

CITIZEN'S CHARTER

Branch Banking
Products and Services



LANDBANK

WE HELP YOU GROW.

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OUR VISION

By 2018, LANDBANK will be the top universal bank that promotes inclusive growth and improves the quality of life especially in the countryside through the delivery of innovative financial and other services in all provinces, cities and municipalities.

OUR MISSION

To Our Clients and Publics:

We will use the best technology solutions to deliver responsive financial and support services to our clients, while promoting sustainable development and environmental protection.

To Our Employees:

We will develop and nurture talents that will exemplify the highest standards of ethics and excellence consistent with the best in the world.

OUR CORE VALUES

SOCIAL RESPONSIBILITY

patriotism, love of country,
service to community,
concern for environment,
customer satisfaction,
man for others, caring

TRUST

equity, openness, fairness

EXCELLENCE

leadership, quality, initiative,
innovative, competence

PROFESSIONALISM

integrity, mutual respect, teamwork,
dedication, commitment, loyalty

PERFORMANCE PLEDGE

We, the officers and employees of the LAND BANK OF THE PHILIPPINES, pledge to:

- Provide timely, competent and courteous service to you, our clients from Mondays to Fridays, without interruption, from 8:00 a.m. to 5:00 p.m. or beyond, when necessary;
- Strictly comply with Bank service standards, and provide written explanation or personal visitation (if necessary), for any delay or impediment in the delivery of frontline services;
- Recognize your comments, suggestions and needs; and thus immediately act and take corrective measures on your complaints upon receipt thereof, through our complaints handling system;
- Always make available access to information on LANDBANK's policies, programs, activities and services through our website at **www.landbank.com**

We assure you the best customer service because you are very important to us.

FEEDBACK AND REDRESS MECHANISM

We value your comments, suggestions and needs. Please:

- Talk to our **Public Assistance and Complaints Desk Officer**;
- Accomplish the **feedback form** and drop it in the **suggestion box** located at the lobby;
- You may also call our:
24/7 Customer Service Representatives:
(02) 405-7000 or (02) 405-7170 (NCR)
or 1-800-10-405-7000 (Domestic Toll Free);
- Visit our website:
www.landbank.com
- E-mail us:
customercare@mail.landbank.com
- Write us:
LANDBANK Customer Care Center
32/F., LANDBANK Plaza,
1598 M.H. del Pilar corner Dr. J. Quintos Streets,
Malate, Manila 1004

THANK YOU for assisting us to continuously improve our service.

DISCLOSURE STATEMENT

Processing Time is reckoned from the time the complete and properly filled out documents are received by the Bank's Responsible Person from the Client until the transaction is completed. Processing Time does not include waiting time that may vary depending on the number of clients availing of the bank products/services or due to systems breakdown.

Processing Time referred herein is for single or simple transactions, multiple (more than one) or complex transactions may take longer Processing Time.

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LANDBANK

FEEDBACK FORM

Pananaw o Puna

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box.

Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Maaaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.

<input type="checkbox"/>	COMPLIMENT <i>Papuri</i>	<input type="checkbox"/>	COMPLAINT <i>Reklamo</i>	<input type="checkbox"/>	SUGGESTION <i>Mungkahi</i>
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Person(s)/Unit/Office Concerned or Involved

(Mga) tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo o mungkahi

Facts of Details Surrounding the Incident:

Kaganapan o detalyeng bumalot sa pangyayari

Please use the back portion if necessary. *(Mangyaring gamitin ang likod na bahagi ng papel kung kinakailangan)*

Recommendation(s)/Suggestion(s)/Desired Action from the Office

Rekomendasyon/Mungkahi/Nais na aksyon sa aming tanggapan

Please use the back portion if necessary. *(Mangyaring gamitin ang likod na bahagi ng papel kung kinakailangan)*

Name Optional: _____ **Office/Agency:** _____

(Pangalan)

(Tanggapan/Ahensiya)

Address: _____

(Tirahan)

Contact Number(s) if any _____

(Telepono)

Email Address(if any) _____

Signature: _____ **Date:** _____

(Lagda)

(Petsa)

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1. DEPOSIT ACCOUNT PRODUCTS

1.1 REGULAR PASSBOOK SAVINGS ACCOUNT

An interest-bearing peso account, which requires presentation of a passbook for deposit and withdrawal transactions.

Target Market

Individual

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With credible identification

Institutional

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With credible identification

Features

	INDIVIDUAL	INSTITUTIONAL
Minimum Initial Deposit	P10,000	P10,000
Required Minimum Monthly ADB	P10,000	P10,000
Required Daily Balance to Earn Interest	P10,000	P10,000
Interest Rate (per annum)	0.25%	0.25%
Service Fee for Falling Below the Required Monthly ADB	P200/month	P200/month
Closing Fee ¹	P200	P200
Dormancy Fee ²	P200/month	P200/month
Documentation	Passbook	Passbook
Replacement Fee for Lost/Damaged Passbook	P200	P200

¹ If closed within 30 calendar days from date of account opening.

² Accounts with no deposit/withdrawal transactions for two (2) years and falling below the required ADB.

1.2 ATM SAVINGS ACCOUNT

An interest bearing peso savings account wherein deposit transactions are done over-the-counter, while withdrawal transaction are done via Automatic Teller Machines (ATM) 24 hours a day, 7 days a week. Deposit and withdrawal transactions may also be done over-the-counter but only during official banking hours/days. ATM withdrawals may also be made at any Expressnet, Bancnet and Megalink ATMs. Hassle-free and cashless purchases may also be done through any Point-of-Sale (POS) terminals from partner merchants across the country.

Target Market

Individual

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With at least one (1) valid photo-bearing Identification Document (ID)

Features

Minimum Initial Deposit	P500.00
Required Minimum Monthly ADB	P500.00
Required Daily Balance to Earn Interest	P500.00
Interest Rate (per annum)	0.250%
Maximum Withdrawable Amount per Day thru the ATM	P50,000.00
Point-of-Sale (POS) –Cashless Payments per day	P100,000.00
Service Fee for Falling Below the Required Minimum ADB	P200.00/month
Closing Fee ¹	P200.00
Dormancy Fee ²	P200.00/month
Documentation	ATM Card
Replacement Fee for Lost/Damaged Card	ATM Card - P100.00 Debit Card - P150.00 e-Card - P250.00

Note: ATM Cards are issued to cardholders upon opening of the account; however, ATM cards for joint accounts are issued three (3) days after account opening.

¹ If closed within thirty (30) calendar days from date of account opening.

² Accounts with no deposit/withdrawal transactions for two (2) years and falling below the required ADB.

1.3 EASY SAVINGS PLUS (ESP)

Easy Savings Plus (ESP) is a premium savings account which offers higher interest rates than a regular savings account and are tiered based on ADB levels.

