaling araw) ako pumila so I can get a number then 3pm na natawag ang number ko.	1
I am a senior ,I tried to withdraw 35k from atm but unfortunatly only 100 or 500 were available. I went to the teller and told them my concern. They refused to ket me withdraw from over the counter. They told me to withdraw first and then changed it later. My concern is am i not allowed to withdraw over the counter to make it easier since i was already at the counter. This happenet atLandbank t3 at 1230 pm	1
I called the branch tel nos 8-6970747 and 86303087 both are inaccessible. I was able to dial accounting but a girl answered that she is just an INTERN and her nickname is LEI. Please have organic personnel or train the intern to receive calls from clients properly. I did not get any help from anyone regarding that call so I had to go to the bank physically for my concern.	1
I have not received any reply from credit card department regarding my credit limit increase	1
I hope not only 1 teller is functioning. There should be a designated teller for single transaction or multiple transactions so waiting time would be shorter.	1
I hope the services will improve. Atm machines are usually not working	1
I hope they assign more staffs to cater concerns	1
I hope you are conducting good customer relations training for employees so they know to respect their clients well.	1
I suggest that being fair to everyone is a must.	1
I take back my earlier commendation. I though I was already waiting for my cash withdrawal but due to account updating, I waited longer to the point I was late for my lunch time. I am a diabetic person and late intake of my meals will cause hypo. :(1
I waited too long just for the updating of my account. More than 2 hours of waiting. It took almost 20-30 minutes per transaction by the officer!!! It should not be like that. Citizens charter?!	1
I was in the bank to inquire or get my replaced UMID card. I waited for more than an hour but my card still not available. I hope you have a list of cards which is already ready for release at the guard or entrance so that it wont't take us for more than an hour to wait but no avail. Para ang naghintay at may number surebol na ang cards nila ay ready na for release. Thank you.	1
I would like to suggest for ramp or any provision for wheelchair access. We spend a total of almost 4hrs for our transaction...I would like to suggest that actions to expediate the process for senior should be in place. Thank you.	1
Improve time duration per client, as much as possible, mind other clients' time instead of chatting. We all value our time, pls value your clients' timme too.	1
Improve your service, follow the queuing and fix your system	1
Improved services. Lane is not properly served.	1
It takes a number of hours in only 1 transaction .Persons in priority lane should be in another windows.Or maybe you can add other personnel if there are a lot of customers so it may not take time to wait for so long . 4 hours or more is too much for inly 1 transaction. Even how fast is your personnel but she is the only one who attended everyone's transaction I guess she can't accommodate them all. Thank you and I hope my next transaction wouldn't as bad as this.	1
It took 2 hrs bago ako makapag open ng account, Ang bagal po ng service	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
It took almost 30 minutes before the teller accept clients.	1
Kulang sa tao lalo na sa mga accounts concern. Imagine yung query mo kaya lang masagot ng 30 seconds pero ang waiting time mo 2-3 hours. Maraming dapat ma trabaho sa 2-3 hours. Sana naman maayos.	1
Kung pwede yung priority pakiuna dagdagan din yung personnel sana. kasi matagal yung process 3 hours po kasi ako nag hintay sa labas..	1
Landbank Roxas needs bigger space or branch out to accommodate clients.	1
mabagal kumilos ang mga may edad ng empleyado.matagal ang proseso	1
Mabagal. Kada deposit ko marami nagrereklamo sa mga costumer na mabagal ang transaksyon. Kailangan dagdagan manpower. Salamat at God bless!	1
mag focus sa client. dili mag cge gamit cellphone while working hours	1
Magdagdaga ng additional nac counter. Mabagal magproseso.	1
Maging maayos at maging magalang kahit kanino man sa lahat ng oras. Mukang nakalimutan nung isang empleyado ninyo ang Vision,Mission at Core Values. Counter 4	1
Make CC visible and understandable, change the processing time to realistic time including the processing time. Cash deposit based on CC is 30mins but it takes almost 2hours to complete.	1
Make the transaction faster specially when itnis a simple one	1
mangyari sigurong dagdagan ang staff sa opening of accounts dahil medyo matagal ang pagproseso madami tuloy ang naghihintay. Wala din pilahan para sa mga senior at pwd.	1
matataray ang guards	1
Medyo mabagal po halos maubos yong oras sa kakahintay ng transaction.	1
-more manpower -have turn around time posted/there should be a citizen charter	1
More personnel to handle inquires	1
More staff	1
Napaka haba ng pila....	1
NAPAKABAGAL LAGI ng transactions sa New Accounts. Nakakapag asikaso ako sa LandBank UPLB at Landbank Tanauan pero dito talaga sa inyo kakaiba ang bagal. Pwede po bang iassign na lang sa ibang section si Ms chel. Sobrang bagal niya. Hindi bagay sa kanya ang trabaho niya kasi ang bagal niya sa computer. Sa Landbank tanauan kaya sila mabilis kasi gamay na gamay nila ang trabaho at kahit ang haba ng pila okay lang kasi ang bilis nila mag accommodate.	1
NAPAKABAGAL LAGI ng transactions sa New Accounts. Nakakapag asikaso ako sa LandBank UPLB at Landbank Tanauan pero dito talaga sa inyo kakaiba ang bagal. Pwede po bang iassign na lang sa ibang section si Ms chel. Sobrang bagal niya. Hindi bagay sa kanya ang trabaho niya kasi ang bagal niya sa computer. Sa Landbank tanauan kaya sila mabilis kasi gamay na gamay nila ang trabaho at kahit ang haba ng pila okay lang kasi ang bilis nila mag accommodate.	1
Napakatagal ng hinihintay ng isang tao sa pila. Baka pwede gawan ng paraan	1
Nauubos ang oras sa pag aantay ng pila sa atm machine.sa tatlong machine parang wala pa ring nagbago.3 nga ang machine pro isa lang o dalawa nagagamit.its not enough to cater the no.of your customer.	1
Need ko magbayad ng penalty for BIR one whole year and sabi nila di nila lahat tatanggapin ang i need to go back again kinabukasan kasi 5 transactions lang daw but i jhave 40 transactions so it means 8 days ako pabalik balik just to pay.	1
Need ng back up system kasi laging offline	1
NO BACK-UP IF SERVER IS OFFLINE	1
Not approachable Ang c Helen grace, she never help me to resolve my problem about coins deposit Suplada sya and I don't think she's a good public servant. Maganda Ang tugon nila ma'am Cathy and the other officer. I forgot her name. But thanks to her. She help me understand about money coins policy.	1
Numbering shld be Digital and provide help to those who do not no what to do. All tellers ahld smile and greet client-- tellers are not friendly.they will scold u pa..omg .teller 7 and 6, new accounts 3.	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
One number transaction takes 30 mins. Ambagal gumalaw ng mga staff. Iisang teller lang nakaopen during my transaction kaya siguro antagal ng pagusad ng numero.	1
Open more window for opening transactions as there are a lot of customers who are lined up for new accounts. It would also help if the teller assigned are quick. Maybe next time other windows can alternately accommodate opening accounts to shorten waiting time. I lined up at 10:30AM and was finally served at around 3:30PM. That is 5 hours of waiting time!	1
Pabilisin ang proseso, i takes so long. Matagal masyado	1
Pagsabihan nyo mga guards nyo. Merong bastos. Lumugar sa dapat nyang kalagyan	1
Pleae add additional Verification Counter. Usually it is the first step. The reason for long lines is because the initial step which is the verification is slow. Please add verification counters. Thanks	1
please be polite and helpful	1
Please be strict in queuing of numbers so that the system will flow harmoniously so thay the service provided will be felt by the client with a happy face. Transactions are everywhere, maybe a close friend of the bank	1
Please identify requirements needed for encashment in the Citizen's charter. (Multiple name check encashment) Encashment of check in the citizen's charter did not bear apostille as a requirement. Time spent availing transaction was not 30 mins but around 2 hours. Failed transaction. No encashment transpired. Pls do something about the longer waiting period to address questions on the requirement for availing above mentioned transaction.	1
Please make sure na ung dinidemand na requirments are properly accounted once submitted..evwn if may kukang..hinahanapan pa ang clinet samantla submitted na... dapat hanapin muna sa files bago maghanap sa client.. and be time sensitive nmn sana....lahat ng napunta na client is importante amg ORAS..	1
Please organise your numbering for every client..	1
Please train your staff to provide valid reason and not let us wait for hours. Saying we should just come back next year is not acceptable just because you are short-staffed.	1
Please, if you say that the request will be picked up on specific date, be prepared with the requested doc. Waiting time for pick up is longer than request time. Also be mindful of time.	1
pls be mindful sa documents sa clients.. natagak akong documents sa salog sa sulod sa 3rd window nga wala ka malay ang in charge, later on nko nkbalo pud nga akoa diay tong documents ang natagak so the whole transaction took almost 2 hrs which is mag pa activate lng unta ko sa akong gsis atm card.	1
Pls employ additional tellers to cater at least Ten (10) clients in one time with the same transactions. I spent 4 hrs waiting for my turn because there is only 2 tellers catering more or less 50 clients...	1
priority dapat ang corp. transaction sapagkat kailangan nito oras huwag hayaang itigga ng 1 oras o higat pa. salamat po	1
Put more branches of LandBank here in tandag or in other big municipalities of the province, para madali at mabilis ang serbisyo	1
Pwed pakiactionan bakit sinisingil ako sa pagdeposit ko sa acct sa landbank iriga city branch ₱ 100 pwed paki actionan po ito po may proof ako ng services manyari pong pwed itong refund salamat dahil kong hindi magreport ako nito OFBank at OWWA	1
Sana makapag transfer agad ng fund...	1
Sana naman po ayusin niyo network niyo kung yan po ang basihan ng inyung pag tratabaho..My transaction was only for Statement of Account and i takes 2hrs ..How about the others.	1
Separate employee should handle printing of snapshot. Thank you.	1
Separate teller for requests and other matters aside opening accounts should be established.	1
Separation of Senior citizens corner	1
september 25. treating VIPS as VIPs. will file an ARTA Complaint	1
She can remember calling the hotline and per client call was dropped 4 times and did not receive any callback. She is suggesting for the Customer Care representatives to have access to outbount calls when call is disconnected	2
Sna dagdagan Nyo ang staff Nyo..nkaka dismaya..1hr bgo ang sunod na client..sna common sense once government office always toxic..Kya sna dagdagan Nyo nmn ang teller Nyo.. replacement lng inabot halos sarong Ora's..	1
So slow in service,super crowded unorganized,poor service. Employees dont have a good customer service,employees are grumpy and does not smile.	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
Sobrang tagal and mabagal. As of now, 1hr nkong waiting and til now hindi parin natatawag	1
Some employees weren't really accommodating with my requests and inquiries. For example, I called thru their landline number to ask regarding a transaction that was debited from our account. Instead of being helpful, they were sarcastic and were even making fun of my repeated phone inquiries.	1
Some of the customers go directly to the teller without even getting a number for the queue. A transaction was processed first before mine even if I arrived earlier.	1
Staff must be consistent on giving advise to clients. Must value time, slow transaction..need to improve systems that are being used. Supervisor and staff must talk to their clients calm and explain it clearly why certain transaction cannot be push through. Also, the place is somehow humid.	1
Strictly follow the queuing number issued by the guard!!!!!!! I am No. 30 and NO. 29 was accommodated first	1
Suggestion ko po ay iimprove ang service sa new accounts dahil napaka bagal po. It took me almost 3 hours sa pila for just a simple transaction. Wala po akong nakita na Citizen's charter sa office.	1
Tane pag mag approach sila sng customer ma smile man sila para indi man ma hadlok mag ask para indi na sagad ka balik2.	1
Tellers are so slow and took lunch breaks more than an hour even when people are all lined up and waiting for everyone to finish. I believe as employees of the government, busy days should always be considered so you become true to your mission which is to "put people first" and to "act promptly" which was not really reflected today on the "New Accounts" and "Other" line. I hope the operations become better to SERVE THE PEOPLE truly.	1
The branch had only 2 clients but took me more than just a few minutes for a simple withdrawal just because the atm was not working.	1
The branch should prioritize old and loyal clients like me. Every year i plan to chnage and withdraw new bills THE COUNTER AGENT REFUSED TO GIVE.	1
The change of contact number was done immediately, Im quiet disappointed to the verification counter because the releasing of Id and Atm took me 30mins.	1
The delayed in releasing of card did not explain well. No efforts to follow up why the card is delayed. I need to seek help from other LBP branches to followed-up my card. Updating on Card details wasnt achieved.	1
The design is very dugay. Napay time mgchika. magsayu kaha ang tao kung walay ginaapas? Government employees ta diri. busa we act like one	1
The employee assigned on the new accounts section had a long hour lunch break. Its already 1:30pm when he return to his section. Mas inuna din nya yung client na late na dumating. There is no sense of urgency!	1
The person in charge of check encashment is not very friendly and approachable. Nakasimangot lagi ang mukha.	1
The process is too long, it is more than six months. The person in-chagre is sometimes moody. Too difficult to follow up, I don't have landline and too expensive for me using cellular phone. The flow of transaction is rebundant. After clearance was signed by the head of the unit, the other unit will return the papers to double check if the employee was cleared from the obligation. Like for example happened to me, I make sure that all my responsibilities and obligations to the Bank was complete and satisfied, as a proof my BankWide Employee Clearance (BEC) were duly signed an dcleared by each Department Head. Then On the time of Disbursement Order was being process for creaditing they notice I have a credit card and the unit processing my Do return it to PAD-Payroll for them to unify if I do not ahve remaining balance to credit card. My point is if the CCAD Head signed and stated on my BEC that I'm CLEARED and NO REMAINING OUTSTANDING BALANCE, why my DO need to be retured and to verify again that I'm CLEARED despite the evidence of submitting a fully signed BEC. Paulit-ulit na lang po ang process and pag check at verify ng status ng Employee. At the first place, balit sila pipirma sa BEC at sasabihin no cleared kung hindi naman pala.	1
The service is poor antgal ng processing ng transactions, the atm malfunctioned when i withdrw	1
The transaction was very slow, it takes a lot of time to wait and finish. Kindly make some innovations to make the transactions faster.	1
The unit that handles pre-employment assessment should be proactive and transparent. If there are no slots available, they should outright tell the applicant. Although the assessment was executed perfectly, I had to constantly ask for updates as to what my next steps were. Overall, the experience was pleasant but it could be better.	1
THERE IS NO SENSE OF URGENCY!!!	1
There should be a teller for deposit only,..	1
There's a "NO NOONBREAK" sign but walang kapalitan ang sa new accounts section kaya hindi nasunod ang no noon break. Sana dalawa na sila para may kapalitan na, at mas mapadali at mapabilis ang proseso lalong lalo na sa 'NEW ACCOUNTS'.	1

Verbatim comments and suggestions of those who DISAGREED on "I am satisfied with the service that I availed."	Total
There's a queueing number provided by the guard but wala ginalawag sa new accts area, damu gasal ot and there was a certain client Fr DA (appears to be high ranking) na ginpasal ot, we are all govt employees so tani fair lng tanan ,waiting time for me is an issue since lam a breastfeeding mom, nagawait c baby sa akon.ty	1
transactikn is so mabagal.. updating lang ng information sa i access napakatagal. and allow your client to widraw their money even if without atm card or passbook so long as thier is proof of identity. develop a way to improve your i access such as: ndi na kailangan pumunta pa ang client sa landbank mismo right their and their sana sa phone pa lng nya pwede na . its only a matter of proof of identity kesa pu2nta at pipila pa ng katagal tagal	1
Try to improve the speed of service. Wasted 3 hours just to open a new account for payroll purpose.	1
Unorganised sa pagtawag at nagpapasingit ang mga security guard. Pumunta ako once to get my OFW Bank card pero sabi ni Madam na wala daw sya nakikita then bumalik ulit ako last July 31 to ask ulit then sabi ni incharge itatawag daw sa Manila. Now August 3 at 12:00 till 3.15 PM nagaantay ako. Pagdating nakabreak si madam pero nakalagay sa harap no noon break.	1
Unta daghan mo ug empleyado, enough para macater among transaction on time. Kay naa sad mi gibayaan nga workloads. salamat.	1
Until now, I haven't been able to land a position in a branch here in Tarlac. It has been 7 months already since I passed the exam. No feedback or update has been received regarding my application.	1
Wag mainit ang ulo kahit pa mag overtime kayo sa trabaho.	1
Waiting time so slow	1
We were given waiting numbers (yellow ticket) however some of the staffs did not care about the order of the numbers. I was there since 8 am and some people were cutting in lines and the staff did not care even though I complained. I was there from 8 am to 3 pm which is not reasonable considering that when it was my turn, it was somehow fast.	1
You give numbers and yet your are not calling it. Next time there should be a number scheme or someone should be calling your number. Number system actually is not working in this office.	1
Yung cusomter care dapat mabilis sumagot. The last time he called it took hors to connect. If there is a failure with FT Transactions, sana maresolve faster, if kaya within the day.	2

