



# **PHILIPPINE GUARANTEE CORPORATION**

**CITIZEN'S CHARTER**  
2021 (3<sup>rd</sup> Edition)

## **I. Mandate**

The Philippine Guarantee Corporation (PHILGUARANTEE) is a government owned and controlled corporation created under Executive Order No. 58, Series of 2018<sup>1</sup>.

Being the Principal Agency for State Guarantee Finance of the Philippines, the primary objective of PHILGUARANTEE is to perform its development financing role through the provision of credit guarantees in support of key priority sectors, such as exports, infrastructure, energy, tourism, agricultural business/modernization, housing and MSMEs, with the end in view of facilitating and promoting socio-economic development.

## **II. Vision**

By 2025, PHILGUARANTEE shall be a strong and trusted State-Owned Enterprise, the reliable and responsive partner in championing inclusive growth and catalyzing regional development of economic sectors, and a key regional player for guarantee finance in the ASEAN Community.

## **III. Mission**

As the Principal Agency for State Guarantee Finance of the Philippines, we provide accessible, reliable and efficient guarantee systems to enable credit for stockholders in trade and investments, infrastructure, housing, agriculture, MSMEs and other priority sectors of the Government.

## **IV. Service Pledge**

I am a public servant bound by duty to God, family and country. I believe the good of the majority is over and above my personal aspiration. I believe that in PHILGUARANTEE, competence and excellence are rewarded and equal opportunity given to all. I believe that every PHILGUARANTEE working man and woman's commitment to professionalism and good governance will sustain institutional integrity. I believe that collective efforts of a dynamic, dedicated, productive and honest workforce guided by an innovative and visionary management will bring about the realization of corporate goals towards the pursuit of economic and social development.

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<sup>1</sup> "Approving the Merger of the Home Guaranty Corporation and the Philippine Export Import Credit Agency, transferring the guarantee functions, programs and funds of the Small Business Corporation, and the Administration of the Agricultural Guarantee Fund Pool and the Industrial Guarantee Loan Fund to the PhilEXIM and renaming PhilEXIM as the Philippine Guarantee Corporation".

**Core Values:**

Adaptability to Innovation

Reliability

Integrity

Service Commitment

Empowerment

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# **AGRICULTURE GUARANTEE GROUP**

## **External Service**



## 1. Establishment of Guarantee Line

To avail of AGFP guarantee, eligible lending institutions must apply for a guarantee line. Once approved, a Guarantee Agreement is executed between the Philippine Guarantee Corporation (Administrator of the AGFP) and the Partner Lending Institutions (PFI).

<b>Office/Division:</b>	Agriculture Guarantee Group/Agriculture Business Development Department/Business Revenue Division/Marketing & Product Development Division (AGG/ABDD/BRD/MPDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B)	
<b>Who may avail:</b>	Banks, Cooperatives, Non-Government Organizations-Microfinance Institutions, Farmers'/People's Organizations/Associations, Corporations that lend to small farmers and fishers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request for Guarantee Line <sup>1</sup> (1 original copy)		To be provided by the requesting party
2. Board Resolution indicating the requested amount of guarantee line and authorized signatories <sup>1</sup> (1 original copy)		To be provided by the requesting party
3. Three-year Audited Financial Statements (1 photocopy)		To be provided by the requesting party
4. Latest Interim Financial Statement (shall not be more than six months old as of date of proposal) (1 photocopy)		To be provided by the requesting party
5. Schedule 11a1, for banks (1 photocopy)		To be provided by the requesting party
6. Declaration of Loan Portfolio for the past three years and interim period <sup>1</sup> (1 photocopy)		To be provided by the requesting party
7. Basic Business Information <sup>1</sup> (Business Profile) and/or General Information Sheet (1 original copy/photocopy)		To be provided by the requesting party
8. Registration with appropriate agency (i.e. SEC, CDA, etc.) (1 photocopy)		To be provided by the requesting party
9. Certification of No Derogatory Record from SEC, for corporation (1 original copy/photocopy)		To be provided by the requesting party
10. Certification of Authority to Engage in Lending Activity issued by SEC, for corporation (1 original copy/photocopy)		To be provided by the requesting party
11. Certificate of CAMELS Rating signed by the President and Compliance Officer <sup>1</sup> , for banks (1 original copy)		To be provided by the requesting party
12. Authorization to confirm CAMELS Rating with BSP <sup>1</sup> , for banks (1 original copy) <i>*11 and 12 may be merged in 1 document</i>		To be provided by the requesting party

13. Authorization, authorizing AGG to secure relevant information from creditor <sup>1</sup> (1 original copy)			To be provided by the requesting party	
14. Complete report on the Computation of Risk-based Capital Adequacy Ratio, for banks (1 photocopy)			To be provided by the requesting party	
15. Projected Loan Releases <sup>1</sup> (1 original copy)			To be provided by the requesting party	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit to AGG the required documents for processing of the guarantee application.	1.1. Receive the application and complete documents from the PLI.	None	1 hour	Account Officer (AO), BRD/MPDD
	1.2. Forward the Audited and, if applicable, the Interim/Unaudited FS to Credit Analysis Division (CAD) for preparation of spreadsheet.	None	3 working days	AO, BRD/MPDD
	1.3. Upon receipt of the spreadsheet, evaluate PLI's compliance with eligibility criteria, financial conditions, credit dealings and AGFP experience (for those applying for renewal of lines).	None	10 working days	AO, BRD/MPDD
	1.4. Prepare Guarantee Line Application Proposal (GLAP) for review/approval of the BRD/MPDD/ABDD/AGG Heads.	None	10 working days	AO, BRD/MPDD

	1.5. Review/ Approve and sign the GLAP.	None	10 working days	Head, BRD Head, MPDD Head, ABDD Head, AGG
	1.6. Forward the GLAP to final approving Authorities.	None	1 hour	AO, BRD/ MPDD
	1.7. Approve/ Disapprove the GLAP.  <i>Frequency of meeting/s (minimum):</i> Monthly a. MCGC: Twice b. ECGC: Once c. BOD: Once	None	1 working day (depending on the availability)	President & CEO, PHILGUARANTEE Management Credit Guarantee Committee (MCGC) Executive Credit Guarantee Committee (ECGC) Board, PHILGUARANTEE (as applicable)
	1.8. Once approved, prepare Guarantee Line Confirmation (GLC) for review/approval of the BRD/ MPDD/ABDD/ AGG Heads.	None	5 working days	AO, BRD/ MPDD
	1.9. Review/ Approve and sign the GLC.	None	5 working days	Head, BRD Head, MPDD Head, ABDD Head, AGG
	1.10. Forward the GLC to the PLI	None	1 hour	AO, BRD/ MPDD
2. Receive and sign the conformity portion of the GLC and forward to AGG.	2.1. Upon receipt of the duly conformed GLC, prepare Guarantee Agreement (GA) for review/	None	3 working days	AO, BRD/ MPDD

	approval of the BRD/MPDD/ABDD/AGG Heads.			
	2.2. Review/ Approve the GA.	None	5 working days	Head, BRD Head, MPDD Head, ABDD Head, AGG
	2.3. Send the GA to PLI for execution.	None	1 hour	AO, BRD/ MPDD
3. Receive and sign/execute the GA and forward to AGG.	3.1. Upon receipt of the GA, sign/ execute and notarize the document.	None	5 working days	AO, BRD/ MPDD Head, BRD Head, MPDD Head, ABDD Head, AGG
	3.2. Send duly executed Guarantee Agreement to the PLI for file.	None	4 hour	AO, BRD/ MPDD
	<b>TOTAL</b>	<b>None</b>	<b>58 working days</b>	

<sup>1</sup> Pro-forma is available at AGG/ABDD/BRD

## 2. Enrollment for Coverage

All Partner Lending Institutions (PLIs) with approved and unexpired guarantee lines may enroll eligible borrowers for guarantee coverage.

<b>Office/Division:</b>	Agriculture Guarantee Group/Agriculture Business Development Department/Business Revenue Division/Marketing & Product Development Division (AGG/ABDD/BRD/MPDD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B)			
<b>Who may avail:</b>	Banks, Cooperatives, Non-Government Organizations-Microfinance Institutions, Farmers'/People's Organizations/ Associations, Corporations that lend to small farmers and fishers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Masterlist/s of Borrower/s, signed by authorized signatories (1 original copy, 1 Excel file)			To be provided by the requesting party	
2. Duly validated proof of guarantee fee payment (i.e. deposit slip, credit advice) (1 original copy or photocopy/scanned copy)			To be provided by the requesting party	
3. Documents showing PCIC insurance coverage/ Municipal Agrarian Reform Office (MARO) for Agrarian Reform Beneficiaries (ARBs) (if applicable) (1 photocopy)			To be provided by the requesting party	
Client Steps	Agency Action	Fees to be Paid	Processing Time <sup>1</sup>	Person Responsible
1. Submit to AGG all required enrollment documents.	1.1. Receive the documents and evaluate as to eligibility and sufficiency/ correctness of guarantee fees paid and timeliness of submission.	See table below	10 working days	Account Officer (AO), BRD/ MPDD
	1.2. Prepare Guarantee Coverage Confirmation (GCC) and/or Letter of Ineligibility (LOI) for review/approval of the BRD/ MPDD and ABDD Heads.	None	5 working days	AO, BRD/ MPDD

	1.3. Review/ Approve and sign the GCC and/or LOI.	None	9 working days	Head, BRD Head, MPDD Head, ABDD
2. Receive the GCC and/or LOI for file.	2.1. Forward the duly signed GCC and/or LOI to the Agriculture Accounts Services Department (AASD) for encoding (MIS) and sending to PLI.	None	1 working day	AO, BRD/ MPDD
	<b>TOTAL</b>	<b>See Table</b>	<b>25 working days</b>	

Guarantee Period and Corresponding Guarantee Fee Rate shall be as follows effective July 1, 2018, pursuant to AGFP Governing Board (GB) Resolution No. 2018-103 dated June 4, 2018:

Activity		Guarantee Period	Guarantee Fee
Palay Production		6 months	1.00%
Pineapple (Plant)		23 months	3.85%
Pineapple (Ratoon)		20 months	3.35%
Sugarcane (Plant)		14 months	2.35%
Sugarcane (Ratoon)		12 months	2.00%
Corn		6 months	1.00%
Cassava		14 months	2.35%
Black Pepper		12 months	2.00%
Fishpond/ fishcage operations	Bangus	8 months	1.35%
	Tilapia	7 months	1.20%
	Prawn	8 months	1.35%
	Crab	8 months	1.35%
	Catfish	8 months	1.35%
Poultry	Layer	20 months	3.35%
	Broiler	3 months	0.50%
Livestock	Goat (breeding)	12 months	2.00%
	Goat (fattening)	7 months	1.20%
	Hog (breeding)	14 months	2.35%
	Hog (fattening)	6 months	1.00%
	Cattle (fattening)	8 months	1.35%
	Cattle (breeding)	11 months	1.85%
	Carabao (breeding)	15 months	2.50%
	Carabao (dairy)*	11 months	1.85%
	Goat (dairy)*	6 months	1.00%
	Cattle (dairy)*	11 months	1.85%
Note: *Milk Production			

Other short term crops/ commodities (e.g. garlic, onion, sayote, tomato, etc.)	7 months	1.20%
Cacao <sup>1</sup>	1 year	2.00%
Coffee <sup>1</sup>	1 year	2.00%
Mango <sup>1</sup>		
Per hectare*	6 months	1.00%
Per tree	6 months	1.00%
*100 trees per hectare		
Banana <sup>1</sup>	1 year	2.00%
Coconut <sup>1</sup>	1 year	2.00%
Oil Palm <sup>1</sup>	1 year	2.00%

<sup>1</sup> Enrolment for guarantee coverage of short-term loans extended for long gestating crops production such as coconut, banana, coffee, cocoa, mango and oil palm shall be allowed provided that:

- a. The object/s of financing are existing and mature (fruit-bearing trees/plants); and
- b. Loan maturity is not more than one (1) year.

# **PRIORITY SECTORS GUARANTEE GROUP**

## **External Service**



## 1. Marketing and Evaluation Processes of the Regular Guarantee Program

The Philippine Guarantee Corporation (PHILGUARANTEE) issues its guarantee in favor of a Participating Financial Institution to cover loans granted to entities that are involved in export, import substitution and projects related to the Government's Investment Priorities Plan such as manufacturing, tourism, agri-modernization, telecommunications, infrastructure, power/energy generation or distribution, and all other infrastructure and development programs.

This procedure defines the activities from marketing of accounts to issuance of Notice of Approval/Denial/Deferment.

<b>Office/Division:</b>	Priority Sectors Guarantee Group/Priority Sectors Department & SME Department/Marketing and Product Development Division & Business Revenue Division (PSGG/PSD & SMED/MPDD&BRD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Business (G2B) Government-to-Government (G2G)	
<b>Who May Avail:</b>	Participating Financial Institution (PFI)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Standard Requirements</b>		
1. Application Letter / Letter of Intent (LOI) indicating the amount of guarantee applied for (1 original copy)		To be provided by the Applicant (PFI /Borrower)
2. Duly signed “ <u>Business Information Sheet</u> ” with “ <u>Annexes</u> ” to be accomplished by each individual applicant (ex. sole proprietor), each partner, and in the case of corporations, by each principal and senior officer/s. (1 original copy)		To be provided by PSGG/ PSD & SMED
3. Non-Disclosure Statement (1 original copy)		To be provided by PSGG/ PSD & SMED
4. Data Privacy Consent (1 original copy)		To be provided by PSGG/ PSD & SMED
5. Authority to Conduct Credit Checking (1 original copy)		To be provided by the Applicant (PFI /Borrower)
6. List of top five (5) competitors (1 original copy)		To be provided by the Applicant (PFI /Borrower)
7. Board Resolution/Secretary’s Certificate authorizing the Applicant to secure PHILGUARANTEE’s guarantee and designating the person/s authorized to file and/or sign any document pertaining to the company’s application for a guarantee (1 original copy)		To be provided by the Applicant (PFI /Borrower)
8. Audited Financial Statements (AFS) for the past three (3) years with the corresponding Income Tax Returns (ITRs), and Interim FS for the		To be provided by the Applicant (PFI /Borrower)

current year in case the latest AFS is more than six (6) months prior to the date of application. The Statements should be supported by Notes to FS (1 certified true copy)	
9. Business Registration & Permits, e.g., Articles of Incorporation and By-Laws together with the amendments thereto, if any, latest General Information Sheet, Mayor's Permit, among others (1 certified true copy)	SEC / Municipal Hall
10. Updated list of the following, as certified under oath by the Corporate Secretary: a. Stockholders of the company, as of date of application to include name, nationality, number of shares subscribed and amount paid on subscription (1 certified original copy) b. Executive Officers and Directors of the company, indicate if full – or part-time with the company (1 certified original copy)	To be provided by the Applicant (PFI /Borrower)
<b>B. Additional Requirements for Regular Guarantee Program</b>	
1. Company Profile (1 clean copy)	To be provided by the Applicant (PFI /Borrower), unless otherwise stated
2. Bank approval in principle or commitment to extend a loan and the indicative terms & conditions of the loan (1 certified copy)	To be provided by the Applicant (PFI /Borrower)
3. Certificate of Complete Borrowings with corresponding authorization for each bank to conduct bank checking <b>OR</b> No Borrowings, as the case may be (1 original copy)	To be provided by PSGG/ PSD & SMED
4. Certificate / Affidavit of No Default (1 original copy)	To be provided by PSGG/ PSD & SMED
5. Contracts, agreements (e.g. marketing or management contracts, loan agreements, etc.) (1 certified copy)	To be provided by the Applicant (PFI /Borrower)
6. SEC approval of Investment Certificates (if un-issued, status and copy of application) (1 certified copy)	To be provided by SEC
7. BSP approval/authority for PHILGUARANTEE to issue the required guarantee in foreign currency (if applicable) (1 certified copy)	To be provided by BSP
8. Environment Compliance Certificate covering the project (if un-issued, its status and copy of application with the DENR), if applicable (1 certified copy)	To be provided by DENR
9. List of assets offered as security/ collateral with complete specification/ description, acquisition cost, date of acquisition, net book value, the requirements for appraisal / validation are as follows (as applicable): (1 photocopy)	To be provided by the Applicant (PFI /Borrower)