Target Market

Individuals

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With at least one (1) valid photo-bearing Identification Document (ID)

Features

Minimum Initial Deposit	P20,000.00
Interest Rate (per annum)	Based on market rates (tiered rates based on daily balance)
Required Minimum Monthly ADB	P20,000.00
Required Daily Balance to Earn Interest	P20,000.00
Service Fee for Falling Below the Required Minimum ADB	P200.00/month
Closing Fee	P200.00 - closing of account within thirty (30) days from date of account opening
Dormancy Fee ¹	P200.00/month
Documentary Stamp Tax (DST)	<ul style="list-style-type: none"> • To be shouldered by the bank. • If pre-terminated, the depositor is required to pay DST.
Allowed number of withdrawals per Month	Two (2)
Service Fee in Excess of Two (2) Withdrawals/ Month	P100.00/withdrawal
Documentation	Passbook
Replacement Fee for Lost Passbook	P200.00

¹ Accounts with no deposit/withdrawal transaction for two (2) years falling below the required ADB.

1.4 HIGH - YIELD SAVINGS ACCOUNT (HYSA)

High-Yield Savings Account (HYSA) is a peso deposit account wherein funds of a specific amount are given pre-determined competitive rates for a fixed term. Passbook also serves as a proof of deposit. This account is offered to institutional clients only.

Target Market

- Government line and attached agencies
- Government Owned and Controlled Corporations (GOCCs)
- Government Financial Institutions (GFIs)
- Local Government Units (LGUs)
- Private Institutions

Features

Minimum Initial Deposit	P1,000,000.00
Term	Minimum of 30 days and Maximum of 360 days
Interest Rate (per annum)	Based on weekly posted rates; varies depending on amount and term.
Pre-termination Rate	Interest rate shall be pro-rated: <ul style="list-style-type: none"> • 15 days and below = 1/4 of the given rate or prevailing savings rate whichever is higher • more than 15 days=1/2 of the given rate or prevailing savings rate whichever is higher
Closing Fee	P200.00 - closing of account within thirty (30) days from date of account opening
Documentation	HYSA Passbook
Replacement Fee for Lost Passbook	P200.00
Documentary Stamp Tax (DST)	<ul style="list-style-type: none"> • To be shouldered by the bank • If pre-terminated, the depositor is required to pay DST

1.5 PESO E.A.S.Y. (EARNING ACCESS AND SURE YIELD) CHECK

An interest-bearing peso current account (IBCA) wherein deposits are made over-the-counter and withdrawals are made through the issuance of a check.

Target Market

Individuals

- Existing depositors of good standing
- New depositors with referral from LANDBANK officers or from known and valued clients of the Bank

Institutional

- Reputable private corporations, cooperatives, partnerships and associations

Features

	INDIVIDUAL	INSTITUTIONAL
Minimum Initial Deposit	P10,000.00	P20,000.00
Required Minimum Monthly ADB	P10,000.00	P20,000.00
Interest Rate (per annum)	0.250%	0.250%
Service Fee for Falling Below ADB	P200.00	P200.00
Closing Fee ¹	P200.00	P200.00
Dormancy Fee ²	P200.00/month	P200.00/month
Documentation ³	Checkbook	Checkbook
Maximum Number of Check Issuances	No limit	No limit

Other Fees and Charges

Replacement Fee for Lost/Damaged Card	ATM Card - P100.00 Debit Card - P150.00 e-Card - P250.00
Stop Payment Order (SPO) per check requested	P100.00
Returned Check	P2,000.00/check
Penalty Charge for RCOCI for every P40,000 amount of check or a fraction thereof per day	P200.00
Reprinting of Bank Statements <ul style="list-style-type: none"> • Private - transactions beyond two (2) months • Government - transactions beyond one (1) year 	P20.00/page
Bank Statement's Holding Fee <ul style="list-style-type: none"> - requested bank statements not claimed/picked-up within one (1) month 	P100.00

¹ If closed within thirty (30) calendar days from date of account opening.

² Accounts with no deposit/withdrawal transaction for one (1) year and falling below the required ADB.

³ Upon closure, all unused checks will be returned to the branch where account is maintained.

1.6 PESO E.A.S.Y. (EARNING ACCESS AND SURE YIELD) CHECK WITH ATM ACCESS

An interest-bearing peso current account (IBCA) wherein deposits are made over-the-counter or through the ATM whereas withdrawals are made through the issuance of a check via ATM or over-the-counter in case ATM machine is not available. Withdrawals may also be made 24 hours a day, 7 days a week at any Expressnet, Bancnet, and Megalink ATMs. Hassle-free and cashless purchases may also be done through any Point-of-Sale (POS) terminals from partner merchants across the country.

Target Market

- Existing depositors of good standing
- New depositors with referral from LANDBANK officers or from known and valued clients of the Bank

Features

Minimum Initial Deposit	P10,000.00
Required Minimum Monthly ADB	P10,000.00
Required Daily Balance to Earn Interest	P10,000.00
Interest Rate (per annum)	0.250%
Service Fee for Falling Below the Required ADB	P200.00/month
Closing Fee ¹	P200.00
Dormancy Fee ²	P200.00/month
Maximum Withdrawable Amount per Day thru ATM	P 50,000.00
Point-of-Sale (POS) – cashless payment per day	P 100,000.00
Documentation	Checkbook and ATM Card

Other Fees and Charges

Replacement Fee for Lost/Damaged Card	ATM Card - P100.00 Debit Card - P150.00 e-Card - P250.00
Stop Payment Order (SPO)	P100.00 per check requested
Returned Check	P2,000.00/check
Penalty Charge for RCOCI for every P40,000 amount of check or a fraction thereof per day	P200.00
Reprinting of Bank Statements <ul style="list-style-type: none"> • Private - transactions beyond two (2) months • Government - transactions beyond one (1) year 	P20.00/page
Bank Statement's Holding Fee <ul style="list-style-type: none"> - requested bank statements not claimed/picked-up within one (1) month 	P100.00

¹ If closed within thirty (30) calendar days from date of account opening.

² Accounts with no deposit/withdrawal transaction for one (1) year and falling below the required ADB.

1.7 PESO TIME DEPOSIT

A specific amount of funds in peso which earns interest at a pre-determined competitive rate for a fixed period of time/term with a “Certificate of Time Deposit” (CTD) as proof of deposit. This is offered to individuals and institutions who/which have peso denominated funds which maybe locked-in with the bank for at least thirty (30) days.