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	93
With comments/ suggestions	343
1. Dagdagan ang inyong tellers at customer service relations; 2. Have a dedicated personnel for customer services; 3. Free and spacious parking	1
1. Mag-lagay ng screen para makita ng mga tao kung anong number na ang inaasikaso. 2. Magkaroon ng mic para sa personnel para sa kanyang mga announcement hindi yung sinisigaw, mukhang palengke. 3. Magdagdag ng tao, sobrang bahala ng serbisyo. Pumila ako ng around 10AM natapos ako bago mag 4PM, sobrang hindi reasonable.	1
12 Dec 23- Naga branch's online services is unreliable, I emailed on Nov 3 to update mg records but no response/action taken. Until now I cannot avail iaccess services for this account. Hoping to hear any feedback if this survey really works as it should. Thank you and Godbless!	1
2 Beses na hack cellphone ko	2
20 minutes into 2 hours and still waiting. Very very slow processing of simple transactions.	1
4hours para mag open ng account online application pa yan.. hello po sana happy kayo	1
Add additional counter/s because the waiting time in any transaction is always taking too long. Always expect 1-2 hrs even if you have to deposit because there are only 3 counters. Their system is inefficient.	1
Add manpower, and sana gamitin yung binigay na numbers sa mga customer hindi yung pwede ra mag insert yung iba dahil kilala na. Ang tagal ko naghintay para lang sa wala. Yung iba kakarating lang but diretso counter ientertain dayon. Ang numbers wala na natawag kay nabusy na sa mga singit singit yung isang counter biglang umalis. Sana mabigyang aksyon yung ganito nilang process	1
Add more employees to assist in opening new accounts	1
Add more employees, very few personnel to cater for many clients.	1
Add more personel to accommodate number of people, Improve queing of pending customers, Place visible queing system to avoid missed numbers	1
Add more staff to attend your clients'needs. Been waiting for more than 2 hrs no. 12 pa man din ako..	1
Add personnel on opening of accounts. The processing is too lousy and too long.	1
Additional man power is needed to accommodate number of clients for opening of account. I enter at the bank 9:45 am and I was able to finish my transaction around 2:36 pm.	1
Additional staff if needed.	1
ANDAMING STAFF PERO HINDI LAHAT GUMAGALAW WALANG NOON BREAK PERO MAY AALIS NA WALANG SALIT	1
Ang bagal ng service. Hinding- hindi nagbabago.yung iba nakikita mo hindi tumutulong. Puro lang cellphone ang hawak at may palakasan system	1
Ang na assigned sa window 5 dili approachable tapos singit singit ug lain client	1
Ang susungit nyo talag kahit kailan, akala ko ako lang sinusungitan niyo. Lahat nagpapalit ng check lalo na kung baguhan wag kayong epal na akal nyo ang dunong po ninyo! Una ang sungit n mam esther buti nbawasan n khit papano, yung lalaki n medyo maliit npakasungit pero may dumagdag n masungit, itong c madam Michelle Seguin. Kung maiksi ang pasensya ninyo sana hindi yan ang trabahong pinili ninyo. Apakasungit nyo. Hindi po ninyo bagay ang Lanbank Smiles	1
As someone who also works in a govt office i believe we should follow the rule of "First Come, First Served" basis. Time is important for us and time matters for me. Recommendation to the mngt is to give out One transaction number per PERSON. Also add more tellers for NEW ACCOUNTS	1
Assign knowledgeable staff on new accounts	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
at least inform the clients on how much time it would take to accommodate the clients. I arrived at 7:00 am in the morning to the branch, I was number 08 that time. Hoping that it will just be fast enough because I am just updating my I access fund transfer account. Imagine, I finished my transaction at 4:00 pm. Imagine how slow is that.	1
atm machine plss naman	1
Ayusin ang pakikitungo sa mga customer wag pilosopo sumagot. Ikaw na bagong teller na mataba sa dulo. Hindi lahat kabiruan mo ayusin mo ang iyong ugali.	1
Ayusin ninyo mga security guards ninyo Hindi sila fair sa customer ninyo at sana sumunod sila sa tamang Oras Ng office until 3pm Hindi Yun Wala pang 3pm Hindi na sila nagpapasok isipin naman Po na may trabaho din kami Hindi bastat basta nakalabas.	1
Ayusin nyo policy nyo! Sobrang tagal at abala sa oras!!!	1
bagal	1
Bago tumabggap ng bagong transaction ay pakitapos muna yung transaction ng nauna	1
BAKIT NAPAKATAGAL ng SNAPSHOT? ANO BANG MERON? LAST TIME NA NAGSNAPSHOT AKO, UMABOT NG ALMOST 12PM TO THINK NA ASA BANGKO NA AKO BEFORE MAG OPEN. AT UNANG UNA SA VERIFIER ANG CRF KO. PAKIAYOS NAMAN NYAN.. RIGHT NOW, NAG AANTAY NA NAMAN AKO NG SNAPSHOT FOR MORE THAN AN HOUR NA AND TAMBAK ANG PAPEL SA NEW ACCOUNTS PERO MUKHANG WALANG BALAK GALAWIN NG LALAKING ANDUN. SANA MAAKSYUNAN NYO ETO.. SALAMAT AND MORE POWER.	1
Bank employees are rude when talking to client. They make inappropriate facial expression. And clients are waiting in queue for too long. They leave their cubicle then it takes too long to go back. It took more than 1 hour to assist each every clients	1
Bank is understaffed. People have to wait for a very unreasonable amount of time.	1
Bawal sa maliit na negosyo saklap	2
Be attentive to clients - hindi yung need p maginitoate ni client n lumapit para iconsult ung concern. Have an initiative to explaine properly the transaction of clients and try to have extra mile para matulungan ng ayos ang client hindi yung tamad na tmad mag assist ng client. Napakabagal at tagal ng mga process, walang sence of urgency. You line SMILE with LBP is not applicable to ypu if these concerns are not properly addressed.	1
Be fair to everyone and be mindful to time transaction	1
Be more efficient. Guide clients properly.	1
Be more systematic hindi yun 4 na teller puro 4p distribution. Spent almost 2 hours just for a pyment slip transaction	1
Be transparent. Do not provide any misleading/incorrect/inaccurate information. Thank you.	1
Bien tarda el teller! KCC main branch!	1
Bilisan ang service nang umugwad ang mga nka pila	1
CALLING FOR ATTENTION KAY MS SYVEL C. PERALTA NA MALDITA KAAYO SYA NA TELLER. DILI KABALO MO ACCOMODATE UG CUSTOMER.	1
Can we expedite the transaction here especially if it doesn't need a lot of effort to do like claiming of ATM card or iAccess inquiries?!! The service is just TOO SLOW! Can we put a designated table on the side just to attend those transactions? Thank you!	1
Change on duty guard	1
Change the Manager mismong manager selective ang service pag kakilala pamilya ng palawan na assist agad pero pag ordinary ka pila ka mga tatlong oras..tapos lageng galit ang staff..magalang pa ang mga security guard nila..feeling entitled ang mga staff pag nag complain pagalit pa mga sagot lalo na staff sa new account na babae feeling maganda	1
Commitment dates are unmet and when asked what their remedy is, personnel cannot give concrete answers.	1
Customer relations/service training, Staff dony even care to greet when you approach them. None smiling considering Landbank promotes SMILES	1
Dagdagan ang counters and employees for new accounts. Halos 5 hours yung waiting time for this branch. Imbes na matapos yung ibang need gawin, naubos lang yung oras sa sa pagpila dito. Each person na assigned sa new accounts counter, kung magtetake sila ng lunch, sana naman may kapalit. Dalawa nga ang bagal na magaccommodate, pano pa pag isa lang.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Dagdagan ang mga teller. Magkaroon ng separadong teller para sa mga nag eencash ng tseke. Sundin ang number na ibinibigay sa mga clients. Magkaroon ng tv screen/monitor kung saan makikita ang number ng clients.	1
Dagdagan ng teller at pabilisan ang pag override ng mga computer mas lalong tumatagal ang aming simpling transaction. More man power!	1
Dami kong tinaype na reklamo tapos ending error na *too long*?!?! Grabe ineffective talaga! Sobrang tagal ng service nyo para sa PIN resetting ko!!!!	1
Damihin nio staff para ma accomodate ng maayos yung mga customers ninyo	1
Dapat may numero sa pagpila at isa isa lang ang inaasikaso na client ng mga staffs lalo na sa Landbank Branch, Parang, Maguindanao.,Sana sa susunod na pagpunta ko ày maayos na nila ito., Maraming Sàlamat po,,	1
Dapat orient ang mga guard na Naka assign sa ba ko. Ayaw mag papasok pero wala nman masyado customer. Pinababayaan ang client sa labas na sobra init. Mabilis sumagot ang staff na offline kahit hindi pa try na tingnan sa system. Yan talaga ang sistemang bulok	1
Dios mio, thid branch feels like hell. It's a model for inefficiency. Pila palang di na maayos. Maghihintay is sa labas na pagka-init init. Malas no kon nation ka sa rude na guard na kung umasta akala niya 4PS lahat ng nagtatransact sa bangko. Do something to improve the delivery of services in Kalibo branch. Para panahon pa ng typewriter ang datingan. My Kalibo Plaza Branch na. It has to improve. Dios ko!	1
during transaction, when the staff requested for approval of the branch, it took so long so I called the PCSO branch and they said they did not receive the email. The communication between the branches were having trouble so I had to endure waiting longer for this error. I am writing this feedback in hopes of the improving the branch's service to process a simple transaction	1
Dyos ko lord i spend 4 hrs to complete my transaction. Dagdagan niyo ang tauhan niyo para mabilis magprocess	1
Employ more so there will be sufficient to assist all your customers. I know your employees are trying hard, but maybe not enough manpower.	1
every transaction I've had with LandBank entails more than an hour of queuing. This is just for queuing; the intended transaction is not yet included in the number of hours spent just for simple and routinary transaction.	1
Everything no numbers are being called ypu don't even know where to go I have been pointed to different things and just being going into circles this branch is very dis organize and very retarded.	1
Expand online bank transactions such as SOA request. 1 hour wait time to start my request for SOA, STILL WAITING.	1
Fast service and update clients if service is not available to avoid clients to wait for 2 hours.	1
Faster services and training for customer service for Public assistance and complaint desk	1
faster transaction processing. I was here at 10 am , and now it is 12:08 nn, they ask me to eat my lunch first. now, i am still waiting for my turn. sana ay mapabilis ang prosesong ng kht anng transactions	1
Faster transaction, more windows opened	1
Follow properly your process. Serve your client first come first serve basis Huwag gawin s client na palipat lipat cnu mag aasikaso Huwag papilahin sa second floor ng matagal tapos papilahin sa first ulit ng matagal Practice to say sir/ma'am And learn to say sorry pag Mali ang process s client	1
Follow the process strictly. Since there will be numbers which will be given to clients, follow it. Do not prioritize anyone regardless of who they are except if they are senior citizens or PWD.	1
follow the processing time based on your citizen's charter. deposit of check took me 3 hours of waiting while the CC indicated 3-5 minutes for simple and multiple transaction.	1
From the time my number was called , it was one hour 40 minutes before i got my check deposit slip trans finished ..what a waste of time for a simple check deposit..kung hindi pa ako lumapit sa isang employee to ask, ..line too long, system was so slow , no number flashed on screen or TV..i went out of the bank, line so loong ,so incovienient for clients	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Gaya ya lang ang agi sa new accounts	1
Get a better flow of directing customers where to go, priority number should be available at the entrance and not being carried by security, verifying documents apparently needs more than 30 to process, either get better internet connection, 3rd time visiting, earlier experiences is not very great as well.	1
Give clear instructions to your client. We spent almost nine thousand pesos just to send the withdrawal slip to other country. Since the instruction given was not clear, we only waste that partuculat amount but still I can't claim amount. Also, teller 4 are not approachable..	1
Good day. I do (kind of) understand that processing of new accounts take some time - more than 30 minutes or worse an hour in my experience. I also do understand that there are certain privilages given to senior citizens, pregnant women, and PWDs. But what I do not understand is why the queueing takes SOOOOOO long when other banks and offices don't?	1
Grabe ka tagal, isa lang ang cashier	1
Grabe talaga ang tagal ng services ng landbank!	1
GSIS gave me an ATM that I cannot use. They told me that it needs to be activated. They collected Php 50 for the activation. I think it should be free.	1
Guard was very rude. Sobrang siga. Mas siga pa sa mga employees	1
Guards are more accomodating than the tellers. Teller for the encashment lane Ms. Leah Cabrera spends an unreasonable amount of time to a baranggay kagawad regarding their deposit money (palakasan?). Likewise, Ms. Kimberly San Pedro did not provide prompt assistance even though my cheque and ids were handed to her. She assist first other people lined up from the deposit lane.	1
Have a target turnaround time for each type of transaction. One person was at window 3 for almost 1 hour. Napakabagal magtransaction. Also ensure proper endorsement of paperworks of requirements	1
Have several counters for the ACCOUNTS Section. The client is waiting for more than an hour just to update his account. Such a waste of time.	1
Have your queueing system upgraded	1
Hinay pas manatad	1
Hindi maganda nag approach ang security guard... sobrang tagal p magserve ai Norely Mayo...dapat palitan na sya dahil maraming naaksayang oras ang mga client.	1
Hindi po maganda ang service ng teller niyo na si Syvel Peralta. Hindi po siya accomodating nung nagvisit kami sa Tagum Capitol Branch. Mas inuuna niya rin yung kakilala niya kaysa number order.	1
hindi sila nag iinform ng waiting time binabaalewala ang customer	1
Hire more staffs!!!	1
Hope there is a ticket given to client. Sobrang haba po ng pila at hindi alam ng client kung kelan ba tatawagin.	1
I am greatly disappointed with your service. Too time consuming.	1
I believe that everyone should be treated like a regular client. It's truly disappointing when I'm properly queued in line only to be moved because a REGULAR CLIENT just arrived. I spent a good amount of time lining up to open an account, thus I also think that all the other clients should do the same. I'm not sure if you have instructed your guards to do this or it's just the guard treating clients differently. Either way, your employees, your accountability.	1
i did widrawal for someone in the office, it took 1 hour..may mas nauna pang naka withdraw e mas nauna naman ako ng matagal na nakapag verify	1
I didn't heard any updates regarding my application. Despite being interviewed and promised to give me a feedback for the status of my application.	1
I don't know po pero sa branch na ito lang po ako naka incounter ng babalikan pa kinabuksan yung bank cert request. Ilang beses na po ako kumuha the 1st time nabigay din agad 2nd 3rd request lagi na balikan kinabuksan, also our coach from nat team sa branch nya ng landbank bigay din agad. Consider nyo po sana yung athletes kasi di po kami lahat Manila base para mabalik agad yung request namin.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
I fully paid my obligation and sent the proof of payment upon settling my credit card dues. However, the staff failed to reply to my emails after I settled my payment and I WAS NEVER ISSUED A CERTIFICATE OF FULL PAYMENT as stipulated in the previous emails. The services provided by the staff was poor.	1
I guess a little of kindness won't hurt. We all budget our time every day. Having a more effective and efficient kind of system in a bank will surely show more respect to someone's time as well. An hour or so in a bank for a very simple transmission, i guess is too much.	1
I have nothing against the staff, they are helpful and approachable specially the security guards. I just think waiting 30mins-1hr for a single transaction is too inconvenient. And please please please do fix your systems. People from all levels dont deserve this kind of service. This review isn't just for QC Circle branch but for all LBP branches. It's a shame.	1
I hope they will add more staff i come 10am until 4:30 pm i waiting for almost 7 hours im really really dissapointed for the service of this bank The good is the staff name emz at sherwin very good service	1
I hope you allow client to inquire first to make sure waiting is worth it.	1
I hope you could improve the processing og your updating. Please do cater every client who lives in island or far from your office. It's not easy for them to spend so much money traveling from thier place to your office. Please recreate your process that will be more accomodating for the clients. Thank you	1
I saw CCs regarding basic transactions but no CC for Hacking incident and investigations.	1
I showed the guard on duty the ONCOLL PAYMENT SLIP and he gave me a number for new accounts. My number was not called, I anproced the new account counter asking what number is being served, she said 10. I said you never called my number (7) and when I was served after more than 20mins, I was told that my transaction. Is for the tellers, not new accounts	1
I spent more than an hour waiting for a simple transaction. While I understand that special case customers should be prioritized, they overly prioritize senior citizens because there is only one open cashier tending to all transactions.	1
i spent the whole 3 hours and 30 minutes just to be completely ignored about a simple inquiry of an auto-save account that was linked to a salary loan. your whole system sucks big time!	1
I strongly suggest, Make your processes simplier and easier there's a lot of elderly transacting with Landbank consider them as well. Better make a benchmarking with other banks how they smoothly do the job. Needs way more improvement with your processes. I'm just dissatisfied with the process, not everyone has the leisure to go back and forth with the branch we're working citizens as well.	1
I suggest na baguhin po ang employee na ilalagay sa opening of accounts, yung magaling po sa computer kahit papaano at mabilis magtype.	1
I suggest that they will inform their client that the transaction will take half day and they need to chitchat in the middle of the transaction. This office is one of the poorest service i experience.	1
I waited for about an hour and noticed that numbers WERE NOT getting called. Tellers were only beckoning those nearby. This branch does not even seem to have a legitimate system that they follow in providing service. It is terribly disappointing. Frontliners are NOT FRIENDLY except to those they already know. The survey is called SMILES but their eyes don't smole, their tone is only friendly to select individuals. I expected more from a government office.	1
I waited from 8 am until 2pm in the afternoon. The SGs did not know what to do. My concern was not even resolved by the bank. I am quite disappointed. They dont know what customer service is they just know their job.	1
I was only there for updating of my phone number in my access. It took me 3 long hours. There was even an interruption on the processes because of "singit" of internal clients. I was very disappointed.	1
Ibalik nyo po yung queueing system nyo na makikita ng lahat. Di na po alam kung anong number ang tinatawag o anong number na ang currently tinatransact.	1
If account needed update,pls send notifications via sms or email. It is a big inconvenience when you need to widraw and then you cant because you need to update first. Also put up clear instructions on how to update accounts. You can do it on your own phone because bank internet is very slow and its very time consuming to wait. Also employee should assist and give instructions clearly and they should not assume customers already know what to do.	1
if time for work, the employee should or must do thier job attentively because they usually talking to each other. using cellular so often for somehow seem to be not necessary. even though clients getting plenty inside bank. they still use to talk for nothing. not related to thier job.	1
If your not sure about the account, ask assistance from higher officer so that you wouldn't cause hassle to your client's.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
I'm coming to the Philippines as an early retiree at the age of 50. A rental agreement of 3 years and the capital up to my official pension are available. I also have an alien card. I still can't get an account. It seems that the Landbank does not depend on every customer. They are so strict to foreigners who wanted to open a bank account.	1
Im pregnant so ung number q belong to pwd pero 2 hrs ako pumila kng hnd pa ako lumapit sa counter malamang inabot ako hanggang closing	1
Improve customer service regarding i access inquiries by providing proper trainings to the personnels.	1
Improve queuing by utilizing the television or through other ways. Respect the time of the clients by following the queuing number. Double check if the transaction is already completed before proceeding to the next queuing number	1
Improve the effectiveness and efficiency of processing of transactions	1
improve the services, specially the processing time	1
Improve the waiting shed outside. Too inconvenient for 2-3 hrs of waiting just for our number to be called inside (ex. Put electric fan). And maximize the space inside like add more chairs to maximize the space and accommodation. Stop cutting of line for vip/with connection clients. It defeats the purpose of the number queue and justice and fairness	1
INEFFICIENT SERVICE. There's only one teller to accommodate clients in making an account, and each client takes roughly 40 minutes to an hour (witnessed this three times already). This teller is also responsible for handling issues with accounts. I opened an account at another branch, and the process did not take this long.	1
Inuuna yung mga ibang customer kahit walang hawak o kahit may naunang number, kaya natatagalan yung service sa ibang customer kasi hindi nasusunod yung transaction number, sana sa susunod, kahit kakilala or ka close yung customer, bigyan pa rin ng transaction number at matutong pumila, para di nagkakaroon ng traffic sa mga nauna na pumila.	1
Isang window lang sana ang nakalaan para sa Special Needs (SC and PWD) para sana yung regular clients hindi nagaantay ng sobrang tagal na to the point natabunan na ng mga bagong dating na Senior/PWD dahil lahat sila pinaupo na sa lower counter.	1
It has been so difficult to transact with this branch. It has been our 2nd time trying luck. The bank staffs were so inefficient. They cater 1 clieng per hour. As if they are just waiting for clients just to leave without finishing what they intend to do. At exactly 3pm, the only teller that is assigned with new accounts went on lunch break. We waited for another hour.	1
It takes more than 1 hr before I open an account and talk to the teller. I can see u satisfied customers and teachers too they are waiting for so long	1
It takes too long to make a cash withdrawal- a teller receives your withdrawal form and verifies it then passed on to another teller. This branch needs to improve its efficiency in delivering simple transaction and service to its customers.	1
It takes two hrs to wait for my BIR transactions	1
It took me 2 hours just to request a bank statement. This is unacceptable.	1
It took me 3 hours just to update my account information. I arrived at 9 am with NAC queue stub #12. I hope that you can add additional staff. There is only two staff available (one for senior citizens and one for ordinary citizens). Furthermore, I hope that they can inform ahead of time those customers that need to update their information that they should update it first using the bank's computers. In this way, everyone saves time in their respective transactions. We deserve better service.	1
It took me 3 hrs to open a new account (Special) even you're on priority lane still it takes time to assist us.	1
It's been almost an hour pero hindi pa rin natatawag para sa verification. May mga nauna pa sa akin na kararating lang. Verification lang ng account, napakatagal pa.	1
Just keep up the good work	1
Just wanna expressy disappointment on your violation of your Citizen's Charter. As stated in B40 of your CC Cash Encashment shoul take only 30minutes. But right now its almost 2 hrs and your office failed to deliver the said transaction. May I remind you of RA 11302 espically in Sec. 21e. As of this time I don't have a plan of bringing this to ARTA. But on your end hopefully you can fix this.	1
Kapila nako ga update sa akong pangalan. Sukad nga na minyo ko pag 2016. This year (Feb 2023) ga update gihapon ko pero wala gihapon gi update ninyo, dili ako ang problema siguro, kapila man ko ga update sa inyoha. Kamo man ang problema kay wala mo'y sistema. Kaning pag check deposit nako, wala ninyo gi dawat. Ganahan man unta ko ninyo kay dali ra jud mang loan. Ang apan lang jud ninyo sa kay sa inyong very poor file management. Hinaut unta ma tarong na inyong proseso. Salamat.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Lack of personnel at the frontline desk to assist the customers on their given line.	1
Land bank doesn't care about the security of our money. Staff don't even care, they didn't even give a suggestion or help us with our concern.	1
late services, already 1317H, but no teller who attends iur needs. Too slow.	1
Lessen the waiting time. I waited more than an hour for my deposit	1
Maaga nga pumunta pero inabot pa rin ng isang oras Para mag withdraw	1
Maayos ang pamamalakad	1
Mabagal ang daloy ng pila	1
Mabagal hindi ako sure qng mabagal lang ba or kulang sa tao para mag assist ng mga cliet, parang 1 1/2 bawat isang cliet sa new account section para magawa ang transactions... Haist. 12noon ka pumunta pero 2pm na hindi pa gumagalaw ung mga nauna sayo talo pa ang na stroke. Haist.	1
Mabagal na service 3 hours ako nag antay na tawagin aking number pero wala parin	1
Madali lng naman mag print ng resibo sa binabayaranang SBR ko. 5 separate SBR pro 3 lng unang pinabayaran tapos pinagpila pa ako ulit..hassle	1
Mag cclaim na lang ng ATM card sobrang bagal pa po. Nakapila na at 8 AM hindi pa rin natatawag ang number namin. Kulang ang employees na nag ccater sa mga clients.	1
Mag dagdag ng teller para sa acct opening/acct reset password ska panay lang sila cellphone	1
Magdadag ng tao sa window 5 for quicker service Ang guard po mga galit pag nag aapproach	1
Magdagdag Ng karagdagan Ng Tao para mapabilis ang transaction	1
Maghire kayo ng additional teller jusko. Sa 15 minutes na transaction, kelangan maghihtay ng 2 hours para lang ma cater.	1
Maging sensitibo sa pangunahing pangangailangan ng kostumer, respeto sa oras at huwag sobrang malupit na parang nangungutya. Hindi ako nakabalik agad sa trabaho sa sobrang tagal at bagal ng serbisyo mula verification, Rea to reactivation ng account.	1
MAGTALAGA NG TEMPORARY STAFF KAPAG DUMADAGSA ANG MGA CUSTOMER.. ANDAMING PILI PERO BUNTIS PA.YUNG NAK ASSIGN HND MAKAKAKILOS NG MABILIS . SAYANG PO ORAS SA BANKO NA TO	1
mainly for auto loan	1
Make some strategy para mapabili ang flow lalo na sa new account almost 2 hours nakapila dito.	1
Make the transaction fast as possible. In my case, I spent 2 hours waiting. I keep on asking for follow.up.but no answer at all. I only ask for an ample.of time from.my work to transact and solve my problem in your office... I am worried and in a hurry because I am not in my office for 2hours. Please make it fast as possible	1
Make updating for iAccess easier. I had to keep going back to the branch. Bank staff were very helpful but the system itself needs improvement.	1
Maraming walang ginagawa. Pinagaatay ako ng matagal	1
Mas dadagan pa sana ng staff para mapabilis yung service nyo sa mga customers at maiwasan ung 5 hrs na pagiintay	1
Masungit ang mga empleyado sa Landbank- Tacurong branch.. Hindi nagbibigay ng sapat na informasyon at palakasyan system.	1
Masungit sa new accounts. Hindi nag eexplain	1
Masyadong mabagal ang communication ng branch to branch sa verification ng cheke tumatagal 2 hanggang 3 oras	1
Matagal ang proceso at hindi naasikaso kung hindi magfollow up sa mga counter	1
Matuto dapat ang mga empleyado na sabihin kung ano ang itinatanong ng client. Kung tinatanong kung ano ba ang proseso para makapag open ng checking account, hindi nararapat na sabihin na walang kakayahan ang clientsa pag open ng checking account. At wag ipagkait ang mga serrbisyo dahil lamang maraming kailangan na dokumento. Hindi mag iinquire ang client kung hindi kailangan.	1
Maybe employ much more competent staff. I mean the process is too f*cking slow. Can't even prioritized who's need to be prioritize.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Me and my parents (Senior Citizens) just wanted to update our bank account on the said branch however transition is very slow. They need additional man-power to speed the service. There should be a special line for SC's/PWD/Pregnant and Lactating Women.	1
Monday is jam-packed, are we able to fill in reps in counters to provide service? Or if not, move our breaks a little earlier when there are few people to serve. It took us more than an hour to be called next (30-32). Are we able to have digital number/counters or whatnot like others have? Counter persons are soooo self-spoken that we missed our number. Service is sooo mabagal. Kawawa kaming mga graveyard shifters dito sa Landbank	1
More counters to cater the services for faster transaction. It took me more than 2 hours just to claim my ATM. Marami pa akong lalakaran pero naubos dito sa LANDBANK sa sobrang tagal. Mag isa lang ang nagcacater sa customer service. Nakakainis!	1
More counters Waiting time to improve Super tagal maghintay Waited for more than 1 hour for a single transaction Sana mas improve pa ang services ng bangko	1
More pax	1
More staff, ambagal ng serbisyo madaming nakapila	1
More staff, even simple transaction takes longer than necessary.	1
More tellers and personnel incharge	1
Must need to inform at the first place the Client about the requirements in opening an account such as need the proof of income	1
My redemption of points has not been done	1
NAC and Others na section dapat bilisan nila ang kanilang trabaho at unahin kung sinu ang nakapila.They must their priority sayang ang priority number na binibigay ng guard madaming extra curricular na activities.	1
Nag hintay pa yung unang client ng 10 minutes bago ma entertain. Tapos naka 5x akong pumupunta dito always sinasabi ng guard 5 lang ang tinatanggap nila na client sa pag open at pag update ng account. Bakit ganun dito lang ako nakakita ng ganun na patakaran. Para lang sa pag update ng account hirap na makakuha ng priority number. Take note 8:30 ako pumunta dito last time ang sbi ng guard wala ng priority number kasi 5 lang ang e cater. Lol	1
Nagpa update Ako sang bank account ko, sa new account nga lane perte ka dugay sang processo kalooy sang mga costumer nga naga hulata lalo na sang mga senior citizen, palihog dugangan Ang Inyo counter kag mga tauhan para magdasig Ang Inyo pag process	1
Nagpanumber pa po kayo, binaligtad niyo din naman. Ang tagal ng waiting time niyo pakiaayos naman po.	1
Nagstart ako ng 11am nauwi ako ng 4 tapos di nasolusyunan, offline pa lagi	1
Napaka bagal ng proseso inabot ng 1hour 30mins ang pagdeposit kahit na anim lang kaming magdedeposit!! may pinauna pa yung guard! walang kwentang numbering may pinapasingit pala!!	1
Napaka bagal ng servives updating lang umabot ng 2hrs	1
Napakabagal ng serbisyo! Dalawa lang ang window for new accounts tapos may napakatagal magprocess ng corporate account kaya gapang na sa isang window! I was number 2 sa priority lane pero 6 people pa nauna sakin at inabot ng almost 2 hours! By the time it was my turn nag-offline yung internet connection nung branch! Bakit kasi wala kayong back up or secondary ISP! I WAS HERE BEFORE 10. CURRENTLY ITS 1:11 AT OFFLINE PARIN!	1
Napakabagal ng service	1
Napakatagal at bagal ng service at hindi mindful ang tellers sa senior na nakapila Napaka aga namin, wala halos customer pero inabot pa rin kami ng 30mins mahigit para sa simpleng transaction	1
NAPAKATAGAL NG ORAS NA INANTAY KO PARA SA CLAIMING NG BANK STATEMENT. ANG SABI MAGTETEXT SA AKIN HALOS ISANG LINGGO AKO NAGANTAY WALANG TEXT. TAPOS MATAGAL PA INANTAY KO SA BRANCH.	1
Napakatagal ng pila..no 8:30am nasa pilahan na..no. 12 yung no. Mag 11 na no. 8 palang yung ineentertain..sobrang bagal..ubos oras!	2
Napakatagal ng serbisyo ng landbank, nagpa update ng record pero nag ha hang naman ang mga computer. It is always a discomfort transacting with thia bank	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Napakatagal ng waiting time para sa mag-oopen ng account.	1
New account or updating account teller need to improve or need to add more! Only 1 teller is available!	1
Next time maging considerate naman yung nagaayos ng pila na me mga pumila ng tama pero kami magadjust kung me nagkamali sa pila pero sila pa pauunahin. Napakaunfair	1
No aircon and new acct officer not accommodating	2
No choice since the transaction I have to do is with this bank only...This is the worst experience I had in a bank. There is palakasan with the guard. But there was no choice. I will only transact if badly needed. This is not Landbank smiles	1
No getting further help	1
No senior lane, must improve improve overall system to lessen waiting time.	1
None the worst branch. Terrible bullshit manager	1
Not a good survey form.	1
Not holiday, not pay day but it took me 1 hour to deposit only an amount of five hundred fifty pesos. Please add teller to cater simple transactions. Disappointing	1
Only one teller is catering us! Almost 3 hours na to, mag dedeposit lanh nMn	1
Open additional ATM machine as it is more customers withdrawing money to avoid long lines to withdraw money. Only one (1) ATM machine is functional.	1
Over-the-counter withdrawal took me less than two (2) hours. The branch is OBVIOUSLY UNDERSTAFFED.	1
PADAMIHIN ANG STAFF AT PABILIS KILOS SA MGA STAFF, 10:30-12:30 NAKALAGAY SA TICKET KONG #20, #13 PA LANG NAACCOMMODATE, 1:20PM NA MAABUTAN PA AKO NG CLOSING	1
pag retirehin nyo na pag matanda na makakalimutin na e. Sinabi na kung anong transakyon after an hour tatanungin ka ulit kasi di pala alam ano pakay mo	1
Paki ayos po ang systema lalo na sa mga citezen na nakapila, hindi alam ang pagkasunod sunod ng mga clients	1
paki bilisan ang serbisyo	1
Paki dagdagan ang mga teller sa branch natu, subrang bagal ng transaction , sayang sa oras.	1
Paki turuan ang mga empleyado nyo kung paano makitungo sa customer. Napaka disrespectful ng counter at ng tumawag sa phone	1
pangit ang serbisyon sa inyong counter 7 d kabalo mag smile	1
Pila ka hrs hulat ko, aga pa ako nag kuha number pero @ 2:40 pm wala japon na cater. Dad mapa dasig ang service ok lang mag hulat 1-2 hrs. Pero pag 3-5 sobra na.	1
pinaka worst na customer service sa tanang banks akong na visit. Pinaka bulok ug way tarong nga sistema sa pag accomodate sa ilang clients. have some sense of urgency kay dili ra kamo ang busy. dili tanan clients nibuo naay liabilities sa inyuha.	1
PLEASE add a lane that will actually prioritise the Senior Citizens/PWDs/Special Lane. Your transactions (e.g. cash encashment) take more than 1 hour when it should only be 30 minutes according to the CC.	1
Please add staff for new accounts. Inabot na kmi ng pasko sa haba ng pila. lisa lang ang staff for new accounts	1
Please be approachable lalo na sa mga senior	1
Please be faster. I encashed a check in another bank and the amount was bigger but they were faster	1
Please bring back ng queuing system, improve/lessen the spent amount of time for client, can't see signage for priority lane	1
Please consider adding employees or make every transaction easy and FAST. I have to wait more than 3 hours for a 2 minute transaction. And also costumer care is unresponsive!	1
Please kung gagamit kayo ng number pakisunod, understandable kung senior priority sila pero yung walang number mauuna unfair sa iba.	1
Please make sure the you follow the queue. Its okay to give priority to senior citizens, PWD and pregnant. But make sure na after they have been served continue sa line based on first come first served. May mga clients cutting the line at nauuna na sila naentertain. It is somewhat unfair for us na patiently waiting for our turns.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Please make your service faster, it took me 2 hours for just a check encashment. That 2 hour counting is after i gave my check to teller.	1
PLEASE PO KY MS SYVEL C. PERALTA TELLER NUMBER 1 NA WALA SYAY BATASAN THE WAY SYA MO ENTERTAIN UG CLIENT.	1
Please po wag naman sanang every hour mag offline tas isang machine pa yung pwede	1
please provide fast lane for transactions that do not require longer time. it took me 4hrs before you released my CC mastercard. why let me fall in line to account-opening lane which consumes 1hr or less per client. Such a waste of time!	1
Please provide separate lane for senior citizen, pregnant women and PWD. Wag niyo ihalo sa ordinary lane nauubos oras namin kakahintay sa pila tapos puro singit nalang ng mga senior citizen and PWD. Masyado mabagal ang inyong serbisyo please improve it nasasayang yung buong araw namin kakahintay sa pila.	1
Pls add teller for nee accounts	1
Pls improve your passbook printing lagi pong putol at Malabo at madumi, pag nagpapa update kami Ng passbook at pag manghingi pa ng bank statement ang hirap kc need pa manghingi ng authorize certificate kahit Ako ay authorize sa aming ofisina...	1
Pls remind the tellers to treat each and every customer politely.	1
Pls treat your client without bias...Dont let them wait for LONG HOURS as this happens to me everytime i have transactions here in LBP BAUANG..PLS KEEP IN MIND THAT TIME IS GOLD...	1
poor costumer service	1
Poor customer service	1
POOR SERVICE	1
Poor service. Very Slow transaction.	1
Poor Services.	1
Priority number is not useful, it's unfair to the other clients who get priority number which is not applicqble in transaction	1
Process the complaints attentively and faster	1
PROPER DOCUMENTATION OF PROCESSES INCLUDING IACCESS SINCE ITS QUITE A HASSLE GOING TO THE BRANCH JUST TO UPDATE THE RECORDS. THERE WAS NO INFO AVAILABLE ONLINE	1
Provide additional number of tellers for NAC, Accounts Opening and other non monetary transactions. The queue is too long. I am already here at 9am and got me 12 noon for me to have my transaction. My transaction is only change my contact number for the OTP, but it got me 3 hrs to get catered.	1
Queueing is too long. I have already done online application prior to coming to Landbank so I expected that the transaction will be fast. Increase personnel to accommodate volume of clients.	1
Reactivation lang, 7 hours talaga ako pinaghintay. Worse, hindi talaga na-okay ang card! Worst, biglang umalis ang nag-a-accomodate sakin after nag-check sa ATM sa labas ng office. To no avail, umuwi na lang ako.	1
Redundant measure if system is down. Manual system is such a failure. Cannot contact pther branch for verification of my check.	1
Renz Facun is rude, not explaining why this and that	1
Replacement of card and withdrawal over the counter due to cash card error is taking so long to process, been waiting for almost 2 hours. We were told the replacement card will be available after 2 months. Seriously?!	1
RONNIE KONG POOR AND SLOW SERVICE	1
Ronnie M Kong Was trying to open a deposit account Around 2PM nakapila ako, kinuha ko langyung ID sa kabilang counter inentertain na nya lahat ng nasa Pila. Inabot na ko ng 5PM. Grabe natapos na lahat sa bank	1
Run a customer experience mapping. Address queueing concern	1
Sabihin agad sa mga mag oopen ng account na need ng proof of billing nasasayang ang oras sa pag aantay sa wala	1
Sana hindi na nila need papilahin ng matagal tapos hindi naman nakuha ang concerns. Super nakaka disappoint. Ang haba ng pinili sabay walang nangyari. Imagine 3hrs.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
sana mabilis yung verification, ang bagal ng mga staff nyo po... humahaba pila ...dumarami tao	1
Sana maging courteous naman mga employee, grabe parang di professional	1
sana may number din ang captured cards. Di namen alam kung anong oras pa kame tatawagin unlike sa ibang transaction	1
Sana may queueing screen kasi di namin alam ang number ng siniserve. The system is so inefficient and ineffective. Kailangan pang mag absent sa work ng half day para matapos ang transaction mo..subrang bagal ng serbisyo.! Sa baba need kung sumagot ng yes if i have to engage in landbank again but honestly If I will be given a chance to choose my payroll account.I WILL NEVER CHOOSE LANDBANK.	1
Sana po ay maging mas mabilis ang serbisyo ng inyong branch. Focus on one client at a time. Post requirements for each transaction to minimize failed transactions due to insufficient requirements. Good point- All employees are friendly.	1
Security guard are very coureous as i entered the office. First I apptoached the teller who is wearing a cotton sleeveless yellow Shirt. to transact instead of saying good morning or Next teller please. She said *Sorry.*then i went to the next teller who name start J. who is courteous but transactiion took for almost 40 mins as their first client. Thats the kind of experience i had with Paseo Branch that i wont forget.	1
Security Guards acts very undesirable. Napababastos! Security Guard Mr. Guererro Teller 1 on duty November 9, 2023 3:18pm is not very professional. Napakatagal kumilos Teller: Anikka Grace Q. Andres	1
Service is extremely slow, only 1 counter is open even though there are several people in que. They also allow people to cut lines.	1
Service is so slow been here few times and same situation one teller only and others staff are just talking at the back office	1
Services are too slow.. Long waiting hours	1
Services were super slow	1
Should have monitor to see what number is in the counter and speaker for calling clients. I know you have online access to activate or to just help physically guide your customer who came 3 times for the same problem. Still told just to wait for an email. Some like me don't have much time to every day visit you there. I hope no one will ever be treated like this again. Failed for costumer care some employee even go out early maybe she's a supervisor or high rank? Dont even care to see some costumers who wait for 3-4hrs so unprofessional.	1
Siguro kapag more than 5 na ang naka pila at iisa lang ang naka open na counter, sana mag open agad ng another counter para ma process agad yung mga naka pila at hindi ma backlog. Since minsan may mga senior at special lane pang nauuna. Aabutin ka talaga ng oras oras sa pila just for a simple transaction.	1
Simple transactions should be given special lanes.	1
Single transaction lanes, more tellers	1
Slow and crappy service as usual	1
Sobra tagal, inabot kame 3 hrs para lang sa cheque encashment landbank, hindi naman ito 2nd endorse. Kakahilo at gutom na	1
Sobrang bagal ng transaction. Sana ilmit ang use ng telepono habang nagseserve ng cliente. Umabot dalwang oras sana mas dagdagan ang magaassist sa opening ng accounts at updating.	1
Sobrang mabagal ang transaction at hindi alam ang status ng transaction	1
Sobrang na-normalize na paghintayin lahat ng mga tao while may nakikita ka naman na bigla-bigla na lang nalalagay sa priority lane or direkto sa offices. Walang ibang means of verification ng mga cheke, hihintayin talaga nila na mag-reply yung concerned agency bago kumilos. Kung nag-eexpect ka na makakauwi ka nang maaga, hindi dahil buong araw ang pila dito. Walang detail sa citizen charter/ kulang ang citizen charter sa usapin sa pag-in cash o deposit ng mga cheke	1
Sobrang tagal ng processing. Sana you will create a system that would make it easier and faster for your clients to open accounts and other services.	1
Spent almost 4 hrs just to claim a replacement card. Take note: it's not even the umid card but just a replacement. I think they need to include this in their citizens charter	1
Staff are very rude just because you look so plain.. i was at your bank 8am expecting to be first in the line yet i was assisted by the guards and waited almost 3 hours just to get my card after waiting for 2weeks if i saw your cc then i might file a grievance. PLEASE CHANGE THAT MIND SET SPECIALLY YUNG BABAE SA HARAPAN	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Streamline the process. I requested for a checkbook last August 14, 2023. I only got it now, November 3, 2023. While this is interbranch transaction, I was told it could take 3-4 weeks only for me to receive it in this branch. I don't know why it took it that long. I never experienced this delay even for similar interbranch checkbook request in UCPB before. This needs to improve.	1
Submitted documents and was lost by the staff should be solely his/her responsibility. He/she should be accountable by the lost. Ba't parang naging kasalanan pa ng client at pinasubmit again ang mga naturang dokumento? Di man lang sila nag attempt na hanapin yun. Tapos nangako pang once masubmit ulit yung mga dokumento ay ipa-process nila within the day para di na pabalik-balik sa susunod na araw. Pero ang nangyari, pinabalik na naman kinabukasan. You guys should take action to this.	1
Super bagal ng transaction sa branch nyo. I think need nyo na magdagdag ng manpower. Took me about an hour to deposit cash tapos need ko pa ulit pumila for my other concern like mobilock sa IAccess. Yung pila for mag o open ng new account or sa customer service is about "7 to 8 people" long tapos halos hindi umuusad kaya umalis nalang ako. Sana may pila kayo dun sa mga simple concerns lang.	1
Super bagal po ng service all the time walang employee..palitan ang sistema ng dost bicutan..	1
SUPER SLOW SERVICE FOR NEW ACCOUNTS. MUST ADD PERSONNEL	1
System was offline when I entered the bank branch. They keep accepting clients to put their requested service on-hold and will be then processed later. The security guards were not even briefed that the system is offline. Lines (3-4 pax) were waiting outside the branch office without any knowledge that system is offline.	1
Tallo met machine Dita. What's the use of the other nu Haan agbalin. Ipangaasi yo ta pasimpa yo. Ammo tayo met limitado ti outlet dtoy ayan tayo Kalinga. So dapat Han agpalpalya dyta machine. Nakakadismaya inggana tata kasta Latta serbisyo tayo. Napartak ti panagbaliw teknolohiya. Dapat makikompetensya tayo apo.	1
Tamad Ang nakausap Kong teller matagal daw tumawag sa Mindanao Branch Kaya Kung pwedeng bukas na lang daw Ang transaction na gagawin ko. Pumasok ako ng 2:50pm hinabol ko dahil emergency Ang deposit na gagawin ko. Wala pang 3pm ay nagsabi na sya na bukas na lang daw which is Friday kasi matagal daw tumawag sa Mindanao branch ng account ng client ko. Gaano kalokohan Ang ginagawa Nya na yan. Ang Pangalan Nya ay si Anika Grace Q. Andres.	1
Tanggalin nyo na ang employee na babae nyo sa Cavite City Branch. Yung tono ng boses nya ay parang galit na at sinasabi nya na ako nlang daw mag email sa branch kung saan nka register ang account ko, tama ba yun? Dapat mahinahon pa rin ang employee nyo at mahaba dapat ang pasensiya sa mga customer. In short kaya nyang e'handle ang diffetent types of customer dapat. Ang haba pa ng pila sa updating, isang tao napakatagal matapos.	1
Teller in opening an account is entertaining person who is not que while people on que are waiting for their number to be called . And waited 3 hours when my number was called and spoke to the teller for new account she just said that i need to come back because my proof of billing is not acceptable because it is from my permanent address wherein what she requires is the address where i am curren renting but too late to be informed after waiting for more than 3 hours . Not FRIENDLY!!!!	1
Teller is unapproachable.	1
Teller only one available. Takes too long if multiple transaction. Should have separate lane for single or multiple transactions.	1
Tellers are very unapproachable. Doesnt even know how to greet clients. Been a customer for a long time but haven't receive any present from the bank	1
Thank you Ms. Josielyn for assisting me with my BIR Payments	1
Thank you to Miss hazel, very accomadating,naiintidihan ko trabaho mo.pero yong mga guard, pakiayos naman ng priority number nyo.,8am pa lang ako, nandiyan na ako, wala pa ibang tao..kasi may trabaho pa ako sa hapon,,hingi ako ng number, sabi nyo mamaya na.,binigyan nyo ako ng number 8,,bago lang dumating,nakauna pa sa pila..	1
The account opening process was too slow	1
The ATM damaged my card. It was fine when I inserted it in the machine. Know I need to pay Php 150 for the replacement.	1
The bank ask brgy certificate where I lived even if its not a requirement. You should have put that in the list of requirements not only id. Its very very hard to open an account its seems that they dont want you to open an account. I guess the staff and the head need a seminar on how to become an effective service provider. It seems na though hindi nila sinasabi but their actions speaks louder than words na prang nangmamata sila ng tao.	1
The bank, especially this branch should observe a first come, first serve basis in providing services to clients.	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
The customer assistance and complaint desk is not manned (ive waited on the desk for about 30min). I told the guard my transaction is check deposit. Gave me a number. Upon arrival at the teller, I was told to go through verifier BUT THE GUARD DIDT NOT ASK. Teller said if its on-us check, it must go through the verifier. I guess the guard ASSUMED on my transaction and didnt ask questions like which bank will the check be drawn from or where is the branch of account. Etc.	1
The most slowest service branch	1
The office needs a more courteous employee especially for those assisting opening of accounts.	1
The process is redundant. Pabalikbalik ang Disbursement Order. Yung submitted bankwide clearance na signed by the Head of each department parang walang bearing in processing the DO kasi need pa daw ulit icheck yung sa credit card eh napirmahan na nung Head ng CCAD yung clearance ko. Need i-trace kung kanino ba talaga yung delays. Thank you.	1
The process of withdrawal and update are slow need more teller to handle the transactions only one teller is available.	1
The rudest customer service representative I have encountered in a bank in the account opening section. This survey form won't let me send the whole message. Where can I email the message I had typed for about 30 minutes that this message box won't accept.	1
The service is too slow just to change the cellphone number	1
The Service provider for new account took 2 hours before I get the service. Take note that the I am the 3rd client. How slow the process of your Bank!	1
The service was definitely not good. These people aren't working to serve. I noticed that some of the employees just passed the time through walking from here to there ..and wait for the time to end. I noticed that one employee just walking around almost an hour and Yung pila is longer. She's proly just waiting for the time to almost end so she can accommodate fewer people. And the attitude, Power tripping.	1
The service, which was supposed to be more efficient, took over an hour to wait for.	2
The staff in counter 3 is not approachable she keeps on blabbering instead of helping and educating client/s. She is not friendly, unprofessional in short. She deserves zero out of 10. Thanks	1
The tellers should be more patient when it comes to clients they are rendering service with. They Must be approachable and must be kind .. we often observe that they don't even smile and openly perform a discourteous behavior towards clients.	1
The time of service its take long for 3-4hrs for one transaction	1
There must be a separate lane for client recieving replaced card. Not in new accounts. To wait for 3 hours just to recieve a card replacement, do you think can be justified by a government office.	1
There should be a line for priority and staff should be aware.	1
They are unreachable. I tried calling and emailing them to no avail. Very inconvenient for people who cant go physically to their branch office.	1
They have to be efficient and provide a good customer service and please serve your clients with a smile.	1
They let me wait for an hour because the officer that need to sign my update TIN was on lunch break. No other person can sign accordingly. I thought no noon break but they let me wait.	1
they should inform the client the necessary document needed since there is no available photocopier machine outside the office/building	1
This branch said it does not have a messenger to deliver my checks to the main office. So cannot do anything to help me but tell me to use lalamove which I'm not comfortable due to security reasons. They've been very unhelpful.	1
Though the staff who assisted is helpful, an officer who out of nowhere meddled with the transaction is not at all helpful nor respectful. She seem to not care if the bank is losing clients or what not.	1
To Ms. Cequina, teller in new accounts PLEASE FOLLOW IMPORTANT INSTRUCTION indicated in the request letter to avoid unnecessary consumption of time and effort. I assume Ms./Mrs. Cequina's incompetent in this matter. I hope this can be improve.	1
Transaction is slow, accomodations is slow	1
Transactions are super duper slow. It took me almost a day to settle my iaccess. Too time consuming. Staffs are not approachable	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
Una sa lahat representative ako ng tatay ko na 78 years old mag open acct. Sya for pension nya sa PVAO. Pumasok ako sabi ko senior at may problema na ang akin ama sa pag ihi at naka diaper na at using wheelchair na hnd na makalakad.. 1 1/2 hr kami nag hintay. Isa sa inyong empleyado. Hnd mag action. Inuna pa un bagong dating na may number na priority.. sabi ko senior po din ako. Nasa labas po at nasa sasakyan naghinhintay.. at kanina pa nakapila.. very disappointed..	1
Untana kung unsay number on que stick to it, dili e singit2 kay daghag nag hulat and also in a rush. Due to the singit na nahitabo, ang mga work na nag una dili ma atiman causing us na mag hulat ug mas dugay na maka unag human ang naulahi saamo kay gi singit man.	1
Uyaya Award Simple cash deposit transaction took me almost an hour	1
Verification took me 45! Mins to transact.	1
Very disappointed with the Teller today Nov 13,2023. Nagpapasingit ng mga lokal check. Hopefully mag dagdag ng teller especially on peak days. Thank you Landbank	1
Very long hours of waiting... You need to improve on man power in accepting clients.. Very Slow service!	1
Very poor queuing, the branch for the longest time, has poor customer service. The line was not that long but there was only one teller and one in the new accounts section. It took over an hour for me and up until resumption f office house, I had to leave hence was unable to transact my service. Very poor service. Guards were not helpful and treated it as a norm. How disappointing.	1
Very Poor service. Isang teller lang ang meron.Madami pa pinapasingit	1
Very poor service..nagdadaldal. Lang mga tao pati officer...super tagal	1
Very slow frontline service!	1
Very slow in processing, it takes so much time in one transaction.	1
Very slow processing of simple transactions. I have work left at the office, traveled an hour to get here. It's already 1 hour and counting, still waiting for my number to be called. I have 33 as my priority number, when I came here, it was 17, it's more than an hour already.	1
Very time consuming ang transaction sa branch na ito. I waited for about 5 hours just in one transaction. Napakadami ng client pero isa lang Yung teller tapos sobrang bagal gumalaw. Please do an action about this. Maraminh nagretklamo.	1
VERY WORST AND INCONVINIENT MAY PA SMILE2 PA KAU NA SURVEY IM SURE D AKO MAKAKATANGGAP NG FEEDBACK SA CONCERN KO NA 2 KC D NAMN KMI IMPORTANTI SA INYO	1
Wag masungit! Dagdagan nyo tao nyo para mabilis ang transaction lalo sa new. account section	1
Waited 1 hour for Bir payment, the guard and one staff endorsed teller #2 only for Bir transaction, but teller 2 was also receiving housing loan transaction. after 1hr of waiting i went at teller 2 but he told me that any available teller can accommodate me as long as theres available, theres alot of staff without clients, only using phone. The staffs information is not consistent as well, not professional and not accommodating. Too much staffs but slow and bad service.	1
Wala akong suhestion pero sana mapabilis ang proseso at inabot lang naman ako ng 5 oras para lamang sa isang transaction na di man lang umabot ng 5 minuto	1
Wala namang kwenta services nila sa captured card sa machine. Bakaka awa mga tao dami nang reports	1
Wala padin improvement since ucpb pa. Wala tlgang kwenta sa branch nato.	1
walang palakasan dapat	1
Weak customer service...to long waiting..almost the time no employee...must change all the employee..mabagal tlga ubos oras sa dost landbank ka lang maghapon pa.	1
WLAY BATASAN ANG TELLER NUMBER 1 MS SYVEL PERALTA! HOPE MA ACTIONAN NA SYA OR SUNCTION!	1
Wont enclose my name but HOEPFULLY there will be actions taken. This is not a JOKE, I tried doing transactions under NEW ACCOUNTs, maka FRUSTRATE jud. So for the Suggestions? Hope there is someone to assist in the iACCESS corner. Dont let people who will undergo transactions in the NEW ACCOUNTs to wait atleast 4 hours to be let inside. Thank u	1