<p>a. Chattel Mortgage</p> <p><u>Industrial Machineries &amp; Equipment</u></p> <ul style="list-style-type: none"> <li>• List of M/Es signed by the Applicant (end-Borrower)</li> <li>• Invoices / Accounting Records</li> <li>• Proof of Ownership</li> <li>• Affidavit of &amp; that they are free from lien / encumbrances</li> </ul> <p><u>For Transportation Equipment</u></p> <ul style="list-style-type: none"> <li>• Updated Certificate of Registration &amp; Official Receipt (CR / OR)</li> <li>• Franchise for PUV</li> </ul> <p><u>For Aircraft</u></p> <ul style="list-style-type: none"> <li>• Certificate of Air Worthiness</li> <li>• Certificate of Registration from CAAP</li> <li>• Blue Book Record / Flying Hours</li> </ul> <p><u>For Watercraft / Vessel</u></p> <ul style="list-style-type: none"> <li>• Certificate of Vessel Registry</li> <li>• Proof of Ownership</li> <li>• MARINA License (Certificate of Manning, Sea Worthiness &amp; Safety)</li> </ul> <p><u>For On-Going Projects (in addition to the above, as applicable)</u></p> <ul style="list-style-type: none"> <li>• Complete set of plans (process / schematic diagram, if applicable)</li> <li>• Technical specifications</li> <li>• Detailed cost estimates / Bill of Materials</li> </ul> <p>b. Real Estate Mortgage</p> <p><u>Basic Requirements</u></p> <ul style="list-style-type: none"> <li>• Owner's Duplicate Certificate of Title (OCT/TCT/CCT)</li> <li>• Updated Tax Declaration</li> <li>• Updated Tax Receipt / Tax Clearance</li> <li>• Lot Plan / Approved Subdivision Plan</li> <li>• Location / Vicinity Map</li> <li>• Building Plan (for improvements)</li> </ul> <p><u>Additional Requirements, if applicable</u></p> <ul style="list-style-type: none"> <li>• DAR Clearance (for Agri Lot)</li> <li>• Occupancy Permit (newly constructed)</li> <li>• As Built Plan (for changes in the original plan)</li> <li>• For ongoing projects:             <ul style="list-style-type: none"> <li>○ Bill of Materials / cost estimate*</li> <li>○ Specification of Materials*</li> <li>○ Duly approved building plan</li> <li>○ Project Schedule (e.g., S-curve, Bar Chart)</li> <li>○ Accomplishment Report**</li> </ul> </li> <li>• For condominiums</li> </ul>	
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<ul style="list-style-type: none"><li>○ Master Deed with restrictions</li><li>○ Certificate of payment of dues</li><li>○ Mother Title</li><li>○ Others (e.g., Authority to Inspect, HLURB Clearance)</li></ul> <p><i>*signed by a licensed engineer / architect</i> <i>** signed by a project engineer / manager</i></p>				
<b>C. Additional Requirements depending on the facility</b>				
<b><u>Working Capital</u></b> (1 original copy) <ul style="list-style-type: none"><li>a. Projected sales for one (1) year</li><li>b. List of Buyers and their corresponding address, contact number</li><li>c. List of Suppliers and their corresponding address, contact number</li></ul>	To be provided by the Applicant (PFI /Borrower)			
<b><u>Project Finance</u></b> (1 original or duplicate copy) <ul style="list-style-type: none"><li>a. Project Proposal / Business Plan / Information Memorandum / Feasibility Study with the following:<ul style="list-style-type: none"><li>i. Development Plan</li><li>ii. Technical Specification</li><li>iii. Architectural and Engineering Plan</li><li>iv. Detailed Cost Estimate of the Project</li><li>v. Market Data to support the project demand and assumptions</li><li>vi. Projected balance sheet, income statement and cash flow over the repayment period of the loan to be guaranteed to be supported by schedules, assumptions, break-even analysis and sensitivity analysis</li></ul></li><li>b. Status of different projects of the company, if applicable</li></ul>	To be provided by the Applicant			
<i>Note:</i> <i>PHILGUARANTEE reserves the right to secure additional documents / information from the bank to comply with due diligence and sound credit risk management practices.</i>				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Marketing Phase</b>				
1. Inquire about the guarantee program thru (a) phone inquiry, (b) meeting with PSGG at the 17/F, BDO Towers Valero or (c) at a venue agreed	1.1 Interview the client, present and discuss the guarantee programs and answer the queries of the client, if any	None	3 hours	Head, PSGG Head, PSD & SMED and/or Account Officer (AO), MPDD&BRD
	1.2 Conduct initial evaluation to determine	None	2 hours	Head, PSGG Head, PSD & SMED

upon by both parties	mandate fitness			and/or AO, MPDD & BRD
	1.3 Provide the client a list of documentary requirements	None	15 minutes	AO, MPDD & BRD
	1.4 Advise the client to submit LOI & the documentary requirements	None	15 minutes	AO, MPDD & BRD
<b>B. Application and Submission of Documentary Requirements Phase</b>				
2. Submit LOI and complete requirements to SME & PSGG	2.1. Review the completeness of the documents submitted by the client	None	4 hours	AO, MPDD & BRD
	2.2. Prepare the acknowledgment receipt of the LOI and documentary requirements submitted by the client; if incomplete, include request to submit lacking documents	None	4 hours	AO, MPDD & BRD
	2.3. Upon completion of requirements by the client, secure a Client ID Number from the Information Technology Department (ITD)	None	1 hour	AO or Account Assistant (AA), MPDD & BRD
	2.4. Request the issuance of Statement of Account (SOA) for the Origination	Five (5) basis points (bps) for every PhP 10	1 hour [Issuance of SOA with separate Turn-Around Time (TAT)]	AO, MPDD & BRD

	Fee (OF) from the Cash Management Department (CAD)	Million, payable upfront		
	2.5. Upon receipt of the SOA, transmit the same to the client	None	1 hour	AO or AA, MPDD & BRD
	2.6. Communicate with the client for the payment of OF to PHILGUARANTEE within 7 days from receipt of SOA	None	4 hours (including follow-ups)	AO, MPDD & BRD
	2.7. Assist the client in the payment of OF. CAD to issue the Official Receipt (OR)	None	30 minutes (CAD with separate TAT)	AO, MPDD & BRD
<b>C. Initial Evaluation Phase</b>				
3. Conduct of meetings/ site inspection with PHILGUARANTEE	3.1. Request Credit and Appraisal Management Department (CAMD) for the following: a. Credit Investigation b. Appraisal (as applicable) c. Financial Spread Sheet preparation (for existing companies) d. Cost validation (if applicable)	None	1 hour (CI, appraisal, spread sheet preparation and cost validation have separate TAT)	AO, MPDD & BRD
	3.2. Coordinate and schedule the site visit and inspection with client/s	None	30 minutes	AO, MPDD & BRD

	3.3. Conduct site visit and inspection	None	2 working days (separate TAT for travel time)	Head, PSD & SMED and/or AO, MPDD & BRD
	3.4. Gather information relevant to the account or project being evaluated	None	3 working days	AO, MPDD & BRD
	3.5. Upon receipt of reports from CAMD and those from the client, initially assess the credit and security profile.	None	1 working day	AO, MPDD & BRD
	3.6. Confer with the client on the initial results of the data / report / information gathered and if further action/ submission is required to address any identified area of concern.	None	4 hours	AO, MPDD & BRD
	3.7. Upon submission of lacking / additional documents, review and evaluate completeness of requirements.	None	1 working day	Head, PSD & SMED and/or AO, MPDD & BRD
	3.8. Evaluate and determine the creditworthiness of the client and/or project.	None	2 working days	Head, PSD & SMED and/or AO, MPDD & BRD

	3.9. If creditworthy, prepare the Credit Approval Memorandum (CAM)	None	10 working days	Head, PSD & SMED and/or AO, MPDD & BRD
	3.10. Inform the client of the date of presentation to the appropriate approving authority/ies.	None	15 minutes	AO, MPDD & BRD
4. Wait for advice from AO on the schedule of presentation to the appropriate approving authority/ies				
<b>D. Review of CAM and Approval Phase</b>				
5. Wait for the notice from the AO if the application is approved, disapproved or deferred.	5.1. Forward CAM to the PSD & SMED Head and PSGG Head for review.	None	2 working days	AO, MPDD & BRD
	5.2. If found to be in order, finalize CAM for signature.	None	1 working day	Head, PSGG Head, PSD & SMED and/or AO, MPDD & BRD
	5.3. Forward signed CAM and supporting documents to PCEO for clearance and endorsement to the Management Credit Guarantee Committee (MCGC).	None	1 hour (Review of CAM by PCEO will have a separate TAT)	AA, MPDD & BRD



	5.4. Present account to the MCGC. If found to be in order and loan amount is beyond the authority of MCGC, endorse account either to the Executive Credit Guarantee Committee (ECGC) or Board of Directors (BOD).	None	1 working day	Head, PSGG Head, PSD & SMED and/or AO, MPDD & BRD
	5.5. If endorsed by PCEO, reproduce the required number of copies of CAM for submission to Office of the Corporate Secretary	None	4 hours	AA, MPDD & BRD
	5.6. Present account to ECGC or BOD.  <i>Levels of Authority:</i> a. ECGC: > Beyond Php500M up to Php1B b. Board > Beyond Php1Bn  <i>Frequency of meeting/s (minimum):</i> Monthly a. MCGC:	None	1 working day	Head, PSGG Head, PSD & SMED and/or AO, MPDD & BRD

	Twice b. ECGC: Once c. BOD: Once			
<b>E. Notice to Client</b>				
6. For approved application: Client shall receive a Notice of Approval and shall be contacted thereafter by the AO to arrange and schedule the signing of the guarantee documents	6.1. Notify the client of the result of presentation thru e-mail or phone call.	None	1 hour	AO, MPDD & BRD
	6.2. Receive duly signed transaction media or Secretary's Certificate / Board Resolution	None	15 minutes (issuance of duly signed transaction media or Secretary's Certificate / Board Resolution have separate TAT)	AO, MPDD & BRD
7. For deferred application: Client shall receive a Notice of Deferment, and shall then comply with the additional requirements	7.1. Prepare Notice, as applicable a. Notice of Approval; b. Notice of Denial or c. Notice of Deferment, including the list of requirements for compliance. If complied, go back to Step D.4. (depending on the approving authority)	None	1 working day	Head, PSGG Head, PSD & SMED and/or AO, MPDD & BRD
8. For denied application: Client shall receive a Notice of Denial	8.1. Issue appropriate Notice to client	None	1 hour	AO, MPDD & BRD

	<b>TOTAL</b>	<b>Five (5) basis points (bps) for every PhP 10 Million, payable upfront</b>	<b>29 working days and 1 hour</b>	
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## 2. Marketing and Evaluation Processes of the SME Credit Guarantee Facility

The Philippine Guarantee Corporation (PHILGUARANTEE) issues its guarantee in favor of a Participating Financial Institution to cover loans granted to entities that are involved in export, import substitution and projects related to the Government's Investment Priorities Plan such as manufacturing, tourism, agri-modernization, telecommunications, infrastructure, power/energy generation or distribution, and all other infrastructure and development programs.

This procedure defines the activities from marketing of accounts to issuance of Notice of Approval/Denial/Deferment.

<b>Office/Division:</b>	Priority Sectors Guarantee Group/Priority Sectors Department & SME Department/Marketing and Product Development Division & Business Revenue Division (PSGG/PSD & SMED/MPDD&BRD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Business (G2B) Government-to-Government (G2G)	
<b>Who May Avail:</b>	Participating Financial Institution (PFI)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Standard Requirements</b>		
1. Application Letter / Letter of Intent (LOI) indicating the amount of guarantee applied for (1 original copy)		To be provided by the Applicant (PFI /Borrower)
2. Duly signed “ <u>Business Information Sheet</u> ” with “ <u>Annexes</u> ” to be accomplished by each individual applicant (ex. sole proprietor), each partner, and in the case of corporations, by each principal and senior officer/s. (1 original copy)		To be provided by PSGG/ PSD & SMED
3. Non-Disclosure Statement (1 original copy)		To be provided by PSGG/ PSD & SMED
4. Data Privacy Consent (1 original copy)		To be provided by PSGG/ PSD & SMED
5. Authority to Conduct Credit Checking (1 original copy)		To be provided by the Applicant (PFI /Borrower)
6. List of top five (5) competitors (1 original copy)		To be provided by the Applicant (PFI /Borrower)
7. Board Resolution/Secretary’s Certificate authorizing the Applicant to secure PHILGUARANTEE’s guarantee and designating the person/s authorized to file and/or sign any document pertaining to the company’s application for a guarantee (1 original copy)		To be provided by the Applicant (PFI /Borrower)
8. Audited Financial Statements (AFS) for the past three (3) years with the corresponding Income Tax Returns (ITRs), and Interim FS for the		To be provided by the Applicant (PFI /Borrower)

current year in case the latest AFS is more than six (6) months prior to the date of application. The Statements should be supported by Notes to FS (1 certified true copy)				
9. Business Registration & Permits, e.g., Articles of Incorporation and By-Laws together with the amendments thereto, if any, latest General Information Sheet, Mayor's Permit, among others (1 certified true copy)		SEC / Municipal Hall		
10. Updated list of the following, as certified under oath by the Corporate Secretary: a. Stockholders of the company, as of date of application to include name, nationality, number of shares subscribed and amount paid on subscription (1 certified original copy) b. Executive Officers and Directors of the company, indicate if full – or part-time with the company (1 certified original copy)		To be provided by the Applicant (PFI /Borrower)		
<b>B. Additional Requirements under SME Credit Guarantee Facility</b>				
1. Certification of CAMELS Rating (at least “3”) (1 original copy)		To be provided by the PFI		
<i>Note:</i> <i>PHILGUARANTEE reserves the right to secure additional documents / information from the bank to comply with due diligence and sound credit risk management practices.</i>				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<b>A. Marketing Phase</b>				
1. Inquire about the guarantee program thru (a) phone inquiry, (b) meeting with PSGG at the 17/F, BDO Towers Valero or (c) at a venue agreed upon by both parties	1.1. Interview the client, present and discuss the guarantee programs and answer the queries of the client, if any	None	3 hours	Head, PSGG Head, PSD & SMED and/or Account Officer (AO), MPDD&BRD
	1.2. Provide the client a list of documentary requirements	None	2 hours	Head, PSGG Head, PSD & SMED and/or AO, MPDD & BRD
	1.3. Advise the client to submit LOI & the documentary requirements	None	15 minutes	AO, MPDD & BRD

<b>B. Application and Submission of Documentary Requirements Phase</b>				
2. Submit LOI and complete requirements to PSGG	2.1. Review the completeness of the documents submitted by the client	None	4 hours	AO, MPDD & BRD
	2.2. Prepare the acknowledgment receipt of the LOI and documentary requirements submitted by the client; if incomplete, include request to submit lacking documents	None	4 hours	AO, MPDD & BRD
	2.3. Upon completion of requirements by the client, secure a Client ID Number from the Information Technology Department (ITD)	None	1 hour	AO or Account Assistant (AA), MPDD & BRD
	2.4. Request the issuance of Statement of Account (SOA) for the Origination Fee (OF) from the Cash Management Department (CAD)	Five (5) basis points (bps) for every PhP 10 Million, payable upfront	1 hour [Issuance of SOA with separate Turn-Around Time (TAT)]	AO, MPDD & BRD
	2.5. Upon receipt of the SOA, transmit the same to the	None	1 hour	AO or AA, MPDD & BRD

	client			
	2.6. Communicate with the client for the payment of OF to PHILGUARANTEE within 7 days from receipt of SOA	None	4 hours (including follow-ups)	AO, MPDD & BRD
	2.7. Assist the client in the payment of OF. CAD to issue the Official Receipt (OR)	None	30 minutes (CAD with separate TAT)	AO, MPDD & BRD
<b>C. Initial Evaluation Phase</b>				
3. Conduct of meetings/ site inspection with PHILGUARANTEE	3.1. Request Credit and Appraisal Management Department (CAMD) for the following: a. Credit Investigation b. Financial Spread Sheet preparation (for existing companies)	None	1 hour (CI, appraisal, spread sheet preparation and cost validation have separate TAT)	AO, MPDD & BRD
	3.2. Confer with the client on the initial results of the data / report / information gathered and if further action/ submission is required to address any identified area of concern.	None	4 hours	AO, MPDD & BRD

	3.3. Upon submission of lacking / additional documents, review and evaluate completeness of requirements.	None	1 working day	AO, MPDD & BRD
	3.4. If documents are complete, prepare the Credit Approval Memorandum (CAM)	None	10 working days	Head, PSD & SMED and/or AO, MPDD & BRD
	3.5. Inform the client of the date of presentation to the appropriate approving authority/ies.	None	15 minutes	AO, MPDD & BRD
4. Wait for advice from AO on the schedule of presentation to the appropriate approving authority/ies				
<b>D. Review of CAM and Approval Phase</b>				
5. Wait for the notice from the AO if the application is approved, disapproved or deferred.	5.1. Forward CAM to the Heads of PSD & SMED Head and PSGG Head for review.	None	2 working days	AO, MPDD & BRD
	5.2. If found to be in order, finalize CAM for signature.	None	1 working day	Head, PSGG Head, PSD & SMED and/or AO, MPDD & BRD



	5.3. Forward signed CAM and supporting documents to PCEO for clearance and endorsement to the Management Credit Guarantee Committee (MCGC).	None	1 hour (Review of CAM by PCEO will have a separate TAT)	AA, MPDD & BRD
	5.4. Present account to the MCGC. If found to be in order and loan amount is beyond the authority of MCGC, endorse account either to the Executive Credit Guarantee Committee (ECGC) or Board of Directors (BOD).	None	1 working day	Head, PSGG Head, PSD & SMED and/or AO, MPDD & BRD
	5.5. If endorsed by PCEO, reproduce the required number of copies of CAM for submission to Office of the Corporate Secretary	None	4 hours	AA, MPDD & BRD
	5.6. Present account to ECGC or BOD.	None	1 working day	Head, PSGG Head, PSD & SMED and/or

	<i>Levels of Authority:</i> a. ECGC: > Beyond Php 1Bn up to Php 5B b. Board > Beyond Php 5Bn  <i>Frequency of meeting/s (minimum):</i> Monthly a. MCGC: Twice b. ECGC: Once c. BOD: Once			AO, MPDD & BRD
<b>E. Notice to Client</b>				
6. For approved application: Client shall receive a Notice of Approval and shall be contacted thereafter by the AO to arrange and schedule the signing of the guarantee documents	6.1. Notify the client of the result of presentation thru e-mail or phone call.	None	1 hour	AO, MPDD & BRD
	6.2. Receive duly signed transaction media or Secretary's Certificate / Board Resolution	None	15 minutes (issuance of duly signed transaction media or Secretary's Certificate / Board Resolution have separate TAT)	AO, MPDD & BRD
7. For deferred application: Client shall receive a Notice of Deferment, and shall then comply with the additional requirements	7.1. Prepare Notice, as applicable a. Notice of Approval; b. Notice of Denial or c. Notice of Deferment, including	None	1 working day	Head, PSGG Head, PSD & SMED and/or AO, MPDD & BRD

	the list of requirements for compliance . If complied, go back to Step D.4. (depending on the approving authority)			
8. For denied application: Client shall receive a Notice of Denial	8.1. Issue appropriate Notice to client	None	1 hour	AO, MPDD & BRD
	<b>Sub-Total</b>		<b>21 working days and 15 minutes</b>	
Note: Additional: Conduct of meeting/visit, if Bank is located out of town (separate TAT for travel time)			1 working day	
	<b>TOTAL</b>	<b>Five (5) basis points (bps) for every PhP 10 Million, payable upfront</b>	<b>22 working days and 15 minutes</b>	

# **HOUSING GUARANTEE GROUP**

## **External Service**

## 1. Application for Guarantee Facility Under Republic Act No. 8763

Processing of Guaranty Facility Application, interchangeably known as guarantee line, under R.A. No. 8763 involves the determination of the eligibility of a financial institution for the guarantee and incentives provided under the law.