Target Market

Individuals

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With at least one (1) valid photo-bearing Identification Document (ID)

Institutional

- Government Line Agencies (GLAs), Government Owned and Controlled Corporations (GOCCs), Local Government Units (LGUs)
- Private corporations, cooperatives, partnerships, associations and other duly registered organizations

Features

Minimum initial deposit	P1,000.00
Term	Minimum of 30 days and Maximum of 360 days
Interest rate (per annum)	Based on market rates, amount and terms
Pre-termination rate/penalty	Revert to prevailing regular savings rate
Documentation	Certificate of Time Deposit (CTD)
Documentary Stamp Tax (DST)	To be paid by the depositor upon opening/renewal/rollover

1.8 REGULAR CURRENT ACCOUNT

A non-interest bearing peso current account, also known as Checking or Demand Deposit Account wherein deposits are made over-the-counter and withdrawals are made through the issuance of a check.

Target Market

Individuals

- Existing depositors of good standing
- New depositors with referral from LANDBANK officers or from known and valued clients of the bank

Institutional

- Government Line Agencies (GLAs), Government Owned and Controlled Corporations (GOCCs), Local Government Units (LGUs)
- Reputable private corporations, cooperatives, partnerships and associations

Features

	INDIVIDUAL	INSTITUTIONAL
Minimum Initial Deposit	P5,000.00	P10,000.00
Required Minimum Monthly ADB	P5,000.00	P10,000.00
Service Fee for Falling Below the Required ADB	P200.00/month	P200.00/month
Closing Fee ¹	P200.00	P200.00
Dormancy Fee ²	P200.00/month	P200.00/month
Documentation ³	Checkbook	Checkbook

Other Transaction Fee

Stop Payment Order (SPO) per Check Requested	P100.00
Returned Check	P2,000.00/Check
Penalty Charge for RCOCI for every P40,000 amount of check or a fraction thereof per day	P200.00
Reprinting of Bank Statements <ul style="list-style-type: none"> • Private - transactions beyond two (2) months • Government - transactions beyond one (1) year 	P20.00/page
Bank Statement's Holding Fee <ul style="list-style-type: none"> - requested bank statements not claimed/picked-up within one (1) month 	P100.00

¹ If closed within thirty (30) days from opening date.

² Accounts with no deposit/withdrawal transactions for one (1) year and falling below the required ADB.

³ Upon closure, all unused checks will be returned to the branch where account is maintained

1.9 CURRENT ACCOUNT WITH ATM ACCESS

A non-interest bearing peso account, also known as Checking or Demand Deposit Account wherein withdrawals are made either through the issuance of a check, via ATM, or over-the-counter in case ATM machine is not available. Withdrawals may also be made 24 hours a day, 7 days a week at any Expressnet, Bancnet and Megalink ATMs. Hassle-free and cashless purchases may also be done through any Point-of-Sale (POS) terminals from partner merchants across the country.

Target Market

- Existing depositors of good business standing
- New depositors with referral from LANDBANK officers or from known and valued clients of the bank

Features

Minimum Initial Deposit	P5,000.00
Required Minimum Monthly ADB	P5,000.00
Service Fee for Falling Below Monthly ADB	P200.00/month
Closing Fee ¹	P200.00
Dormancy Fee ²	P200.00/month
Maximum Withdrawable Amount per Day thru the ATM	P50,000.00
Point-of-Sale (POS)-cashless payment per day	P100,000.00
Documentation	Checkbook ³ and ATM Card ⁴

Other Fees and Charges

Replacement Fee for Lost/Damaged Card	ATM Card - P100.00 Debit Card - P150.00 e-Card - P250.00
Stop Payment Order (SPO)	P100.00 per check requested
Returned Check	P2,000.00/check
Penalty Charge for RCOCI for every P40,000 amount of check or a fraction thereof per day	P200.00
Reprinting of Bank Statements <ul style="list-style-type: none"> • Private - transactions beyond two (2) months • Government - transactions beyond one (1) year 	P20.00/page
Bank Statement's Holding Fee - requested bank statements not claimed/picked-up within one (1) month	P100.00

¹ If closed within thirty (30) calendar days from date of account opening.

² Accounts with no deposit/withdrawal transactions for one (1) year and falling below the required ADB.

³ Upon closure, all unused checks will be returned to the branch where account is maintained.

1.10 OVERSEAS FILIPINO (OF) DEPOSIT ACCOUNTS

Accounts opened and processed in the Philippines or abroad by LBP Overseas Remittance Officers (OROs), or opened and processed in the Philippines by officially designated/ authorized personnel of Overseas Remittance Marketing and Support Department (ORMSD), Domestic Remittance Marketing Department (DRMD), and by LBP Branches and Extension Offices (EOs)

Target Market

Overseas Filipino (OF)

- Filipino Migrant refers to Filipino who holds permanent residence or landed immigrant status in foreign country, and whose stay does not depend on work contacts;
- Overseas Filipino Worker (OFW) refers to overseas contract workers, who may be land-based or sea-based, and whose stay overseas is based or determined by a formal or informal contract of employment; and
- Irregular OF refers to Filipino resident or worker overseas who does not possess valid passport or documents; or even if properly documented, lack valid residency or work permits; or have overstayed

OF Designated Beneficiary

- A person of legal age, whether related by consanguinity or not, intended as the recipient of OF's remittances

	PESO (P) Savings Accounts			US\$ Savings
	OF Passbook*	OF ATM*	Overseas ATM**	US Dollar Passbook*
Minimum Initial Deposit	P100	P100	P100	\$10
Required Minimum Monthly ADB	P5,000	P100	P100	\$10
Required Daily Balance to Earn Interest	P5,000	P500	P500	\$500
Interest Rate (per annum)	0.250%	0.250%	0.250%	0.250%
Service Fee For Falling Below The Required Monthly ADB	P200	None	None	\$2
Dormancy Fee ¹	P200	P100	P100	\$2
Replacement Fee For Lost/ Damaged Card	N/A	ATM Card - P100 Debit Card - P150	ATM Card - P100 Debit Card - P150	N/A
Replacement Fee For Lost Passbook	P200	N/A	N/A	P200
Closing Fee ²	P200	P200	P200	\$5

* Opened thru LBP Branches and Extension Offices

** Opened thru officially designated authorized personnel from Overseas Remittance Group

¹ Accounts with no deposit/withdrawal transactions for two (2) years and falling below the required ADB

² If closed within 30 calendar days from date of account opening

1.11 U.S. DOLLAR SAVINGS ACCOUNT

An interest-bearing dollar account which requires presentation of a passbook for deposit and withdrawal transactions.