Verbatim comments and suggestions of those who STRONGLY DISAGREED on "I am satisfied with the service that I availed."	Total
<p>Worst customer service of all time. Waited almost an hour to do a simple deposit transaction. I saw people coming in & out of a counter & transaction is done in a couple of minutes. Numbering system is only optional in this branch. Palakasan system in full blast. That's why Philippines still getting worst & worst. I know you people don't care. But I have to say what I want to say. Never again!!</p>	1
<p>WORST. NPAKATAGAL NG WAITING TIME . 1-2HRS ANG TRANSACTION</p>	1
<p>You exceeded your processing time as stated in your citizens charter. For check encashment it should only take 30 minutes. But right now 1 hr had passed but still the transaction is not done. Lack of staff to cater to the customer.</p>	1
<p>You should put more atm branches in tabuk city as the queue is always dreadful. The staff should know what customer service is and not always full of attitude. Add add more efficient staff so the waiting time inside wont take 3-5 hrs. I spent 5 hrs waiting just to activate my i-access. Terrible serice! Worst landbank branch ever as always</p>	1
<p>Yung guard sa may teller patayo tayo lang para poste</p>	1
<p>Yung mga tao sa loob na mala demonyo ang pag ugali. Paimportante. Pinapareflect lang nila na ganyan ang ugali ng mga taga gobyerno magpasa hanggang ngayon. Hinding hindi na ako babalik sa basura na mga tao sa loob ng landbank echague branch. Paimportante at mga ubod ng susungit akala mo mga dyos na kailangan yukuan nh mga tao! Pwe!</p>	1
<p>Yung staff (female with colored hair) na assigned sa verifier was very rude. She was only nice to customers familiar/friends with her. This was not that only time na napansin ko ang particular staff na ito na very rude lalo na sa mga less fortunate na customers. Tataasan niya ng boses. Kapag tatanungin siya ng customer sasagutin niya ng pa-pilosopo. Napakasalbahe kasi napapahiya na yung customer.</p>	1
<p>zarina from counterb4 today, november 21, 2023 is not good in handling costumer, she has a loud voice in dealing problem. she talk to me in a loud voice in front of other customer, it was embarassing</p>	1

Verbatim comments and suggestions of those who DID NOT RATE (N/A) "I am satisfied with the service that I availed."	Total
No comments/ suggestions cited	27
With comments/ suggestions	17
Ako nga po pala si kenneth na namamasukan sa VETMATE FARMA CORPORATION at itong komento ay pawang katotohan lang po lamang ako po ay masaya sa ipinapakita nyo pong serbisyo lalong lalo na po sa magaganda at sexy mga teller ng landbank ako po ay huminge ng pasasalamat araw araw. Thank you	1
Excellent Service	1
Good service, but had undispensed ATM withdrawal transaction (On-US)	1
Hi po, still waiting po for the update regarding my application. Hoping to be part of Landbank soon	1
Mababait po ang empleyado	1
Mababaot mga empleyado	1
no , satisfiied	1
None. I am very satisfied with the services of the officers and staff of Landbank Antique including the guards. Kudos to them who are serving beyond what is expected of them.	1
Ok	1
Ok naman po lahat sirbisyo nyo salamat	1
Our account is for updating and I am signatory. We were accommodated and staffs are polite	1
Satisfied	1
Sir Alabat the Manager very approachable..	1
Sungit ng teller Roxanne Basco	1
the service is good; approachable staff. Good quality service	1
the services are good and all employees is very assisted to all client coming in this branch.lemery branch	1
Yung teller po sa New Account (1) ay hindi po masungit, madali din po kausap, tas maintindi din po, lagi pang nakangite.	1

ANNEX C. SURVEY QUESTIONNAIRES

1. English Survey Form



LANDBANK

Customer Satisfaction Survey



You may also send your feedback through the following:



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: @BangkoSentraingPilipinas

**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 Availed: _____

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						
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 iyong feedback sa mga sumusunod:

Hotline : 02-8405-7000
PLDT Toll Free : 1-800-10-405-7000
customercare@mall.landbank.com

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 masabaybayan 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 nito 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 kinalilingan	 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. <i>(Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)</i>						
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. Makatititik na ang impormasyong ito ay mananatiling kumpletsyal 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)



LANDBANK SMILES

Were you happy with our service?

Let us know!
With just a few clicks, you can take part in our **LANDBANK SMILES**

We value your suggestions and comments because you are important to us.

We hope to make you smile 😊

SCAN QR TO BEGIN SURVEY



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



How well did we serve you today?

Pano namn kayo napag-lingkuran ngayong araw?

Client Type (LH ng Kliente)

- Individual (Manamagay)
- Corporate/MSMEs/Cooperative (Kawani)
- Government Office/Agency (Gobyerno/Empleado & Meritosa)

Service availed (LH ng Transaksyon o Serbisyo)

Select Service

Please select the choice that best corresponds to your answer.

(Pili ang umaklatang pinakapagpapaliwanag.)

1. I am satisfied with the service that I availed.
(Nasasipakin ako sa serbisyo na ating nangalaga sa kasalukuyan na pangalaga.)
 Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable
2. I spent a reasonable amount of time for my transaction.
(Maramihan ang oras na ating ginugod para sa pagproseso ng ating transaksyon.)
 Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable
3. The office followed the transaction's requirement and steps based on the information provided.
(Ang opisyo ay sumunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong dinagdag.)
 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.
(Ang mga hakbang sa pagproseso, kasama sa step pagbayad sa maliit at simple lang.)
 Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable
5. I easily found information about my transaction from the office or its website.
(Maliit at madali atong makahanap ng impormasyon tungkol sa ating transaksyon mula sa opisyo o sa website nito.)
 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)
(Pagbayad ako ng makatamtamang halaga para sa ating transaksyon. Kung ang serbisyo ay libre, alisin ang marka.)
 Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable
7. I feel the office was fair to everyone, or "walang palakasan", during my transaction.
(Nakaramdaman ko ay malin ang opisyo na fair o "walang palakasan" sa ating transaksyon.)
 Strongly Agree Agree Neutral Disagree Strongly Disagree Not applicable
8. I was treated courteously by the staff and (if asked for help) the staff was helpful.
(Binigay ako ng maayos na pagpapaliwanag, at kung kailangan ko ng tulong, alalahanin ko na sila ay handang tumulong sa akin.)
 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.
(Makita ko ang kinakailangan ko mula sa tanggapan ng gobyerno. Kung hindi dapat, nangangailangan ako ng ayus para sa dinadagdag sa akin.)
 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 services of government office including its requirements, fees, and processing time among others.
(Ang Citizen's Charter (CC) ay isang opisyal na dokumento na naglalaman ng mga aksiyon at dating ahemangpansamang gobyerno, maliit na fee at mga kinatawan ng dokumento, kasukling buhay, at pangalawang opis ng paghiwalay.)

CC1. Which of the following best describes your awareness of a Citizen's Charter (CC)?
(Ano sa mga sumusunod ang naglalaman sa iyong kaalaman sa Citizen's Charter (CC)?)

1. I know what a CC is and I saw this office's CC.
(Akin sa aking CC at nakita ko din sa nasusunodang opisyo.)
2. I know what a CC is but I did **NOT** see this office's CC.
(Akin sa aking CC pero **WAG** ko ito nakita sa nasusunodang opisyo.)
3. I learned of the CC only when I saw this office's CC.
(Nakita ko aking CC nang malala ko ito sa nasusunodang opisyo.)
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)**
(Hindi ko alam tungkol sa aking CC at wala pang nakita ko nasusunodang opisyo. (Makalagyan ng tick ang N/A sa CC2 at CC3 kung hindi kang sigurado.)

CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?
(Kung alam ang CC (Pag-tick sa opyon 1-3 sa CC1), maaari mo ba sa aking CC nang nasusunodang opisyo ay...?)

1. Easy to see.
(Madali makita.)
2. Somewhat easy to see.
(Mayroon madaling makita.)
3. Difficult to see.
(Malinaw makita.)
4. Not visible at all.
(Hindi makita.)
5. N/A

CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
(Kung alam ang CC (Pag-tick sa opyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?)

1. Helped very much.
(Dapatang nakatulong.)
2. Somewhat helped.
(Wakalatang nakatunt.)
3. Did not help.
(Hindi nakatulong.)
4. N/A

11 Please provide us your information below.
(Mangyaring itagay ang iyong maikling impormasyon sa ibaba.)

Full Name*

(Pangalan) (Pangalan)

Age

(Edad)

Sex*

(Kilalanin)

Contact Number*

(Numero ng telepono)

Email Address:

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

(Ibig sahatayin kung paano ito itataguyod sa aking aring mga serbisyo (opsiyonal))

Would you engage the service of LANDBANK again?