The Guarantee Facility extended to the financial institution by PHILGUARANTEE, is a facility whereby the housing-related loans and financial transactions may be enrolled for guaranty coverage.

<b>Office/Division:</b>	Housing Guarantee Group/Housing Business Development Department/Marketing & Product Development Division (HGG/HBDD/MPDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B)	
<b>Who may avail:</b>	Banks, Building and Loan Associations, Investment Houses, Trust Companies, Cooperatives, Microfinance entities, Real-Estate Developers and other institutions that provide funds for homebuyers and housing developments.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. For Bank Applicants</b>		
1. Guarantee Facility Application Letter indicating: (1 original copy) a. The amount of requested Guarantee Facility; and b. The type of Guarantee Coverage (e.g. Bond, Standard, Cashflow)		To be provided by the applicant-entity
2. Company Profile		
a. Company Background (1 original copy)		To be provided by the applicant-entity
b. Accomplished Business Information Sheet (1 original copy with annexes)		To be provided by the applicant-entity
c. SEC Registration & Articles of Incorporation & By-Laws (1 photocopy)		To be provided by the applicant-entity
d. General Information Sheet (1 photocopy)		To be provided by the applicant
e. Secretary's Certificate evidencing Board's approval for a Guarantee Facility application (1 original copy)		To be provided by the applicant
f. Organizational Structure (1 photocopy)		To be provided by the applicant-entity
g. *Services offered (1 original copy)  * May also be indicated in the application letter or may be cited as part of the Annual Report, if any.		To be provided by the applicant-entity
h. Value of Prospective Enrollments (1 original copy)		To be provided by the applicant

i. Authorization Letter to verify CAMELS rating with BSP (1 original copy)	To be provided by the applicant
<b>3. Financial Documents</b>	
a. Audited Financial Statements for the past three (3) years (2 photocopy)	To be provided by the applicant-entity
b. Composition/Classification of Loans and Receivables with amount/value for the past year (if not stated in the notes to FS) (1 original copy)	To be provided by the applicant-entity
c. Gross and Net Non-Performing Loans (NPL) for Housing Loans and/or Small Loans for the last three (3) years (1 original copy)	To be provided by the applicant-entity
<b>4. Lending Parameters for Housing Loans (1 original copy)</b>	To be provided by the applicant-entity
<b>B. Other Financial Institutions</b>	
1. Guarantee Facility Application Letter indicating: (1 original copy) a. The amount of requested Guarantee Facility; and b. The type of Guarantee Coverage (e.g. Bond, Standard, Cashflow)	To be provided by the applicant-entity
<b>2. Company Profile</b>	
a. Company Background (1 original copy)	To be provided by the applicant-entity
b. Accomplished Business Information Sheet (1 original copy with annexes)	To be provided by the applicant-entity
c. SEC Registration & Articles of Incorporation & By-Laws for Corporations; Articles of Partnership for Partnerships; DTI Registration Certificate for Sole Proprietors (1 photocopy)	To be provided by the applicant-entity
d. General Information Sheet (1 photocopy)	To be provided by the applicant-entity
e. Secretary's Certificate evidencing Board's approval for a Guarantee Facility application (1 original copy)	To be provided by the applicant-entity
f. Organizational Structure (1 photocopy)	To be provided by the applicant-entity
g. *Services offered (1 original copy)  * May also be indicated in the application letter or may be cited as part of the Annual Report, if any.	To be provided by the applicant-entity
h. Value of Prospective Enrollments (1 original copy)	To be provided by the applicant-entity
<b>3. Financial Document</b>	
a. Audited Financial Statements for the past two (2) years (2 photocopy)	To be provided by the applicant-entity

b. Composition/Classification of Loans and Receivables with amount/value for the past year (if not stated in the notes to FS) (1 original copy)	To be provided by the applicant-entity
c. Gross Non-Performing Loans (NPL) for Housing Loans and/or Small Loans for the last two (2) years (1 original copy)	To be provided by the applicant-entity
4. Lending Parameters for Housing Loans (1 original copy)	To be provided by the applicant-entity
<b>C. For Real Estate Developers</b>	
1. Guarantee Facility Application Letter indicating: (1 original copy) a. The amount of requested Guarantee Facility; and b. The type of Guarantee Coverage (e.g. Bond, Standard, Cashflow)	To be provided by the applicant-entity
2. Company Profile	
a. Company Background (1 original copy)	To be provided by the applicant-entity
b. Accomplished Business Information Sheet (1 original copy with annexes)	To be provided by the applicant-entity
c. SEC Registration & Articles of Incorporation & By-Laws (1 photocopy)	To be provided by the applicant-entity
d. General Information Sheet (1 photocopy)	To be provided by the applicant-entity
e. Secretary's Certificate evidencing Board's approval for a Guarantee Facility application (1 original copy)	To be provided by the applicant-entity
f. Organizational Structure (1 photocopy)	To be provided by the applicant
g. *Services offered (1 original copy)  * <i>May also be indicated in the application letter or may be cited as part of the Annual Report, if any.</i>	To be provided by the applicant
h. Value of Prospective Enrollments (1 original copy)	To be provided by the applicant
i. List of creditors, contractors, suppliers and relationship-banks indicating the name of the contact person and telephone number (1 original copy)	To be provided by the applicant
j. List of completed and on-going projects including location, type of development, selling price and period of development (1 original copy)	To be provided by the applicant
3. Financial Documents	
a. Audited Financial Statements for the past two (2) years (2 photocopy)	To be provided by the applicant-entity

b. Composition/Classification of Loans and Receivables with amount/value for the past year (if not stated in the notes to FS) )1 original copy)			To be provided by the applicant-entity	
c. Gross Non-Performing Loans (NPL) for Housing Loans for the last two (2) years (1 original copy)			To be provided by the applicant-entity	
4. Lending Parameters for Housing Loans (1 original copy)			To be provided by the applicant-entity	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application letter together with complete documentary requirements	1.1. Check completeness of application requirement	None	30 minutes	Marketing Officer (MO), MPDD
	1.2. If complete, prepare Payment Acceptance Order (PAO) for application fee	P10,000.00 Application Fee	30 minutes	MO, MPDD
2. Pay application fee upon presentation of PAO	2.1. Receive payment and issue Official Receipt (OR)	None	30 minutes	Cashier, Cash Management Department (CMD)
3. Officially file the application, present OR and submit photocopy of OR and two copies of PAO	3.1. Stamp-receive the application documents indicating the date and time of receipt	None	15 minutes	MO, MPDD Records Officer (RO), Records Custodian-ship and Management Department (RCMD)
	3.2. Forward application documents to HBDD Head	None	15 minutes	MO, MPDD
	3.3. Notes the application documents and assigns to MPDD's MO	None	2 hours	Head, HBDD
	3.4. Evaluate application and pre-qualification requirements	None	1 working day	MO, MPDD



	3.5. Prepare and send official letter to client (signed by the HBDD Head) informing them of the completeness or documentary deficiency of the application	None	4 hours	MO, MPDD Head, HBDD
	3.6. Evaluates and prepares the following reports: a. Conduct financial analysis b. Evaluate credit parameters and approval process c. Access collection system/ procedure and NPL level d. Determine level of housing portfolio and prospective accounts for enrolment e. Check the management capability in handling home lending operations f. Send Business Information Sheet and Annexes to Credit	None	6 working days	MO, MPDD

	Investigation Division (CID) g. Send CAMELS Authorization Letter to Compliance Officer for BSP confirmation h. Prepare/ Revise Credit Guarantee Approval Memorandum (CGAM) for presentation to the Management Credit Guarantee Committee (MCGC)/ Executive Credit Guarantee Committee (ECGC)/ Board of Directors			
	3.7. Review the CGAM	None	3 working days	Head, HBDD
	3.8. Review the CGAM	None	3 working day	Head, HGG
	3.9. Present to the MCGC/ECGC	None	1 working day	MO, MPDD Head, HBDD
	3.10. Upon approval by the MCGC/ ECGC, revise and finalize CGAM for the PHILGUARANTEE Board of Directors	None	1 working days	MO, MPDD Head, HBDD Head, HGG President & CEO, PHILGUARANTEE Corporate Secretary, PHILGUARANTEE

	3.11. Present to the PHILGUARANTEE Board of Directors	None	1 working day	Head, HGG
	3.12. Prepare the Notice of Approval (NOA) to the Client upon receipt of approval documents	None	1 working day	MO, MPDD Head, HBDD Head, HGG President & CEO, PHILGUARANTEE
	3.13. Send NOA to RCMD for delivery to Client	None	1 working day	MO, MPDD RO,RCMD
	<b>TOTAL</b>	<b>P10,000.00 Application Fee</b>	<b>19 Working Days</b>	

## 2. Enrollment for Guaranty Coverage and Issuance of the Certificate of Guaranty

The enrollment for guaranty coverage of housing loans and other housing-related loan accounts is made after a Contract of Guaranty is executed. This is evidenced by a Certificate of Guaranty (COG) with corresponding list of guaranteed housing loans and other housing-related loans.

The COG is necessary to a client to avail the benefits of a PHILGUARANTEE housing guaranty.

<b>Office/Division:</b>	Housing Guarantee Group/Housing Accounts Services Department/Business Revenue Division (HGG/HASD/BRD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B)			
<b>Who may avail:</b>	Banks, Developers and other Financial Institutions (FIs) that have existing guaranty lines			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>A. For Banks, Developers and other FIs Availing the Retail Guaranty</b>				
1. Enrollment Letter (1 original copy)			To be provided by the Guaranteed Entity	
2. Batch List of Retail Accounts with Details (1 original – sent thru messenger or thru email)			To be provided by the Guaranteed Entity	
3. Premium Payment			To be paid by the Guaranteed Entity	
<b>B. For Banks, Developers and other FIs Availing the Guaranty on Issued Housing Notes, Bonds and other Securities</b>				
1. Enrollement Letter (1 original copy)			To be provided by the Guaranteed Entity	
2. Premium Payment			To be paid by the Guaranteed Entity	
3. Batch List of Collateral Properties or Receivables Backing-up the issuance of Housing Related Securities (1 original – sent thru messenger or thru email)			To be provided by the Guaranteed Entity	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the enrolment letter together with the documentary requirements	1.1. Receive the documents and payment	<i>Please see below schedule of Premium Fees</i>	1 hour	Administrative Assistant (AA), HGG
	1.2. Prepare Payment Acceptance Order (PAO)	None	2 hours	Account Officer (AO), BRD/ HASD Head, BRD

	1.3. Submit PAO and payment to Cash Management Department (CMD)	None	1 hour	AO, BRD/ HASD
	1.4. Receive PAO and payment and issue OR	None	3 hours	Cashier, CMD
	1.5. Transmit OR to client	None	1 working day	AA, HASD/ Admin. Officer (AO), Office Services Division (OSD)
2. Receive OR and await issuance of Certificate of Guaranty	2.1. Reviews/ Encode enrollment batch list to Oracle System	None	3 working days	AO, BRD/ HASD
	2.2. Print routing slip, COG and List of Guaranteed Accounts	None	1 working day	AO, BRD/ HASD
	2.3. Review and sign documents	None	3 working days	Head, BRD Head, HASD
	2.4. Review legal documents and sign COG Routing Slip	None	1 working day	Head, Contract & Opinions Department (COD)
	2.5. Sign COG Routing Slip (after premium fee has been cleaned by drawee bank)	None	1 working day	Cashier, CMD/ Head, CMD
	2.6. Review documents and initial COG	None	2 working days	Head, BRD Head, HASD
	2.7. Sign COG	None	1 working day	Head, HGG

	2.8. Prepare transmittal letter of signed COG and List of Guaranteed Accounts and submit to OSD	None	1 hour	AA, HASD
3. Receive COG and List of Guaranteed Accounts	3.1. Deliver documents to client	None	1 working day	AO, OSD
	<b>TOTAL</b>	<b>Please see table</b>	<b>15 Working Days</b>	

**Schedule of Premium Fees:**

Type of Housing Package	Premium Rate (% to Outstanding Principal)	
	Standard	Bond
Socialized Housing (P580,000 and below)	1.40	1.20
Low-Cost Housing (above P580,000 to P3.0 Million)	1.45	1.15
Medium Cost Housing (above P3.0 Million to P4.0 Million)	1.50	1.10
Open Housing (above P4.0 Million to P10.0 Million)	1.70	1.50

# **INVESTMENTS & OPERATIONS GROUP**

## **External Service**

## **CASH MANAGEMENT DEPARTMENT**



## 1. Collection

Receiving and deposit of payments received from clients (both internal and external clients).