Target Market

Individuals

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With at least one (1) valid photo-bearing Identification Document (ID)

Institutional

- Government Line Agencies (GLAs), Government Owned and Controlled Corporations (GOCCs), Local Government Units (LGUs)
- Private corporations, cooperatives, partnerships, associations and other duly registered organizations

Features

	INDIVIDUAL	INSTITUTIONAL
Minimum Initial Deposit	\$100.00	\$1,000.00
Required Minimum Monthly ADB	\$500.00	\$1,000.00
Required Daily Balance to Earn Interest	\$500.00	\$1,000.00
Interest Rate (per annum)	0.15%	0.15%
Service Fee for Falling Below ADB	\$5.00/month	\$5.00/month
Closing Fee ¹	\$5.00	\$5.00
Dormancy Fee ²	\$5.00 /month	\$5.00/month
Replacement Fee for Lost Passbook	P200.00	P200.00
Documentation	Passbook	Passbook

Other Transaction Fee

Inter-branch Deposit/Withdrawal Accommodation (Notes only)	\$5.00/transaction
Service Fee in Excess of Two (2) Withdrawals/Month	\$0.50/withdrawal
Withdrawal Prior to Expiry of Holding Period	1/4 of 1% of the amount withdrawn within the holding period of 15 banking days

¹ If closed within thirty (30) days from opening date.

² Accounts with no deposit/withdrawal transactions for two(2) years and falling below the required ADB.

1.12 U.S. DOLLAR TIME DEPOSIT

A specific amount of funds in dollar which earns interest at a pre-determined competitive rate for a fixed period of time/term with a Certificate of Time Deposit (CTD) as proof of deposit.

Target Market

Individuals

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With at least one (1) valid photo-bearing Identification Document (ID)

Institutional

- Government Line Agencies (GLAs), Government Owned and Controlled Corporations (GOCCs), Local Government Units (LGUs)
- Private corporations, cooperatives, partnerships, associations and other duly registered organizations

Features

Minimum Placement	\$1,000.00
Term	Minimum of 30 days and Maximum of 360 days
Interest Rate	Based on weekly posted rates; varies depending on amount and term
Pre-termination Rate/Penalty	Revert to prevailing regular savings rate
Documentation	Certificate of Time Deposit (CTD)
Documentary Stamp Tax (DST)	None

1.11 LANDBANK E-\$-P (EASY DOLLAR PENSION)

An alternative payment scheme whereby the monthly pension/benefit of pensioners beneficiaries of various US Federal agencies residing in the Philippines is directly credited to their savings account maintained with LANDBANK. The US pensioner/beneficiary has the option to open either an individual Peso Savings Account or individual Dollar Savings Account.

Target Market

Pensioners/beneficiaries of various Federal agencies who are residing in the Philippines

Features

Type of Account	Individual Savings Account (Peso or Dollar)
Minimum Initial Deposit	Any Amount
Required Minimum Monthly ADB	Waived
Required Daily Balance to Earn Interest	Bank's prevailing ADB requirement
Interest Rate (per annum)	Bank's prevailing interest rate
Allowed Number of Withdrawals per Month	Peso Account - no limit Dollar Account - 3 times per month
Documentation	Passbook
Replacement Fee for Lost Passbook	P200.00

1.13 HIGH-YIELD U.S. DOLLAR 3-YEAR TIME DEPOSIT

A three (3) year term US dollar time deposit account which earns a much higher interest than the regular time deposit and savings deposit products.

Target Market

Individuals

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With at least one (1) valid photo-bearing Identification Document (ID)

Institutional

- Government Line Agencies (GLAs), Government Owned and Controlled Corporations (GOCCs), Local Government Units (LGUs)
- Private corporations, cooperatives, partnerships, associations and other duly registered organizations

Features

Minimum Placement	\$5,000.00
Term	Three (3) years
Interest Rate	2.5% p.a. (fixed rate during the 3-year term) - subject to 7.5% withholding tax
Pre- termination Rate/Penalty	Interest Rate shall be pro-rated: <ul style="list-style-type: none"> • Less than 1 year = prevailing regular US dollar savings rate • More than 1 year = prevailing US dollar time deposit rate for 61-90 days shall apply.
Documentation	Certificate of Time Deposit (CTD)
Documentary Stamp Tax (DST)	None

1.14 JAPANESE YEN SAVINGS ACCOUNT

A third currency deposit account which accepts Yen-denominated notes, checks, demand drafts and inward remittances for credit to an interest-bearing savings account.

Target Market

Individuals

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With at least one (1) valid photo-bearing Identification Document (ID)

Institutional

- Government Line Agencies (GLAs), Government Owned and Controlled Corporations (GOCCs), Local Government Units (LGUs)
- Private corporations, cooperatives, partnerships, associations and other duly registered organizations

Features

Acceptable Forms of Deposit/Withdrawal	Yen notes/Checks/Demand Drafts/Inward Remittances
Minimum Initial Deposit	¥50,000.00
Maintaining Balance (ADB) Requirement	¥50,000.00
Interest Rate (per annum)	0.00%
Maximum Number Of Withdrawals In Notes Per Month	3 times
Maximum Amount Of Withdrawal Per Day (w/o prior notice)	¥1,000,000.00 – Head Office ¥100,000.00 – Other Branches
Minimum Holding Period	15 banking days from date of deposit
Yen Notes	15 banking days from date of deposit
Checks/Demand Drafts	45 banking days from date of deposit
Inward Remittances	Immediately upon credit from abroad
Service Fee For Falling Below ADB	¥250.00
Service Fee For Withdrawals During The Required Holding Period	¼ of 1% of total amount of withdrawal, minimum of ¥100.00
Activity Charge (in case of 3 withdrawals in notes per month)	¥50.00 per additional withdrawal
Service Fees for:	
Inward Remittance	• At least ½ of 1% of total remittance
Outward Remittance	• ¥1,000.00 per transaction excluding Corresponding Bank Charges
Clearing Charges	Foreign bank's clearing charges plus P200.00
RCOCI	Foreign bank's charges plus ¥1,000.00
Closing Fee ¹	¥1,000.00
Dormancy Fee ²	¥200.00
Replacement Fee For Lost Passbook	P200.00
Documentation	Passbook

¹ If closed within thirty (30) days from opening date.

² Accounts with no deposit/withdrawal transactions for two (2) years and falling below the required ADB.

1.15 JAPANESE YEN TIME DEPOSIT ACCOUNT

A time deposit account in Japanese Yen which earns interest at a pre-determined competitive rate for a fixed period of time/term with a "Certificate of Time Deposit" (CTD) as proof of deposit.