- Yes No

ANNEX D. List of LANDBANK Offices

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	8405-7346
Corporate Banking Department II	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7345
Corporate Banking Department III	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7372
Public Sector Department	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7343
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
Loan Recovery Department I	30 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7336
Loan Recovery Department II	30 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7794
Asset Recovery Support Department	30 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7653
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
North Mortgage Banking Department	Mezzanine LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7492
South Mortgage Banking Department	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7231
West Mortgage Banking Department	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8522-0000 local 8322
East Mortgage Banking Department	28 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7338

Office	Address	Contact Information
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	8405-7340
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	8405-7431
Small and Medium Enterprises - Mid Market Lending Department III	27 th Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8522-0000 local 4301
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
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	8405-7119 / 8405-7100 / 8405-7761 / 8405-7408
Trust Accounts Management Department	31 st Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-7351 / 8405-7671 / 8554-8331
Trust Operations Department	31 st Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-4369 / 8405-8353 / 8405-2370
Others		
Personnel Administration Department	23 rd Floor LANDBANK Plaza, 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate Manila	8405-2368 8405-2698 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	8522-0000 Local 7361
Field Support Services Centers		
Luzon		
FSSC I - Urdaneta	2nd Floor LBP Bldg., Nancayasan, Urdaneta City, Pangasinan	8292 (Direct Local) fssc1.lbp2023@gmail.com

Office	Address	Contact Information
FSSC II - Cagayan	Grnd Flr LANDBANK Bldg Bagay Road San Gabriel, Tuguegarao City, Cagayan	(078) 304-7626 (078) 396-0928 3117/3116 (Direct Local) 0997-091-4332/0966-495-6301 fssc2.lbp2023@gmail.com
FSSC III- Pampanga	2nd Flr LANDBANK Bldg Jose Abad Santos Avenue Dolores, San Fernando City, Pampanga	(045) 407-1568 (045) 649-2214 8108 (Direct Local) fssc3.lbp2023@gmail.com
FSSC IV-A - Laguna	3rd Flr. LANDBANK Bldg., Victoria M. Ela Ave., UPLB College, Los Baños, Laguna	(049) 536-7516 (049) 530-8692 fssc4a.lbp2023@gmail.com
FSSC IV-B - Batangas	LBP Bldg. Tanauan, Batangas	(043) 403-6028 fssc4b.lbp2023@gmail.com
FSSC V - Albay	3rd Flr LANDBANK Bldg., Rizal St, Cabangan Legaspi City	(052) 826-6700 3050 / 3057 (Direct Local) fssc5.lbp2023@gmail.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.lbp2023@gmail.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.lbp2023@gmail.com
FSSC VII-B - Bacolod	3rd Flr. LANDBANK Bldg. Gatuslao St. Bacolod City	(034) 434-2192 3385/3386 (Direct Local) fssc7b.lbp2023@gmail.com
FSSC VIII - Tacloban	2nd Flr LANDBANK Bldg Real St., Sagkahan District, Tacloban City	(053) 832-7755 3735 to 3741 (Direct Local) fssc8.lbp2023@gmail.com
Mindanao		
FSSC IX - Zamboanga	2nd Flr LANDBANK Bldg Pettit Barracks Zamboanga City 7000	(062) 313-3700 3328 to 3330 (Direct Local) fssc9.lbp2023@gmail.com
FSSC X- Cagayan de Oro	2nd F BSP Green Tower Bldg., Velez cor. Luna St., Cagayan de Oro City	(088) 856-4590 3261 to 3264 (Direct Local) fssc10.lbp2023@gmail.com
FSSC XI - Davao	Davao Corporate Center, Palm Drive, Bajada	(082) 222-0177 (082) 222-4086 8242 (Direct Local) fssc11.lbp2023@gmail.com
FSSC XII - Koronadal	Grnd Flr LANDBANK Bldg General Santos Drive, Brgy. Morales Koronadal City	(083) 520-9656 (083) 228-8711 (083) 228-3126 FSSC_012@mail.landbank.com fssc12.lbp2023@gmail.com
FSSC IX - Zamboanga	2nd Flr LANDBANK Bldg Pettit Barracks Zamboanga City 7000	(062) 313-3700 3328 to 3330 (Direct Local) fssc9.lbp2023@gmail.com

Office	Address	Contact Information
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 BR_ACENTER@mail.landbank.com
Batasan Branch	Batasan Compound Batasan Hills, Quezon City	(02) 8951-1390 / 8952-6706 (02) 8951-1333 fax BR_BATASAN@mail.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	8913-4365 / 8913-4364 8911-2590 fax BR_AGUINLDO@mail.landbank.com
Camp Crame Branch	Front-corner PNP Multi-Purpose Building, Camp Crame Compound, Camp Crame, Quezon City	(0968) 552-6973 / (0968) 895-5602 BR_CRAME@mail.landbank.com
COA Branch	Gate 4, Professional Development Center (PDC) COA Compound Batasan Road, Quezon City	(02) 8951-0930 / 8931-4055 (02) 8932-8452 (telefax) BR_COA@mail.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) BR_COMNWLTH@mail.landbank.com
Cubao Branch	891 Saint Anthony Building Aurora Blvd., cor. Cambridge Street, Cubao, Quezon City	(02) 8912-0451 (02) 8912-2260 (telefax) BR_CUBAO@mail.landbank.com
East Avenue Branch	SSS Livelihood Trade Center East Avenue, Quezon City	(02) 8920-1230 (02) 8927-4155 (02) 8921-5931 BR_EASTAVE@mail.landbank.com
LTO Extension Office	LTO Central Office, LTO Compound, GF East Ave., Quezon City	(02) 8927-3507 (02) 7092-0300 EO_LTO@mail.landbank.com
Katipunan Branch	One Burgundy Plaza, 307 Katipunan Ave. Loyola Heights, Quezon City	(02) 8426-0011 (02) 8426-0012 (02) 8929-1079 (02) 8929-1080 (fax) BR_KTIPUNAN@mail.landbank.com
LWUA Branch	Local Water Utilities Administration Building, Katipunan Avenue, Extension, Balara, Quezon City	(02) 8924-6608 (02) 8927-2495 (telefax) BR_LWUA@mail.landbank.com
NaPoCor Branch	NaPoCor Compound, Quezon Avenue Cor. BIR Road, Diliman, Quezon City	(02) 8924-2364 (02) 8255-9640 BR_NAPOCOR@mail.landbank.com
Quezon City Circle Branch	PCA Building, Commonwealth Avenue Diliman, Quezon City	(02) 8925-4948 / 7744-1389 BR_QCCIRCLE@mail.landbank.com

Office	Address	Contact Information
Quezon City Hall Branch	CTO West Wing Annex Building, Quezon City Hall Compound, Quezon City	(02) 8988-4242 local 8151 (02) 8285-5015 BR_QCHALL@mail.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 BR_UPDILIMAN@mail.landbank.com
West Avenue Branch	# 47 Ground Floor, Brgy. Paltok West Avenue, Quezon City	(02) 8376-4232 (02) 8376-4367 / 8376-4230 (02) 8551-2200 local 3901-3904 BR_WESTAVE@mail.landbank.com
North NCRBG Cluster B		
Binondo Branch	No. 461 Quintin Paredes St., Binondo, Manila	(02) 8361-7506 / (02) 8441-6862 BR_BINONDO@mail.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) BR_BOCMICP@mail.landbank.com
Cash Department	1598 M.H. Del Pilar cor. Dr. J. Quintos Sts. Malate, Manila	(02) 8551-2200; 8522-0000 (02) 8450-7001 7337; 7147; 2214; 2713; 2704 (02) 8528-8502 (fax) LBP_CASH@mail.landbank.com
DOLE Branch	DOLE Bldg., Gen. Luna St., Intramuros, Manila	(02) 8527-2126 BR_DOLE@mail.landbank.com
Escolta Branch	FUB Building, David Street, Escolta, Barangay 291, Sta. Cruz, Manila 1003	(02) 8243-1326 to 29 BR_ESCOLTA@mail.landbank.com
España Branch	1583-1585 España Blvd. cor. Dos Castillas St., Sampaloc, Manila	(02) 8353-5546 (02) 8354-1918 (fax) BR_ESPANA@mail.landbank.com
Intramuros Branch	Ground Floor, Palacio del Gobernador Bldg. Andres Soriano cor. Gen Luna Sts. Intramuros, Metro Manila	(02) 8527-5851 to 8527-5853 (02) 8527-3115 / 8241-2148 BR_INTRAM@mail.landbank.com
Malacañang Branch	727 Solano Street San Miguel, Manila	(02) 8735-4912 / 8735-1904 (02) 8735-1756 (fax) BR_MLCANANG@mail.landbank.com
Malacañan Palace Branch	Room 116, Mabini Hall, Gate 7, Malacañang, Manila	(02) 8516-4338 / 8736-1035 (02) 8736-1085 (telefax) BR_MALACANANPALACE@mail.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 (02) 8527-4841 (fax) BR_SOHARBOR@mail.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) BR_SUPREMECRT@mail.landbank.com

Office	Address	Contact Information
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 (02) 8522-0289 (Telefax) BR_TAFTAVE@mail.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) BR_TAFTquirino@mail.landbank.com
Tayuman Branch	Tayuman Commercial Center, Inc., Tayuman cor. T. Mapua, Streets Sta. Cruz, Manila	(02) 8255-7688 / 8255-7577 (02) 8255-7744 (telefax) BR_TAYUMAN@mail.landbank.com
T. M. Kalaw Branch	G/F Traveller's Life Building, 490 TM Kalaw corner Cortada Streets, Barangay 666, Ermita, Manila 1000	(02) 8524-6115 / 8522-0746 (02) 8522-4775 (02) 8524-0504 (fax) BR_TMKALAW@mail.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 (02) 8523-4264 (telefax) BR_UNAVE@mail.landbank.com
YMCA Branch	New YMCA Building, Complex, A. J. Villegas Street Ermita, Manila	(02) 8527-6343 / 8527-6342 (02) 8527-6345 / 8527-9572 BR_YMCA@mail.landbank.com
North NCRBG Cluster C		
Caloocan Branch	#151 Samson Road, Caloocan City, Metro Manila	(02) 8364-0475 / 8361-3076 (02) 8363-9472 BR_CALOOCAN@mail.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) BR_CALOOCANPARK@mail.landbank.com
EDSA Congressional Branch	HPI Corporate Center, 1026 North EDSA, Quezon City	(02) 8928-2109 / (02) 8928-4462 BR_EDSACONG@mail.landbank.com
EDSA-NIA Road Branch	DPWH IV-B Compound EDSA, Quezon City	(0917) 849-1361 (02) 8928-8130 (fax) BR_EDSANIA@mail.landbank.com
Elliptical Road Branch	LANDBANK Bldg., DA-BSWM Compound Elliptical Road, Diliman, Quezon City	(02) 8426-3342 / 8426-3343 BR_ELPTCLRD@mail.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) BR_GARANETA@mail.landbank.com
Karuhatan Branch	246 Mc Arthur Highway, Karuhatan, Valenzuela City 1441	(02) 8291-5224 / 8291-5225 (02) 8293-1389 BR_KARUHATAN@mail.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 BR_MALABON@mail.landbank.com
Malanday Branch	M.H. del Pilar corner P. Adriano Sts, Malanday, Valenzuela City 1444	(02) 7445-8825 / 8292-1921 (02) 8962-5313

Office	Address	Contact Information
		(02) 8292-3657 (fax) BR_MALANDAY@mail.landbank.com
Navotas Branch	Nautilus Bldg., 1050 M. Naval Street, San Jose, Navotas	(02) 8282-5432 / 8282-5433 (02) 8282-5434 (fax) BR_NAVOTAS@mail.landbank.com
North Avenue Branch	Sugar Regulatory Administration Building, North Avenue, Diliman, Quezon City	(0917) 826-7582 BR_NORTHAVE@mail.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) BR_NORTHBAY@mail.landbank.com
Ombudsman Branch	Office of the Ombudsman, Ombudsman Building, Government Center, Agham Road, North Triangle, Diliman, Quezon City	(02) 3434-8937 / 8298-7388 (Telefax) 8479-7300 local 2102 (OMB) BR_OMBUDSMAN@mail.landbank.com
Paso de Blas Branch	Servando Building, 161 Paso de Blas, Valenzuela City 1442	(02) 8291-1099 / 8332-8515 (02) 8293-2811 (fax) BR_PASODEBLAS@mail.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) BR_TINAJEROS@mail.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) BR_VLNZUELA@mail.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) BR_ACROPOLIS@mail.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 / 8421-0754 (02) 8913-8301 (fax) BR_ANONAS@mail.landbank.com
Aurora Blvd Branch	725 Aurora Boulevard, New Manila, Quezon City	(02) 8584-9751 (02) 8715-0621 BR_AURORABLVD@mail.landbank.com
Blue Ridge Branch	190 Katipunan Avenue, Blue Ridge, Project 4, Quezon City 1109	(02) 8647-1482 / 8647-1088 (02) 8647-1515 / 8647-1089 (02) 8647-1499 (fax) BR_BLUERIDGE@mail.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) BR_BOHOLAVE@mail.landbank.com
Del Monte-Bonifacio Branch	161 Del Monte Avenue, Barangay Manresa, Quezon City	(02) 8367-0072 / 3415-2792 (02) 3415-2793 (02) 8367-0073 (fax) BR_DELMONTE@mail.landbank.com

Office	Address	Contact Information
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) BR_DILIMAN@mail.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) BR_LAGRO@mail.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) BR_MINDANAOAVE@mail.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) BR_NOVASARMIENTO@mail.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) BR_NOVALICHES@mail.landbank.com
Quezon Avenue Branch	No. 60 AGS Plaza, Quezon Avenue, Quezon City	(02) 7117-1185 (02) 8732-2348 BR_QUEZONAV@mail.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) BR_QUIRINOHIWAY@mail.landbank.com
Roosevelt Branch	Tres Hermanas, Inc. Building, 967 Roosevelt corner Quezon Avenue, Sta. Cruz, Quezon City 1104	(02) 8372-4740 / 8372-4741 (02) 8372-4745 (02) 8372-4739 (fax) BR_ROOSEVELT@mail.landbank.com
Tomas Morato Branch	FC Building, 290 Tomas Morato Avenue, Laging Handa, Diliman, Quezon City 1103	(02) 8922-1694 / 8924-7505 (02) 8924-7506 / 8928-0151 (02) 8924-6783 (fax) BR_TOMASMORATO@mail.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 BR_VISAYASAVE@mail.landbank.com
South NCRBG Cluster A		
Bicutan DOST Branch	Gen. Santos Avenue, Upper Bicutan, Taguig City	(02) 8837-0746 (02) 8838-7212 (fax) BR_BICUTAN@mail.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) BR_BGLOBAL@mail.landbank.com

Office	Address	Contact Information
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) BR_BUENDIA@mail.landbank.com
Fort Bonifacio Branch	NAMRIA Compound, Lawton Avenue Fort Bonifacio, Taguig City	(02) 8887-2876 / 8889-7368 / 8889-7367 (02) 8887-2877 BR_FORTBONI@mail.landbank.com
FTI Branch	Lot 55 Ground Floor, Old Administration Building, FTI Complex, Taguig	(02) 8822-9346 / 8822-9347 (02) 8822-9348 BR_FTI@mail.landbank.com
Guadalupe Branch	2022 Ramon Magsaysay Street cor. Urdaneta Street, Guadalupe Nuevo, Makati City	(02) 7750-4744 (02) 7798-2121 (02) 8882-0948 (fax) BR_GUADLUPE@mail.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 (02) 8897-5339 BR_JPRIZAL@mail.landbank.com
Makati Atrium Branch	Makati Atrium Building, Makati Avenue, Makati City	(02) 7750-5053 (02) 8811-4254 (telefax) BR_ATRIUM@mail.landbank.com
Makati Business Center Branch	Robinsons Summit Center Ayala Avenue, Makati City	(02) 8844-2951 / 8844-2953 (02) 8884-1952 (02) 8844-3038 (fax) BR_MBC@mail.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 BR_MKTIHALL@mail.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) BR_PDEROXAS@mail.landbank.com
Pasong Tamo Branch	Ground Floor, Exportbank Plaza Condominium	(02) 8811-2306 (02) 8848-6726 BR_PTAMO@mail.landbank.com
Pateros Branch	C & N Bldg., 50 M. Almeda St., Pateros City	(02) 8642-3262 (telefax) BR_PATEROS@mail.landbank.com
Peza Taguig Branch	PNOC Bldg. 4 DOE-PNOC Complex Taguig City	(02) 8772-0491 BR_PEZATAGUIG@mail.landbank.com
Taguig City Hall Branch	Taguig City Hall Compound, General Luna St. Tuktukan, Taguig City	(02) 7799-9046 BR_TAGUIG@mail.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) BR_BAUTISTA@mail.landbank.com

Office	Address	Contact Information
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 (0917) 134-7638 BR_BSPSU@mail.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) BR_CENTURYPRK@mail.landbank.com
Chino Roces Avenue - Don Bosco Branch	Alegria Building, 2229 Don Chino Recess Avenue, Makati City	(02) 8893-1656 / 8812-4921 (02) 8816-4675 (02) 8893-1657 (fax) BR_CHINOROCESAVE@mail.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) BR_DONASOLEDAD@mail.landbank.com
Makati - Salcedo Branch	Philcox Building, 172 Salcedo Street, Legaspi Village, San Lorenzo, Makati City	(02) 8893-4251 / 8892-6916 (02) 7501-5094 (02) 8894-0430 (fax) BR_SALCEDO@mail.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) BR_TORDESILLAS@mail.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 BR_MKTIHALL@mail.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) BR_PDEROXAS@mail.landbank.com
Pasong Tamo Branch	Ground Floor, Exportbank Plaza Condominium	(02) 8811-2306 (02) 8848-6726 BR_PTAMO@mail.landbank.com
Pateros Branch	C & N Bldg., 50 M. Almeda St., Pateros City	(02) 8642-3262 (telefax) BR_PATEROS@mail.landbank.com
Peza Taguig Branch	PNOC Bldg. 4 DOE-PNOC Complex Taguig City	(02) 8772-0491 BR_PEZATAGUIG@mail.landbank.com
Taguig City Hall Branch	Taguig City Hall Compound, General Luna St. Tuktukan, Taguig City	(02) 7799-9046 BR_TAGUIG@mail.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) BR_BAUTISTA@mail.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 (0917) 134-7638 BR_BSPSU@mail.landbank.com

Office	Address	Contact Information
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) BR_CENTURYPRK@mail.landbank.com
Chino Roces Avenue - Don Bosco Branch	Alegria Building, 2229 Don Chino Recess Avenue, Makati City	(02) 8893-1656 / 8812-4921 (02) 8816-4675 (02) 8893-1657 (fax) BR_CHINOROCESAVE@mail.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) BR_DONASOLEIDAD@mail.landbank.com
Makati - Salcedo Branch	Philcox Building, 172 Salcedo Street, Legaspi Village, San Lorenzo, Makati City	(02) 8893-4251 / 8892-6916 (02) 7501-5094 (02) 8894-0430 (fax) BR_SALCEDO@mail.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) BR_TORDESILLAS@mail.landbank.com
P. Ocampo Branch	Upper G/F Torre Lorenzo Building, Taft Avenue corner P. Ocampo, Barangay 730, Malate, Manila 1004	(02) 8523-1910 / 8524-2536 (02) 8526-7887 (02) 8523-1766 (fax) BR_POCAMPO@mail.landbank.com
Pasong Tamo Extension Branch	2295 Jannov Plaza, Chino Roces Extension, Magallanes, Makati City 1232	(02) 8893-1586 / 8810-5805 (02) 8810-5684 (02) 8892-5169 (fax) BR_PASONG TAMOEXT@mail.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 BR_ANNAPOLIS@mail.landbank.com
Boni Avenue Branch	Jemtee Building, 677 Boni Avenue corner Aliw Street, Plainview, Mandaluyong City 1550	(02) 8532-2551 / 8532-2315 BR_BONIAVE@mail.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) BR_CONCEPCIONMARIKINA@mail.landbank.com
DECS Branch	Ground Floor Mabini Building., DepEd Compound, Meralco Avenue, Brgy. Oranbo, Pasig City	(02) 8636-4850 (telefax) BR_DECS@mail.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) BR_DOTC@mail.landbank.com

Office	Address	Contact Information
EDSA Greenhills Branch	# 259-269 CLMC Building, EDSA Greenhills, Mandaluyong City	(02) 7744-5442/ 7744-2885 (02) 8726-0243 BR_GRNHILLS@mail.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) BR_GREENHILLSORTIGAS@mail.landbank.com
Mandaluyong City Hall Branch	BOC Building, Maysilo Circle Brgy. Plainview, Mandaluyong City	(02) 8534-1723 (02) 8534-1724 BR_MANDALUYONG@mail.landbank.com
Mandaluyong Addition Hills Branch	358 Shaw Boulevard, Addition Hills, Mandaluyong City 1550	(02) 8725-1970 / 8727-5233 (02) 8727-1842 BR_ADDITIONHILLS@mail.landbank.com
Marcos Highway Branch	MR Commercial Center, Gil Fernando Ave. cor. Pitpitan Street, San Roque, Marikina City	(02) 8645-0251 / 7238-4404 BR_MRCOSHWY@mail.landbank.com
Marikina Branch	Ground Floor, XRC Building J.P. Rizal St. cor. Diamond St. Barangay Sto. Niño, Marikina City	(02) 8948-26-80 BR_MARIKINA@mail.landbank.com
N. Domingo Branch	UCPB Building, 120 N. Domingo Street, Pedro Cruz, San Juan City 1500	(02) 8726-0521 (02) 8724-8008 (fax) BR_NDOMINGO@mail.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) BR_ORTIGASEMERALD@mail.landbank.com
Ortigas Center - Pearl Drive Branch	Ground Floor, Tycoon Center Bldg., Pearl Drive, Ortigas Center, Brgy. San Antonio, Pasig City	(02) 8584-9694 BR_ORTIGASCTR@mail.landbank.com
Pasig C. Raymundo Branch	Solen Bldg., F. Legazpi St. corner C. Raymundo Ave., Brgy. Maybunga Pasig City	(02) 8640-3652 (02) 8710-7557 BR_KPASIGAN@mail.landbank.com
Pasig Capitol Branch	No. 88 JS Gaisano Building, Shaw Blvd., Pasig City	(02)8638-0598 (02) 8633-9717 (fax) BR_PASIGCAP@mail.landbank.com
Pasig City Hall Branch	2nd Floor, Pasig City Hall Building, Caruncho Avenue, Pasig City	(02) 8640-3746 (02) 8640-3761 (telefax) BR_PASGHALL@mail.landbank.com
Pasig - Sixto Antonio Ave. Branch	12 Dr. Sixto Antonio Avenue, Kapasigan, Pasig City 1600	(02) 8641-0336 / 8641-0338 BR_PASIGSIXTO@mail.landbank.com
PCSO Branch	Ground Floor, Sun Plaza Building, Shaw Blvd. cor. Princeton St., Mandaluyong City	(02) 8846-8281 BR_PCSO@mail.landbank.com
Robinson 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) BR_ROBGALLERIA@mail.landbank.com
San Juan Branch	City Government of San Juan Compound, Pinaglabanan Street cor.	(02) 7799-5003 BR_SANJUAN@mail.landbank.com

Office	Address	Contact Information
	P. Narciso Street, Brgy. Corazon de Jesus, San Juan City	
Shaw Boulevard Branch	Beacon Plaza, Shaw Blvd. cor Ideal St., Mandaluyong City	(02) 8725-9661 / 8725-4629 BR_SHAWBLVD@mail.landbank.com
SMC Complex Branch	San Miguel Properties Centre, Saint Francis Avenue, Barangay Wack-Wack, Mandaluyong City 1605	(02) 8632-0855 to 59 / 8634-3380 (02) 8632-0862 (fax) BR_SMCCOMPLEX@mail.landbank.com
South NCRBG Cluster C		
Airport Road Branch	UCPB Building, 4010 Airport Road, Baclaran, Parañaque City	(02) 8853-9746 / 8853-9747 (02) 8851-0147 (02) 8852-1251 (fax) BR_AIRPORTRD@mail.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) BR_ALABANG@mail.landbank.com
Alabang-Filinvest Branch	Unit 102, Civic Prime Building, Civic Drive corner Market Drive, Filinvest Corporate City, Alabang, Muntinlupa City	(02) 8846-7445 (02) 8846-7446 (telefax) BR_FILINVEST@mail.landbank.com
Almanza Branch	Alabang-Zapote Rd. Almanza Uno, Las Piñas City	(02) 8800-4992 (02) 8800-1902 to 03 (02) 8800-4991 (fax) BR_ALMANZA@mail.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) BR_AQUINOAVE@mail.landbank.com
Baclaran Branch	LANDBANK Bldg., 714 Roxas Blvd., Baclaran, Parañaque City	(02) 8855-7503 / 8852-8682 / 8851-2174 (02) 8551-2484 (fax) BR_BACLARAN@mail.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) EO_NAIAARR@mail.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 eo_naiat3@mail.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) BR_BFPARANAQUE@mail.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) BR_ROXASBLVD@mail.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

Office	Address	Contact Information
		(02) 8833-2919 fax BR_FBHARRISON@mail.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) BR_GSIS@mail.landbank.com
Las Piñas Branch	Valenzuela Building, #263 Real St. Pamplona 3, Las Piñas City	(02) 8808-2542 / 8808-2558 (02) 8808-2548 (fax) BR_LASPINAS@mail.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) BR_ZAPOTE@mail.landbank.com
Malibay Branch	Ground Floor, Commercial Building, 715 EDSA Malibay, Pasay City	(02) 8889-9467 to 69 (02) 8844-3644 (fax) BR_MALIBAY@mail.landbank.com
Muntinlupa Branch	#37 National Road, Putatan, Muntinlupa City	(02) 8862-4208 / 8862-4249 (02) 8862-0115 (fax) BR_MUNTINLUPA@mail.landbank.com
NAIA-BOC Branch	NAIA BOC Building, Old MIA Road, Pasay City	(02) 8879-4192 / 8879-5306 (02) 8879-4190 (02) 8879-4191 (fax) BR_NAIABOC@mail.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) BR_OWWA@mail.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) BR_PASAY@mail.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) EO_SENATE@mail.landbank.com
Sucac Branch	#8260 Dr. A. Santos Ave. Cor. Valley 2, Sucac, Parañaque City	(02) 8825-4661 / 8825-7381 (02) 8826-3373 (02) 8825-4680 (fax) BR_SUCAT@mail.landbank.com
Sucac - A. Santos Avenue Branch	8404 Dr. A. Santos Avenue corner Rainbow, Drive, Barangay BF Homes 1, Sucac, Parañaque City 1720	(02) 8825-0839 / 8829-2517 (02) 8825-0841 (fax) BR_ASANTOSAVE@mail.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) BR_VAIRBASE@mail.landbank.com
North Luzon Branches Group		
Agoo Branch	G/F, KASAPI Building, Brgy. Sta. Barbara, Agoo, La Union	(072) 607-2276 / 206-1755 (072) 710-1051 (telefax) BR_AGOO@mail.landbank.com