<b>Office/Division:</b>	Investments & Operation Group/Cash Management Department (IOG/CMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Client (G2C) Government-to Business Entity (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	Payer or its authorized representative			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Payment Acceptance Order (PAO) (1 original copy)			To be provided by the requesting Groups and Operating Units (GAOUs)	
2. Cash or Check Payment, Machine Validated Deposit Slip (1 photocopy) or Online Payment Collection Report (1 photocopy)			To be provided by the Payer/Client	
3. BIR Form 2307 (Certificate of Taxes Withheld), as applicable (1 photocopy)			To be provided by the Payer/Client	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Receiving of Payment</b>				
<b>A.1 Over the Counter/Thru Bank Payment</b> <i>(citizen specific)</i>				
1. Present the required documents.	1.1. Receive the required documents and payment, as applicable.	None	5 minutes	Cashier, CMD Cash Management Officer (CMO), CMD
	1.2. Examine and count the cash received, if any; examine the documents presented; and review the payment details.	None	30 minutes	Cashier, CMD CMO, CMD
	1.3. Prepare and sign OR in triplicate copies.	None	30 minutes	Cashier, CMD CMO, CMD
2. Receive Official Receipt (OR).	2.1. Transmit the original copy of the OR to the client.	None	5 minutes	Cashier, CMD CMO, CMD
	<b>Total</b>	<b>None</b>	<b>1 hour &amp; 10 minutes</b>	

<b>A.2 Thru Online Payments</b> <i>(situation specific)</i>				
1. Present the required documents	1.1. Receive the required documents	None	15 minutes	Cashier, CMD CMO, CMD
	1.2. Check and verify the amount on the online payment collection report against the bank passbook / snapshot.	None	2 hours	Cashier, CMD CMO, CMD
	1.3. Prepare and sign OR in triplicate copies.	None	5 hours and 30 minutes	Cashier, CMD CMO, CMD
2. Receive copy of the OR.	2.1. Transmit the original copy of the OR to the client.	None	15 minutes	Cashier, CMD CMO, CMD Administrative Assistant (AA), CMD
	<b>Total</b>	<b>None</b>	<b>1 working day</b>	
<b>B. Deposit of Payment</b> <i>(only agency action is needed for the payments received on the previous transaction)</i>				
	1.1. Prepare all collections received for deposit	None	1 hour and 30 minutes	Cashier, CMD CMO, CMD
	1.2. Prepare bank deposit slips.	None	30 minutes	Cashier, CMD CMO, CMD
	1.3. Proceed to the bank and deposit payments.	None	3 hours (including travel and waiting time)	Cashier, CMD CMO, CMD
	1.4. Prepare and submit the Collection and Deposits reports together with supporting documents.	None	1 hour and 30 minutes	Cashier, CMD CMO, CMD
	1.5. Check and sign the reports of collections and deposits.	None	45 minutes	Cashier, CMD CMO, CMD
	1.6. Forward the collections and	None	5 minutes	Cashier, CMD

	deposits reports to the CMD Head			CMO, CMD
	1.7. Approve the reports on collections and deposits	None	40 minutes	Head, CMD
		<b>Total</b>	<b>1 working day</b>	

# **COLLECTION AND CLAIMS DEPARTMENT**

## **Agriculture Guarantee Claims Division**

## 1. Filing and Confirmation of Guarantee Claims

The process where the partner lending institutions (PLIs) file guarantee claims covered under the Agricultural Guarantee Fund Pool (AGFP) for claims confirmation, evaluation/validation, and settlement by Philippine Guarantee Corporation (PHILGUARANTEE)

<b>Office/Division:</b>	Investments and Operations Group/Claims and Collection Department/ Agriculture Guarantee Claims Division (IOG/CCD/AGCD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B)	
<b>Who may avail:</b>	Partner Lending Institutions (PLIs) – Banks, Cooperatives, Non-Government Organizations-Microfinance Institutions, Farmers’ Organizations/Associations, Corporations that lend to small farmers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Standard Requirements</b>		
1. Duly accomplished Request for Guarantee Claims Form signed by authorized signatory (1 original copy)		To be provided by IOG/ CCD/AGCD
2. Duly accomplished Promissory Notes of borrowers (1 original copy/carbon copy)		To be provided by the requesting party
3. Disclosure statement of borrowers, <i>for Banks</i> (1 original copy/carbon copy)		To be provided by the requesting party
4. PLIs duly notarized affidavit of non-payment (1 original copy)		To be provided by IOG/ CCD/AGCD
5. Duly received demand/collection letter issued by the PLI to the borrowers (1 original copy)		To be provided by the requesting party
6. Statement of account of the borrowers as of date of filing of claims (1 photocopy)		To be provided by the requesting party
7. Declaration of reason for default (1 original copy)		To be provided by the borrower subject of claim
8. Proof of occurrence of calamity/pest and/or diseases, if applicable (1 photocopy)		Certification from Government agencies/ council (e.g. DA, PAG-ASA, NDRRMC, etc.) or LGU’s, published reports (downloaded online, newspaper clippings, etc.)
9. Proof of enrolment for guarantee cover (copy of deposit slip and/or masterlist of borrowers enrolled) (1 photocopy)		To be provided by the requesting party
<b>B. Additional requirement in cases of:</b>		
<ul style="list-style-type: none"><li>• <b>Technical issues on the documents submitted</b></li><li>• <b>Deviation on the claimed account as against the enrolled account</b></li></ul>		
1. Written explanation/clarificatory information signed by the PLI’s authorized signatory (1		To be provided by the requesting party

original copy)				
2. Evidence/proof supporting the provided information, if applicable (1 photocopy)			To be provided by the requesting party	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the claims documentary requirements thru post/courier service within the reglementary period	<b>Receiving</b>			
	1.1. Receive, record and assign reference number to claims documents; transmit received documents to AGCD	None	1 hour	AO, Office Services Division (OSD)
	<b>Guarantee Claim Confirmation</b>			
	1.2. Check documents if complete/ properly accomplished	None	18 working days	Claims and Collections Officer (CCO), AGCD/ Head, AGCD
	1.3. Validate enrolment of subject borrowers, check for deviations on the claimed accounts as against the enrolled accounts	None		CCO, AGCD Head, AGCD
	1.4. Prepare checklist of additional documents/ information as may be deemed necessary for further evaluation of claim	None		CCO, AGCD Head, AGCD
	1.5. Issue confirmation of claims	None	1 working day	CCO, AGCD Head, AGCD Head, CCD

	received and notice of additional documentary requirement			Head, IOG
	<b>TOTAL</b>	<b>None</b>	<b>19 working days and 1 hour</b>	

**Note:**

- *Processing of claim is on a per batch basis. Claim batch refers to requests for guarantee claims received by the PHILGUARANTEE within a particular month. Step 1.2 starts on the first working day after the end of reference month.*
- *In case the number of claims in a claim batch exceeds 100 borrowers, the time and duration of claims processing shall be extended to another 20 working days. The AGCD shall inform the PLI about the extension.*

## 2. Payment of Guarantee Claims

The process where the partner lending institutions (PLIs) file guarantee claims covered under the Agricultural Guarantee Fund Pool (AGFP) for claims confirmation, evaluation/validation, and settlement by Philippine Guarantee Corporation (PHILGUARANTEE)

<b>Office/Division:</b>	Investments & Operations Group/Claims and Collection Department/ Agriculture Guarantee Claims Division (IOG/CCD/AGCD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B)	
<b>Who may avail:</b>	Partner Lending Institutions (PLIs) – Banks, Cooperatives, Non-Government Organizations-Microfinance Institutions, Farmers’ Organizations/Associations, Corporations that lend to small farmers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Standard Requirements</b>		
1. Duly accomplished Request for Guarantee Claims Form signed by authorized signatory (1 original copy)		To be provided by the IOG/ CCD/AGCD
2. Duly accomplished Promissory Notes of borrowers (1 original copy/carbon copy)		To be provided by the requesting party
3. Disclosure statement of borrowers, <i>for Banks</i> (1 original copy/carbon copy)		To be provided by the requesting party
4. PLIs duly notarized affidavit of non-payment (1 original)		To be provided by the IOG/ CCD/AGCD
5. Duly received demand/collection letter issued by the PLI to the borrowers (1 original copy)		To be provided by the requesting party
6. Statement of account of the borrowers as of date of filing of claims (1 photocopy)		To be provided by the requesting party
7. Declaration of reason for default (1 original copy)		To be provided by the borrower subject of claim
8. Proof of occurrence of calamity/pest and/or diseases, if applicable (1 photocopy)		Certification from Government agencies/ council (e.g. DA, PAG-ASA, NDRRMC, etc.) or LGU’s, published reports (downloaded online, newspaper clippings, etc.)
9. Proof of enrolment for guarantee cover (copy of deposit slip and/or masterlist of borrowers enrolled) (1 photocopy)		To be provided by the requesting party
<b>B. Additional requirement in case of:</b>		
<ul style="list-style-type: none"><li>• <b>Technical issues on the documents submitted</b></li><li>• <b>Deviation on the claimed account as against the enrolled account</b></li></ul>		
1. Written explanation/clarificatory information signed by the PLI’s authorized signatory (1		To be provided by the requesting party



original copy)				
2. Evidence/proof supporting the provided information, if applicable (1 photocopy)			To be provided by the requesting party	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<b>A. Payment in tranches for claims involving less than 300 borrowers:</b>				
1. Submit additional documentary requirements within the reglementary period	<b>Initial payment representing 80% of guaranteed amount</b>			
	1.1 Conduct table validation of individual claimed accounts in the claim batch and prepare claims payment proposal	None	20 working days	CCO, AGCD Head, AGCD
	1.2 Review and endorse approval of claims	None	3 working days	Head, CCD Head, IOG
	1.3 Approve guarantee claims payment proposal	None	2 working days	President & CEO, PHILGUARANTEE
	1.4 Issue notice of approval and list of claims found invalid	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	1.5 Disburse approved guarantee claims proceeds	None	8 working days	Head, AGCD Head, CCD Head, IOG Head, SAMRG Head, CG LANDBANK (LBP) TBG
	1.6 Issue notice of payment	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	<b>Sub-Total</b>	<b>None</b>	<b>35 working days</b>	
	<b>Settlement of the remaining 20% of guaranteed amount</b>			
	1.7 Conduct field validation and prepare Field Validation Report	None	30 working days	Field validator Head, AGCD
	1.8 Prepare status report of subrogated	None	15 working days	CCO, AGCD Head, AGCD

	receivables after field validation; prepare guarantee claims payment proposal			
	1.9 Review and endorse approval of claims	None	3 working days	Head, CCD Head, IOG
	1.10 Approve guarantee claims payment proposal	None	2 working days	President & CEO, PHILGUARANTEE PHILGUARANTEE Board
	1.11 Issue notice of approval and list of claims found invalid	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	1.12 Disburse guarantee claims proceeds	None	8 working days	Head, AGCD Head, CCD Head, IOG Head, SAMRG Head, CG LBP TBG
	1.13 Issue notice of final payment	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	<b>TOTAL</b>	<b>None</b>	<b>60 working days</b>	
<b>B. Payment in tranches for claims involving more than 300 borrowers:</b>				
1. Submit additional documentary requirements within the reglementary period	<b>Initial payment representing 50% of guaranteed amount</b>			
	1.1 Prepare guarantee claims payment proposal based on the result of validation of enrolment	None	5 working days	CCO, AGCD Head, AGCD
	1.2 Review and endorse approval of claims	None	3 working days	Head, CCD Head, IOG
	1.3 Approve guarantee claims payment proposal	None	2 working days	President & CEO, PHILGUARANTEE

	1.4 Issue notice of approval and list of claims found invalid	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	1.5 Disburse approved guarantee claims proceeds	None	8 working days	Head, AGCD Head, CCD Head, IOG Head, SAMRG Head, CG LBP TBG
	1.6 Issue notice of payment	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	<b>Sub-total</b>	<b>None</b>	<b>20 working days</b>	
	<b>Subsequent payment representing 30% of guaranteed amount</b>			
	1.7 Conduct table validation of individual claimed accounts in the claim batch and prepare guarantee claims payment proposal	None	20 working days	CCO, AGCD Head, AGCD
	1.8 Review and endorse approval of claims	None	3 working days	Head, CCD Head, IOG
	1.9 Approve guarantee claims payment proposal	None	2 working days	President & CEO, PHILGUARANTEE
	1.10 Issue notice of approval and list of claims found invalid	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	1.11 Disburse approved guarantee claims proceeds	None	8 working days	Head, AGCD Head, CCD Head, IOG/ Head, SAMRG Head, CG LBP TBG
	1.12 Issue notice of payment	None	1 working day	CCO, AGCD Head, AGCD Head, IOG

	<b>Sub-Total</b>	<b>None</b>	<b>35 working days</b>	
	<b>Settlement of the remaining 20% of guaranteed amount</b>			
	1.13 Conduct field validation and prepare Field Validation Report	None	30 working days	Field validator Head, AGCD
	1.14 Prepare status report of subrogated receivables after field validation; prepare guarantee claims payment proposal	None	15 working days	CCO, AGCD Head, AGCD
	1.15 Review and endorse approval of claims	None	3 working days	Head, CCD Head, IOG
	1.16 Approve guarantee claims payment proposal	None	2 working days	President & CEO, PHILGUARANTEE PHILGUARANTEE Board
	1.17 Issue notice of approval and list of claims found invalid;	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	1.18 Disburse guarantee claims proceeds (final payment)	None	8 working days	Head, AGCD Head, CCD Head, IOG Head, SAMRG Head, CG LBP TBG
	1.19 Issue notice of payment	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	<b>TOTAL</b>	<b>None</b>	<b>60 working days</b>	
<b>C. One-time payment of guaranteed amount if guarantee claims exceed 25% of the matured coverage for the month</b>				
1. Submit additional documentary requirements	1.1 Conduct table validation and prepare Document	None	20 working days	CCO, AGCD Head, AGCD

within the reglementary period	Review Report			
	1.2 Conduct field validation and prepare Field Validation Report	None	30 working days	Field validator Head, AGCD
	1.3 Prepare claims payment proposal	None	5 working days	CCO, AGCD Head, AGCD
	1.4 Review and endorse approval of claims	None	3 working days	Head, CCD Head, IOG
	1.5 Approve guarantee claims payment proposal	None	2 working days	President & CEO, PHILGUARANTEE PHILGUARANTEE Board
	1.6 Issue notice of approval and list of claims found invalid;	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	1.7 Disburse guarantee claims proceeds (initial payment)	None	8 working days	Head, AGCD Head, CCD Head, IOG Head, SAMRG Head, CG LBP TBG
	1.8 Issue notice of payment	None	1 working day	CCO, AGCD Head, AGCD Head, IOG
	<b>TOTAL</b>	<b>None</b>	<b>70 working days</b>	

**Notes:**

- For guarantee claims which require PHILGUARANTEE Board approval, the AGCD shall inform the PLI on the schedule of Board meeting.
- In case the number of claims in a claim batch exceeds 100 borrowers or timely conduct of field validation is prevented due to force majeure, the time and duration of claims processing shall be extended. The AGCD shall inform the PLI about the extension.

# **COLLECTION AND CLAIMS DEPARTMENT**

## **Business Guarantee Claims Division**

## 1. Business Guarantee Claims – Regular Guarantee Program

This procedure defines the activities from receipt of the Bank's (Lender) Notice of Claim up to the payment of claims or issuance of claim denial, as the case may be.

<b>Office/Division:</b>	Investments & Operations Group/Collection and Claims Department/ Business Guarantee Claims Division (IOG/CCD/BGCD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government- to-Business Entity (G2B)			
<b>Who may avail:</b>	Banks that have existing guarantee lines			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Notice of Claim (1 original copy)			To be provided by the Guaranteed Banks	
2. Complete set of documentary requirement as per Guarantee Agreement			To be provided by the Guaranteed Banks	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the required documents to IOG	1.1. Receive the submitted documents	None	30 minutes	Administrative Assistant (AA), IOG
	1.2. Refer the documents to the Head, CCD	None	30 minutes	Head, IOG
	1.3. Assign the transaction to Claims and Collection Officer	None	30 minutes	Head, CCD
	1.5. Validate the claim documents by undertaking the following:			
	a. Write the borrower requesting confirmation of the fact of default in the payment of its obligations	None	1 working day	CCO, BDCG
	b. Check if Notice of Claim is filed within the	None	1 working day	CCO, BDCG

	prescribed period.			
	<p>c. Check completeness of the documents submitted by the Bank i.e.:</p> <p>Demand letter the receipt of which is duly acknowledged by the BORROWER and the surety(ies), where applicable, by indicating the name, corresponding signature, designation, or relation of the person receiving the same to the BORROWER and/or surety(ies)</p> <p>If mailed, the fact of mailing and its receipt or non-receipt being proved by the corresponding registry</p>	None	1 working day	CCO, BDCG



	<p>receipt and return card.</p> <p>Certification that the amount/s claim or so requested to be paid had become due and unpaid.</p> <p>Failure to comply with the requirements mentioned above shall be a ground for DENIAL OF CLAIM.</p> <p>In addition, PHILGUARANTEE has the right to require such other documents and to inspect the books and records of the Bank in relation to the claim. The Bank's non-compliance with such request shall likewise be a ground for DENIAL OF CLAIM.</p>			
	1.6 If documents are incomplete,	None	1 working day	CCO, BDCG Head, BDCG

	communicate with the Bank to submit the required documents.			Head, CCD Head, IOG
<b>Note:</b> PHILGUARANTEE shall not be liable under the Guarantee Agreement, unless a Notice of Claim is received by PHILGUARANTEE <b>within the prescribed period as stated in the Guarantee Agreement</b>				
2. Submit the lacking documents	2.1 Evaluate claim from receipt of complete valid claim documents	None	15 working days	CCO, BDCG
	2.2 Prepare recommendation with the supporting documents, i.e., Claim folder, Claim Eligibility Worksheet, Claim Decision Sheet and Document Checklist	None	1 working day	CCO, BDCG
	2.3 Review CCO recommendation. Revise if necessary or approve the recommended action for review of the BOG Head	None	1 working day	Head, CCD
	2.4 Seek concurrence from the Legal Services Group (LSG) on the recommendation	None	1 working day	Head, IOG
	2.5 Revise if necessary or approve the recommended action for submission to the approving	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG

	authority			
	2.6 Implement claim decision,  <b>a. If approved:</b>			
	i. Request LSG to draft the Deed of Assignment (DA)	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG
	ii. Prepare Account Payable Voucher/ Disbursement Voucher	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG
	iii. Request fund allocation from Funds and Investment Dept. (FID)	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG
3. Execute and notarise the DA	3.1. Transmit DA and check payment to the lender (no release of payment of claim should be done without the execution of the DA)	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG
4. Issue Official Receipt (OR)	4.1. Secure OR for the claim payment and the duly executed & notarized DA.	None	1 working day	CCO, BDCG
	4.2. Safekeep the original copy of the OR and DA and in the Security Envelope	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG

	<b>b. If denied:</b>			
	i. Prepare letter to the lender on the claim denial with the original claim documents	None	2 working days	CCO, BDCG Head, BDCG Head, CCD Head, IOG
5. Receive the claim denial	ii. Transmit the letter of denial to Bank	None	1 working day	CCO, BDCG
	iii. Safekeep duly received copy of the denial letter/advice to the lender in the Security Envelope	None	1 working day	CCO, BDCG Head, BDCG Head, CCD/Head, IOG
	<b>Total</b>	<b>None</b>	<b>29 working days, 1 hour and 30 minutes (if approved); 27 working days, 1 hour and 30 minutes (if denied)</b>	

**Notes :**

- The above indicated processing time involves only the activities being undertaken by the Business Guarantee Claims Division in guarantee claims evaluation. The processing time of Legal Services Group (2.4, 2.6.a.1), the Board of Directors in approving the recommended action (2.5) and the Comptrollership Group in case of claims payments (2.6.a.2) are excluded.
- The documentary requirements depend on the provisions of the Guarantee Agreement and its Special Conditions, as applicable.