Target Market

Individuals

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With at least one (1) valid photo-bearing Identification Document (ID)

Institutional

- Government Line Agencies (GLAs), Government Owned and Controlled Corporations (GOCCs), Local Government Units (LGUs)
- Private corporations, cooperatives, partnerships, associations and other duly registered organizations

Features

Acceptable Forms Of Deposit/Withdrawal	Yen notes/Checks/Demand Drafts/ Inward Remittances
Minimum Initial Deposit	¥500,000.00
Minimum Term	30 days
Pre-termination Rate	> or = to ½ of the term : ½ of rate < ½ of the term : ¼ of rate
Minimum Holding Period (Yen Notes)	15 banking days from date of deposit
Service Fees/Charges:	
Inward Remittances	At least ½ of 1% of total remittance
Outward Remittance	¥1,000.00 per transaction + Corrbank charges
Investigation Charges	¥5,000.00 per transaction
Clearing Charges	Foreign Bank's clearing charges plus ¥200.00
For Withdrawals during required holding period	¼ of 1% of the total amount of the withdrawal or minimum of ¥100.00
Replacement Fee For Lost CTD	¥200.00
Documentary Stamp Tax (DST)	none
Interest Rate Per Annum	Prevailing rate as prescribed by ALMG

1.16 EURO SAVINGS ACCOUNT

An interest-bearing deposit account in EURO currency evidenced by a passbook. Funds can be deposited or withdrawn by presenting the passbook together with duly accomplished deposit or withdrawal slips.

Target Market

Institutional

- Government Line Agencies (GLAs), Government Owned and Controlled Corporations (GOCCs), Local Government Units (LGUs)
- Private corporations, cooperatives, partnerships, associations and other duly registered organizations

Features

Minimum Initial Deposit	€500.00
Required Daily Balance To Earn Interest	€500.00
Interest Rate *	0.050%
Documentation	Passbook
Withholding Tax	7.50% of the interest earned
Dormancy Period	Two (2) years
Minimum Holding Period EURO Notes	Fifteen (15) banking days from date of deposit
EURO Checks/Drafts	Forty five (45) banking days from date of deposit
Service Fees/Charges:	
Falling Below Required ADB (monthly)	€3.00
Dormancy Fee ¹	€5.00
Closing Fee (if closed within one month from the date of account opening)	€3.00
Replacement Fee for Lost Passbook	€5.00
Returned Checks	€25.00

* Prevailing interest rates for the deposits shall be determined and approved by Assets & Liabilities Committee (ALCO) and shall be communicated to the Branches thru FIAS/MAILCICS by the Asset and Liabilities Management Group (ALMG).

¹ Account with no deposit/withdrawal transactions for two (2) years and falling below the required ADB.

1.17 EURO TIME DEPOSIT ACCOUNT

A deposit of a definite sum in EURO currency at a fixed rate, evidenced by a certificate payable with interest at a specified maturity date.

Target Market

Institutional

- Government Line Agencies (GLAs), Government Owned and Controlled Corporations (GOCCs), Local Government Units (LGUs)
- Private corporations, cooperatives, partnerships, associations and other duly registered organizations

Features

Minimum Initial Deposit	€1,500.00
Interest Rate *	0.150%
Documentation	Certificate of Time Deposit
Withholding Tax	7.50% of the interest earned
Service Fees/Charges:	
Closing Fee (if closed within one month from the date of account opening)	€3.00
Replacement Fee for Lost CTD	€5.00
Returned Check	€25.00

* Prevailing interest rates for the deposits shall be determined and approved by Assets & Liabilities Committee (ALCO) and shall be communicated to the Branches thru FIAS/MAILCICS by the Asset and Liabilities Management Group (ALMG).

1.18 RENMINBI (CHINESE YUAN) SAVINGS ACCOUNT

A third currency deposit account which requires presentation of a passbook for deposit and withdrawal transactions.

Target Market

Individuals

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With at least one (1) valid photo-bearing Identification Document (ID)

Features

Minimum Initial Deposit	CNY2,500
Required Minimum Monthly ADB	CNY2,500
Required Daily Balance to Earn Interest	CNY2,500
Interest Rate (per annum)	0.10%
Service Fee For Falling Below ADB	CNY50
Closing Fee	CNY50
Dormancy Fee	CNY50/month
Replacement Fee For Lost Passbook	P200.00
Documentation	Passbook
Minimum Holding Period	15 calendar days from date of deposits
Required Notice of Withdrawals	5 banking days

Note: CNY banknotes Series 5 (1999 and 2005) denominated in CNY 100 and CNY 50

1.19 RENMINBI (CHINESE YUAN) TIME DEPOSIT

A time deposit account in Chinese Yuan which earns interest at a pre determined competitive rate for a fixed period of time/term evidenced by a Certificate of Time Deposit (CTD).

Target Market

Individuals

- At least seven (7) years of age
- Able to read and write
- Not suffering from any legal disability
- With at least one (1) valid photo-bearing Identification Document (ID)

Features

	INDIVIDUAL
Minimum Initial Deposit	CNY5,000.00
Documentation	Certificate of Time Deposit
Term	Minimum - 30 days Maximum - 364 days
Interest Rate	Prevailing interest rate at the time of account opening
Pre-termination Rate	Prevailing CNY Savings rate

2. BASIC REQUIREMENTS FOR OPENING OF DEPOSIT ACCOUNTS

INDIVIDUAL	<p>A. Local Residents</p> <ol style="list-style-type: none"> 1. At least one (1) original valid photo-bearing ID issued by an official authority 2. 2 pieces of 1 x 1 ID picture 3. Birth certificate for minor, if account shall be opened by parent <p>B. Foreign Nationals</p> <ol style="list-style-type: none"> 1. Passport 2. Alien Certificate of Registration (ACR) or Diplomatic ID issued by the Department of Foreign Affairs <p>C. Court Appointed Fiduciary</p> <ol style="list-style-type: none"> 1. Original Copy of Court Order containing the fiduciary's appointment and authorizing the opening of deposit account with LANDBANK
SOLE PROPRIETORSHIP	<ol style="list-style-type: none"> 1. Registration of Business Name with Department of Trade and Industry (DTI) 2. City/Municipal Mayor's Permit 3. At least one (1) original valid photo-bearing ID issued by an official authority