Office	Address	Contact Information
LANDBANK Easy Access Facility (LEAF) Caba, La Union	Caba Municipal Compound Caba, La Union	(0929) 694-4178 (072) 607-8689 (telefax) leaf_caba@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Pugo, La Union	Poblacion West Pugo, La Union	(0917) 503-7581 leaf_pugo@mail.landbank.com
Alaminos Branch	Landbank Building, Marcos Ave., Palamis Alaminos City, Pangasinan	(075) 654-1100 BR_ALAMINOS@mail.landbank.com
Sual (Pangasinan) Agri-Hub	Municipal Compound, National Road, Poblacion, Sual, Pangasinan	(0917) 711-3802 AGRI-SUAL@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Agno, Pangasinan	Burgos Street, Agno, Pangasinan	(0995) 258-5162 (0930) 491-9041 leaf_agno@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Anda, Pangasinan	Municipal Hall, Anda, Pangasinan	(0922) 297-4740 leaf_anda@mail.landbank.com
Alicia Branch	Ground Floor of De Guia Building, Maharlika Highway, Antonino, Alicia, Isabela	(078) 323-0366 (078) 323-0126 (telefax) BR_ALICIA@mail.landbank.com
Aparri Branch	LANDBANK Bldg., Macanaya District, Aparri, Cagayan	(078) 888-0017 (078) 888-0014 (telefax) BR_APARRI@mail.landbank.com
CEZA (Cagayan) Branch-Lite	Ground Floor, CEZA Corporate Center, Barangay Centro, Sta. Ana, Cagayan 3514	(0926) 704-3553 BR_CEZACAGAYAN@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Lasam, Cagayan	Centro, Lasam, Cagayan	(0917) 156-9927 LEAF_LASAM@mail.landbank.com
Baggao (Cagayan) Agri-Hub	LGU Compound, Villnueva St, Barangay San Jose, Baggao, Cagayan 3506	(0917) 100-5929 AGRI_BAGGAO@mail.landbank.com
Baguio Branch	Ground Floor, Curamed Building, No. 12, Marcos Highway, Baguio City	(074) 443-4082 / 442-2710 (074) 442-6989 (fax) BR_BAGUIO@mail.landbank.com
Baguio Calderon Branch	F. Calderon and T. Claudio Streets, Harrison-Claudio Carantes, Baguio City, Benguet 2600	(074) 442-3132 / 443-4685 (074) 442-2747 / 304-2910 baguio@ucpb.com
Baguio Naguilian Branch	Ground Floor, Marcon's Building, 90 Brgy. Irisan, Naguilian Road, Baguio City, Benguet	(074) 619-2984 (074) 619-2983 (fax) BR_NAGUILLN@mail.landbank.com
Bambang Branch	G/F, Christopher G. Lubong Building, National Highway, Brgy. Banggot, Bambang, Nueva Vizcaya	(078) 362-0074 (074) 362-0128 (telefax) BR_BAMBANG@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Dupax Del Sur, Nueva Vizcaya	LGU Compound, Dopaj, Dupax Del Sur, Nueva Vizcaya 3707	(0917) 307-7880 LEAF_DUPAXDELSUR@mail.landbank.com
Bangued Branch	Mega Centrum Building, Taft cor. Rizal Sts. Bangued, Abra	(074) 752-7648 (074) 752-7646 (telefax)

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		BR_BANGUED@mail.landbank.com
Basco Branch	Ground Floor, Manpower Development Center and National Agencies Building, Provincial Capitol Compound Barangay Kayhuvokan, Basco, Batanes	(0939) 918-6710 (0917) 467-9949 BR_BASCO@mail.landbank.com
Batac Branch	J. Nalupta Bldg., Washington St. Brgy. 4 Nalupta Batac, Ilocos Norte 2906	(077) 792-3453 (0908) 814-991 BR_BATAC@mail.landbank.com
Bauang Branch	Bauang Multi Purpose Building, Baguio-Naguilian Road, Central East, Bauang, La Union	(072) 888-5697 (0947) 895-6590 BR_BAUANG@mail.landbank.com
Binalonan Branch	Mc Kinley Street, Poblacion, Binalonan, Pangasinan	(075) 636-3940 (075) 636-3938 (Fax) BR_BINALONAN@mail.landbank.com
Bolinao (P) Branch	R & R Building, 196 Prudencio Calado Street, Brgy Germinal, Bolinao, Pangasinan	(0920) 989-0192 (0906) 247-7460 BR_BOLINAO@mail.landbank.com
Bontoc Branch	Provincial Multi-Purpose Bldg., Poblacion, Bontoc, Mt. Province	(074) 633-1286 BR_BONTOC@mail.landbank.com
Buguias Branch	Mike-Ulo-An's Building, Abatan, Buguias, Benguet	(0920) 950-5171 (0910) 750-3657 BR_BUGUIAS@mail.landbank.com
Cabagan (Isabela) Branch	APC Building, Maharlika Highway, Anao, Cabagan, Isabela	(078) 325-1295 (0917) 801-6961 BR_CABAGAN@mail.landbank.com
Cabarroguis Branch	Capitol Comm'l and Bank Bldg., San Marcos, Cabarroguis, Quirino, Province	(0917) 653-4838 (0906) 084-2733 BR_CBRROGIS@mail.landbank.com
Calasiao Branch	No. 3, MB., Judge Jose De Venecia Avenue, Nalsian, Calasiao, Pangasinan	(075) 615-2094 (075) 529-6339 (telefax) BR_CALASIAO@mail.landbank.com
Candon Branch	LANDBANK Building, National Highway cor. Pacquing Street, Candon, Ilocos Sur 2710	(077) 742-6298 (077) 742-5648 (telefax) BR_CANDON@mail.landbank.com
Carmen Branch	G/F Alvarado Bldg., Brgy. Carmen, West Rosales, Pangasinan	(075) 632-4709 (075) 632-4628 BR_ROSALES@mail.landbank.com
Cauayan (I) Branch	Isabela Trade Center Bldg, National Highway, Cauayan City, Isabela	(078) 652-2101 / 652-0292 (078) 652-2011 BR_CAUYAYAN@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) San Mariano, Isabela	LGU Compound, Sta. Filomena, San Mariano, Isabela	(0916) 100-0008 leaf_sanmariano@mail.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) BR_DAGUPAN@mail.landbank.com
Ilagan Branch	Ground Floor, VTU Building, Barangay Baligatan, Ilagan, Isabela	(078) 624-9985 / 624-9988 (078) 324-5798 (telefax) BR_ILAGAN@mail.landbank.com

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La Trinidad Branch	Benguet State University Compound Km5, La Trinidad, Benguet	(074) 309-1990 (074) 422-1821 (fax) BR_LATRI@mail.landbank.com
Lagawe Branch	Tumapang Bldg., J.P. Rizal Ave. Poblacion West Lagawe, Ifugao	(0917) 800-7616 BR_LAGAWE@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Kiangon, Ifugao	Poblacion, Kiangon, Ifugao	(0935) 841-7409 leaf_kiangon@mail.landbank.com
Laoag Branch	LANDBANK Building, J.P. Rizal Street, Brgy. San Miguel, Laoag City, Ilocos Norte 2900	(077) 677-5035 (077) 771-1060 (telefax) BR_LAOAG@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Pasuquin, Ilocos Norte	Pasuquin, Farmers Trading BLDG. Poblacion, Pasuquin Ilocos Norte	(077) 677-1400 (0906) 544-3007 (fax) leaf_pasuquin@mail.landbank.com
Lingayen Branch	Josefina Bldg., Avenida Rizal East, Lingayen, Pangasinan 2401	(075) 542-6931 / 662-0248 (075) 542-6933 (fax) BR_LINGAYEN@mail.landbank.com
Luna Branch	Ground Floor LGU-Luna Legislative Building, Poblacion, Luna, Apayao	(0908) 819-5989 (0917) 701-5324 BR_LUNA@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Sta. Marcela, Apayao	Municipal Building, San Carlos, Sta. Marcela, Apayao	(0917) 899-7392 leaf_stamarcela@mail.landbank.com
Mangaldan Branch	Rizal Avenue, V.G. Maningding Bldg. Poblacion, Mangaldan, Pangasinan	(075) 615-0483 (075) 615-0462 (fax) BR_MANGALDAN@mail.landbank.com
Mangatarem Branch	AVE Building, National Highway Brgy. Caoile Olegario Mangatarem, Pangasinan	(075) 523-6660 (telefax) BR_MANGATAREM@mail.landbank.com
Narvacan Branch	National Highway, Brgy. San Jose, Narvacan, Ilocos Sur 2704	(077) 604-9013 (Telefax) BR_NARVACAN@mail.landbank.com
Sta. Maria (Ilocos Sur) Agri-Hub	Barangay Maynganay Sur, Sta. Maria, Ilocos Sur 2704	(0917) 623-5501 AGRI_STAMARIA@mail.landbank.com
Roxas (Isabela) Branch	LANDBANK Bldg. Osmeña St., Vira Roxas, Isabela	(078) 325-2588 (0917) 774-7932 (0998) 575-1185 BR_ROXASI@mail.landbank.com
San Carlos (Pangasinan) Branch	LANDBANK Bldg., Rizal Avenue, San Carlos City, Pangasinan 2420	(075) 532-5400 / 532-2191 (075) 632-0194 (075) 632-5889 (telefax) BR_SNCARLOS@mail.landbank.com
San Fernando (LU) Branch	LANDBANK Bldg., Quezon Avenue, San Fernando City, La Union 2500	(072) 242-5656 / 700-2683 (072) 700-2684 (072) 700-2459 (telefax) BR_SNFDOLO@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) San Gabriel, La Union	Poblacion, San Gabriel, La Union	(072) 687-1970 (0917) 623-8616 leaf_sangabriel@mail.landbank.com

Office	Address	Contact Information
San Fernando (LU) South Highway Branch	Nisce Business Center, Quezon Avenue, Catbangan, San Fernando City, La Union 2500	(072) 700-0811 / 242-0491 (072) 888-5733 (072) 242-0492 (fax) launion@ucpb.com
San Isidro (Isabela) Branch	LANDBANK Bldg., National Highway, Quezon, San Isidro, Isabela 3310	(078) 323-1433 BR_SNISDROI@mail.landbank.com
Echague (Isabela) Agri-Hub	Echague-Poblacion Road, San Fabian, Echague, Isabela 3310	(0920) 960-4279 AGRI_ECHAGUE@mail.landbank.com
San Mateo Isabela Branch	Maharlika Highway, Barangay 3 San Mateo, Isabela	(078) 376-0824 (078) 323-2848 (Telefax) BR_SANMATEOI@mail.landbank.com
San Nicolas Branch	Venvi IT Park, Ground Floor, Accenture Bldg. Valdez Center, Barangay 1, San Francisco Poblacion San Nicolas, Ilocos Norte	(077) 600-2108 (077) 600-2100 BR_SANNICOLAS@mail.landbank.com
Sanchez Mira Branch	Obispo Bldg., National H-way, Centro 02 Sanchez Mira, Cagayan	(078) 396-0252 (078) 396-0478 (fax) BR_SNCHZMRA@mail.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. Santiago City, Isabela	(078) 305-2886 / 305-0134 (078) 305-2902 (telefax) BR_SANTIAGO@mail.landbank.com
Solano Branch	Galima Building, National Highway, Solano, Nueva Viscaya	(078) 326-8011 BR_SOLANO@mail.landbank.com
Tabuk Branch	Omengan Bldg., Provincial Rd. Bulanao, Tabuk, Kalinga	(0917) 858-8273 (0917) 133-5433 BR_TABUK@mail.landbank.com
Tagudin Branch	National Highway, Del Pilar Poblacion Tagudin, Ilocos Sur 2714	(072) 674-1519 BR_TAGUDIN@mail.landbank.com
Tayug Branch	LANDBANK Bldg. Bonifacio St. cor. Quezon Blvd. Tayug, Pangasinan 2445	(075) 632-3243 (075) 572-4435 (fax) BR_TAYUG@mail.landbank.com
Tuao (Cagayan) Branch	LGU Tuao Building, Poblacion 1, Tuao, Cagayan	(078) 373-0021 BR_TUAO@mail.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) BR_TUGUE@mail.landbank.com
Tuguegarao (Capitol) Branch	Regional Govt Center, Carig Sur, Tuguegarao City, Cagayan	(078) 304-1346 / 304-1357 BR_TUGCAP@mail.landbank.com
	Lim Building, A. Luna corner A. Bonifacio Streets, Centro 7, Tuguegarao City, Cagayan 3500	(078) 844-1060 / 844-1061 (078) 844-1059 (fax) tuguegarao@ucpb.com
Tuguegarao-Calle Comercio Branch	Lim Building, A. Luna corner A. Bonifacio Streets, Centro 7, Tuguegarao City, Cagayan 3500	(078) 844-1060 / 844-1061 (078) 844-1059 (fax) tuguegarao@ucpb.com
Umingan (Pangasinan) Branch	P. Gomez St., Brgy. Poblacion, Umingan, Pangasinan	(0917) 793-4938 BR_UMINGAN@mail.landbank.com

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Urdaneta Branch	G/F, Landbank Building, Mc Arthur Highway, Nancayasan, Urdaneta City, Pangasinan	(075) 633-8949 / 632-8943 / 633-9189 (075) 632-7365 / 633-9192 (075) 632-5190 / 653-0587 (fax) BR_URDANETA@mail.landbank.com
Urdaneta - Perez Avenue Branch	Amado R. Perez Avenue, Poblacion, Urdaneta City, Pangasinan 2428	(075) 656-2208 / 615-2508 urdaneta@ucpb.com
Vigan Branch	Plaza Maestro Commercial Complex Florentino Street Vigan City, Ilocos Sur	(077) 722-2620 (077) 722-2619 (telefax) BR_VIGAN@mail.landbank.com
Vigan - Quezon Avenue Branch	M.L. Quezon Avenue, Barangay 3, Vigan City, Ilocos Sur 2700	(072) 722-2720 / 632-0886 (077) 722-2619 (fax) vigan@ucpb.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) BR_ANGELES@mail.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 (fax) BR_angelesrosario@mail.landbank.com
Apalit Branch	BSP Bldg., McArthur Hi-way, San Vicente, Apalit, Pampanga	(045) 652-0156 (045) 652-0187 (telefax) BR_APALIT@mail.landbank.com
Balagtas Branch	McArthur Highway, San Juan, Balagtas, Bulacan	(044) 693-1043 (044) 769-1200 (telefax) BR_BALAGTAS@mail.landbank.com
Balanga Branch	Don Manuel Banzon Avenue, Doña Francisca, Subdivision, Balanga City, Bataan	(047) 237-3004 / 237-2129 (047) 791-1203 BR_BALANGA@mail.landbank.com
Bataan Capitol Branch Lite	The Bunker, Capitol Compound, Capitol Road, Balanga City, Bataan	(047) 237-2129 / 237-6955 lbpbataancapitol@yahoo.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 (047) 237-2875 (fax) balanga@ucpb.com BR_DMBANZON@mail.landbank.com
Baler Branch	FNF Building, National Highway, Brgy. Suklayin, Baler, Aurora	(042) 724-0010 BR_BALER@mail.landbank.com
Baliuag Branch	LANDBANK Building, B.S. Aquino Avenue, Baliuag, Bulacan	(044) 766-3318 / 766-5777 (044) 673-2075 (044) 766-2208 (telefax) BR_BALIUAG@mail.landbank.com
Bataan - National Highway Branch	LANDBANK Building, Roman National Highway, Alangan, Limay, Bataan	(047) 244-5891 / 244-5890 (047) 244-5892 (fax) BR_BATAANHWAY@mail.landbank.com limay@ucpb.com
Cabanatuan (NE) Branch	LANDBANK Bldg., cor. Gabaldon & Gen. Tinio Sts. Cabanatuan City, Nueva Ecija	(044) 600-4599 / 463-1802 (Telefax) (044) 951-1540 (telefax) BR_CABNTUAN@mail.landbank.com

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Cabanatuan Maharlika Highway Branch	Tan Bldg., Maharlika Highway, Infront of NFA Cabanatuan City, Nueva Ecija	(044) 958-9764 BR_CABMHWAY@mail.landbank.com
Camiling Branch	Arellano St., Pob. C., Camiling, Tarlac	(045) 934-0493 (045) 934-0980 (telefax) BR_CAMILING@mail.landbank.com
Capas Branch	Tourism Building, LGU Capas Compound, Brgy. Santo Domingo II, Capas, Tarlac	(045) 491-7969 (045) 491-7967 (telefax) BR_CAPAS@mail.landbank.com
Clark Branch	Pavilion 17, Clark Center, Jose Abad Santos Ave. Clark Freeport Economic Zone, Mabalacat City, Pampanga	(045) 599-2253 / 599-2254 (045) 519-4796 (045) 599-7097 (telefax) BR_CLARK@mail.landbank.com fc
Concepcion (Tarlac) Branch	LANDBANK Bldg., L. Cortez St., Brgy. San Nicolas, Concepcion, Tarlac	(045) 325-0107 / 923-0748 (045) 923-0906 BR_CNCPCION@mail.landbank.com
Dau Branch	LEFA Bldg., Mc Arthur Highway, Dau, Mabalacat, Pampanga	(045) 624-0840 (045) 624-0914 (telefax) BR_DAU@mail.landbank.com
Dinalupihan Branch	LANDBANK Bldg., DAR Compound, San Ramon Highway, Dinalupihan, Bataan	(047) 481-1778 / 481-1779 (047) 636-1438 (telefax) BR_DNALUPHN@mail.landbank.com
Gapan Branch	Sta. Ines Bldg., Maharlika Highway, Bayanihan Gapan, Nueva Ecija	(044) 486-1544 (044) 486-0935 (telefax) BR_GAPAN@mail.landbank.com
Guagua Branch	Korner Walk Commercial Center, Jose Abad, Santos Ave., Brgy. Siran, Guagua, Pampanga	(045) 497-0434 (0927) 462-2778 BR_GUAGUA@mail.landbank.com
Floridablanca Branch Lite	Sanchez Street, Barangay Valdez, Floridablanca, Pampanga 2006	(0917) 806-8754 BR_FLORIDABANCA@mail.landbank.com
Guimba Branch	LANDBANK Bldg., Hay Juliano cor. Dansalan Sts., Guimba, Nueva Ecija	(044) 611-1307 (044) 958-2535 (telefax) BR_GUIMBA@mail.landbank.com
Iba Branch	LBP Building, Dela Rea Street Zone V, Iba, Zambales	(047) 304-5797 / 811-1125 BR_IBA@mail.landbank.com
Limay Branch	Almer's Building, Calma Street, Townsite Limay, Bataan	(0998) 410-3868 BR_LIMAY@mail.landbank.com
Malolos Highway Branch	McArthur Highway, Dakila City of Malolos, Bulacan	(044) 791-6391 662-7500 local 1 (044) 791-6392 (telefax) BR_MALOLOS@mail.landbank.com
Malolos Plaza Branch	Ground Floor, Green Lites Bldg., Paseo Del Congreso Street, Brgy. San Agustin Malolos City, Bulacan 3000	(044) 662-7501 (044) 794-7280 (telefax) BR_MPLAZA@mail.landbank.com
Mariveles Branch	Ground Floor, AFAB Building, Mariveles, Bataan	(047) 935-4217 (047) 935-4218 (telefax)

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		BR_MRIVELES@mail.landbank.com
Masinloc (Zambales) Branch	National Highway, Barangay Inhobol, Masinloc, Zambales 2211	(0966) 239-5481 BR_MASINLOC@mail.landbank.com
Meycauayan Branch	Santos Hermanos Bldg., McArthur Highway, Banga Meycauayan, Bulacan	(044) 228-2635 BR_MYCAUAYN@mail.landbank.com
Muñoz Branch	Research Ext. & Training Bldg. Central Luzon State University Muñoz, Nueva Ecija	(044) 940-0580 / 940-2280 (044) 456-0699 (fax) BR_MUNOZ@mail.landbank.com
Muñoz Science City Branch	EB Building, Pelmoka Street, Poblacion East Science City of Muñoz, Nueva Ecija	(044) 456-7213 BR_MUNOZSCIENCE@mail.landbank.com
Olongapo Branch	2542 Rizal Avenue cor. 25th St. East Bajac2, Olongapo City, Zambales	(047) 222-2983 / 602-1310 (047) 223-2606 (telefax) BR_OLONGAPO@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) San Antonio, Zambales	Brgy. Rizal San Antonio Municipal Compound, San Antonio, Zambales	(047) 602-2182 sanantonio_leaf@yahoo.com
Palayan Branch	Singalat, Palayan City, Nueva Ecija 3132	(044) 940-9408 BR_PALAYAN@mail.landbank.com
Paniqui Branch	LANDBANK Bldg., M. H. del Pilar Street, Poblacion Norte Paniqui, Tarlac	(045) 931-0602 (045) 931-0722 (telefax) BR_PANIQUEI@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Moncada, Tarlac	McArthur Highway, Poblacion I Moncada, Tarlac	(045) 606-1436 (045) 606-1438 (telefax) leaf_moncada@mail.landbank.com
Pulilan Branch	Doña Remedios Trinidad Highway, Cutcot, Pulilan, Bulacan	(044) 913-7592 / 913-7784 BR_PULILAN@MAIL.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) BR_SNFDO@mail.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 AGRI_CANDABA@mail.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) (0923) 874-6568 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 BR_SNFDOMCARTHUR@mail.landbank.com
San Idefonso Branch	Landbank Building, Maharlika Highway, Sapang Putol, San Idefonso, Bulacan	(044) 762-1472 / 762-1457 (044) 762-1459 BR_SANILDEFONSO@mail.landbank.com
San Isidro (NE) Branch	LANDBANK Building, Poblacion, San Isidro, Nueva Ecija	(044) 940-9982 (044) 940-3564 (fax) BR_SANISDRON@mail.landbank.com

Office	Address	Contact Information
San Jose City (NE) Branch	LANDBANK Bldg., R. Eugenio Street, San Jose City, Nueva Ecija	(044) 940-3233 / 511-1603 (044) 940-2322 (telefax) BR_SNJOSENE@mail.landbank.com
Rizal (NE) Agri-Hub	Pinagpanaan-Pantabangan Junction, Poblacion Sur, Rizal, Nueva Ecija	(044) 456-0576 AGRI_RIZAL@mail.landbank.com
San Jose del Monte Branch	E & F Bldg., Gov. F. Halili Avenue, Tungkong Mangga, San Jose del Monte, Bulacan	(044) 815-0276 (0921) 833-0644 BR_SJDM@mail.landbank.com
Sta. Maria Branch	Formix Bldg., Fortunato Halili Ave. Bagbaguin, Sta. Maria, Bulacan	(044) 815-4117 / 641-2700 (044) 288-2577 telefax BR_STAMARIA@mail.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) BR_SUBIC@mail.landbank.com
Subic - Argonaut Highway Branch	Ground Floor, Royal Sky Plaza, Royal Gateway, Argonaut Highway, Subic Bay Freeport, Zambales 2222	(047) 252-7447 / 252-3851 (047) 252-2421 BR_SUBICARGONAUT@mail.landbank.com
Talavera Branch	Pecache Bldg., A. Diaz cor. Quezon Sts. Talavera, Nueva Ecija	(044) 411-1555 (044) 940-5978 (fax) BR_TALAVERA@mail.landbank.com
Tarlac Branch	LANDBANK Bldg. McArthur Highway Brgy. San Sebastian, Tarlac City, Tarlac	(045) 982-1751 BR_TARLAC@mail.landbank.com
Tarlac - Mc Arthur Highway Branch	Mc Arthur Highway, San Nicolas, Tarlac City, Tarlac 2300	(045) 982-0158 / 982-3028 (045) 982-0159 (fax) BR_TARLACHWAY@mail.landbank.com tarlac@ucpb.com
West San Fernando (Pampanga) Branch	Regional Government Center, Maimpis, City of San Fernando Pampanga	(045) 402-7751 (045) 455-2375 / 649-6105 (telefax) BR_WESTSFP@mail.landbank.com
Southwest Luzon Branches Group		
Antipolo Branch	Amio Place, Circumferential Road Barangay Dalig Antipolo City	(02) 697-0747 (02) 697-1481 BR_ANTIPOLO@mail.landbank.com
Antipolo Circumferential Road Branch	Circumferential Road, San Roque, Antipolo City, Rizal 1870	(02) 8696-7804 / 8630-1091 (02) 8697-7806 (telefax) BR_ANTIPOLOCIRCUM@mail.landbank.com
Antipolo Masinag Branch	Unit G 5-6 Silicone Valley Building, Sumulong Highway, Mayamot, Antipolo City, Rizal 1870	(02) 8681-5849 (02) 8681-5843 (telefax) br_antipolomasinag@mail.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 BR_BACoor@mail.landbank.com