## 2. Business Guarantee Claims – SME Credit Guarantee Facility

This procedure defines the activities from receipt of the Bank's (Lender) Notice of Claim up to the payment of claims or issuance of claim denial, as the case may be.

<b>Office/Division:</b>	Investments & Operations Group/Collection and Claims Department/ Business Guarantee Claims Division (IOG/CCD/BGCD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government- to-Business Entity (G2B)			
<b>Who may avail:</b>	Banks that have existing guarantee lines			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Notice of Claim (1 original copy)			To be provided by the Guaranteed Banks	
2. Complete set of documentary requirement as per Guarantee Agreement			To be provided by the Guaranteed Banks	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the required documents to IOG	1.1. Receive the submitted documents	None	30 minutes	Head, IOG
	1.2. Refer the documents to the Head, CCD	None	30 minutes	Head, IOG
	1.3. Assign the transaction to Claims and Collection Officer	None	30 minutes	Head, CCD
	1.4. Validate the claim documents by undertaking the following:			
	a. Write the borrower requesting confirmation of the fact of default in the payment of its obligations.	None	1 working day	CCO, BDCG
	b. Check if Notice of	None	1 working day	CCO, BDCG

	Claim is filed within the prescribed period.			
	<p>c. Check completeness of the documents submitted by the Bank i.e.:</p> <p>Demand letter the receipt of which is duly acknowledged by the BORROWER and the surety(ies), where applicable, by indicating the name, corresponding signature, designation, or relation of the person receiving the same to the BORROWER and/or surety(ies).</p> <p>If mailed, the fact of mailing and its receipt or non-receipt being</p>	None	1 working day	CCO, BDCG

	<p>proved by the corresponding registry receipt and return card.</p> <p>Certification that the amount/s claim or so requested to be paid had become due and unpaid.</p> <p>Failure to comply with the requirements mentioned above shall be a ground for DENIAL OF CLAIM.</p> <p>In addition, PHILGUARANTEE has the right to require such other documents and to inspect the books and records of the Bank in relation to the claim. The Bank's non-compliance with such</p>			
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	request shall likewise be a ground for DENIAL OF CLAIM.			
	1.5. If documents are incomplete, communicate with the Bank to submit the required documents.	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG
<b>Note:</b> PHILGUARANTEE shall not be liable under the Guarantee Agreement, unless a Notice of Claim is received by PHILGUARANTEE <b>within the prescribed period as stated in the Guarantee Agreement</b>				
2. Submit the lacking documents	2.1. Evaluate claim from receipt of complete valid claim documents	None	15 working days	CCO, BDCG
	2.2. Prepare recommendation with the supporting documents, i.e., Claim folder, Claim Eligibility Worksheet, Claim Decision Sheet and Document Checklist	None	1 working day	CCO, BDCG
	2.3. Review CCO recommendation. Revise if necessary or approve the recommended action for review of the IOG Head	None	1 working day	Head, CCD
	2.4. Seek concurrence from the Legal Services Group (LSG)	None	1 working day	Head, IOG



	on the recommendation			
	2.5. Revise if necessary or approve the recommended action for submission to the approving authority	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG
	2.6. Implement claim decision, <b>a. If approved:</b>			
	i. Prepare Account Payable Voucher/ Disbursement Voucher	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG
	ii. Request fund allocation from Funds and Investment Department (FID)	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG
	iii. Transmit check payment to the lender	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG
3. Issue Official Receipt (OR)	3.1. Secure OR for the claim payment	None	1 working day	CCO, BDCG
	3.2. Safekeep the original copy of the OR in the Security	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG

	Envelope			
	<b>b. If denied:</b>			
	i. Prepare letter to the lender on the claim denial with the original claim documents	None	2 working days	CCO, BDCG Head, BDCG Head, CCD Head, IOG
4. Receive the claim denial	ii. Transmit the letter of denial to Bank	None	1 working day	CCO, BDCG
	iii. Safekeep duly received copy of the denial letter/advice to the lender in the Security Envelope	None	1 working day	CCO, BDCG Head, BDCG Head, CCD Head, IOG
	<b>Total</b>	<b>None</b>	<b>28 working days, 1 hour and 30 minutes (if approved); 27 working days, 1 hour and 30 minutes (if denied)</b>	

**Notes :**

- The above indicated processing time involves only the activities being undertaken by the Collection and Claims Department in guarantee claims evaluation. The processing time of Legal Services Group (2.4), the Board of Directors in approving the recommended action (2.5) and the Finance Sector in case of claims payments (2.6.a.i) are excluded.
- The documentary requirements depend on the provisions of the Guarantee Agreement and its Special Conditions, as applicable.

# **COLLECTION AND CLAIMS DEPARTMENT**

## **Housing Guarantee Claims Division**

## 1. Processing of Guaranty Call

Processing of guaranty call shall commence upon submission by client Notice of Claim including complete requirements within 30 calendar days from date of default of mortgagor/borrower.

A Guaranty call shall be approved and paid upon client's compliance with the warranties indicated in the Contract of Guaranty.

<b>Office/Division:</b>	Investments & Operations Group/Claims and Collection Department/Housing Guarantee Claims Division (IOG/CCD/HGCD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B)	
<b>Who may avail:</b>	Banks, Developers and other Financial Institutions (FIs) that have existing guaranty enrolments	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>a. Standard Requirements for Call Processing</b>		
1. Notice of Guaranty Call (1 original copy)		To be provided by the guaranteed entity
2. Complete and detailed Statement of Account of the borrower certified by the client/bank (1 original copy)		To be provided by the guaranteed entity
3. Statement of Application of Payment certified by the client/Bank (1 original copy)		To be provided by the guaranteed entity
4. Bank's Credit Approval/Evaluation Sheet of the Mortgagor/ Borrower/Individual Buyer (1 photocopy)		To be provided by the guaranteed entity
5. Transfer Certificate of Title (TCT)/Original Certificate of Title (OCT)/Condominium Certificate of Title (CCT) (1 photocopy)		To be provided by the guaranteed entity
6. Appraisal Report at the time of loan release/ initial enrolment (1 photocopy)		To be provided by the guaranteed entity
7. Latest Appraisal Report on the security/collateral (1 photocopy)		To be provided by the guaranteed entity
8. Notarized Special Power of Attorney executed by the Bank authorizing PHILGUARANTEE to take possession of the mortgaged property (1 photocopy)		To be provided by the guaranteed entity
9. Notice to Borrower that his account is covered by an PHILGUARANTEE Guaranty (1 photocopy)		To be provided by the guaranteed entity
10. Demand letters to the borrower (1 photocopy)		To be provided by the guaranteed entity
11. TIN Card of the Mortgagor/Borrower or other government issued ID or document with the borrower's TIN or complete name , date of birth and place of birth (1 photocopy)		To be provided by the guaranteed entity
12. Tax Declaration for Lot/Building/Condo unit/		To be provided by the

Parking slot, whichever is applicable (1 photocopy)			guaranteed entity	
13. Restrictions annotated in the title, if applicable (1 photocopy)			To be provided by the guaranteed entity	
14. Technical Plans/House Plans/Floor Plans, if purpose of loan is for house construction (1 photocopy)			To be provided by the guaranteed entity	
B. Additional Requirements; if Real Estate Mortgage (REM)				
1. Real Estate Mortgage (REM) (1 photocopy)			To be provided by the guaranteed entity	
2. Promissory Note (PN) (1 photocopy)			To be provided by the guaranteed entity	
3. Loan Agreement(LA), if applicable (1 photocopy)			To be provided by the guaranteed entity	
C. Additional Requirements; if Contract to Sell (CTS)				
1. Contract to Sell (1 photocopy)			To be provided by the guaranteed entity	
2. Developer's Credit Approval/Buyer's Information Sheet (1 photocopy)			To be provided by the guaranteed entity	
3. Purchase Agreement or Deed of Assignment between Developer and Client Bank (1 photocopy)			To be provided by the guaranteed entity	
D. Other Requirements				
1. Amortization table for the term of the loan based on variable rates, if applicable (1 photocopy)			To be provided by the guaranteed entity	
2. Other documents needed in the evaluation of the guaranty claim (1 photocopy)			To be provided by the guaranteed entity	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
A. Call Evaluation				
1. Submit the Notice of Call and complete documentary requirements	1.1. Receive Notice of Call and documentary requirements and payment	None	30 minutes	Records Officer (RO), Records Custodianship & Mgmt. Dep. (RCMD)
	2.1. Return to Client the receiving copy of the Notice of Call	None	30 minutes	RO, RCMD
	2.2. Records Officer forward the Notice of Call and documentary requirements to BOG Head.	None	1 hour	RO, RCMD
2. Accept receiving copy of Notice of Call	2.3. IO Head forward the	None	4 hours	Head, IOG

	Notice of Call to CCD			
	2.4. CCD Head assign/delegate the Notice of Call to HGCD Head	None	1 hour	Head, CCD
	2.5. HGCD Head assign/delegate the Notice of Call to HGCD CCO I – IV		1 hour	Head, HGCD
	2.6. Check completeness of documents	None	1 working day	CCO I – IV, HGCD
	2.7. Conduct Initial Evaluation (deny or accept as “callable”)			
	a. Check compliance to warranties; Is the account guaranteed, Is the call within the prescribed period, is Credit Ratio within the requirement, Is LCR upon enrolment within requirement, Is the title clean, annotation of Mortgage, title in the name of the borrower, etc	None	1 working day	CCO I – IV, HGCD
	b. Contact the borrower if possible thru phone to inform them	None	1 hour	CCO I – IV, HGCD

	that the account was forwarded to PHILGUARANTEE for a guarantee claim			
	c. Send Notice to borrower that their account was forwarded to PHILGUARANTEE for guarantee	none	4 hours	CCO I – IV, HGCD/ Head, HGCD
	d. If Denied, Prepare Denial Letter, If Callable, prepare memo to conduct appraisal valuation	None	3 hours	CCO I – IV, HGCD/ Head, HGCD
	2.8. HGCD Head to review Initial Evaluation of HGCD CCO I – IV	None	2 days	Head, HGCD
<b>Appraisal of the Collateral Property – In-House or Outsourced thru Procurement</b>				
	2.9. Preparation of Memo request to Credit Appraisal Division (CAD)	None	1 working day	CCO I – IV, HGCD/ Head, HGCD/ Head, CCD
	2.10. Conduct final evaluation/ approve/disapprove guaranty call:			
	a. Evaluation & Preparation of the following:			
	i. Credit Evaluation and	None	4 hours	CCO I – IV, HGCD

	Approval (CEAS			
	ii. Info Memo	None	4 hours	CCO I – IV, HGCD
	iii. Compliance to Call Requiremen ts	None	4 hours	CCO I – IV, HGCD
	iv. Compliance to Warranties and other important documents	None	4 hours	CCO I – IV, HGCD
	b. Review and sign CEAS, Info Memo, Compliance to Call Requirement s, Warranties and other documents	None	2 working days  2 working days	Head, HGCD  Head, CCD
	c. Recommend Approval/Den ial of Guarantee Call/Claim	None	2 working days	Head, IOG
	d. Signs CEAS	None	2 working days	Authorized Representativ e Contracts and Opinion Department (COD)
	e. Approve/Den y Guarantee Claim/Call	None	2 working days	President & CEO, PHILGUAR ANTEE
	2.11. Prepare and Sign Notice of Approval/Deni al to client	None	4 hours	CCO I – IV, HGCD/ Head, HGCD/ Head, CCD/ Head, IOG
3. Receive Notice of Approval/ Denial	3.1. Deliver Notice of Approval/Denia l to client	None	4 hours	CCO, HGCD Administrative Officer (AO), Office Services



				Division (OSD)
	<b>TOTAL</b>	<b>None</b>	<b>20 working days</b>	

# **SPECIAL ASSET MANAGEMENT & RECOVERY GROUP**

## **External Service**

# **ASSET SALES AND DISPOSITION DEPARTMENT**

## 1. How to Participate in the Bidding of Non-Retail Assets

For purposes of transparency, the PHILGUARANTEE conducts public bidding for the disposition of its acquired assets in bulk.

Processing of bid proposals shall commence upon publication of the Invitation to Bid for the bulk sale of the PHILGUARANTEE acquired assets on an as-is-where-is basis until the issuance of a Notice of Award of Sale to the winning bidder.

<b>Office/Division:</b>	Special Asset Management & Recovery Group/Asset Sales and Disposition Department/F (SAMRG/ASDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B)	
<b>Who may avail:</b>	Any natural or juridical person doing business under the laws of the Republic, a joint venture, corporations, consortium of companies and partnerships.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. Pro-forma Bid Documents</b>		To be provided by Bids and Awards Committee (BAC)
1. General Information (1 original copy)		To be provided by ASDD
2. Letter authorizing PHILGUARANTEE’s authorized representative to verify any and all documents submitted by the bidder (1 original copy)		To be provided by ASDD
3. Secretary’s Certificate attesting to the Board Resolution authorizing the signatory to all documents relative to the proposal (1 original copy)		To be provided by ASDD
4. Duly notarized Affidavit of Waiver of Rights to prevent the disposition of the property (1 original copy)		To be provided by ASDD
5. Financial proposal (1 original copy)		To be provided by ASDD
<b>B. Other applicable documents</b>		
1. Income Tax Return for the last three (3) years (1 original copy or certified true copy)		To be provided by the participating party/ies.
2. Audited Financial Statements for the last three (3) years (1 original copy or certified true copy)		To be provided by the participating party/ies.
3. At least two testimonial letters from the bidder’s banks that they have satisfactory dealings with the bidder as a depositor and/or borrower (1 original copy)		To be provided by the participating party/ies.
4. Other supplementary documents to prove financial capability acceptable to PHILGUARANTEE (1 original copy or certified true copy)		To be provided by the participating party/ies.
5. Company Profile (1 original copy)		To be provided by the participating party/ies.

6. Business/Corporate documents such as, but not limited to, SEC/DTI Registration, Articles of Incorporation, By-Laws and BIR Registration (1 photocopy)			To be provided by the participating party/ies.	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<b>A. Preparatory Activities</b>				
	1.1. Cause the publication of Invitation to Bid	None	1 working day	Bids and Awards Committee (BAC)
<b>B. Bidding Activities</b>				
1. Pay the fee to the Cash Management Department (CMD) Cashier and receive the corresponding bid documents	1.1. Prepare Payment Acceptance Order (PAO)	None	2 hours	Asset Management Officer (AMO), ASDD)/ AMO V, ASDD Head, ASDD
	1.2. Receive payment and issue Official Receipt (OR)	10% of Minimum Disposition Price (MDP) for properties worth P50 Mn  1% of MDP but not lower than P5.0Mn	2 hours	Cashier, CMD
	1.3. Issue the bid documents and register bidder's information i.e. company name, officer/representative, designation, mailing address, contact no, fax no. and e-mail address	None	4 hours	AMO, ASDD

2. Attend the scheduled pre-bid conference	2.1. Conduct the pre-bid conference	None	1 working day	ASDD LSG President & CEO
	2.2. Prepare/review/ approve the minutes of the pre-bid conference and/or bid bulletins, if necessary	None	4 working days	AMO, ASDD AMO V, ASDD Head, ASDD Head, SAMRG President & CEO
3. Drop the sealed bid envelope containing the complete bid documents as required in the Terms of Reference and Instructions to Bidders, in the designated bid box located at the AMRG reception area	3.1. Open the sealed bid envelope and encode the details of the proposal in the Abstract of Bids	None	2 hours	ASDD LSG President & CEO
	3.2. Issue PAO for the submitted bid security and endorse to Cashier Dept. for issuance of OR	None	2 hours	AMO, ASDD Cashier, CMD
	3.3. Sign every page of the bid documents and the Abstract of Bids	None	3 hours	ASDD LSG President & CEO Commission on Audit (COA) Bidder's Representative
	3.4. Provide bidders a photocopy of the signed Abstract of Bids	None	1 hour	ASDD LSG President & CEO COA

				Bidder's Representative
4. Correct the deficiency and/or submits lacking documents, if any.	4.1. Receive the lacking/corrected document/s	None	1 working day	AMO, ASDD
5. Await results of the bidding	5.1. Evaluate/ Review the bid proposals (Evaluation of bid proposals may take 5 to 15 working days depending on the number of bids received)	None	15 working days	AMO, ASDD AMO V, ASDD Head, ASDD
	5.2. Recommend to the PHILGUARANTEE Asset Management and Disposition Board Committee (AMDBC) the award of sale to the winning bidder	None	1 day (depending on the scheduled pre-board Committee Meeting)	ASDD AMDBC
	5.3. Issue notice to the participating bidders of their ranking and /or disqualification, if any	None	2 working days	AMO, ASDD AMO V, ASDD Head, ASDD
	5.4. Present to the PHILGUARANTEE Board of Directors (BOD) for the approval of the award of sale to the winning bidder	None	1 working day (regular schedule of PHILGUARANTEE Board Meeting)	PHILGUARANTEE Board

	5.5. Prepare and sign the Notice of Award of Sale (NOAS) or Notice of Disapproval (with refund of bid security to the non-winning bidder)	None	2 working days	AMO, ASDD AMO V, ASDD Head, ASDD Head, SAMRG
6. Receive NOAS	6.1. Deliver NOAS thru registered mail or PHILGUARANTEE courier	None	1 working day	Administrative Aide (AA), Office Services Division (OSD)
	<b>TOTAL</b>	<b>10% of Minimum Disposition Price (MDP) for properties worth P50 Mn</b>  <b>1% of MDP but not lower than P5.0Mn</b>	<b>31 working days</b>	

**Note:**

1. Timetable for the above stated activities is applicable for one transaction/property only per account officer.
2. All stages of the above process start upon complete submission of documentary requirements from concern department and/or responsible person



## 2. How to Participate in the Bidding of Retail Assets

For purposes of transparency, the PHILGUARANTEE conducts public bidding for the disposition of its acquired assets in retail basis.