PARTNERSHIP	<ol style="list-style-type: none"> Articles of Partnership Certificate of Registration with the Securities and Exchange Commission (SEC) Notarized agreement/resolution designating the extent of authority of each partner in dealing with the depository bank
CORPORATION	<ol style="list-style-type: none"> Articles of Incorporation Certificate of Registration with SEC or Certificate of registration with other appropriate agency By-Laws Duly notarized Board Resolution incorporating the following: <ul style="list-style-type: none"> Authority to open account with LANDBANK Designated Officers authorized to deposit, withdraw, endorse or negotiate checks and otherwise deal with the bank deposit and the nature and extent of such authority which should conform with the By-Laws of said corporation Notarized List of incumbent Officers, Board of Directors and Stockholders (General Information Sheet) Certification that the resolution remains effective and subsisting and has not been amended, revoked or suspended At least one (1) valid ID of authorized signatory/ies and Corporate Secretary
ASSOCIATION OR ORGANIZATION	<ol style="list-style-type: none"> Certificate of registration with appropriate agency Constitution and By-Laws Association Agreement Duly notarized Board Resolution incorporating the following: <ul style="list-style-type: none"> Authority to open account with LANDBANK Designated Officers authorized to sign and the nature and extent of such authority Certification that the resolution remains effective and subsisting and has not been amended, revoked or superseded
CORPORATION IN THE PROCESS OF INCORPORATION	<ol style="list-style-type: none"> Proposed Articles of Incorporation stating therein the name of Treasurer-in-Trust authorized to open an account with the Bank in behalf of the Corporation Duly notarized Secretary's Certificate, designating the "Treasurer"-in-thrust-for "Name of Corporation" One (1) valid photo-bearing ID of authorized signatory/ies
GOVERNMENT ENTITIES	<ol style="list-style-type: none"> Charter and/or Law creating the government corporation/ agency/office Executive Order or Department Order creating the government agency Duly notarized Board resolution incorporating the following: <ul style="list-style-type: none"> Authority to open account with LANDBANK Designated Officers authorized to sign and the nature and extent of such authority Certification that the resolution remains effective and subsisting and has not been amended, revoked or superseded

COOPERATIVES	<ol style="list-style-type: none"> Certificate of Registration with the Cooperative Development Authority (CDA) Articles of Cooperation and By-Laws Duly notarized Board resolution incorporating the following: <ul style="list-style-type: none"> Authority to open account with LANDBANK Designated Officers authorized to sign and the nature and extent of such authority Certification that the resolution remains effective and subsisting and has not been amended, revoked or superseded
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Valid IDs include:

- Passport including those issued by foreign governments
- Driver's license
- PRC ID
- NBI clearance
- Police clearance
- Postal ID
- Voter's ID
- Tax Identification Number ID
- Barangay certification
- GSIS e-Card
- SSS card
- Senior Citizen card
- OWWA ID
- OFW ID
- Seaman's book
- Alien Certification of Registration/Immigrant Certificate of Registration (ACR/ICR)
- Government office and GOCC ID (e.g., AFP, HDMF IDs)
- ID issued by the National Council on Disability Affairs (NCDA)
- DSWD certification
- IBP ID
- Company IDs issued by private entities or institutions registered with or supervised or regulated either by the BSP, SEC or IC
- Philhealth Insurance Card ng Bayan

Note: "Valid" shall mean not expired at the time of submission/ presentation.

* "Official Authority" shall refer to any of the following: (1) Government of the Republic of the Philippines; (2) Its Political Subdivisions and Instrumentalities; (3) Government Owned and/or Controlled Corporations (GOCC); and (4) Private Entities or Institutions registered with or supervised or regulated either by BSP or SEC or Insurance Commission (IC).

NOTE: The Bank reserves the right to secure additional ID or documents, if needed for further due diligence.

3. PROCESSES

3.1 OPENING OF ACCOUNTS

Bank Responsible Person : New Accounts Clerk (NAC)
 Bank Responsible Unit : Branch Operations Unit
 Fee : None
 Standard Processing Time : 30 minutes

Step	Activity
1	Customer secures queuing number and waits for his/her number to be called
2	Customer proceeds to the New Account's Counter and informs the NAC of his/her intention to open an account
3	Customer submits ID/s and required documents
4	NAC verifies if the client has already an existing RM Record. If RM Record exists, proceed with the account opening, otherwise, request him/her to fill out the Customer Information and Specimen Signature Card (CISSC)
5	Customer fills out CISSC and Deposit Slip, and gives the initial deposit to the NAC
6	NAC accepts and posts the initial deposit
7	NAC releases <ul style="list-style-type: none"> • ATM card, for ATM accounts • Passbook, for SA-Regular/ESP/ HYSA/US Dollar SA

3.2 ACCEPTANCE OF DEPOSIT

Bank Responsible Person : Teller
 Bank Responsible Unit : Branch Service Unit
 Fee : None
 Standard Processing Time : 3 minutes – single transactions
 5 minutes – complex/multiple transactions
 (more than 1)

INTER-BRANCH DEPOSIT	
Within Metro Manila/Political Region	No charge
Metro Manila to any Political Regions and vice versa or between Political Regions	P50.00 for P10,000.00 and below P100.00 for over P10,000.00

Step	Activity
1	Customer secures queuing number and properly fills out the appropriate Deposit Slip
2	Customer waits for his/her number to be called, proceeds to the Teller and presents the following: <ul style="list-style-type: none"> • Filled-out Deposit Slip • Cash or Check • Passbook (if applicable)
3	Teller processes the deposit transaction and returns the updated passbook/ validated duplicate Deposit Slip, if applicable

3.3 SAVINGS WITHDRAWAL

Bank Responsible Person : Teller/Document Examiner (DE)
 Bank Responsible Unit : Branch Service Unit
 Fee : None
 Standard Processing Time : 5 minutes

INTER-BRANCH WITHDRAWAL	
Within Metro Manila/Political Region	No charge
Metro Manila to any Political Region and vice versa or between Political Regions	P50.00 for P10,000.00 and below P100.00 for over P10,000.00

Step	Activity
1	Customer secures queuing number and properly fills out the appropriate Withdrawal Slip
2	Customer waits for his/her number to be called, proceeds to the Teller and gives the following: <ul style="list-style-type: none"> • Properly filled-out Withdrawal Slip • Passbook or ATM Card
3	Teller calls the depositor and processes withdrawal transaction and updates the passbook (if applicable)
4	Customer signs on the "Proceeds Received By" portion of the Withdrawals Slip, receives and counts the proceeds of withdrawal and updated passbook, if applicable

3.4 CHECK ENCASHMENT

Bank Responsible Person : Teller/Document Examiner (DE)
 Bank Responsible Unit : Branch Service Unit
 Fee : None
 Standard Processing Time : 5 minutes

Step	Activity
1	Customer secures queuing number, and endorses the check by writing clearly at the back the following: <ul style="list-style-type: none"> • Signature over printed name • Residential / Company Address • Contact numbers • Valid ID/s presented
2	Customer proceeds to the DE and presents the following: <ul style="list-style-type: none"> • Endorsed check • At least one (1) valid ID
3	DE verifies the authenticity of signature and correctness of data on the check
4	DE forwards the verified check and ID/s to the Teller and advises the customer to wait for the Teller to call his/her number
5	Teller calls the customer and processes the check encashment transaction
6	Customer signs the "Payment Received" portion, receives and counts the proceeds of the encashment

3.5 ONLINE COLLECTIONS

Bank Responsible Person : Teller
 Bank Responsible Unit : Branch Service Unit
 Fee : None
 Standard Processing Time : 10 minutes (BIR and BOC)
 5 minutes (Other collections)