Office	Address	Contact Information
Balayan Branch	Balayan Government Center, Barangay Caloocan, Balayan, Batangas	(043) 741 0451 BR_BALAYAN@mail.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 BR_BATANGASCTIRONA@mail.landbank.com
Batangas City Branch	Pastor-Talambiras Bldg. P. Burgos St Batangas City	(043) 722 2070 BR_BATANGAS@mail.landbank.com
LANDBANK Easy Access Facility Cuenca	Municipal Compound Poblacion 2 Cuenca, Batangas	(043) 233 2260 LEAF_CUENCA@mail.landbank.com
Batangas Kumintang Branch	R & L Building, National Highway Kumintang Ilaya, Batangas City	(043) 300-2934 (043) 723-2934 (telefax) BR_BATSKUMINTANG@mail.landbank.com
Bauan (Batangas) Branch	Plaza Consorcia, Manghinao Uno Bauan, Batangas	(043) 727-1426 (043) 727-1425 (fax) BR_BAUAN@mail.landbank.com
Binangonan Branch	MLRC Bldg., #504 National Rd., Calumpang, Binangonan, Rizal	(02) 8652-1997 BR_BNNGONAN@mail.landbank.com
Brooke's Point Branch	Virgilio cor. Villapa Sts., Brgy. District 2 Poblacion, Brooke's Point, Palawan	(048) 723-0854 5202 direct local BR_BROOKSPT@mail.landbank.com
Cainta Branch	Ground Floor Ortigas Royale Condominium, Ortigas Avenue Extension Cainta, Rizal	(02) 8655-6458 / 8240-5759 (02) 8656-1610 (Telefax) 5140 direct local BR_CAINTA@mail.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) BR_CAINTAJUNCTION@mail.landbank.com
Calapan Branch	Filipiniana Complex, Barangay Sto Niño Calapan, Oriental Mindoro	(043) 288-9870 / 288-2153 (043) 441-7392 5050 direct local BR_CALAPAN@mail.landbank.com
LANDBANK Easy Access Facility Puerto Galera	Municipal Compound Barangay Poblacion Puerto Galera, Oriental Mindoro 5203	(0933) 539-9635 (043) 287-3743 (fax) leafpuertogalera@yahoo.com.ph
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) BR_CALAPANSANVICENTE@mail.landbank.com
Cavite City Branch	LANDBANK Building, P. Burgos Ave. cor. Ronquillo St. Caridad, Cavite City, 4100	(046) 431-1397 (046) 431-2087 (telefax) BR_CAVITE@mail.landbank.com
Coron Branch	No. 222 ECA Building, National Highway Barangay I, Coron, Palawan	(048) 553-0518 5194 local BR_CORON@mail.landbank.com

Office	Address	Contact Information
Dasmariñas Branch	Landbank Building, E. Aguinaldo Highway Brgy. San Agustin II Dasmariñas, Cavite	(046) 506-9615 (046) 541-9054 (telefax) 5237 local BR_DASMA@mail.landbank.com
Dasmariñas Pala-Pala Branch	2-A Toledo Building, Sampaloc 1, Dasmariñas, Cavite 4114	(046) 416-6956 / 416-6957 (046) 852-3118/ 436-6633 BR_PALAPALADASMARINAS@mail.landbank.com dasmariñas@ucpb.com
GMA (Cavite) Branch	General Mariano Alvarez Municipal Compound, Congressional Road, Poblacion 1, General Mariano Alvarez, Cavite	(046) 460-4571 (BR_GMA@mail.landbank.com)
Imus Branch	MCI Business Center, Diversion Road Barangay Palico IV Imus, Cavite	(046) 230-2384 BR_IMUS@mail.landbank.com
Lemery Branch	Ilustre Avenue, Poblacion Lemery, Batangas	(043) 411-1428 (043) 411-1385 / 740-6014 (telefax) BR_LEMERY@mail.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) BR_LEMERYILLUSTRE@mail.landbank.com
Lipa Branch	LANDBANK Bldg., JP Laurel H-way, Marauoy Lipa City, Batangas	(043) 702-6063 / 781-1961 (043) 756-2619 (telefax) 3061 to 3070 direct locals BR_LIPA@mail.landbank.com
Lipa Big Ben Branch	Big Ben Commercial Building, Ayala Highway, Mataas na Lupa, Lipa City, Batangas 4217	(043) 756-7131 / 312-0103 (043) 756-7130 (telefax) BR_LIPABIGBEN@mail.landbank.com
Lipa Recto Branch	Ground Floor, Wood Heights Building, CM Recto Avenue, Poblacion, Lipa City, Batangas 4217	(043) 756-1811 / 756-2311 (043) 702-5693 (043) 756-1312 (telefax) BR_LIPARECTO@mail.landbank.com
Mamburao Branch	Bernardo Bldg., #14 Rizal St., Brgy. 5 Mamburao, Occidental Mindoro	(043) 458-9651 BR_MAMBURAO@mail.landbank.com
LANDBANK Easy Access Facility Sta. Cruz LEAF	Municipal Compound, National Road, Barangay Poblacion 2, Sta. Cruz, Occidental Mindoro	(0912) 052-2225 (043) 458-9651 Telefax LEAF_STACRUZM@mail.landbank.com
Nasugbu Branch	J. P. Laurel St. Barangay 9, Nasugbu, Batangas	(043) 774-0242 BR_NASUGBU@mail.landbank.com
Odiongan Branch	LBP Romblom Corporate Center, General Luna St. Barangay Dapawan, Odiongan, Romblon	(042) 567-2150 to 2151 BR_ODIONGAN@mail.landbank.com
Pinamalayan (Mindoro) Branch	Hidalgo Bldg., Mabini cor. Aguinaldo Sts. Pinamalayan, Oriental Mindoro	(043) 284-4458 (043) 284-3510 (telefax) 5203 direct local BR_PNAMLAYAN@mail.landbank.com
Bongabong Agri-Hub	M.Y. Hernandez cor. Mabini Sts., Poblacion, Bongabong, Oriental Mindoro	(043) 283-5799 AGRI_BONGABONG@mail.landbank.com

Office	Address	Contact Information
Puerto Princesa Branch	#270 Hagedorn Bldg., Rizal Avenue Puerto Princesa City, Palawan	(048) 433-2823 / 433-3490 (048) 434-2142 3691; 3692 direct locals BR_PPRNCESA@mail.landbank.com
Puerto Princesa West Branch	G/F DCRM Building, North Nat'l Highway Brgy. San Manuel, Puerto Princesa City, Palawan	(048) 716-3865 (048) 434-2314 5363 direct local BR_PUERTOWEST@mail.landbank.com
Romblon Branch	Capaclan, Romblon, Romblon	(0918) 380-8960 BR_ROMBLON@mail.landbank.com
Rosario (Batangas) Branch	LANDBANK Bldg., Gualberto Avenue Brgy. D Rosario, Batangas	(043) 321-1167 (043) 321-3102 (fax) BR_ROSARIOB@mail.landbank.com
Rosario Cavite (CEZ) Branch	Cavite Export Processing Zone Compound, Rosario, Cavite	(046) 437-8669 5271 direct local BR_ROSARIOC@mail.landbank.com
Roxas Mindoro Branch	Roxas Public Market, Administration Street Poblacion, Roxas, Oriental Mindoro	(043) 289-7154 BR_ROXASM@mail.landbank.com
Sablayan Branch	P. Urieta St., Brgy. Buenavista, Sablayan, Occidental Mindoro	(043) 458-0121 BR_sablayan@mail.landbank.com
San Jose (Mindoro) Branch	Punzalan Building, Quirino Street Brgy. 6, San Jose, Occidental Mindoro	(043) 457-0243 (telefax) 5009 direct local BR_SNJOSEM@mail.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) EO_SANJUAN@mail.landbank.com
Sto. Tomas (Batangas) Branch	Ground Floor, The Lifestyle Strip Bldg. Mahalika Highway, Sto. Tomas, Batangas	(043) 702-9436 (043) 430-1126 (telefax) BR_STOTOMASBATS@mail.landbank.com
Tagaytay Branch	LANDBANK Bldg., Tagaytay Business Park Brgy. Maitim II-East, Tagaytay City, Cavite	(046) 413-0714 (046) 413-0715 (telefax) BR_TAGAYTAY@mail.landbank.com
Tanauan Branch	LANDBANK Building, Pres. J. P. Laurel Highway Tanauan City, Batangas	(043) 728-0084 (043) 778-4180 BR_TANAUAN@mail.landbank.com
Tanay Branch	Km. 54, Manila East Road, Barangay Tandang, Kutyo, Tanay, Rizal 1980	(02) 8654-0656 BR_TANAY@mail.landbank.com
LANDBANK Easy Access Facility Jalajala	Municipal Compound C. Villarin St. Brgy. Special District, Jalajala, Rizal	(0917) - 500-9760 (02) 8425-6461 LEAF_JALAJALA@mail.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) BR_TAYTAY@mail.landbank.com
Taytay Manila East Branch	L13 Fortunil Building, National Highway corner Private Road, San Juan, Taytay, Rizal 1920	(02) 8372-1779 BR_TAYTAYMANILAEAST@mail.landbank.com

Office	Address	Contact Information
Trece Martires Branch	Indang-Trece Road, Bgy. Luciano Trece Martires City, Cavite	(046) 419-1471 (046) 419-1472 (fax) BR_TRECE@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Naic	Naic Tourism Office Building, Naic Municipal Hall Compound, Barangay Ibayo Silangan, Naic, Cavite 4109	(0991) 520-5882 (046) 460-5573 (fax) leafnaic@yahoo.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 8115 direct local BR_ATIMONAN@mail.landbank.com
Biñan Branch	Old National Hi-way, Brgy. Canlalay, Biñan, Laguna	(049) 511-8817 BR_BINAN@mail.landbank.com
Biñan Platero Branch	National Highway, Platero, Biñan City, Laguna 4024	(049) 411-3899 / 523-4173 . (02) 8520-6724 BR_PLATERO@mail.landbank.com
Boac Branch	Francisco-Pura Bldg., Gov. Damian Reyes St., Brgy. San Miguel, Boac, Marinduque	(042) 332-2005 / 332-2879 BR_BOAC@mail.landbank.com
Cabuyao Branch	Don Onofre Bldg., F. Bailon St., Brgy. Sala, Cabuyao, Laguna	(049) 544-4528 / 531-4746 BR_CABUYAO@mail.landbank.com
Calamba Branch	Versaland Bldg., National Highway, Brgy. Parian, Calamba City, Laguna	(049) 502-8695 / 502-8696 5054 direct local BR_CALAMBA@mail.landbank.com
Calamba City Hall Branch	New City Hall Bldg., Bacnotan Rd., Brgy. Real, Calamba City, Laguna	(049) 545-0177 BR_CALAMBAHALL@mail.landbank.com
Calamba Crossing Branch	Ground Floor, Lazaro & Borres Building, National Highway, Crossing, Barangay Uno, Calamba City, Laguna 4027	(049) 545-2902 (049) 545-2252 (telefax) BR_CALAMBACROSSING@mail.landbank.com
Candelaria Branch	Del Valle cor. De Gala Streets, Poblacion, Candelaria, Quezon	(042) 585-3615 (042) 717-2117 (fax) BR_CNDLARIA@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) San Antonio	J.C. Wagan Ave., Brgy. Poblacion, San Antonio, Quezon	(049) 545-3139 (telefax) leaf_santantonio@mail.landbank.com
Cataingan (Masbate) Branch	Quezon St., Cataingan, Masbate	(0950) 218-6354 BR_CATAINGAN@mail.landbank.com
Catanauan Branch	M.L. Quezon St., Brgy. 4, Catanauan, Quezon	(042) 911-0765 (042) 315-8692 (telefax) BR_CATANAUAN@mail.landbank.com
Daet Branch	LANDBANK Bldg., Vinzons Ave. (Maharlika Highway) Daet, Camarines Norte	(054) 885-2170 8104 direct local BR_DAET@mail.landbank.com
Daet F. Pimentel Branch	UCPB Building, F. Pimentel Street, Barangay VIII, Daet, Camarines Norte 4600	(054) 731-1011 (02) 8429-0035 (telefax) BR_DAETPIMENTEL@mail.landbank.com

Office	Address	Contact Information
Daraga Branch	Rizal St., Market Side, Daraga, Albay	(052) 742-2723 BR_DARAGA@mail.landbank.com
Goa Branch	Ground Floor, JN Bldg., Rizal St., San Juan Bautista, Poblacion, Goa, Camarines Sur	(054) 331-5884 5208 direct local BR_GOA@mail.landbank.com
Gumaca Branch	Bonifacio St., Brgy. Maunlad, Gumaca, Quezon	(042) 717-1408 (042) 717-1419 (Telefax) 5244 local BR_GUMACA@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Alabat, Quezon	Municipal Site, Caparros St., Brgy. 1, Poblacion, Alabat, Quezon	(0908) 814-9073 LEAF_ALABAT@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Pitogo, Quezon	Mabini St., Brgy. Maaliw, Pitogo, Quezon	(0922) 859 9379 leaf_pitogo@mail.landbank.com
Infanta Branch	Olivia Bldg., Rizal St., Infanta, Quezon	(042) 535-2363 / 535-2165 8116 local BR_INFANTA@mail.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 BR_IRIGA@mail.landbank.com
Irosin Branch	Beata Dorotan Bldg., M.H. del Pilar St., San Juan, Irosin, Sorsogon	(056) 311-3953 BR_IROSIN@mail.landbank.com
Labo Branch	Maharlika Highway, Brgy. Kalamunding, Labo, Camarines Norte	(054) 585-2172 BR_LABO@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Sta. Elena, Camarines Norte	Municipal Compound, Purok 5, Brgy. Poblacion, Sta. Elena, Camarines Norte	(0917) 329-2906 leaf_staelena@mail.landbank.com
Legazpi Branch	LANDBANK Bldg., Rizal St., Cabañgan, Legazpi City, Albay	(052) 742-1475 (telefax) 3031 to 3040 direct local BR_LEGAZPI@mail.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 BR_LEGAZPIROTONDA@mail.landbank.com
Ligao Branch	Ground Floor, LGU Commercial Building, Corner del Rosario and Washington Streets, Guilid	(052) 742-9753 5726 local BR_LIGAO@mail.landbank.com
Lopez (Quezon) Branch	Maharlika Highway, Gen. G. Vera cor Yngente Sts., Brgy. Rizal, Lopez, Quezon	(042) 788-3197 (telefax) 8109 local BR_LOPEZ@mail.landbank.com
Lucban Branch	SLSU Business Resource Center, Quezon Ave., Brgy, Kulapi, Lucban, Quezon	(042) 540-6501 (042) 540-6500 BR_LUCBAN@mail.landbank.com
Lucena Branch	LANDBANK Bldg., Quezon Ave., Ext., Brgy, Gulang-Gulang, Lucena City	(042) 710-3795 / 795-0545 (042) 797-2714 loc. 101 (042) 710-2617 telefax

Office	Address	Contact Information
		8106 local BR_LUCENA@mail.landbank.com
Lucena Cathedral Branch	Quezon Avenue corner San Fernando Street, Barangay 6, Lucena City, Quezon 4301	(042) 373-1431 / 660-7080 (042) 373-7138 (telefax) BR_LUCENACATHEDRAL@mail.landbank.com
Lucena Guinto Branch	UCPB Building, Quezon Street corner Guinto Street, Barangay 9, Lucena City, Quezon 4301	042) 710-2417 (042) 710-3659 (telefax) BR_LUCENAGUINTO@mail.landbank.com
Masbate Branch	N.E. Martinez Bldg., Quezon corner Danao Sts., Masbate City, Masbate	(056) 333-2977 (056) 333-2448 (telefax) 5090 local BR_MASBATE@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Aroroy, Masbate	Municipal Compound, Aroroy, Masbate	(0977) 821-6478 leaf_aroroy@mail.landbank.com
Mulanay Branch	Maximo-Tan Bldg., Provincial Road corner F. Nañadiego St., Mulanay, Quezon	(042) 717-4801 BR_MULANAY@mail.landbank.com
Naga Branch	LBRDC Bldg., General Luna St., Naga City, Camarines Sur	(02) 8522-000 local 5004 (0932) 558-6780 (0956) 903-4149 BR_NAGA@mail.landbank.com
Naga Evangelista Branch	UCPB Building, Evangelista Street, Dinaga, Naga City, Camarines Sur 4400	(054) 473-9172 telefax BR_NAGAEVANGELISTA@mail.landbank.com
Naga Rotunda Branch	Panganiban Drive cor Magsaysay Ave., Concepcion Pequena, Naga City, Camarines Sur	(0939) 499-4919 (0977) 103-1593 3152; 3158; 3159 direct locals BR_ROTUNDA@mail.landbank.com
Calabanga (Camarines Sur) Agri-Hub	Del Carmen Street, Calabanga, Camarines Sur 4405	(0917) 501-3799 (0951) 132-9627 (0956) 837-9361 AGRI_CALABANGA@mail.landbank.com
Nagcarlan (L) Branch	Rizal Ave., Brgy 2, Nagcarlan, Laguna	(049) 539-2370 5407 local BR_NAGCARLAN@mail.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 telefax BR_PASEOSTAROSA@mail.landbank.com
Pili Branch	Balper Sumayao Bldg., Old San Roque, Pili, Camarines Sur	8551-2200 local 5270 (0995) 511-0640 (0912) 803-0958 BR_PILI@mail.landbank.com
Polangui Branch	National Road corner Clemente St., Centro Oriental, Polangui, Albay	(0961) 379-2097 (0915) 995-3348 5361 local BR_POLANGUI@mail.landbank.com
Real Branch	Poblacion 1, Real, Quezon 4335	(042) 536-7524

Office	Address	Contact Information
		BR_REAL@mail.landbank.com
San Andres Branch	J.P. Rizal St., Provincial Road, Brgy. San Roque, San Andres, Catanduanes	(052) 741-5815 BR_SANANDRES@mail.landbank.com
San Pablo (Laguna) Branch	Colago Ave., Brgy. 1-A, San Pablo City, Laguna	(049) 521-1209 / 562-0732 5131 local BR_SNPABLO@mail.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 (049) 562-7721 (telefax) BR_SNPABLORIZAL@mail.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 telefax 5248 local BR_SANPEDRO@mail.landbank.com
Siniloan Branch	LBP Building, E. Castro St., Siniloan, Laguna	(049) 341-1167 (049) 501-0398 (fax) BR_SINILOAN@mail.landbank.com
Sipocot Branch	Ramon Marabillon Bldg., San Juan Avenue, South Centro, Sipocot, Camarines Sur	(054) 881-1626 (telefax) 5209 local BR_SIPOCOT@mail.landbank.com
Sorsogon Branch	Bonacua Bldg., Rizal cor. Burgos Sts., Sorsogon City, Sorsogon	(056) 255-1157 5078 local BR_SORSOGON@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Pilar, Sorsogon	CNLL Compound, Brgy. Banuyo, Pilar, Sorsogon	(0981) 615 7484 leaf_pilar@mail.landbank.com
Sorsogon Magsaysay Branch	PJJT Building, Magsaysay corner Garcia Streets, Salog, Sorsogon City, Sorsogon 4700	(056) 255-8375 / 255-9451 BR_SORSOGONMAG@mail.landbank.com
Sta. Cruz (L) Branch	LBP Building, National Highway, Barangay Bubukal, Sta. Cruz, Laguna	(049) 566-8690 (049) 543-8231 BR_STACRUZ@mail.landbank.com
Sta. Cruz Capitol (L) Branch	P. Guevarra St., Sta. Cruz, Laguna	(049) 501-8192 / 523-9350 2nd flr. (049) 501-5070 fax BR_STCRZCAP@mail.landbank.com
Sta. Cruz Poblacion Branch	UCPB Building, P. Guevarra Street, Poblacion IV, Sta. Cruz, Laguna 4009	(049) 536-7853 BR_STACRUZPOB@mail.landbank.com
Sta. Rosa Branch	National Highway, Balibago, Sta. Rosa, Laguna	(049) 534-2914 / 534-2143 BR_STAROSA@mail.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 / 302-0651 (049) 508-4452 telefax BR_STAROSATAGR@mail.landbank.com
Tabaco Branch	Ground Floor, AMEG Bldg., Ziga Ave. cor. Arellano St., Tayhi, Tabaco City, Albay	(052) 742-3413 BR_TABACO@mail.landbank.com

Office	Address	Contact Information
Bacacay Branch Lite	ABR Commercial Building, Fr. Bañez Street, Barangay 11, Bacacay, Albay 4509	(052) 830-5395 BR_BACACAY@mail.landbank.com
Tayabas Branch	Provincial Road, Lalo, City of Tayabas, Quezon	(042) 710-3623 BR_TAYABAS@mail.landbank.com
Tigaon Branch	LGU Tigaon Compound, Caraycayon, Tigaon, Camarines Sur	(0977) 782-0693 5359 local BR_TIGAON@mail.landbank.com
UP Los Baños Branch	Ground Floor, LANDBANK Bldg., Silangan Road, UP Los Baños Campus, Los Baños, Laguna	(049) 536-50-58 loc. 101-111 (049) 530-1586 / (049) 827-4954 8278 local BR_UPLB@mail.landbank.com
Virac Branch	Catanduanes State University Compound Calatagan, Virac Catanduanes	(052) 811-4052 5089 local BR_VIRAC@mail.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 BR_ANTIQU@mail.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 BR_BACOLOD@mail.landbank.com
Bago Agri-Hub	Gonzaga St. Poblacion, Bago City, Negros Occidental	(0917) 134-0270 5463 local Agri_bago@mail.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 BR_CYBERCENTREB@mail.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 BR_BACOLODLACSON@mail.landbank.com
Bacolod North Drive Branch	Northpoint Building, B.S. Aquino Drive, Barangay 5, Bacolod City, Negros Occidental 6100	(034) 434-1370 / 434-1371 (034) 434-1372 BR_BACOLODNDRIVE@mail.landbank.com
Bacolod San Juan Branch	Ground Floor, UCPB Building, corner Luzuriaga and San Juan Streets, Barangay 12, Bacolod, Negros Occidental 6100	(034) 434-5437 / 433-7990 5603 local (BR_BACOLODSANJUAN@mail.landbank.com)
Bais Branch	Mercado de Bais, National Highway, Bais City, Negros Oriental	(035) 402-2188 5258 local BR_BAIS@mail.landbank.com

Office	Address	Contact Information
LANDBANK Easy Access Facility (LEAF) Bindoy	Brgy Poblacion, Bindoy, Negros Oriental	(0956) 497-2617 (035) 402-9432 (fax) leaf_bindoy@mail.landbank.com
Bayawan Branch	National Highway cor. Mabini St., Poblacion, Bayawan City, Negros Oriental	(035) 410-0230 / 228-3580 5118 local BR_BAYAWAN@mail.landbank.com
Cadiz Branch	Abelarde St., Brgy Zone 4, Cadiz City, Negros Occidental	(034) 720-8150 (034) 466-0208 5092 local BR_CADIZ@mail.landbank.com
Caticlan Branch	Ground Floor, CBTMPC Compound, Caticlan, Malay, Aklan	(036) 288-7841 (Telefax) (036) 288-7840 (Telefax) BR_CATICLAN@mail.landbank.com
Culasi Branch	Silverio Cadio St., Centro Poblacion, Culasi, Antique 5708	(036) 277-8674 (036) 277-8675 (fax) 5337 local BR_CULASI@mail.landbank.com
Downtown Dumaguete Branch	UCPB Building, corner San Jose and Real Streets, Poblacion 6, Dumaguete City, Negros Oriental 6200	(035) 422-7806 / 225-4444 (035) 225-4445 BR_DOWNDUMAGUETE@mail.landbank.com
Dumaguete Branch	NORECO II Bldg., Real cor. San Juan Sts., Dumaguete City, Negros Oriental	(035) 225-7568 / 422-2481 (0917) 847-3245 3421 to 3430 locals BR_DUMGUETE@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Amlan	Municipal Plaza National Highway, Poblacion Amlan, Negros Oriental 620	(0917) 894-4030 (035) 400-6781 leaf_amlan@mail.landbank.com
Estancia Branch	V. Cudilla Ave., Estancia, Iloilo	(033) 320-8861 8283 local BR_estancia@mail.landbank.com
Gaisano (Iloilo) Branch	Gaisano City Mall, Luna St., Lapaz, Iloilo City, Iloilo	(033) 320-8763 8282; 5232 locals BR_GAISANO@mail.landbank.com
Guihulngan Branch	Guihulngan City Mega Market, S. Villegas St., Poblacion, Guihulngan, Negros Oriental	(035) 231-3263 5091 local BR_GHULNGAN@mail.landbank.com
Guimaras (Jordan) Branch	Provincial Capitol Ground, San Miguel, Jordan, Guimaras	(033) 322-5143 (035) 581-2909 / 581- 2105 8285 local BR_GUIMARAS@mail.landbank.com
Iloilo Branch	Ground Floor LANDBANK Bldg., Iznart cor. Solis Sts., Iloilo City, Iloilo	(033) 337-3632 / 335-1005 (033) 336-15-63 / 336-8418 (033) 337-6368 (fax) 3187; 3184; 3182; 3185; 3188 locals BR_ILOILO@mail.landbank.com
Barotac Viejo (Iloilo) Agri-Hub	Barotac Viejo Trade Center, Zulueta Drive, Barangay Poblacion, Barotac Viejo, Iloilo 5011	(033) 337-9065 AGRI_BVIEJO@mail.landbank.com
LANDBANK Easy Access Facility Barotac Nuevo	Cartagena Street, Ilaud Poblacion, Barotac Nuevo, Iloilo 5007	(033) 323-0386 (Te3lefax) leaf_bnuevo@mail.landbank.com

Office	Address	Contact Information
Janiuay Branch	Don T. Lutero St., Poblacion, Janiuay, Iloilo City, Iloilo	(033) 531-7148 (033) 330-4783 (Fax) 5394 local BR_JANIUAY@mail.landbank.com
Jaro Branch	Iloilo Cultural & Heritage Compound, Rizal cor. Washington Sts., Jaro, Iloilo	(033) 329-2340 / 508-8949 5329 local BR_JARO@mail.landbank.com
Jaro Plaza Branch	Land Bank Building, corner Rizal Avenue - Libertad Street, Jaro, Iloilo City, Iloilo 5000	(033) 320-3477 / 329-0746 (033) 329-3414 5597 local BR_JAROPLAZA@mail.landbank.com
Kabankalan	Jomabo Bldg., Tan Lorenzo cor. Guanzon Sts., Brgy. 3, Kabankalan City, Negros Occidental	(034) 471-2315 (034) 471-2415 (telefax) 5117 local BR_KBNKALAN@mail.landbank.com
Himamaylan Branch Lite	GM Building, Rizal Street, Barangay 2, Poblacion, Himamaylan, Negros Occidental 6108	(0995) 090-1813 5449 local BR_HIMAMAYLAN@mail.landbank.com
Kalibo Branch	La Esperanza Bldg., Osmeña Ave., Kalibo, Aklan	(036) 268-4289 / 262-5245 (036) 262-3300 / 268-4328 5045 local BR_KALIBO@mail.landbank.com
Kalibo Plaza Branch	246 UCPB Building, Martelino Street, Kalibo, Aklan	(036) 262-3303 / 268-4319 BR_KALIBOPLAZA@mail.landbank.com
La Carlota Branch	GSO Compound, Yunque Street, Barangay 1, La Carlota City, Negros Occidental	(034) 706-3663 BR_CARLOTA@mail.landbank.com
Mandalagan-Bacolod Branch	AVP Bldg., Lacson St., Brgy. Mandalagan, Bacolod City, Negros Occidental	(034) 441-3537 / 441-3539 5349 local BR_MANDALAGAN@mail.landbank.com
Miag-ao Branch	Barangay Igtuba, Miag-ao, Iloilo 5023	(033) 513-7024 / 315-8656 (033) 330-1177 (Telefax) 5305 local BR_MIAGAO@mail.landbank.com
Passi Branch	AGT Bldg., Simeon Aguilar St., Passi City, Iloilo	(033) 311-5187 / 311-5200 5193 local BR_PASSI@mail.landbank.com
Plaza Libertad Branch	Ybernias Bldg., Zamora St., Iloilo City, Iloilo	(033) 338-0938 (033) 336-0294 telefax 5330 local BR_PLIBRTAD@mail.landbank.com
Roxas (Capiz) Branch	Acevedo Bldg., P. Gomez St., Roxas City, Capiz	(036) 621-3395 / 620-0423 (036) 621-2066 / 520-7187 (036) 621-0353 (telefax) 3841 to 3850 locals BR_ROXASC@mail.landbank.com
Mambusao Branch-Lite	Villareal Highway, Poblacion Proper, Mambusao, Capiz 5807	(036) 621-3280 (0915) 841-4674 5670 local BR_MAMBUSAO@mail.landbank.com