Processing of bid proposals shall commence upon publication of the Notice of Sale for the retail disposition of the PHILGUARANTEE acquired assets on an as-is-where-is basis until the issuance of a Notice of Award of Sale to the winning bidder.

<b>Office/Division:</b>	Special Asset Management & Recovery Group/Asset Sales and Disposition Department/F (SAMRG/ASDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B)	
<b>Who may avail:</b>	Any natural or juridical person doing business under the laws of the Republic, a joint venture, corporations, consortium of companies and partnerships.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. For Individual Bidders</b>		
1. Valid IDs (Company ID and or any 2 government issued IDs) (1 photocopy)		To be provided by the participating party/ies
2. Proof of Income (any 2 of the following): (1 original copy or certified true copy)		To be provided by the participating party/ies
a. Latest payslip signed/certified by an authorized personnel		
b. Certificate of Employment & Compensation		
c. Latest Income Tax Return duly received by BIR		
d. Other supporting documents, if any (e.g. Affidavit of Support, Special Power of Attorney, Bank Statement for the last three months)		
<b>B. For Corporation</b>		
1. Articles of Incorporation (1 photocopy)		To be provided by the participating party/ies
2. Business Permit (1 photocopy)		To be provided by the participating party/ies
3. Latest Income Tax Return duly received by BIR (1 photocopy)		To be provided by the participating party/ies
4. Audited Financial Statements (F.S.) for the past two years or the latest F.S. (1 photocopy)		To be provided by the participating party/ies
5. Board Resolution & Secretary's Certificate designating the authorized representative to bid for and in behalf of the company (1 original copy or certified true copy)		To be provided by the participating party/ies
6. Two government issued IDs of the authorized representative (1 photocopy)		To be provided by the participating party/ies

<b>C. Other Supporting Documents</b>				
1. Bank Statement for the last three months (1 photocopy)			To be provided by the participating party/ies	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Preparatory Activities</b>				
	1.1. Cause the publication of Notice of Sale/Invitation to Lease	None	1 working day from receipt of request for publication approved by OP	Bids and Awards Committee (BAC)
<b>B. Bidding Activities</b>				
1. Secure Offer to Purchase Form (OPF) and Buyer's Information Sheet (BIS) from ASDD or downloads the forms from the PHILGUARANTEE website within the duration stated in the Notice of Sale	1.1. Issue OPF and BIS and answer the prospective bidders' queries or any request for clarifications	None	2 hours	Asset Management Officer (AMO), ASDD) AMO V, ASDD Head, ASDD
2. Submit the sealed envelope to ASDD which contains the filled out OPF, BIS and all required documents	2.1. Receive sealed OPF and check completeness of the submitted documentary requirements based on the checklist.  If found complete, returns the sealed OPF and BIS with the attachments to the bidder and issues Payment	None	2 hours	AMO, ASDD

	Acceptance Order (PAO) for the Bid Security; If incomplete, bidder will be advised of the lacking requirements and not be allowed to participate in the bidding if he/she will not be able to submit the lacking documents before the prescribed deadline			
3. Present PAO to the Cash Management Department (CMD) Cashier and pay the required Bid Security either in cash or Manager's check	3.1. Receive payment and issue Official Receipt (OR)	5% of selling price for properties worth P 2.0 Mn and below  10% of selling price for properties above P 2.0 Mn	2 hours	Cashier, CMD
4. Submit original copy of OR for photocopying, and the two copies of PAO to ASDD	4.1. Photocopy the original OR and return the original OR to the bidder and require bidder to attach the photocopy of OR to the bid documents.	None	1 hour	AMO, ASDD
	4.2. Record the OR number and date of payment in the	None	30 minutes	AMO, ASDD

	bidder's checklist of documentary requirements which shall also be attached to the bid documents			
5. Drop the sealed OPF together with the BIS and the complete documentary requirements as stated in the covering checklist in the bid box located at the AMRG reception area	5.1. Monitor the submission of bids within the duration of the period specified for the submission of bids	None	30 minutes	AMO, ASDD AMO V, ASDD
6. Attend the opening of bids (optional)	6.1. Open the sealed OPF & other documents on the scheduled date and time of opening to be witnessed by representatives from the other Groups (HGG, LSG, CSG, CG)	None	1 hour and 30 minutes	AMO, ASDD AMO V, ASDD Representative s from other groups
	6.2. Encode the details of the OPF in the Abstract of Bids and flashes it on the projector to be seen by the bidders & other witnesses	None	1 hour and 30 minutes	AMO, ASDD
	6.3. Sign every page of the bid documents	None	4 hours	AMO, ASDD AMO V, ASDD Representative s from other

				groups
	6.4. Print the Abstract of Bids for signature		1 hour	AMO, ASDD
	6.5. Route the Abstract of Bids for signature	None	3 hours	AMO, ASDD
	6.6. Sign the abstract of bids	None	3 hours	AMO, ASDD AMO V, ASDD Head, ASDD Head, SAMRG Representatives from other groups
7. Await results of the bidding	7.1. Distribute the OPF & other bid documents together with the abstract of bids to the assigned AO	None	2 hours	AMO, ASDD
	7.2. Prepare clearance sheet for the Recovery and Management Department regarding the status of other accounts under the name of the bidder, if any.	None	1 working day	AMO, ASDD
	7.3. Issue clearance sheet	None	1 working day	Recovery and Management Department (RMD)
	7.4. Collate the documents needed for evaluation per checklist	None	1 working day	AMO, ASDD
	7.5. Evaluate the offer and prepares the evaluation sheet	None	3 working days	AMO, ASDD
	7.6. Check the completeness		6 hours	AMO V, ASDD

	of the documents needed for evaluation per checklist b. Reviews the evaluation of bids based on the approved criteria			
	7.7. Review the evaluation of bids based on the approved criteria	None	6 hours	AMO V, ASDD
	7.8. Review the financial capacity of the winning bidder based on the criteria for financial eligibility	None	6 hours	AMO V, ASDD
	7.9. Sign the summary of evaluation of bids should there be 2 or more bidders for one property	None	3 hours	AMO V, ASDD
	7.10. Signs in the evaluation sheet	None	3 hours	AMO V, ASDD
	7.11. Review the relevant items used in the bid proposal evaluation such as title status, occupancy, appraisal validity, interest rates, PDST reference rates, rating of bids, etc. and	None	1 working day and 4 hours	Head, ASDD

	accuracy/correctness of computations			
	7.12. Sign the summary of evaluation of bids and evaluation sheet	None	4 hours	Head, ASDD
	7.13. Validate the recommendation for approval and sign the evaluation sheet	None	2 working days	Head, SAMRG
	7.14. Check the accuracy of the data in the evaluation sheet, approve the bid proposal and sign the evaluation sheet.	None	2 working days	President & CEO, PHILGUARANTEE
	7.15. Prepare and sign Notice of approval (NOA) or Notice of Disapproval (with refund of bid security to the non-winning bidder)	None	1 working day and 4 hours	AMO, ASDD AMO V, ASDD Head, ASDD Head, SAMRG
	7.16. Transmit signed NOA to the Records Section for mailing/delivery	None	4 hours	AMO, ASDD
8. Receive NOAS	8.1. Deliver NOAS	None	1 working day	Administrative Aide (AA), Office Services Division (OSD)

	<b>TOTAL</b>	<b>5% of selling price for properties worth P 2.0 Mn and below</b>  <b>10% of selling price for properties above P 2.0 Mn</b>	<b>22 working days</b>	
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**Note:**

1. *Timetable for the above-stated activities except for the issuance of abstract of bids, is applicable for an average of 4 purchase proposals per account officer, altogether received in one bidding. For more than 4 purchase proposals, the timetable shall be adjusted accordingly.*
2. *All stages of the above process start upon complete submission of documentary requirement/s from concerned department and/or responsible person.*



### 3. Sales Documentation Process

Documentation of cash, installment, take-out and Rent to Own (RTO) sale transactions of PHILGUARANTEE properties shall commence upon settlement of full payment for cash sale, the required downpayment/initial payment for installment, take-out and RTO and signing of the sales document by the winning bidder until the release of title/s, for cash sale and transmittal/endorsement of account/sale under installment, take-out and RTO to Treasury and Controllershship Departments for collection and recording purposes.

<b>Office/Division:</b>		Special Asset Management & Recovery Group/Asset Sales and Disposition Department/F (SAMRG/ASDD)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Government-to-Business Entity (G2B)		
<b>Who may avail:</b>		Winning Bidder (any natural or juridical person doing business under the laws of the Republic, a joint venture, corporations, consortium of companies and partnerships.		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Notice of Award of Sale (1 photocopy)			To be provided by the participating party/ies	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Present the Notice of Award of Sale (NOAS) to ASDD	1.1. Check on the date of buyer's receipt of NOAS; if within the prescribed deadline, issue Payment Acceptance Order (PAO) upon validation of NOAS.	None	2 hours	Asset Management Officer (AMO), ASDD) AMO V, ASDD Head, ASDD
2. Present PAO to the Cash Management Department (CMD) Cashier and pay the specified amount in the NOAS	2.1. Receive payment and issue Official Receipt (OR)	Amount stated in the NOAS	2 hours	Cashier, CMD
3. Present the original copy of OR and submit copy of PAO to ASDD	3.1. Photocopy the original OR. and return the original OR to the winning bidder/buyer.	None	30 minutes	AMO, ASDD

	3.2. Issue the sales document for signature of the buyer	None	3 hours	AMO, ASDD
4. Sign the sales document	4.1. Receive the sales document for routing to PHILGUARANTEE signatories	None	30 minutes	AMO, ASDD
5. Await issuance of the sales document	5.1. Prepare/Review/ Approve the Marketing Documentation and Clearance Slip (MDCS) for the sales document and initial/sign the sales document	None	12 working days	AMO, ASDD AMO V, ASDD Head, ASDD Head, SAMRG
	5.2. Sign MDCS upon validation of payment	None	3 working days	Cashier, CMD
	5.3. Sign the sales document and return the same to MSD	None	3 working days	Head, Legal Services Group (LSG)
	5.4. Notify the buyer that the sale document is already signed	None	1 working day	AMO, ASDD AMO V, ASDD Head, ASDD
	5.5. Prepare /Approve the transmittal form for the endorsement of account to Recovery And Management Department (RMD) (for sale thru installment/take - out/rent-to-own scheme) or request form for the Records Custodianship and	None	2 working days	AMO, ASDD AMO V, ASDD Head, ASDD

	Management Department (RCMD) for the release of Owner's Duplicates copy of title for cash sale			
6. Receive the signed sales document for notarization ;	6.1. Obtain a copy of the notarized sales document.	None	1 working day	AMO, ASDD
7. Provide ASDD a copy once notarized	7.1. For sale thru installment, take-out, rent-to-own scheme, prepare the documents for the transmittal of account to Comptrollership Group (CG)  For cash sales, release the owner's duplicate copy of title	None	2 working days	AMO, ASDD AMO V, ASDD Head, ASDD
	<b>TOTAL</b>	<b>Amount stated in the NOAS</b>	<b>25 working days</b>	

# **RECOVERY MANAGEMENT DEPARTMENT**

## 1. Collection Management of Receivables

Collection of receivables upon receipt of payment.

<b>Office/Division:</b>	Special Asset Management & Recovery Group/ Recovery Management Department (SAMRG/RMD)			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	Government-to-Client (G2C) Government-to-Business Entity (G2B)			
<b>Who may avail:</b>	1. Buyers/Lessees of PHILGUARANTEE acquired assets on installment / thru short and long term leases.; 2. Borrowers/Guaranteed Defaulted Accounts under PHILGUARANTEE credit facilities <i>(hereinafter referred to as "client")</i>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>A. Over the Counter Payment</b>				
1. Any of the following:				
a. Accomplished Form (1 original copy); or		To be provided by SAMRG/ RMD		
b. Passbook (1 original copy); or		To be provided by Client		
c. Previous Official Receipt (1 original copy or photocopy)		To be provided by Client		
2. Payment Acceptance Order (PAO) (1 original copy)		To be provided by SAMRG/ RMD		
3. Official Receipt (OR) (1 original copy)		To be provided by Cash Management Department (CMD)		
<b>B. Additional Requirement in case of Acceptance of Post-Dated Checks (PDCs)</b>				
1. One (1) original copy and one (1) duplicate copy of Provisional/Acknowledgment Receipt		To be provided by SAMRG/ RMD		
<b>C. Posting of Payments Thru Bank/Digital Payment Platform</b>				
1. Schedule of Payments made thru bank				
1. On-Line Collection (OnColl)		Land Bank of the Philippines (LBP) – Buendia Branch		
2. LBP LinkBiz Portal		LBP LinkBiz Portal Merchant's Online Inquiry		
3. Transaction Report (1 original copy)		Digital Payment Platform Partners		
4. Payment Acceptance Order (PAO) (1 original copy)		To be provided by SAMRG/ RMD		
5. Official Receipt (OR) (1 original copy)		To be provided by CMD		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Over the Counter Payment</b>				
1. Present any of	1.1. Verify	None	30 minutes	Remedial

the following document to RMD: a. Accomplished form; or b. Passbook; or c. Previous Official Receipt.	information from record on file.			Officer (RO), RMD
	1.2. Prepare/Issue PAO to CMD Cashier	None	30 minutes	RO, RMD
2. Present the PAO to the CMD Cashier.	2.1. Receive the PAO and payment and issue OR.	None		Cashier, CMD
3. Present the OR to the RMD RO.	3.1. Post the OR # in the passbook (if there is issued passbook) and in the client's ledger upon receipt from CMD Cashier.	None	15 minutes	RO, RMD
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 15 minutes</b>	
<b>B. Acceptance of Post-Dated Checks (PDCs)</b>				
1. Present any of the following document to RMD: a. Accomplished form; or b. Passbook; or c. Previous Official Receipt.	1.1. Verify information from record on file.	None	15 minutes	RO, RMD
2. Present the post-dated checks to RMD.	2.1. Verify the correctness of the PDCs issued.	None	1 hour	RO, RMD
	2.2. Prepare 2 copies of Provisional/ Acknowledgme	None	25 minutes	RO, RMD

	nt Receipt of the PDCs and issue one copy to the client, if PDCs are in order.			
	2.3. Forward the PDCs to CMD Cashier for safekeeping.	None	30 minutes	RO, RMD
	2.4. Prepare/Issue PAO for PDC to CMD Cashier	None	8 working days	RO, RMD
	2.5. Receive the PAO and the PDC and issue OR on the date indicated in the check.	None		Cashier, CMD
	2.6. Post and file the OR upon receipt from CMD Cashier	None	2 working days	RO, RMD
	<b>Total</b>	<b>None</b>	<b>10 working days 2 hours and 10 minutes</b>	
<b>C. Posting of Payments Thru Bank/Digital Payment Platform</b>				
1. The bank/ digital payment platform partner submit the Schedule of payment made thru bank to RMD.	1.1. Receive the Schedule of payment made thru bank/ digital payment platform.	None	10 minutes	RO, RMD/ Head, RMD/ Cashier, CMD
	1.2. Verify information from record on file.	None	1 hour	RO, RMD
	1.3. Prepare/Issue PAO to CMD Cashier	None	8 working days	RO, RMD
	1.4. Receive the PAO and the schedule of on-line payment and issue OR.	None		Cashier, CMD

	1.5. Post and file the OR upon receipt from CMD Cashier	None	2 working days	RO, RMD
	<b>TOTAL</b>	<b>None</b>	<b>10 working days 1 hour and 10 minutes</b>	

**Note:**

*The above indicated processing time involves only the activities being undertaken by the SAMRG/RMD in processing the Collection Management Receivables. The processing time of CMD are not considered.*



## 2. Processing of Payment of Real Estate Property Tax of Acquired Assets

This service covers the processing of the annual payment of Real Estate Property Tax (RPT) of PHILGUARANTEE's acquired assets targeted for disposition for the year.