Step	Activity
1	Customer secures queuing number, accomplishes On-Coll Payment Slip and waits for his number to be called
2	Teller calls the customer and accepts cash/check payment
3	Teller processes the payment transaction and returns the validated duplicate On-Coll Payment Slip/Special Bank Receipt, if applicable

3.6 CHECKBOOK REQUISITION AND RELEASING

Bank Responsible Person : Teller
 Bank Responsible Unit : Branch Service Unit
 Fee : Personal Check P 210.00
 Commercial Check P 360.00
 Standard Processing Time : Requisition 5 minutes
 Releasing 5 minutes

Checkbook Requisition

Step	Activity
1	Customer secures queuing number and waits for his/her number to be called
2	Customer proceeds to the New Account's Counter and presents duly accomplished Checkbook Requisition Slip (CRS)
3	NAC receives the duly accomplished and signed CRS and forwards to DE
4	DE verifies the customer's signature on the CRS and returns the same to NAC
5	NAC prepares Payment Acceptance Order (PAO)/Debit Advice and forwards: <ul style="list-style-type: none"> • PAO to Teller – if payment is in cash • Debit Advice to Bookkeeper – if payment is thru debit from account Note: NAC informs client of the availability of the requested checkbook/s (at least three (3) weeks to one (1) month from date of requisition) and to present the claim stub when claiming
6	Teller calls the customer and accepts cash payment or Bookkeeper posts the Debit Advice
7	Teller gives the validated duplicate copy of PAO to customer Note: Validated Debit Advice shall be included in the monthly bank statement

Releasing of Check Booklet (Printing period for new check booklet is maximum of one (1) month)

1	Customer secures queuing number and waits for his/her number to be called
2	Customer presents to NAC the Claim Stub, or in case of authorized representative, Authorization Letter signed by the customer and one (1) valid ID of the representative
3	NAC forwards the documents to DE
4	DE verifies signature of customer and establishes identity of the authorized representative, if applicable
5	NAC requests the Checkbook from the Branch Service Officer (BSO)
6	NAC issues Checkbook to the customer/authorized representative

3.7 REPLACEMENT OF LOST/DEFECTIVE ATM CARD

Bank Responsible Person	:	New Accounts Clerk	
Bank Responsible Unit	:	Branch Operations Unit	
Fee	:	ATM Card	P100.00
		Debit Card	P150.00
		e-Card	P250.00
		Cash Card	P100.00
Standard Processing Time	:	Request for replacement	3 minutes
		Releasing of ATM Card	2 minutes

Step	Activity
1	Customer secures queuing number and waits for his/her number to be called
2	Customer proceeds to New Account's Counter, fills out the ATM Card Request/Update Form (ACRUF) and presents 1 valid ID
3	NAC forwards the ACRUF to DE for verification
4	DE verifies the ACRUF and forwards to Teller for payment or to bookkeeper for debit to account
5	Teller calls the customer and receives payment (card replacement fee) or Bookkeeper debits account
6	Teller/Bookkeeper forwards ACRUF to Branch Operations Officer (BOO)/Branch Service Officer (BSO) ¹ for processing and request in the system
7	BOO/BSO ¹ requests replacement of lost/defective ATM card thru the System; returns the claim stub/ID to the customer and informs him/her to claim the ATM card after 5 banking days

Releasing of Replacement of lost/defective ATM card (after five (5) banking days for NCR Branches and seven (7) banking days for Provincial Branches)

8	Customer secures queuing number and waits for his/her number to be called
9	Customer proceeds to New Account's Counter and presents claim stub to NAC
10	NAC retrieves ACRUF and forwards to DE together with the claim stub for verification
11	DE forwards the verified documents to BSO
12	Customer receives ATM card from the BSO and acknowledges receipt of ATM card in the claim stub

¹ For Branches without BOO

NOTE: For purposes of this Charter, the term "ATM Card" shall include Regular ATM Card, Debit Card, e-Card and Cash Card

3.8 APPLICATION FOR MANAGER'S CHECK

Bank Responsible Person	:	New Accounts Clerk
Bank Responsible Unit	:	Branch Operations Unit
Fee	:	P50.00
Standard Processing Time	:	10 minutes

Step	Activity
1	Customer secures queuing number and waits for his/her number to be called
2	Customer proceeds to New Account's Counter and fills out the application form and presents 1 valid ID
3	NAC computes the cost of application and forwards the documents to DE for verification in case payment is thru debit from account
4	DE verifies the application form and returns the ID to the customer
5	Customer proceeds to Teller for payment or in case customer prefers payment debited from the account, NAC forwards the approved application to CASA Bookkeeper for debiting of the account
6	NAC prepares Manager's Check (MC) for signature of the Branch Service Officer (BSO) and Branch Head or Branch Operations Officer (BH/BOO)
7	Customer receives the duly signed MC and duplicate copy of the validated application form

3.9 FUND TRANSFER

Bank Responsible Person	:	New Accounts Clerk
Bank Responsible Unit	:	Branch Operations Unit
Fee	:	

FOR INTER-BRANCH DESTINATION ACCOUNT	
Within Metro Manila/Political Region	No charge
Metro Manila to any Political Regions and vice versa or between Political Regions	P50.00 for P10,000.00 and below P100.00 for over P10,000.00

Step	Activity
1	Customer secures queuing number and waits for his/her number to be called
2	Customer proceeds to New Account's Counter and fills out Authority to Debit/Credit Account (ADCA) form and presents 1 valid ID
3	NAC forwards ADCA to DE for verification
4	DE verifies the ADCA and returns the ID of the customer; forwards verified ADCA to BOO/BSO ¹ and BH for checking and approval respectively
5	BOO/BSO ¹ and BH checks and approves ADCA respectively, and forwards the same to Bookkeeper for processing/validation Note: For IB FT, service charge shall be paid thru the Teller, if cash, otherwise, Bookkeeper will debit the account
6	NAC issues customer's copy of ADCA

¹ For Branches without BOO

3.10 RELEASING OF BANK STATEMENTS (BS)

Bank Responsible Person : New Accounts Clerk
 Bank Responsible Unit : Branch Operations Unit
 Fee : None
 Standard Processing Time : 5 minutes

Step	Activity
1	Customer secures queuing number and waits for his/her number to be called
2	Customer proceeds to New Account's Counter and requests for the issuance of the BS Note: In case of authorized representative, Authorization Letter shall be presented together with his/her valid ID
3	NAC forwards to documents to DE for verification
4	DE verifies the Authorization Letter, then returns documents to NAC
5	Customer proceeds to Teller for payment or in case customer prefers payment debited from the account, NAC forwards the approved application to CASA Bookkeeper for debiting of the account