Office	Address	Contact Information
LANDBANK Easy Access Facility (LEAF) Dao, Capiz	Beside Senior Citizen Bldg., Poblacion, Ilawod, Dao, Capiz	(036) 658-0854 (0918) 928-8059 lbpdoao_leaf@yahoo.com
Sagay Branch	Alfelor St., National Highway, Sagay City, Negros Occidental	(034) 468-5382 / 706-5453 5297 local BR_SAGAY@mail.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 BR_SNCARLNO@mail.landbank.com
Sara Branch	LANDBANK Bldg., Cecilio Tady St., Sara, Iloilo	(033) 392-0251 (033) 331-1013 (telefax) 5320 local BR_SARAI@mail.landbank.com
Silay Branch	Rizal St., Brgy. 2, Silay City, Negros Occidental	(034) 485-5158 (034) 432-7216 (telefax) 5402 local BR_SILAY@mail.landbank.com
Sipalay Branch	Sipalay City Hall, Barangay 2, Sipalay, Negros Occidental	(034) 431-5020 / 476-3168 / 213-3382 BR_SIPALAY@mail.landbank.com
Siquijor (Larena) Branch	Larena Multi-Purpose Bldg., National Highway cor. Magsaysay St., South Poblacion, Larena 6226 Siquijor	(035) 377-2023 / 377-2216 (telefax) (0966) 734-5223 BR_SIQUIJOR@mail.landbank.com
Victorias Branch	Rainbow Mall Bldg., Osmeña Ave., Victorias, Negros Occidental	(034) 717-6088 / 717-6393 / 399-2965 (034) 399-2966 (fax) 5257 local BR_VCTORIAS@mail.landbank.com
East Visayas Branches Group		
Allen Branch	Rizal St., Brgy. Kinabranan I, Allen, Northern Samar	(055) 534-0372 (0955) 081-9328 5399 local BR_ALLEN@mail.landbank.com
Balamban Branch	Brgy. Baliwagan, Balamban, Cebu	(032) 421-7072 5410 local BR_BALAMBAN@mail.landbank.com
Banilad Branch	Girl Scout of the Phils. Bldg., Cuenco St., Brgy. Banilad, Cebu City, Cebu	(032) 232-2788 (032) 233-3029 (telefax) 5240 local BR_BANILAD@mail.landbank.com
Bantayan (Cebu) Branch	Brgy. Suba, Bantayan, Cebu	(032) 326-2290 / 460-0082 (032) 460-0078 BR_BANTAYAN@mail.landbank.com
Barili Branch	Poblacion, Barili, Cebu	(0968) 420-3876 5441 local BR_BARILI@mail.landbank.com
Baybay Branch	Castillo Bldg., No. 160 A. Bonifacio St., Baybay City, Leyte	(053) 563-9218 5357 local BR_BAYBAY@mail.landbank.com
Burauen Branch	Corner San Ramos and San Roque Street, Burauen, Leyte	(0908) 860-2551 BR_BURAUEN@mail.landbank.com

Office	Address	Contact Information
Bogo Branch	Ground Floor, Bogo City Centrum, Barangay Taytayan, Bogo City, Cebu	(032) 434-8124 (032) 434-7871 (fax) 5093 local BR_CEBBOGO@mail.landbank.com
Borongan Branch	Araba Bldg., San Pedro St., Borongan City, Eastern Samar	(055) 560-9173 / 560-0023 (055) 560-0024 (telefax) 5120 local BR_BORONGAN@mail.landbank.com
LANDBANK Easy Access Facility Can-Avid, Eastern Samar	Municipal Compound, Poblacion, Can-Avid, Eastern Samar	(0917) 322-6820 LEAF_CANAVID@mail.landbank.com
C.P. Garcia Avenue Branch	CP Garcia Avenue, Barangay Poblacion 2, Tagbilaran City, Bohol 6300	(038) 411-3262 / 501-7891 BR_CPGARCIA@mail.landbank.com
Calbayog Branch	MRCR Bldg., Umbria St. cor. Rosales Blvd., Calbayog City, Western Samar	(055) 209-2695 / 209-2781 (055) 533-8938 / 209-1803 (055) 533-9765 5217 local BR_CALBAYOG@mail.landbank.com
LANDBANK Easy Access Facility Sta. Margarita, Western Samar	Municipal Compound, Maharlika Highway, Brgy. Cautod, Sta. Margarita, Western Samar	(055) 301-1278 (telefax) leaf_stamargarita@mail.landbank.com
Camotes Island Branch	National Road corner Gomez Street, Eastern Poblacion, Poro, Cebu 6049	(0962) 219-5770 (0917) 717-7265 BR_CAMOTES@mail.landbank.com
Carbon Branch	Manalili and Progreso Streets, Ermita, Cebu City, Cebu 6000	(032) 256-1571 / 255-3382 (032) 254-1671 BR_CARBON@mail.landbank.com
Carcar Branch	Building B, New City Market, Poblacion III, Carcar, Cebu	(0960) 423-5156 5350 local BR_CARCAR@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Argao, Cebu	Poblacion, Argao Cebu	(055) 485-8156 leaf_argao@mail.landbank.com
Carigara Branch	TGA Building, cor Ezperanza cor. Real Sts., Carigara, Leyte	(053) 331-2085 (0998) 563-3985 (0917) 572-0373 0917-571-9338 BR_CARIGARA@mail.landbank.com
Catarman Branch	Market Site, Brgy. Narra, Catarman, Northern Samar	(055) 500-9007 / 500-9117 5119 local BR_CATARMAN@mail.landbank.com
Catbalogan Branch	Nachura Bldg., Rizal Ave., Catbalogan City, Samar	(055) 543-8983 (055) 543-9180 (telefax) BR_CTBLOGAN@mail.landbank.com
CEBU BOC Branch	CIP Complex, Pier 6, Port of Cebu, Cebu City, Cebu	(032) 236-7498 (032) 232-1639 / 232-1516 (telefax) 5319 local BR_CEBUBOC@mail.landbank.com
Cebu-Mango Avenue Branch	Ground Floor, Espiritu Building, 33 General Maxilom Avenue	(032) 253-1337 / 416-5448

Office	Address	Contact Information
	Barangay Kamputhaw, Cebu City, Cebu	5317 local BR_MANGO@mail.landbank.com
Cebu-Osmeña Blvd. Branch	LANDBANK Bldg., Osmeña Blvd. cor. P. del Rosario St., Cebu City, Cebu	(032) 416-7915 / 255-0471 (032) 255-0472 to 73 / 412-9632 3341 to 3349 locals BR_CEBOSMEN@mail.landbank.com
Consolacion Branch	Ground Floor Consolacion Government Center, Poblacion Oriental, Consolacion, Cebu	(032) 272-7254 (032) 272-5407 5408 local BR_CONSOLACION@mail.landbank.com
Dalaguete Branch	Poblacion, Dalaguete, Cebu	(032) 484-8501 (0933) 866-7328 BR_DALAGUETE@mail.landbank.com
Danao Branch	F. Ralota St., Poblacion, Danao City, Cebu	(032) 343-0139 (032) 343-0011 5249 local BR_DANAOS@mail.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 / 346-9252 (032) 346-2460 BR_GOVMCUENCO@mail.landbank.com
Guiuan Branch	Ground Floor, Addison Pension House, Lugay St., Brgy. 4, Guiuan, Eastern Samar	(055) 855-6580 BR_GUIUAN@mail.landbank.com
Hilongos Branch	West Poblacion, Hilongos, Leyte	(053) 567-9663 5416 local BR_HILONGOS@mail.landbank.com
Jagna (Bohol) Branch	Poblacion, Jagna, Iloilo	(038) 412-7521 BR_JAGNA@mail.landbank.com
Jones Avenue Branch	Osmeña Boulevard corner Visitacion Street, Barangay Sambag 2, Cebu City, Cebu 6000	(032) 253-1251 to 53 (032) 255-2901 BR_JONESAVE@mail.landbank.com
Lapu-lapu Branch	GSO Bldg., ML Quezon National Highway, Pajo, Lapu-Lapu City, Cebu	(032) 260-4402 032) 495-3838 5135 local BR_LAPULAPU@mail.landbank.com
Liloan Branch Lite	Liloan Public Market, Governor's Boulevard Jubay, Liloan, Cebu	(032) 401-4038 br_liloan@mail.landbank.com
Maasin Branch	UCCP Bldg., College of Maasin Campus, Kangleon St., Tunga-Tunga, Maasin City, Southern Leyte	(053) 570-9788 / 570-8092 BR_MAASIN@mail.landbank.com
Mabolo Branch	AMV Brothers Building, corner Almendras & F. Cabahug Streets, Mabolo, Cebu City, Cebu 6000	(032) 233-2123 / 233-1500 (032) 232-7389 / 273-6088 BR_MABOLO@mail.landbank.com
Mandaue Highway Branch	M.C. Briones Street, National Highway, Barangay Tipolo, Mandaue City, Cebu	(032) 239-7717 5133 local BR_MANDAUE@mail.landbank.com
Mandaue City Hall Branch	LANDBANK Bldg., Ouano St. Centro, Mandaue City, Cebu	(032) 422-3039 (032) 422-8393 8274 local

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		BR_MANDAUEHALL@mail.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 BR_MACTAN@mail.landbank.com
Moalboal (Cebu) Branch	Ground Floor, Gaisano Town Center, Poblacion East, Moalboal, Cebu 6032	(032) 436-8448 (telefax) 5420 local BR_MOALBOAL@mail.landbank.com
Naga City (Cebu) Branch	Natalio Bacalso St., East Poblacion. Naga City, Cebu	(032) 266-3730 / 345-0879 5431 local BR_NAGACEBU@mail.landbank.com
Naval Branch	Naval Commercial Bldg., Padre Inocentes, Garcia cor. Abad Sts., Brgy. Sto Rosario, Naval, Biliran	(053) 500-9130 BR_NAVAL@mail.landbank.com
Ormoc Branch	Aviles Business Center, Apo Street, Barangay Cogon, Ormoc City, Leyte	(053) 561-6009 / 561-8732 (053) 255-8453 5095 local BR_ORMOC@mail.landbank.com
Paranas Branch	Maharlika Highway, Poblacion 4, Paranas, Samar	(055) 544-4192 (0918) 887-8336 BR_PARANAS@mail.landbank.com
Plaza Independencia Branch	LDM Bldg., MJ Cuenco Ave., Cebu City, Cebu	(032) 505-9157 / 254-1788 (032) 412-1772 (telefax) BR_CEBPLAZA@mail.landbank.com
San Juan (Southern Leyte) Branch	Rizal Street, Brgy. San Jose, San Juan, Southern Leyte	(053) 577-3187 BR_SANJUANLEYTE@mail.landbank.com
SM City Cebu Branch	Lower Ground Floor, SM City Cebu, North Reclamation Area, Mabolo, Cebu City, Cebu	(032) 231-7971 / 231-7972 (032) 231-7973 (fax) BR_CEBUSMCITY@mail.landbank.com
Sogod Branch	New Bus Terminal Bldg., Zone III, Sogod, Southern Leyte	(053) 570-6232 5332 local BR_SOGOD@mail.landbank.com
Tacloban Branch	Brgy. 59 B, Real St., Sagkahan District, Tacloban City, Leyte	053) 832-7744 / 832-7745 / 321-7001 3721 – 3727 locals BR_TACLOBAN@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) Tanauan	Cor. Real and San Martin Streets, Brgy. Buntay, Tanauan, Leyte	(053) 530-3303 (telefax) (0917) 779-2130 leaf_tanauan@mail.landbank.com
Tacloban Real Branch	Ground Floor Esperas Bldg., Real St., Tacloban City, Leyte	(053) 839-9463 / 321-2221 5173 local BR_TACLREAL@mail.landbank.com
Tacloban - Zamora Branch	P. Zamora Street, Barangay 25, Tacloban City, Leyte 6500	(053) 523-7173 / 523-4443 (053) 832-0031 / 832-0053 BR_TACLZAMORA@mail.landbank.com
Tagbilaran Branch	Bohol Provincial Capitol Complex, J.S. Torralba cor. Marapao Sts., Tagbilaran City, Bohol	(038) 411-3831 (038) 501-8156 (038) 501-9039 5061 local

Office	Address	Contact Information
		BR_TGBLARAN@mail.landbank.com
Tagbilaran City Hall Branch	J.A. Clarin Street, Dampas District, Tagbilaran City, Bohol, Tagbilaran City, Bohol	(038) 501-0155 (telefax) 3781 to 3790 locals BR_TAGBCITYHALL@mail.landbank.com
Talibon Branch	Ground Floor Talibon Public Mega Market, Reclamation Area Poblacion, Talibon, Bohol	(038) 515-5137 5223 local BR_TALIBON@mail.landbank.com
Ubay Agri-Hub	Son-oc, Poblacion, Ubay, Bohol 6315	(038) 411-7929 (0917) 793-9018 (0947) 205-3974 AGRI_UBAY@mail.landbank.com
Toledo Branch	Gaisano Grand Mall, Sangi, Toledo City, Cebu	(032) 384-6334 5364 local BR_TOLEDO@mail.landbank.com
Tubigon (Bohol) Branch	B. Cabangbang Avenue, Barangay Potohan, Tubigon, Bohol	(038) 237-2658 / 422-1369 (0919) 066-5074 5440 local BR_TUBIGON@mail.landbank.com
USC North Campus Branch	USC North Campus, General Maxilom Avenue, Barangay Kamputhaw, Cebu City, Cebu 6000	(032) 233-7771 / 233-7772 (032) 233-7566 BR_USCNORTH@mail.landbank.com
West Mindanao Branches Group		
Aglayan (Bukidnon) Branch	Purok 3A, Barangay Aglayan, Malaybalay City, Bukidnon	(088) 813-1949 5437 local BR_AGLAYAN@mail.landbank.com
Aurora (Zamboanga del Sur) Branch	Juan Luna cor. Manuel Roxas Streets, Poblacion, Aurora, Zamboanga Del Sur	(062) 331-2538 / 945-1698 (telefax) BR_AURORAZDELSUR@mail.landbank.com
Balingasag Branch	National Highway, Barangay Waterfall, Balingasag, Misamis Oriental	(088) 333-0312 (0917) 502-2495 BR_BALINGASAG@mail.landbank.com
Basilan Branch	LANDBANK Building, J.S. Alano corner I. Magno Streets, Isabel City, Basilan	(0947) 892-8274 BR_BASILAN@mail.landbank.com
Bongao Branch	Tolentino Go Building, Bagay Street, Bongao, Tawi-Tawi	(068) 268-1015 / 268-1148 BR_BONGAO@mail.landbank.com
Buug Branch	National Highway, Poblacion, Buug, Zamboanga Sibugay	(062) 955 4088 5285 local BR_BUUG@mail.landbank.com
Cagayan de Oro Limketkai Branch	G/F Shopwise Building, Limketkai Center, Lapasan, Cagayan de Oro City	(088) 880-5907 (telefax) 5171 local BR_CDOLIMKETKAI@mail.Landbank.com
Calamba (Mis. Occ.) Branch	Municipal Compound Matunog Street, Southwestern Poblacion, Calamba, Misamis Occidental	(088) 564-0014 (Telefax) BR_CALAMBAMISAMIS@mail.landbank.com

Office	Address	Contact Information
Plaridel (Misamis Occidental) Agri-Hub	Purok Matco, Barangay Panalsalan, Plaridel, Misamis Occidental	(0905) 864-5030 AGRI_PLARIDELMISOCC@mail.landbank.com
Camiguin Branch	Placido Reyes St., Mambajao, Camiguin	(088) 525-2348 5099 local BR_CAMIGUIN@mail.landbank.com
Capistrano Branch	Skyhi Twin Cinema Complex, Capistrano cor. Pacana Streets, Cagayan de Oro City, Misamis Oriental	(088) 856-6935 (088) 856-3398 BR_CAPSTRNO@mail.landbank.com
Carmen Cagayan de Oro Branch	SSS Bldg. Carmen – Patag Road, Carmen, Cagayan de Oro City, Misamis Oriental	(088) 880-9856/880-9834 (088) 858-5797 (Telefax) BR_CARMENCDO@mail.landbank.com
CDO Centro Branch	Leonila Building, Pacana-Velez Streets, Brgy. 11, Cagayan de Oro City, Misamis Oriental 9000	(088) 856-4527 / 856-4474 (telefax) BR_CDOCENTRO@mail.landbank.com
CDO Cogon Branch	Chee Building, Osmeña Street corner Limketkai Drive, Barangay 34, Cagayan de Oro City, Misamis Oriental 9000	(088) 857-2109 / 8571-1840 BR_CDOCOGON@mail.landbank.com
Dapitan Branch	Gloria de Dapitan, Sunset Boulevard, Dawo, Dapitan City, Zamboanga Del Norte	(065) 213-6876 (065) 908-1484 BR_DAPITAN@mail.landbank.com
Dipolog Branch	Ground Floor FSA Building, ABC Compound Quezon Ave., Dipolog City, Zamboanga del Norte	(065) 212-2277 (065) 212-3284 3271 to 3280 locals BR_DIPOLOG@mail.landbank.com
LANDBANK EASY Access Facility – Pres. Manuel A. Roxas	Lower Irasan, Pres. Manuel A. Roxas, Zamboanga del Norte 7102	(0946) 097-0242 leaf_mroxas@mail.landbank.com
Don Carlos Branch	LANDBANK Bldg., Sayre Highway Poblacion Sur, Don Carlos, Bukidnon	(088) 537-3523 (0918) 807-3337 5154 local BR_DONCARLS@mail.landbank.com
LANDBANK EASY Access Facility – Kibawe, Bukidnon	Municipal Compound, Garcia Street, Barangay West Kibawe, Kibawe, Bukidnon	(0917) 304-5902 leaf_kibawe@mail.landbank.com
El Salvador City Branch	El Salvador City Sports Complex, Barangay Poblacion, El Salvador City, Misamis Oriental	(088) 882-0508 BR_SALVADOR@mail.landbank.com
Gingoog Branch	Moreno Building, National Highway, Gingoog City, Misamis Oriental	(088) 861-0207 (088) 861-0461 (telefax) BR_GINGOOG@mail.landbank.com
LANDBANK EASY Access Facility – Magsaysay, Misamis Oriental	National Highway, Kibungsod, Magsaysay, Misamis Oriental	(0935) 269-7464 leaf_magsaysay@mail.landbank.com
LANDBANK EASY Access Facility – Sugbongcogon, Misamis Oriental	Rizal Street, Poblacion, Sugbongcogon, Misamis Oriental	(0917) 638-5328 leaf_sugbongcogon@mail.landbank.com

Office	Address	Contact Information
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 (telefax) BR_ILIGAN@mail.landbank.com
Iligan Plaza Branch	Feliciano Building, Aguinaldo corner Mabini Streets, Poblacion, Iligan City, Lanao del Norte 9200	(063) 221-3317 / 221-2739 (063) 492-3317 BR_ILIGANPLAZA@mail.landbank.com iligan@ucpb.com
Imelda Branch	National Highway, Poblacion, Imelda, Zamboanga Sibugay	(062) 957-6957 BR_IMELDA@MAIL.LANDBANK.COM
Ipil Branch	Ground Flr. Fortune Hotel Building, Poblacion, Ipil, Zamboanga Sibugay	(062) 333-5689 (telefax) BR_IPIL@MAIL.LANDBANK.COM
Jolo Branch	Travisi Street, Jolo, Sulu	(0916) 139-8223 BR_JOLO@mail.landbank.com
Kapatagan (Lanao Del Norte) Branch	National Highway Poblacion, Kapatagan, Lanao del Norte	(063) 221-8193 BR_KAPATAGAN@mail.landbank.com
KCC Mall de Zamboanga Branch	KCC Mall, Gov. Camins Avenue, Zamboanga City, Zamboanga del Sur	(062) 955-1558 (telefax) BR_ZAMBCENT@mail.landbank.com
Lamitan Branch	Quezon Blvd. corner Angela Street, Barangay Malinis, Lamitan City, Basilan	(0935) 308-4266 BR_LAMITAN@mail.landbank.com
Liloy Branch	National Highway, Barangay Baybay, Liloy, Zamboanga del Norte	(063) 300-8149 BR_LILOY@mail.landbank.com
Maigo (Lanao del Norte) Branch	Purok 2, Poblacion, Maigo, Lanao del Norte	(063) 227-4351 BR_MAIGO@mail.landbank.com
Malaybalay Highway Branch	LANDBANK Building, Fortich Street, Brgy. 2, Malaybalay City	(088) 813-4502 3211 to 3220 locals BR_MBALAYHW@mail.landbank.com
Manolo Fortich Branch	Sayre National Highway, Barangay Tankulan, Poblacion, Manolo Fortich Bukidnon 8703	(088) 537-2101 (0917) 329-3607 BR_MANOLOFORTICH@mail.landbank.com
Maramag Branch	LANDBANK Building, South Poblacion, Maramag, Bukidnon	(088) 828-0633 (0977) 831-5425 BR_MARAMAG@mail.landbank.com
Marawi Branch	Amai Pakpak National Road, Barangay Biaba Damag, Marawi City, Lanao del Sur	(0917) 310-5400 BR_MARAWI@mail.landbank.com
Molave Branch	Golez Compound, Mabini Street, Molave, Zamboanga del Sur	(062) 225-1608 BR_MOLAVE@mail.landbank.com
Oroquieta Branch	Dajao Building, Rizal Street, Poblacion I, Oroquieta City, Misamis Occidental	(088) 531-1292 BR_ORQUIETA@mail.landbank.com
Oroquieta Centro Branch	Mayor A. Enerio Street, Poblacion 2, Oroquieta City, Misamis Occidental 7207	088) 531-1123 / 531-1124 (088) 531-1444 (fax) BR_ORQUIETACENTRO@mail.landbank.com
Ozamiz Branch	Don Anselmo Bernad Avenue, Ozamiz City, Misamis Occidental	(088) 521-3721 (088) 521-3720 BR_OZAMIS@mail.landbank.com

Office	Address	Contact Information
LANDBANK Easy Access Facility (LEAF) – Sinacaban	Poblacion, Sinacaban, Misamis Occidental 7203	(0950) 227-2639 leaf_sinacaban@mail.landbank.com
Ozamiz Osrox Branch	Rizal Avenue corner Laurel Street, 50th Barangaym Ozamiz City, Misamis Occidental	(088) 521-0322 / 521-0323 (telefax) BR_OZAMISOZROX@mail.landbank.com
Pagadian Branch	LANDBANK Building, Gov. Vicente M. Cerilles Street, Santiago District, Pagadian City	(062) 214-1591 / 925-1430 / 215-2344 (062) 214-2265 3871-3882 locals BR_PAGADIAN@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) – Guipos	National Highway, Poblacion, Guipos, Zamboanga del Sur 7042	(0916) 159-0684 Lbp_guiposleaf@yahoo.com
Pagadian Balintawak Branch	L2 B16, Pres. Corazon Aquino Regional Government Center, Brgy. Balintawak, Pagadian City, Zamboanga Del sur	(032) 947-0264 BR_PAGADIANBALINTAWAK@mail.landbank.com
Puerto (CDO) Branch	Sayre National Highway, Puerto, Cagayan de Oro City, Misamis Oriental	(088) 855-8858 (telefax) (088) 855-1947 (telefax) BR_PERTOCCDO@mail.landbank.com.
Claveria (Misamis Oriental) Agri-Hub	Borromeo cor. Quezon Street, Poblacion, Claveria, Misamis Oriental 9004	(0917) 849-7644 AGRI_CLAVERIA@mail.landbank.com
Quezon (Bukidnon) Branch	Municipal Engineering Building, LGU Compound, Barangay Libertad, Quezon, Bukidnon	(088) 822-0203 (0939) 923-5806 5429 local BR_QUEZONBUKIDNON@mail.landbank.com
Sindangan Branch	Sindangan Public Market Phase VI, Rizal Avenue, Poblacion, Sindangan, Zamboanga del Norte	(065) 302-0813 (telefax) 5255 local BR_SINDNGAN@mail.landbank.com
Tangub (Misamis Occidental) Branch	2nd North corner Magsaysay Street, Barangay II, Tangub City Misamis Occidental	(088) 531-3113 (0963) 923-0909 BR_TANGUB@mail.landbank.com
Tubod Branch	LANDBANK Building, Quezon Avenue Poblacion, Tubod, Lanao del Norte	(063) 229-7399 / 341-5254 / 341-5239 BR_TUBOD@mail.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 BR_VALENCIA@mail.landbank.com
San Fernando (Bukidnon) Agri-Hub	Sitio Colon, Halapitan, San Fernando, Bukidnon 8711	(0935) 284-5870 AGRI_SNFDOBUKIDNON@mail.landbank.com
Velez Branch	Ground Flr. Boy Scout of the Phils. Green Tower, Building, Velez and Luna Streets, Cagayan de Oro City, Misamis Oriental	(08822) 856-6695 (088) 856-3199 (088) 856-3198 (telefax) (088) 856-8419 (telefax) 3241 to 3248 locals BR_VELEZ@mail.landbank.com
Wao Branch	LANDBANK Building, Wao, Lanao del Sur	(0917) 798-3770 (0917) 139-4526