<b>Office/Division:</b>	Special Asset Management and Recovery Group/ Recovery Management Department (SAMRG/RMD)				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	Government-to-Government (G2G)				
<b>Who may avail:</b>	City/Municipal Assessor's Office City/Municipal Treasurer's Office				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Previous disbursement voucher with supporting documents (1 photocopy)			To be provided by SAMRG / RMD		
2. Updated Statements of Account (1 original copy)			To be provided by City/ Municipality Assessor's Office		
3. Transfer Certificate of Title and/or Tax Declaration (if available) (1 photocopy)			To be provided by SAMRG / RMD		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>		<b>Person Responsible</b>
1. Assessor's Office receives documents for assessment	1.1. Secure Statements of Account (SOA) from the Assessor's Office where the properties are located	None	1 working day		Remedial Officer (RO), RMD
2. Assessor's Office *	2.1. Prepare SOA	None			Assessor's Office
	2.2. Schedule trip and obtain SOA from the respective Assessor's Office	None	1 working day		RO, RMD

	2.3. Check on the details of the properties assessed and if found correct proceed with the processing of payment	None	7 working days	RO, RMD/ Head, RMD/ Head, SAMRG
	2.4. Endorse the Disbursement Voucher (DV) to the following department:	None	1 hour	RO, RMD
	2.5. Receive and process the DV by Financial Accounting Department (FAD)	None		FAD
	2.6. Receive and process the DV by Budget Department (BD)	None		BD
	2.7. Receive and process the DV by Cash Management Department (CMD)	None		CMD
	2.8. Schedule trip and pay the RPT to the respective Treasurer's Office	None	1 working day	RO, RMD/ Head, RMD/ Head, SAMRG
3. Treasurer's Office receives RPT payment *	3.1. Issue Official Receipt/s (OR/s)	None		Treasurer's Office
	3.2. Claim the OR/s from the Treasurer's Office	None	1 working day	RO, RMD
	3.3. Photocopy SOA and O.R.s for filing	None	1 working day	RO, RMD

	<b>TOTAL</b>	<b>None</b>	<b>12 working days and 1 hour</b>	
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**Note:**

*The above indicated processing time involves only the activities being undertaken by the SAMRG/RMD in processing of the Payment of Real Estate Property Tax of Acquired Assets. The processing time of other Departments involved, Assessor's Office, Treasurer's Office are not considered.*

### 3. Settlement of Obligations by Defaulted Clients

Defaulted clients may propose for the settlement of their loans (e.g., loan restructuring, dacion en pago, compromise settlement, etc.). Recovery Management Department (RMD) shall then evaluate borrower's settlement proposal and present before the appropriate approving authorities of the PHILGUARANTEE for consideration.

<b>Office/Division:</b>	Special Asset Management and Recovery Group/Recovery Management Department (SAMRG/RMD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Client (G2C) Government-to-Business Entity (G2B)			
<b>Who may avail:</b>	Borrowers whose loans are being managed by the RMD			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written settlement proposal (1 original copy)			To be provided by the Client	
2. Source of repayment (financial statements, ITR, purchase order, business contracts, permits, etc.) (1 original copy)			To be provided by the Client	
3. Documents evidencing absolute ownership for properties offered for dacion or as collateral (TCT, CCT, OCT, stock certificates, etc.) (1 original and/or certified true copy), as applicable			To be provided by the Client	
4. For properties owned by person/s other than the client and offered for dacion or collateral, documents evidencing consent and/or authority given to client for the said purpose (SPA, secretary's certificate, board resolution, etc.) (1 original copy), as applicable			To be provided by the Property Owner	
5. For person/s authorized by client to transact in his/her/its behalf, documents delegating such authority (SPA, secretary's certificate, board resolution, etc.) (1 original copy)			To be provided by the Client	
6. KYC documents of borrower, his/her/its authorized representative and third party owner of properties offered for dacion or collateral (valid ID, articles of incorporation, etc.) (1 original copy)			To be provided by the Persons mentioned	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit proposal to RMD	1.1. Inform client of the documents for submission depending on client's proposal and advise borrower of the PHILGUARANTEE's policies	None	1 working day	Remedial Officer (RO), RMD/ Head, RMD

	and procedures			
2. Submit the required documents	2.1. Evaluate <sup>1</sup> client's proposal based on the documents submitted	None	5 working days	RO, RMD
	2.2. Prepare updated Statement of Account	None	1 working day	RO, RMD/ Head, RMD
	2.3. Request for credit investigation, appraisal, and asset verification, as applicable, from Credit and Appraisal Management Department (CAMD)	None	1 working day	RO, RMD/ Head, RMD
	2.4. Conduct separate or joint site inspection <sup>2</sup> with CAMD at client's place of business and properties offered for dacion or collateral	None	5 working days	RO, RMD
	2.5. Evaluate the CAMD's reports upon receipt and discuss with client issues noted on documents/ reports	None	1 working day	RO, RMD/ Head, RMD

<sup>1</sup> RMD may require additional documents/information if, in the course of its evaluation, it needs other supporting documents or information to complete the validation of borrower's repayment proposal. Such requirements shall be conveyed to borrower in writing.

<sup>2</sup> May take up 1-5 days depending on the location and quantity/volume/size of collateral

3. Wait for indicative terms and conditions of the loan restructuring/settlement	3.1. Prepare indicative terms of the loan restructuring/settlement and send the same to client for his/her conformity	None	10 working days	RO, RMD/ Head, RMD/ Head, SAMRG
4. Signify conformity to the indicative terms and wait for the action of the approving authority	4.1. Prepare the transaction media for the approving authority, upon receipt of the duly conformed indicative terms and conditions from the client.	None	10 working days	RO, RMD/ Head, RMD/ Head, SAMRG
	4.2. Send Notice of Approval(NOA) /Denial, as the case may be to client	None	2 working days	RO, RMD/ Head, RMD/ Head, SAMRG
5. Signify conformity to the NOA	5.1. Upon receipt of duly conformed NOA, request Legal Services Group (LSG) the drafting of the necessary agreement/s, <i>i.e.</i> , Restructuring, Settlement, dacion en pago, etc., as applicable	None	1 working day	RO, RMD/ Head, RMD/ Head, SAMRG
6. Execute and notarize the agreement/s	6.1. Upon receipt of the execution copy of the agreement/s from LSG, transmit the same to the client for review and/or execution	None	1 working day	RO, RMD/ Head, RMD

	6.2. Once client submits the executed and notarized agreement/s, forward the agreement/s to authorized signatories and thereafter transmit the same to LSG for notarization	None	2 working days	RO, RMD/ Head, RMD/ Head, SAMRG
7. Receive copy of the duly executed and notarized agreement/s	7.1. Transmit to client copy of the duly executed and notarized agreement/s.	None	1 working day	RO, RMD/ Head, RMD
	<b>Total</b>	<b>None</b>	<b>41 working days</b>	

**Note:**

*The above indicated processing time involves only the activities being undertaken by the SAMRG/RMD in processing the settlement of loan of defaulted accounts, handling of defaulted accounts. The processing time of LSG, CCD and CAMD and the approving authority in approving the recommended action are not considered.*

*Upon transfer of the account to RMD, RMD will request CAMD to conduct comprehensive asset hunt/property checkings on the firms and its sureties, as the case may be. Should asset hunt yielded positive result and if there is possibility or existing restructuring, RMD will take hold of the property (dacion en pago, collateral to the restructuring, etc.). However, if restructuring/settlement negotiation fails, RMD will endorse the account to LSG if there is property for foreclosure or attachment.*

**CORPORATE COMPLIANCE &  
STANDARDS OFFICE**  
**External Service**



## 1. Handling External Complaints (Walk-In)

This service covers the process of handling external complaints against violations, misconduct or impropriety pursuant to the Corporate Compliance Program. It covers the process from receipt of the walk-in complaint to issuance of reference number for the filed complaint and the contact details of CCSO, for possible follow up.

<b>Office/Division:</b>	Corporate Compliance & Standards Office/Compliance Division (CCSO/CD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	Participating Financial Institutions, Clients, Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. PHILGUARANTEE Complaint Record Form (1 signed copy)			To be provided by CCSO/CD	
2. Valid Government-issued ID (1 photocopy)			To be provided by the complainant	
3. Data Privacy Consent (1 signed copy)			To be provided by the complainant	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceed to the CCSO	1.1 Attend to complainant	None	4 minutes	Compliance Officer, Compliance Division (CO, CD)
	1.2 Provide the complainant with the PHILGUARANTEE Complaint Record Form	None	4 minutes	CO, CD
2. Accomplish the PHILGUARANTEE Complaint Record Form	2.1 Assist the complainant in accomplishing the form.	None	5 minutes	CO, CD
	2.2 Check the validity, accuracy and completeness of the accomplished	None	3 minutes	CO, CD

	form			
	2.3 Register the complaint in the Complaints Report Template	None	3 minutes	CO, CD
	2.4 Assign a reference number to PHILGUARANTEE Complaint Record Form	None	3 minutes	CO, CD
3. Receive the reference number for the filed complaint and the contact details of CCSO, for possible follow up	3.1 Advise the complainant of PHILGUARANTEE's resolution process and the timeframe of resolution	None	5 minutes	CO, CD
	3.2 Provide the detachable portion of the PHILGUARANTEE Complaint Record Form to the complainant indicating the reference number and contact details where the complainant can follow up, if necessary		3 minutes	CO, CD
	<b>TOTAL</b>	<b>None</b>	<b>30 minutes</b>	

## 2. Handling External Complaints (Via Email)

This service covers the process of handling external complaints against violations, misconduct or impropriety pursuant to the Corporate Compliance Program. It covers the process from receipt of the walk-in complaint to issuance of reference number for the filed complaint and the contact details of CCSO, for possible follow up.

<b>Office/Division:</b>	Corporate Compliance & Standards Office/Compliance Division (CCSO/CCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	Participating Financial Institutions, Clients, Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Email – Complaint (1 print out copy)			To be provided by the complainant	
2. PHILGUARANTEE Customer Complaint Record Form (1 original copy)			To be provided by CCSO/CD	
3. Data Privacy Consent (1 signed copy)			To be provided by the complainant	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Email the Corporate Compliance & Standards Office (CCSO) at <a href="mailto:ccso@philguarantee.gov.ph">ccso@philguarantee.gov.ph</a> or <a href="mailto:ccd@philguarantee.gov.ph">ccd@philguarantee.gov.ph</a>	1.1 Acknowledge the email not later than the next working day from the day of the receipt	None	1 working day	Compliance Officer, Compliance Division (CO, CD)
2. Provide the details of the complaint	2.1 Gather the required information from the complainant	None	9 minutes	CO,CD
	2.2 Register the complaint in the Complaints Report Template	None	3 minutes	CO, CD
	2.3 Assign a reference	None	3 minutes	CO, CD

	number to PHILGUARAN TEE Customer Complaint Record Form			
3. Receive the reference number for the filed complaint and the contact details of CCSO, for possible follow up	2.2 Advise the client of PHILGUARAN TEE's resolution process and the timeframe of resolution	None	5 minutes	CO, CD
	<b>TOTAL</b>	<b>None</b>	<b>1 working day and 20 minutes</b>	

### 3. Processing of Requests for Information (FOI) via Email/Walk-In

This service covers the process of handling request for information via Email or Walk-In. It covers the process from receipt of the request to issuance of information.

<b>Office/Division:</b>	Corporate Compliance & Standards Office/Compliance Division (CCSO/CD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Client (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Email (1 original copy/print out copy)			To be provided by the requesting party	
2. PHILGUARANTEE Access to Information Request Form (1 scanned accomplished/signed copy)			PHILGUARANTEE Website under the Transparency Seal page	
3. Government ID with photograph and signature (1 scanned)			To be provided by the requesting party	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Email the Corporate Compliance & Standards Office (CCSO) at <a href="mailto:entesoro@philguarantee.gov.ph">entesoro@philguarantee.gov.ph</a> and attached the scanned government ID and PHILGUARANTEE Access to Information Request Form	1.1. FRO log the date and time the request is received.	None	10 minutes	FOI Receiving Officer (FRO)
	1.2. FRO conducts initial evaluation of the request if fully compliant or non-compliant FOI request	None	1 hour	FRO
	1.3 If the request is non-compliant, the FRO informs the requesting party thru email	None	30 minutes	FRO
	1.4 If the request is compliant, the FRO shall acknowledge	None	4 hours	FRO

	<p>the receipt of the FOI requests thru email and makes further evaluation if for denial or referral to the FOI Evaluating Office (FEO)</p> <p>FRO may deny requests if :</p> <p>a. information is already available in the website, hence inform or provide link to the requesting party</p> <p>b. information not available in the agency, hence refer the requesting party to appropriate agency (if known)</p>			
	1.5. FRO records the date, time and name of the FEO who received the request	None	10 minutes	FRO
	1.6. FEO received the FOI request	None	10 minutes	FEO
	1.7. FEO evaluates the FOI requests if the	None	7 working days	FEO

	information requested is in their custody and prepares information requested, for denial, or need more information/ research			
	1.8. FEO recommend to FOI Decision Maker (FDM) the denial or approval of the request (attached requested info)	None	2 working days	FEO
	1.9. FDM approve or deny the request and inform the FRO	None	3 working days	FDM
2. Receive information from FRO	2.1. FRO inform the requesting party if the request is denied or approved ( provide information requested)	None	2 working days	FRO
	<b>TOTAL</b>	<b>None</b>	<b>14 working days and 6 hours</b>	

## **CORPORATE SERVICES GROUP**

### **External Service**



# **CORPORATE COMMUNICATIONS DEPARTMENT**

## 1. Customer Satisfaction Survey

The Customer Satisfaction Survey is part of the Good Governance Conditions required by the Governance Commission for GOCCs (GCG). The survey provides a quantifiable method of measuring the quality of service the PHILGUARANTEE delivers. It also provides information on the perception of its customers as regards the delivery of the Corporation's products and services, and its capabilities in fulfilling its mandates, which can serve as a basis for the continual improvement of its services and competencies.

<b>Office/Division:</b>	Corporate Services Group/ Corporate Communications Department (CSG/CCD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Business Entity (G2B)			
<b>Who may avail:</b>	Service Provider for the Customer Satisfaction Survey			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Bidder's Proposal (1 original copy)			To be provided by the Bidder	
2. Mayor's/Business Permit (1 photocopy)			To be provided by the Bidder	
3. PhilGEPS Registration Number (1 photocopy)			To be provided by the Bidder	
4. Guidelines in the conduct of Customer Satisfaction Survey (1 photocopy)			To be provided by CSG/ CCD	
5. List and contact details of entities & individuals to be surveyed (1 photocopy)			To be provided by CSG/ CCD	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Preparatory Activities</b>				
	1.1. Determine the parameters and scope of the Customer Satisfaction Survey (CSS) in coordination with the concerned Groups/ Departments/ Divisions	None	3 working days	Communications Officer III (CO III), CCD Planning Officer IV (PO IV) Head, CCD
	1.2. Prepare the Terms of Reference (TOR)	None	2 working days	CO III, CCD PO IV, CCD Head, CCD
	1.3. Secure PHILGUARANTEE President and CEO's	None	1 working day	PO IV, CCD Head, CCD Head, CSG

	approval of the procurement			
	1.4. File request for issuance of Certification of Fund's Availability to the Budget Management Department (BMD)	None	30 minutes	CO III, CCD PO IV, CCD Head, CCD
	1.5. Send Memo Request to BAC through the BAC Secretariat, along with Purchase Requisition, CFA, Technical Specification/ TOR	None	30 minutes	CO III, CCD
	<b>Total</b>	<b>None</b>	<b>6 working days and 1 hour</b>	
<b>B. Procurement Process to be Undertaken by the Bids and Awards Committee (BAC)</b>				
<b>C. Coordination with the Winning Service Provider</b>				
2. Attend the inception meeting	2.1. Inception meeting and discussion of sampling design, methodology, protocols, and work plan	None	3 hours	CO III, CCD PO IV, CCD Head, CCD Head, CSG
3. Review, add questions specific for PHILGUARANTEE, format, and translate survey instrument	3.1. Review/ approve the final survey instrument	None	2 working days	CO III, CCD PO IV, CCD Head, CCD Head, CSG
	3.2. Draft letter/ notice to the survey participants	None	1 working day	CO III, CCD PO IV, CCD Head, CCD Head, CSG

	and send them a copy via email			
4. Conduct the survey, collect data, validate, and compute descriptive statistics	4.1. Answer queries/ clarifications from the service provider	None	3 working days	PO IV, CCD Head, CCD
5. Submit initial survey report	5.1. Review/ comment on the initial survey report	None	3 working days	PO IV, CCD Head, CCD Head, CSG
6. Revise initial survey report	6.1. Answer queries/ clarifications from the service provider	None	2 working days	PO IV, CCD Head, CCD
7. Submit final survey report and present to the Senior Management Committee (SMC) of PHILGUARANTEE	7.1. Accept the CSS final report	Based on GPPB-prescribed fees	30 minutes	Head, CCD Head, CSG
	<b>TOTAL</b>	<b>Based on GPPB-prescribed fees</b>	<b>11 working days, 3 hours, and 30 minutes</b>	

## 2. Preparation of Compliance Reports for Oversight Agencies

The Corporate Communications Department is responsible in the preparation and submission of various reports in compliance with the directive/request of oversight government agencies, legislators and other external stakeholders, in connection with the operational and financial performance of PHILGUARANTEE.