3.11 REQUEST FOR CHANGE OF PIN

Bank Responsible Person : New Accounts Clerk
 Bank Responsible Unit : Branch Operations Unit
 Fee : None
 Standard Processing Time : Application for New PIN 5 minutes
 Releasing of New PIN 3 minutes

Step	Activity
1	Customer secures queuing number and waits for his/her number to be called
2	Customer proceeds to New Account's Counter and requests new PIN from the NAC by accomplishing the ATM Card Request/Update Form (ACRUF) and presents 1 valid ID
3	NAC forwards the ACRUF and ID to DE for verification
4	DE verifies the ACRUF and returns the ID of the customer
5	Customer proceeds to Teller for payment or in case customer prefers payment debited from the account, NAC forwards the ACRUF to CASA Bookkeeper for debiting of the account
6	BOO/BSO ¹ inputs the request in the System NAC issues PIN Mailer Claim Stub to customer

Releasing of New PIN (after 5 banking days)

7	Customer secures queuing number and waits for his/her number to be called
8	Customer proceeds to New Account's Counter and presents PIN Mailer Claim Stub and 1 valid ID to NAC
9	NAC retrieves the ACRUF, attaches the Claim Stub and forwards to DE for verification
10	DE verifies the PIN Mailer Claim Stub and forwards to Branch Head/alternate custodian
11	Customer receives PIN from the BH/alternate custodian

¹ For Branches without BOO

3.12 DOLLAR EXCHANGE (BUYING)

Bank Responsible Person : New Accounts Clerk
 Bank Responsible Unit : Branch Operations Unit
 Fee : None
 Standard Processing Time : 8 minutes

Step	Activity
1	Customer secures queuing number and waits for his/her number to be called
2	Customer proceeds to the New Account's Counter and inquires exchange rate
3	NAC conducts interview/KYC and due diligence
4	Customer properly fills-out Exchange Bought Ticket (EBT) form indicating the serial number of the Dollar note/s and presents one (1) valid ID together with the Dollar note/s
5	NAC computes proceeds, forwards EBT form to DE for signature verification and to BSO for checking
6	BSO reviews verified documents, computation and the record of serial numbers, then forwards to BH for approval
7	Customer proceeds to FX in-charge Teller for exchange/pay-out
8	Teller receives approved documents from BH, and Dollar notes from the customer
9	Teller verifies authenticity of Dollar note/s. If in order, Teller stamps "Notes Verified by" on the face of the EBT form and signs the same
10	Teller releases the proceeds to client, stamps "Proceeds Received By:" on the face of the EBT form, and requests the customer to sign the same
11	Customer acknowledges receipts of proceeds by signing on the imprinted "Proceeds Received By:" stamp on the EBT form
12	Teller provides customer with copy of EBT form

3.13 CLOSING OF ACCOUNTS

Bank Responsible Person : New Accounts Clerk
 Bank Responsible Unit : Branch Operations Unit
 Fee : Per Account's Features
 Standard Processing Time : 5 minutes

Step	Activity
1	Customer secures queuing number and waits for his/her number to be called
2	Customer proceeds to New Account's Counter and surrenders proof of deposit (i.e. ATM card, Passbook, unused Check booklet or CTD)
3	NAC checks the closing balance from the System and informs the customer
4	Customer executes any of the following: <ul style="list-style-type: none"> • Prepares Withdrawal Slip • Issues check • Endorses CTD • Transfers funds using Authority to Debit/Credit Account (ADCA) DE verifies the Withdrawal Slip/check/CTD/ADCA, then forwards the same to the Teller
5	Teller calls the customer and processes the withdrawal/encashment transaction
6	Bookkeeper validates ADCA effecting the transfer
7	Customer receives withdrawal/encashment proceeds
8	Teller returns to customer the perforated ATM card/Passbook stamped with "CLOSED ACCOUNT"/duplicate validated ADCA
9	NOTE: Customer's copy of CTD and unused check booklet are retained by the Bank

3.14 TIME DEPOSIT ROLL-OVER

Bank Responsible Person : New Accounts Clerk
 Bank Responsible Unit : Branch Operations Unit
 Fee : None
 Standard Processing Time : 10 minutes

Step	Activity
1	Customer secures queuing number and waits for his/her number to be called
2	Customer presents Certificate of Time Deposit (CTD) to NAC
3	NAC forwards CTD to Bookkeeper for updating
4	Bookkeeper updates back portion of customer's copy of CTD based on updated duplicate copy on file, forwards to BOO/BSO ¹ and BH for checking and approval respectively, then returns to NAC
5	NAC forwards updated CTD to customer

NOTE: Roll-over/renewal of CTD shall be based on Time Deposit Renewal Instruction accomplished by the customer at the time placement

3.15 APPLICATION FOR LIVELIHOOD LOAN

Bank Responsible Person : Salary Loan Bookkeeper
 Bank Responsible Unit : Cash Operations Unit
 Fee : None
 Standard Processing Time : Submission of Application 3 minutes
 Signing of Promisory Note/
 Loan Documents 10 minutes

Submission of Loan Application – Day 1

Step	Activity
1	Borrower secures queuing number and waits for his/her number to be called
2	Borrower proceeds to the New Account's Counter and submit the following documents: <ul style="list-style-type: none"> • Duly accomplished Livelihood Loan Application/Agreement Form (LAAF) with signature of co-maker • Certification of Leave Credits of the borrower and co-maker • Original or Certified true copy of the latest pay slip for one month period for both the borrower and co-maker • Photocopy of company ID of the borrower and co-maker
3	NAC receives and forward LAAF to DE for verification and authentication
4	Salary Loan Bookkeeper processes the loan

Signing of Loan Documents (PN/Disclosure) – Day 2

Step	Activity
1	Borrower signs the loan documents in the presence of the Salary Loan Bookkeeper
2	Salary Loan Bookkeeper forwards loan documents to DE for signature verification
3	DE verifies signatures in the loan documents
4	Salary Loan Bookkeeper advises the borrower the date of releasing of the loan proceeds

3.16 APPLICATION FOR BACK-TO-BACK LOAN

Bank Responsible Person : New Accounts Clerk
 Bank Responsible Unit : Branch Operations Unit
 Fee : None
 Standard Processing Time : 60 minutes

Step	Activity
1	Borrower proceeds to the New Account's Counter
2	NAC refers the depositor to the BOO/BSO ¹ or Branch Head
3	Branch Officer explains to the depositor/borrower the Terms and Conditions of the loan facility
4	Depositor/borrower submits the required documents
5	Bookkeeper processes the loan
6	Depositor/borrower signs loan documents and surrenders the required loan collateral to the Branch for safekeeping
7	Bookkeeper furnishes the borrower with copy of validated Credit Advice and loan documents, and inform him/her of the maturity date and payment terms

¹ For Branches without BOO