Office	Address	Contact Information
		BR_WAO@mail.landbank.com
WMSU Branch	Western Mindanao State Univ. Campus, San Jose Road, Baliwasan, San Jose Road, Baliwasan, Zamboanga City, Zamboanga del Sur	(062) 992-2483 / 975-4436 (telefax) BR_WMSU@mail.landbank.com
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 (Telefax) 3301 to 3310 locals BR_ZAMBMAIN@mail.landbank.com
East Mindanao Branches Group		
Alabel Branch	LBP Building, Provincial Government Compound, Poblacion, Alabel, Sarangani Province	(083) 508-0116 (083) 508-2026 (telefax) 8113 local BR_ALABEL@mail.landbank.com
Bajada Branch	LBP Davao Corporate Center, #7 Palm Drive, corner Olive Road, Barangay Buhangin, Bajada, Davao City, Davao del Sur	(082) 222-8546 (082) 222-8544 (082) 221-8455 (telefax) 5256 local BR_BAJADA@mail.landbank.com
Landbank Mobile Branch-Mindanao	MSD Yap Building, J. P. Laurel Avenue, Bajada, Davao City, Davao del Sur	(0917) 637-7604 BR_MINDANAOMOBILE@mail.landbank.com
Bansalan Branch	Viacrusis Bldg., J. P. Laurel Viacrusis Street, Poblacion Dos, Bansalan, Davao del Sur	(082) 553-9221 (082) 553-9220 (telefax) 8286 local BR_BANSALAN@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) – Matanao	Municipal Compound, Matanao, Davao del Sur	(0951) 642-5655 LEAF_MATANAO@mail.landbank.com
Bayugan Branch	Dy Building, National Highway, Brgy. Taglatawan, Bayugan City, Agusan del Sur	(085) 830-5993 5344 local BR_BAYUGAN@mail.landbank.com
Bislig Branch	LANDBANK Building, F. Clar Street, Mangagoy, Bislig, Surigao del Sur	(086) 853-3038 (086) 853-7545 (telefax) 5216 local BR_BISLIG@mail.landbank.com
Buluan Branch	National Highway, Poblacion, Buluan, Maguindanao	(064) 543-0086 / 543-0796 BR_BULUAN@mail.landbank.com
Bunawan Branch	Purok 4, Barangay San Teodoro, Bunawan, Agusan del Sur	(085) 242-4700 (0970) 955-0729 BR_BUNAWAN@mail.landbank.com
Butuan Branch	Onghoc Building, Montilla Blvd. cor. P. Burgoz St., Butuan City, Agusan del Norte	(085) 341-5944 / 225-3923 (085) 342-3476 5036 local BR_BUTUAN@mail.landbank.com
Butuan - E. Luna Branch	Ground Floor, Saint Joseph Parish Hall, E. Luna Street, Sikatuna, Butuan City, Agusan del Norte 8600	(085) 341-4295 / 815-4090 (085) 341-1010 / 225-2080 BR_LUNABUTUAN@mail.landbank.com

Office	Address	Contact Information
Cabadbaran Branch	Chang Building, Atega cor. Asis Streets, Cabadbaran, Agusan del Norte	(085) 343-0377/ 818-5534 telefax BR_CABDBRAN@mail.landbank.com
Calinan Branch	Purok 13, Palarca Street, Calinan, Davao City, Davao del Sur 8000	(082) 236-7764 5681 local BR_CALINAN@MAIL.LANDBANK.COM
Calumpang (GSC) Branch	MMFJ3 Bldg., Purok San Miguel, Brgy. Calumpang, General Santos City	(083) 887-1002 (Telefax) 5388 local BR_CALUMPANG@ mail.landbank.com
Claver Branch	National Highway, Barangay Ladgaron, Claver, Surigao Del Norte	(0939) 918-2916 (0956) 657-4924 BR_CLAVER@mail.landbank.com
Cotabato Branch	Ground Flr. Cotabato Yu Ekey Mktg. Inc., (CYMCI) Bldg., Don Rufino Alonso Street, Cotabato City	(064) 425-6407 / 421-1038 / 421-6247 (064) 421-4905 5037 local BR_COTABATO@mail.landbank.com
Cotabato City Hall Branch	Cotabato City People's Palace, RH 10, Datu Udtong Matalam Avenue, Malagapas, Cotabato City	(064) 552-0264 5201 local BR_COTABATOCITYHALL@mail.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 BR_DRUFINO@mail.landbank.com
Davao (Recto) Branch	Units 201-209, Ground Floor ORODERM City, C.M. Recto Avenue, Davao City, Davao del Sur	(082) 226-3890 / 226-8869 / 227-9901 (082) 300-3331 (082) 227-9902 (telefax) 8275 local BR_DAVAOR@mail.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 5596 local BR_JPLAUREL@mail.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) 222-0900 / 222-0902 (082) 221-0732 / 222-0901 BR_DAVAOPALMA@mail.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 / 221-2934 5589 local BR_DAVAOMAGSAYSAY@mail.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 5592 local BR_DAVAOPELAYO@mail.landbank.com
Dinagat Branch	R.R. Buray Ave. cor H. Tovar St. Poblacion, San Jose, Dinagat Islands	(0920) 611-8128 (0905) 318-9486 BR_DINAGAT@mail.landbank.com
Digos Branch	LANDBANK Building, Rizal Avenue corner Estrada Street, Digos, Davao del Sur	(082) 272-1995 (autofax) (082) 553-2480 (telefax) 5033 local BR_DIGOS@mail.landbank.com

Office	Address	Contact Information
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 Floor Vensu Bldg., National Highway, Gen. Santos City, South Cotabato	(083) 887-4896 / 302-6490 (083) 552-6075 (telefax) 3391 to 3398 locals BR_GNSNHWAY@mail.landbank.com
Malungon (Sarangani) Agri-Hub	Malungon Business Center, Poblacion, Malungon, Sarangani	(0933) 877-4712 AGRI_MALUNGON@mail.landbank.com
Gen.Santos (Pioneer) Branch	Ground Floor Philamlife Bldg., Pioneer Ave., Gen. Santos City, South Cotabato	(083) 877-2094 (083) 552-3592 (083) 552-8903 (083) 554-7225 telefax 8105 local br_pioneer@mail.landbank.com
Isulan Branch	LANDBANK Building, Gen. Siongco St. corner National Highway, Isulan, Sultan Kudarat	(064) 201-5115 / 201-3224 (064) 201-3723 (Telefax) (064) 471-0278 (telefax) 8114 local BR_ISULAN@mail.landbank.com
LANDBANK Easy Access Facility (LEAF) - Esperanza, Sultan Kudarat	Municipal Compound, Poblacion, Esperanza, Sultan Kudarat	(064) 202-6561 leaf_esperanza@mail.landbank.com
Kabacan Branch	LANDBANK Bldg., Municipal Hall Compound, Kabacan, North Cotabato	(064) 572-3087 (064) 572-2468 (Telefax) 064) 572-2467 (Autofax) 5273 local BR_KABACAN@mail.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 (Fax) 3811 – 3821 locals BR_KDAPAWAN@mail.landbank.com
Kidapawan Amas Branch	Cotabato Provincial Gymnasium, Provincial Capitol Compound, Amas, Kidapawan City, North Cotabato	(064) 572-3074 / 572-3035 (064) 572-0343 (Telefax) 8287 local BR_KDAPAWANAMAS@mail.landbank.com
Kidapawan Highway Branch	UCPB Building, Quezon Boulevard, Poblacion, Kidapawan City, North Cotabato 9400	(064) 577- 1787 5990 local BR_KDAPAWANHWAY@MAIL.LANDBANK.COM
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 BR_ROXASK@mail.landbank.com
Koronadal Highway Branch	Ground Floor, Gaisano Grand Mall of Koronadal, National Highway, Gensan Drive, Koronadal City, South Cotabato	(083) 228-6403 (Telefax) (083) 228-6632 8110 local BR_KORONADAL@mail.landbank.com

Office	Address	Contact Information
Lebak Branch	Lebak Poblacion Multi-Purpose Coop., Rizal Avenue, Poblacion, Lebak, Sultan Kudarat	(064) 205-3292 (064) 205-3024 (Fax) 5211 local BR_LEBAK@mail.landbank.com
Libungan Branch	Poblacion, Libungan, Cotabato	(064) 520-2753 5469 local BR_LIBUNGAN@landbank.com
Lupon Branch	Aguinaldo Street, Barangay Poblacion, Lupon, Davao Oriental 8207	(0932) 702-2910 5680 local BR_LUPON@mail.landbank.com
M'lang (Cotabato) Branch	M.H. Del Pilar Street, Poblacion A, M'lang, Cotabato	(064) 258-0443 5464 local BR_MLANG@mail.landbank.com
Malita Branch	Malita Public Market, Malita, Davao del Sur	(082) 286-8206 5348 local BR_MALITA@mail.landbank.com
Mati Branch	Andrada Building, Rizal Street, Mati, Davao Oriental	(087) 388-3742 (087) 388-3509 (Telefax) 5102 local BR_MATI@mail.landbank.com
Matina Branch	GSIS Compound, Matina, Davao City, Davao del Sur	(082) 297-3063 (082) 298-1880 (Fax) 5298 local BR_MATINA@mail.landbank.com
Midsayap Branch	Sol Haus Building, Quezon Ave., Midsayap, North Cotabato	(064) 521-4223 5100 local BR_MIDSAYAP@mail.landbank.com
Nabunturan Branch	Ceniza Bldg. M. Fuentes Ave., Poblacion, Nabunturan, Compostela Valley	(084) 817-0015 (telefax) 5339 local BR_NBNTURAN@mail.landbank.com
Monkayo Branch	Purok 4 Poblacion, Monkayo, Davao de Oro 8805	(084) 829-6483 5694 local BR_MONKAYO@mail.landbank.com
Panabo Branch	LANDBANK Bldg., National Highway, Panabo City, 8105 Davao del Norte	(084) 823-0351 (084) 628-8703 (telefax) 5174 local BR_PANABO@mail.landbank.com
Parang Branch	Cor. Manga and Durian Streets, Pob. 1, Parang, Maguindanao	(064) 425-0036 (064) 425-0035 (Telefax) 5266 local BR_PARANG@mail.landbank.com
Polomolok Branch	LANDBANK Building, French cor. Miranda Streets, Brgy. Poblacion, Polomolok, South Cotabato 9504	(083) 225-2169 (083) 500-9011 (telefax) 50756 local BR_POLMOLOK@mail.landbank.com
Rosary Heights Branch	Estosan Garden Hotel, Gov. Gutierrez Avenue, Cotabato City	(064) 421-6262 / 421-6261 (064) 552-1354 (064) 421-1380 (fax) 5274 local BR_ROSARYHT@mail.landbank.com

Office	Address	Contact Information
Samal Island Branch	Zone 4, Brgy. Villarica, Babak Dist., Island Garden City of Samal, Davao del Norte 8118	(0968) 721-0837 (085) 823-0351 BR_SAMAL@mail.landbank.com
San Francisco Branch	San Francisco Public Market Mall, Center Island Street, San Francisco, Agusan del Sur	(085) 839-0333 / 836-5654 5097 local BR_SANFRANS@mail.landbank.com
San Pedro (Davao) Branch	Velez Building, San Pedro Street, Davao City, Davao del Sur	(082) 221-8040 / 228-6866 (082) 222-1109 (Telefax) 5147 local BR_SNPEDROD@mail.landbank.com
Sto. Tomas (Davao del Norte)	Purok 12 Feeder Road, Barangay Tibal-og, Sto. Tomas, Davao del Norte	(0917) 723-0520 (0977) 826-4740 5667 local BR_STOTOMASDAVAO@mail.landbank.com
Surallah Branch	Elan Building II, National Highway, Surallah, South Cotabato	(083) 238-3511 / 238-3486 / 238-3408 (083) 238-3232 (Fax) 8102 local BR_SURALLAH@mail.landbank.com
Surigao Branch	Surigao City Hall Compound, Borromeo Street, Surigao City, Surigao del Norte	(086) 826-8606 / 826-8600 / 231-7192 (086) 231-7191 (telefax) 5098 local BR_SURIGAO@mail.landbank.com
Surigao - San Nicolas Branch	UCPB Building, San Nicolas corner Diez Street, Taft, Surigao City, Surigao del Norte 8400	(086) 231-7153 / 826-1669 (086) 231-7151 BR_SURIGAONICOLAS@mail.landbank.com
Tacurong Branch	LANDBANK Building, Alunan Highway, Tacurong, Sultan Kudarat	(064) 477-0098 / 200-7961 (064) 200-3257 (fax) 5101 local BR_TACURONG@mail.landbank.com
Tagum Branch	CMS Building, National Highway, Tagum, Davao del Norte	(084) 655-6735 / 655-6919 / 655-6734 (084) 655-7063 3751 to 60 BR_TAGUM@mail.landbank.com
Kapalong (Davao del Norte) Agri-Hub	Nos. 1, 2, 3, 4 Fernandez Stalls, Arellano Street, Maniki (Poblacion), Kapalong, Davao del Norte	(0922) 807-2873 AGRI_KAPALONG@mail.landbank.com
Tagum Capitol Branch	Doors 1-6 Ground Floor DNSTC Commercial Building, Purok Magsanoc, Barangay Mankilam, Tagum City, Davao del Norte	(084) 655-1166 / 955-1166 8117 local BR_TAGUMCAP@mail.landbank.com
Tandag Branch	Bautista Building, Donasco Street, Tandag, Surigao del Sur	(086) 211-3072 (086) 211-3486 (086) 211-3098 (telefax) 8291 local BR_TANDAG@mail.landbank.com
Toril Branch	Upper Ground Floor - 15 Gaisano Mall of Toril, National Highway cor. Lim St., Toril Davao City	(082) 295-2078 (082) 295-2077 5360 local BR_TORIL@mail.landbank.com

Office	Address	Contact Information
Tupi (South Cotabato) Branch	Landbnak Building, Municipal Hall Compound, Brgy. Poblacion, Tupi, South Cotabato	(083) 553-5355 5427 local BR_TUPI@mail.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) 3011 to 3020 LC_LAUNION@mail.landbank.com luilc_reg1@yahoo.com
Benguet LC	F. Calderon and T. Claudio Sts., Harrison-Claudio Carantes, Baguio City, Benguet Mother Branch: Baguio-Calderon Branch	(074) 637-5611 8601 LC_BENGUET@mail.landbank.com lbpbenc@gmail.com
Ilocos Norte LC	Valdez Center, Brgy. 1, San Francisco, San Nicolas, Ilocos Norte Mother Branch: San Nicolas Branch	(077) 774-4895 8281 LC_ILOCOSNORTE@mail.landbank.com ilocosnortelc@gmail.com
Ilocos Sur LC	2nd Floor Plaza Maestro Complex, Florentino St. Vigan City, Ilocos Sur Mother Branch: Vigan Branch	(077) 604-0422 (077) 604-0455 LC_ILOCOSSUR@mail.landbank.com ilocossuric@gmail.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) LC_PANGA@mail.landbank.com plcreg1@yahoo.com lbppangasinanlc@gmail.com
Cordillera Administrative Region LC	2nd floor Omengan Building, Bulanao, Tabuk City, Kalinga Mother Branch: Tabuk Br.	(074) 627-5893 8238 LC_CAR@mail.landbank.com carlendingcenter@yahoo.com
Cagayan LC	LANDBANK Bldg., Bagay Road, Brgy. San Gabriel, Tuguegarao City, Cagayan Mother Branch: Tuguegarao Br.	(078) 377-7230 (078) 844-4640 3101 (Direct Local) LC_CAGAYAN@mail.landbank.com

Office	Address	Contact Information
Northern Isabela LC	2nd floor VTU BLDG., Baligatan City of Ilagan, Isabela Mother Branch: Ilagan Branch	(078) 323-5884 8296 LC_ISABELANORTH@mail.landbank.com northern.isabelalc@yahoo.com northern.isabelalc@gmail.com
Southern Isabela LC	2nd floor Isabela Trade Center San Fermin, Cauayan City, Isabela Mother Branch: Cauayan Branch	(078) 652-0281 8215/3517 southern.isabelalc@yahoo.com southern.isabela@gmail.com
Aurora LC	National Highway, Brgy. Suklayin, Baler, Aurora Mother Branch: Baler Branch	(042) 724-9739 8289 direct local auroralc1214@gmail.com
Quirino LC	2/F Capitol Commercial Bldg., Capitol Hills, San Marcos, Cabarroguis, Quirino Mother Branch: Cabarroguis Branch	(078) 374-0042 8280 direct local lbpquirinolc@gmail.com
Nueva Vizcaya LC	2nd Flr. Galima BLDG Poblacion South, Solano, Nueva Vizcaya Mother Branch: Solano Br.	(078)-392-0581 8233, 3597 direct local LC_NVIZCAYA@mail.landbank.com nuevavizcayalc@yahoo.com.ph
Nueva Ecija LC	LANDBANK Bldg., cor. Gabaldon & Gen. Tinio Sts., Cabanatuan City, Nueva Ecija Mother Branch: Cabanatuan Nueva Ecija Br.	(044) 950-5375 8214 direct local LC_NECIJA@mail.landbank.com lbpnelc@yahoo.com.ph
Tarlac LC	LANDBANK Bldg., Mac Arthur Highway, San Sebastian, Tarlac City Mother Branch: Tarlac Br.	(045) 923-1407 8208; 3612 LC_TARLAC@mail.landbank.com tarlaclc@yahoo.com
Pampanga LC	3F LANDBANK Bldg., Jose Abad Santos Avenue, Dolores, City of San Fernando, Pampanga Mother Branch: San Fernando (Pampanga) Br.	(045) 963-6678 (SEC) 963-9876 8225 direct local LC_PAMPANGA@mail.landbank.com pampangalendingcenter@yahoo.com
Bulacan LC	LANDBANK Bldg., Sumapang Matanda	(044) 662-4126; 8207 direct local

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	McArthur Highway, Malolos City, Bulacan Mother Branch: Malolos Highway Br.	LC_BULACAN@mail.landbank.com bulacanlendingcenter@yahoo.com
La Union LC	2nd Floor LANDBANK Building, Quezon Ave., San Fernando City, La Union Mother Branch: San Fernando (LU) Br.	(072) 607-2576 (Telefax) luihc_reg1@yahoo.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 LC_ZAMBALES@mail.landbank.com zambaleslc@yahoo.com
Bataan LC	Ground Flr., The Bunker Bldg., Capitol Compound, Balanga City, Bataan Mother Branch: Balanga Br.	(047) 633-2790 (SEC) 8202 direct local LC_BATAAN@mail.landbank.com bataanlendingcenter@gmail.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 LC_RIZAL@mail.landbank.com rizallending@yahoo.com
Cavite LC	2ND Floor LANDBANK Building, Brgy. San Agustin II, Emilio Aguinaldo Highway, Dasmarinas Cavite Mother Branch: Dasmariñas Br.	3462; 3461 direct local LC_CAVITE@mail.landbank.com lbp_cavite_lc@yahoo.com.ph
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) 8201 direct local LC_LAGUNA@mail.landbank.com lagunalc@yahoo.com
Batangas LC	2nd Floor LANDBANK Building, Pres. Laurel Highway, Marauoy Lipa City, Batangas	(043) 756-0909 (SEC) ; (043) 781-2891 8204; 3073 direct locals LC_BATANGAS@mail.landbank.com batangaslcc@yahoo.com

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	Mother Branch: Lipa Br.	
Quezon LC	2nd flr., LBP Building, Quezon Avenue Ext., Barangay Gulang-Gulang, Lucena City Mother Branch: Lucena Br.	(042) 7972744 (SEC) ; (042) 797 2373 (042) 799 0990 8228 direct local LC_QUEZON@mail.landbank.com quezonlendingcenter@yahoo.com
Oriental Mindoro LC	FRDC Bldg., Brgy. Sto. Nino, Calapan City Oriental Mindoro Mother Branch: Calapan Br.	(043)288-2472(SEC) (043) 288-6327 8232 direct local LC_ORMINDORO@mail.landbank.com mindorolc@yahoo.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 LC_OCMINDORO@mail.landbank.com lbp_occmdolc@yahoo.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 LC_PALAWAN@mail.landbank.com palawan_lc@yahoo.com
Camarines Norte LC	2/f Brookside Bldg., Brgy. Lag-on Daet City Camarines Norte Mother Branch: Daet Br.	(054) 603-2570 9132 direct local lbp_camnortelc@yahoo.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 lbp_camarineslc@yahoo.com
Sorsogon LC	Bonacua Bldg., Rizal St., Burabod, Sorsogon City, Sorsogon Mother Branch: Sorsogon Branch	(056) 211-6472 255-1968 8129 direct local sorsogonlclbp@yahoo.com
Albay LC	2nd Flr. LANDBANK Bldg., Rizal St. Cabañgan Legazpi City, Albay Mother Branch: Legazpi Br.	(052) 201-3887 8212 direct local llc_lbp@yahoo.com.ph
Visayas Lending Group		
Iloilo LC	3rd Flr. LANDBANK Bldg., Iznart cor. Solis Sts.,	(033) 336 0391 (SEC) (033) 336 9870

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	Iloilo City, Iloilo Mother Branch: Iloilo Br.	3193; 8209 direct locals LC_ILOILO@mail.landbank.com lbpilolc@yahoo.com.ph lbpilolendingcenter@gmail.com
Antique LC	T.A. Fornier St., San Jose, Antique Mother Branch: San Jose (A) Branch	(036) 540 – 9556 8293 direct local LC_ANTIQU@mail.landbank.com lbpantiquelc@gmail.com
Capiz LC	2nd Floor, Acebedo Bldg., P. Gomez St., Roxas City, Capiz Mother Branch: Roxas (Capiz) Br.	(036) 621 0012 (SEC) (036) 522-5225 2848; 3860 direct locals LC_CAPIZ@mail.landbank.com lbpicapizlc@gmail.com
Aklan LC	La Esperanza Bldg., Osmeña St., Kalibo, Aklan Mother Branch: Kalibo Branch	(036) 268 – 7144 (036) 500-9059 8124 direct local LC_AKLAN@mail.landbank.com lbpaklanlc@gmail.com
Negros Occidental LC	2nd Floor LANDBANK Building, Cottage Road cor. Gatuslao Street Bacolod City, Negros Occidental Mother Branch: Bacolod City Br.	(034) 435 0145 / 707 6896 / 435 0149 7070017 8218; 3371 direct local LC_NEGOCC@mail.landbank.com lbpneclc@yahoo.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 local LC_NEGOCC@mail.landbank.com lbpneclc@yahoo.com
Cebu North LC	6/F Consolacion Government Cente Poblacion Oriental, Consolacion, Cebu Mother Branch: Consolacion Br.	(032) 401-3464 8269 direct local LC_CEBUNORTH@mail .landbank.com Lbpceburnorthlendingcenter@ yahoo.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 LC_CEBUSOUTH@mail.landbank.com lbpbulc@yahoo.com
Bohol LC	2/F LBP Tagbilaran City Hall Branch, J.A. Clarin St., Dampas Dist., Tagbilaran City, Bohol	(038) 411 7445 ; (038) 235 3129 8223; 3794; 3795 direct locals LC_BOHOL@mail.landbank.com

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	Mother Branch: Tagbilaran Branch	lbohollc@yahoo.com bohollendingcenter@gmail.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 0078 3432 direct local LC_NEGOR@mail.landbank.com lbpnorslc@yahoo.com
Leyte LC	2nd Floor LBP Bldg., Sagkahan St., Tacloban City, Leyte Mother Branch: Tacloban Br.	(053) 832 7754 (053) 552 2547 8231direct local LC_LEYTE@mail.landbank.com lbptaclc@yahoo.com lbpleytlc@gmail.com
Southern Leyte LC	2nd flr, ABC Building, Apo Street, Ormoc City, Southern Leyte Mother Branch: Ormoc Branch	(053) 561-3923 (053) 561-5736 8295 direct local southernleytlc@yahoo.com LC_LETYESOUTH@mail.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 LC_SAMAR@mail.landbank.com lbpsamarlc@yahoo.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 LC_ZAMBNORTE@mail.landbank.com landbankzanlc1@gmail.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 LC_ZAMBOANGA @mail.landbank.com lbpzambolc@gmail.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 to 3897 direct locals LC_ZAMBSUR@mail.landbank.com lbpzaslc2020@yahoo.com
Bukidnon LC	2/F LBP Building, Fortich St., Malaybalay City, Bukidnon Mother Branch: Malaybalay Highway Br.	(088) 813 4500 (SEC) (088) 813 3225 3222; 8222; 3223 to 3230 direct locals LC_BUKIDNON@mail.landbank.com

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	Mother Branch: Malaybalay Branch	lbpbuklc@yahoo.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) 3250; 3251 direct locasl LC_CDO@mail.landbank.com cdolc.landbank@gmail.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 LC_LANAO@mail.landbank.com lanaolclandbank2019@gmail.com
Caraga North LC	2nd Floor Onghoc Bldg., Montilla Blvd., Butuan City, Agusan del Norte Mother Branch: Butuan Br.	(085) 815 6181 (085) 817 9875 8226 direct local LC_CARAGANORTH@mail .landbank.com caraganorthlc@gmail.com
Sultan Kudarat LC	3rd Floor LANDBANK Building, Aquino Street corner J. Abad Santos St., Koronadal City, Sultan Kudarat Mother Branch: Isulan Branch	(083) 228-3760 3140 direct local sultankudaratlc@gmail.com LC_SULTANKUDARAT@mail.landbank.c om
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 LC_GENSAN@mail.landbank.com gensan.lending@gmail.com
Surigao del Sur LC	Bautista Bldg., Donasco St., Tandag, Surigao del Sur Mother Branch: Tandag Branch	(086) 211-4197 (086) 853 3901 surigaosurc@gmail.com LC_SURIGAODELSUR@mail.landbank.c om
Agusan del Sur LC	San Fransisco Public Market Mall, Center Island St., San Francisco, Agusan del Sur Mother Branch: San Francisco Branch	(085) 839-0365 8120 direct local LC_CARAGASOUTH@mail .landbank.com agusandelsurc@gmail.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

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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 lbpdslcxi@gmail.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 davaodelnorte@gmail.com davaodelnortelc.landbank@gmail.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 LC_SCOTABATO@mail.landbank.com koronadal.lending@yahoo.com