<b>Office/Division:</b>		Corporate Services Group/ Corporate Communications Department (CSG/CCD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government-to-Government (G2G)		
<b>Who may avail:</b>		Government Oversight Agencies (GCG, DOF, HUDCC, DBM, NEDA), Senate, House of Representatives		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send directive/request	1.1. Receive the directive/request	None	15 minutes	Administrative Assistant (AA), CSG
	1.2. Endorse directive/request to CCD for compliance	None	4 hours	Head, CCD Head, CSG
	1.3. Research data inputs and request data from pertinent department/unit, if necessary	None	2 working days	Planning Officer IV (PO IV), CCD PO V, CCD
	1.4. Draft report	None	4 hours	PO IV, CCD PO V, CCD
	1.5. Review/comment on draft report	None	4 hours 4 hours	Head, CCD Head, CSG
	1.6. Revise and finalize the report for signature by the President and/or authorized signatory/ies	None	2 hours	PO IV, CCD PO V, CCD
	1.7. Approve/Sign the report	None	1 hour 1 hour 1 working	Head, CCD Head, CSG President &

			day	CEO and/or other authorized signatory/ies
2. Receive the compliance report	2.1. Submit the compliance report to the concerned agency	None	4 hours	PO IV, CCD PO V, CCD
	<b>TOTAL</b>	<b>None</b>	<b>6 working days &amp; 15 minutes</b>	

### 3. Production of Annual Report

The PHILGUARANTEE's Annual Report is a comprehensive report on its activities throughout the preceding year. This is intended to give shareholders and other interested people information about the company's activities, and its operational and financial performance. The production of Annual Report is being outsourced to service providers through public bidding for efficiency and economy.

It is then made available to legislators, the executive department, oversight agencies, PHILGUARANTEE's clients, other stakeholders, and the general public.

<b>Office/Division:</b>		Corporate Communications Department (CCD)/ Corporate Services Group (CSG)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Government-to-Business Entity (G2B)		
<b>Who may avail:</b>		Service Provider for the Production of Annual Report		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Bid Documents (1 original copy)			To be provided by Bids and Awards Committee (BAC)	
2. PHILGUARANTEE's Year-end Performance Report (1 certified true copy of the original)			To be provided by CSSG/ CCD	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Preparatory Activities</b>				
	1.1. Prepare the Terms of Reference (TOR)	None	3 working days	Planning Officer IV (PO IV), CCD Planning Officer V (PO V), CCD
	1.2. Secure PHILGUARANTEE President and CEO's approval of the procurement.	None	1 working day	PO V, CCD Head, CCD Head, CSG
	1.3. File request for issuance of Certification of Fund's Availability to the Budget	None	30 minutes	PO IV, CCD PO V, CCD Head, CCD

	Management Department.			
	1.4. Send Memo Request to BAC through the BAC Secretariat, along with Purchase Requisition, CFA, Technical Specification/ TOR	None	30 minutes	PO IV, CCD
	<b>Total</b>	<b>None</b>	<b>4 working days and 1 hour</b>	
<b>B. Procurement Process to be Undertaken by the Bids and Awards Committee (BAC)</b>				
<b>C. Coordination with the Winning Service Provider</b>				
2. Attend meeting with PHILGUARANTEE	2.1. Meet the Service Provider, provide the brief, turn over the materials, and set the timetable	None	2 hours	PO IV, CCD PO V, CCD Head, CCD
3. Work on design, layout studies of the Annual Report (AR)	3.1. Answer any queries/ clarifications from the Service Provider	None	1 working day	PO IV, CCD PO V, CCD
4. Present design, layout studies	4.1. Attend the design, layout studies presentation of the service provider	None	2 hours	PO IV, CCD PO V, CCD Head, CCD Head, CSG
	4.2. Evaluate the design and layout studies and present to the President and CEO for consideration	None	3 working days	PO IV, CCD PO V, CCD Head, CCD Head, CSG
5. Revise AR design and layout if needed	5.1. Approve the AR design and layout	None	1 working day	Head, CCD Head, CSG President & CEO



6. Conduct Photoshoot	6.1. Attend the Photoshoot	None	2 working days	PO IV, CCD PO V, CCD
7. Work on the 1 <sup>st</sup> submission of the AR	7.1. Answer any queries/ clarifications from the Service Provider	None	2 working days	PO IV, CCD PO V, CCD
	7.2. Review/Proofread the AR	None	3 working days	PO IV, CCD PO V, CCD Head, CCD
8. Work on the revisions and prepare for the 2 <sup>nd</sup> submission	8.1. Review/Approve AR for printing	None	3 working days	PO V, CCD Head, CCD Head, CSG
	8.2. Send the approved AR to Service Provider for printing/ rendering the digital/ electronic copy	None	30 minutes	Head, CCD Head, CSG
9. Deliver printed copies of AR	9.1. Accept the AR	Based on GPPB-prescribed fees	30 minutes	Head, CCD Head, CSG
	<b>TOTAL</b>		<b>15 working days and 5 hours</b>	

# **PRIORITY SECTOR GUARANTEE GROUP**

## **Internal Service**

**CREDIT & APPRAISAL MANAGEMENT  
DEPARTMENT  
Credit Analysis Division**

## 1. Financial Spreadsheet/ERR /BRR /IBR Preparation

This is the process/service for the timely preparation of financial spreadsheet/ credit rating reports to ensure reliability of financial spreadsheets/reports based on financial statements (FS) and data submitted by client/borrower.

<b>Office/Division:</b>	Priority Sector Guarantee Group/Credit and Appraisal Management Department/Credit Analysis Division (PSGG/CAMD/CrAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Corporate, Housing and Agriculture Business Groups of PHILGUARANTEE for the application/renewal/monitoring of guarantee lines			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Signed Credit Analysis Requisition Form (1 original copy)			To be provided by the requesting department/unit	
2. Audited financial statements (FS) for the immediately for last 2 or 3 years (1 photocopy)			To be provided by the requesting department/unit	
3. Interim FS, if audited FS is more than 6 months old (1 original copy)			To be provided by the requesting department/unit	
4. Term of the loan and collateral value (to be filled out in the Requisition Form)			To be provided by the requesting department/unit	
5. List of competitors (1 original copy)			To be provided by the requesting department/unit	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit request to CAMD/CrAD	1.1. Receive and log request from concerned department together with supporting documents / attachment based on financial spreadsheet checklist of requirements.	None	1 hour and 30 minutes	Credit Officer (CO), CrAD Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if	None	2 hours	Head, CAMD

	any.			
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD Head and return the documents to the requesting department/ unit	None	4 hours and 30 minutes	CO, CrAD
	1.4. Prepares the following: a. Financial Statements (FS) spreadsheets together with financial summary / highlights b. Borrower's Risk Rating (BRR) c. Exposure Risk Rating (ERR) d. Industry Benchmarking Report (IBR)	None	4 working days	CO, CrAD
	1.5. Review the report.	None	1 working day, 3 hours and 30 minutes	Head, CAMD
	1.6. Approve/Sign the report & the transmittal slip	None	30 minutes	Head, CAMD
	1.7. Scan the report and attachments indicating the scan date, filename and location (central	None	3 hours	CO, CrAD

	and back-up)			
	1.8. Log and transmit reports to the requesting department/unit	None	1 hour	CO, CrAD
	<b>TOTAL</b>	<b>None</b>	<b>7 working days</b>	

**CREDIT & APPRAISAL MANAGEMENT  
DEPARTMENT  
Credit Investigation Division**

## 1. Credit Investigation – Minimum Part A – Negative Checking

This procedure defines the activities from receipt of request, conduct of negative check, up to the submission of Negative Checking Report.

<b>Office/Division:</b>	Priority Sector Guarantee Group/Credit and Appraisal Management Department/Credit Investigation Division (PSGG/CAMD/CID)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Recovery Management Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Client Information Sheet (CIS) (1 photocopy)			To be provided by the proponent/client	
2. Borrower's Information Sheet (BIS) (1 photocopy)			To be provided by the proponent/client	
<b>NOTE:</b> (Maximum of five (5) names)				
3. Registration Document (depends on type of business/operation)				
a. Sole Proprietorship and Trading				
i. Certificate of Registration (1 photocopy)			Department of Trade and Industry (DTI)	
b. Partnership or Corporation				
i. Articles of Incorporation (1 photocopy)			Securities and Exchange Commission (SEC)	
ii. General Information Sheet (latest) (1 photocopy)			Securities and Exchange Commission (SEC)	
c. Cooperative				
i. Certificate of Cooperation (1 photocopy)			Cooperative Development Authority (CDA)	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request form together with the required documents to CAMD/CID	1.1. Receive and log request from concerned department together with the Borrower's Information Sheet (BIS) – together with the	None	2 hours	Credit Investigator (CI), CID Head, CAMD



	Client Information Sheet (CIS) as Annex A			
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD Head and return the documents to the requesting department/ unit	None	4 hours	CI, CID
	1.4. Conduct negative checking (court cases, credit cards, bank loans) with following institutions: a. CIBI b. BAP-CB c. CMAP	None	4 hours	CI, CID
	1.5. Verify SEC / DTI /CDA registration and latest documents submitted	None	1 hour	CI, CID
	1.6. Verify if company and/or individual is included in the DTI Watchlist of	None	1 hour	CI, CID

	Philippine Exporters and Foreign Buyers			
	1.7. Verify if company and/or individual is included in the UNSC list on: a. Security Council Committee b. Al-Qaida Sanctions Committee	None	1 hour	CI, CID
	1.8. Prepare report on Negative Check Results.	None	4 hours	CI, CID
	1.9. Forward report together with the Transmittal Slip to CAMD Head for review.	None	30 minutes	CI, CID
	1.10. Review and approve the report.	None	3 hours	Head, CAMD
	1.11. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.12. Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	1 hour	CI, CID
2. Receive Negative Check Results with Annexes	2.1. Log and transmit reports to the requesting department/ unit	None	1 hour	CI, CID
	<b>TOTAL</b>	<b>None</b>	<b>3 working days</b>	

## 2. Credit Investigation – Minimum Part A – In-House Bank Checking

This procedure defines the activities from receipt of request, to the conduct of bank checking up to the submission of In-House Bank Checking Report.

<b>Office/Division:</b>	Priority Sector Guarantee Group/Credit and Appraisal Management Department/Credit Investigation Division (PSGG/CAMD/CID)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Recovery Management Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Certificate of Complete Borrowings (1 original copy)			To be provided by the proponent/client	
2. Certificate of No Default (1 original copy)			To be provided by the proponent/client	
3. Authorization for PHILGUARANTEE to Conduct Bank Checking (1 original copy per bank)			To be provided by the proponent/client	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit request form together with the required documents to CAMD/CID	1.1. Receive and log request from concerned department together with the Borrower's Information Sheet (BIS) – together with the Client Information Sheet (CIS) as Annex A	None	2 hours	Credit Investigator (CI), CID Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to:	None	4 hours	CI, CID

	a. Completeness b. Compliance with specified requirements If not in order, inform CAMD Head and return the documents to the requesting department/ unit			
	1.4. Prepare travel documents as follows: a. If within NCR and nearby provinces – OB Slip, Request for use of Company Vehicle, cash advance b. If regional - Itinerary of Travel, Office Order, Request for Use of Company Vehicle, Cash Advance  <b>NOTE:</b> Done simultaneously with Business Verification	None	1 working day and 4 hours	CI, CID
	1.5. Verify bank dealings / transactions (loans) of the client through telephone inquiries and/or bank visits.  Gather vital information as follows:	None	1 working day and 4 hours	CI, CID

	a. Type of credit accommodati on b. Date the loan was granted c. Amount of loan d. Terms of loan e. Collateral f. Payment experience g. Outstanding balance as of investigation date h. Name of informant			
	1.6. For provincial / regional banks, travel time of 1 day to and 1 day from the province or region is included	None	(2 working days)	CI, CID
	1.7. Prepare report on In-House Bank Checking.	None	3 hours	CI, CID
	1.8. Forward report together with the Transmittal Slip to CAMD Head for review.	None	30 minutes	CI, CID
	1.9. Review and approve the report.	None	3 hours	Head, CAMD
	1.10. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.11. Scan the report and attachments indicating the scan date,	None	1 hour	CI, CID

	filename and location (central and back-up).			
2. Receive In-House Bank Checking Report with Annexes	2.1. Log and transmit reports to the requesting department/ unit	None	1 hour	CI, CID
	<b>TOTAL</b>	<b>None</b>	<b>NCR = 5 working days Provincial = 7 working days</b>	

### 3. Credit Investigation – Minimum Part B – Business Verification

This procedure defines the activities from receipt of request, business verification up to the submission of Business Verification Report.

<b>Office/Division:</b>	Priority Sector Guarantee Group/Credit and Appraisal Management Department/Credit Investigation Division (PSGG/CAMD/CID)	
<b>Classification:</b>	Complex to Highly Technical	
<b>Type of Transaction:</b>	Government-to-Government (G2G)	
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Recovery Management Department	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Client Information Sheet (CIS) (1 photocopy)		To be provided by the proponent/client
2. Borrower's Information Sheet (BIS) (1 photocopy)  <b>Note:</b> Maximum of five (5) names		To be provided by the proponent/client
3. Permits / Registration / Certification (depends on type of business/operation) (1 photocopy)		
a. Permit to Construct/Operate Pollution-Control Devices  <b>Note:</b> Applicable to almost all business industries		Environmental Compliance Certificate (ECC) from Environmental Management Bureau (EMB) of the Department of Environment and Natural Resources (DENR)
b. Business Not Covered by ECC Requirement		Certificate of Non-Coverage (CNC) by PD 1586 from DENR-EMB
c. Business Permit/Permit to Operate		Business Permits and Licensing Office (BPLO) of Local Government Unit (LGU)
d. If entity is availing of incentives under Executive Order (EO) 226 or the Omnibus Investment Code		Philippine Economic Zone Authority (PEZA) Locators
e. Foreign Principals		Department of Labor and Employment (DOLE) - Alien Employment Permit  Bureau of Immigration (BI)

	<ul style="list-style-type: none"> <li>- Alien Certificate of Registration</li> <li>- Special Resident Visa (SRV)</li> <li>- Special Resident Retirement Visa (SRRV) in coordination with the Philippine Retirement Authority (PRA)</li> <li>- Special Investors' Resident Visa (SIRV) in coordination with the Board of Investment (BoI)</li> </ul>
f. Animals and Animal-Products, Veterinary Drugs and Animal Facilities	Registration Certificate from the Bureau of Animal Industry (BAI)
g. Aquatic Animals, Importation/Exportation of Aquatic Animals, and Construction of Fishpond	<p>ECC from EMB of DENR          Certificate of Registration from Bureau of Fisheries and Aquatic Resources (BFAR) of the Department of Agriculture (DA)</p> <p><u>For Fishpond:</u></p> <ul style="list-style-type: none"> <li>- BFAR             <ul style="list-style-type: none"> <li>• Fish Pond Lease Agreement</li> <li>• Fishpond lease agreements (25 yrs.)</li> <li>• Permits/licenses for the construction and operation of fish pens, fish cages</li> <li>• Fishing permits and certificates of clearance of Philippine-registered fishing vessels operating in international waters</li> </ul> </li> <li>- Memorandum of Agreement (MOA) with the buyers</li> </ul> <p><u>For Fishing Boat:</u></p> <ul style="list-style-type: none"> <li>- BFAR             <ul style="list-style-type: none"> <li>• Commercial Fishing Boat License (CFBL) for fishing vessels</li> <li>• Clearance for</li> </ul> </li> </ul>



	<p>importation of foreign fishing vessel</p> <ul style="list-style-type: none"> <li>• Foreign Fishermen's License to Foreign Technician</li> <li>• Fishermen's License</li> </ul> <p>- DA</p> <ul style="list-style-type: none"> <li>• Special permit for the signature of the Secretary for fishing vessels engaged in research, scientific, educational and other purposes within Philippine Waters</li> </ul> <p>- Maritime Industry Authority (MARINA)</p> <ul style="list-style-type: none"> <li>• Certificate of Registration for vessels</li> </ul> <p><u>For Exportation and Importation of Fresh Fish Products:</u></p> <ul style="list-style-type: none"> <li>- BFAR Export and Import Permits</li> </ul> <p><u>For Commercial Fishing:</u></p> <ul style="list-style-type: none"> <li>- BFAR</li> <li>• Commercial Fishing Vessel / Gear License (CFVGL)</li> <li>• Inspection and Clearance of Imported /Incoming Fish and Fishery Products via the Manila Domestic Airport (MDA) / Ninoy Aquino International Airport (NAIA)</li> <li>• Clearance to Import Fishing Vessels</li> </ul>
h. Fertilizer Products and Registration of Pesticide Products	Registration Certificate from the Fertilizer and Pesticide Authority (FPA) of DA
i. Food, Chemicals and Health-related Business	Registration Certificate from the Food and Drug Administration (FDA) of the Department of Health (DOH)

j. Meat Plant Accreditation for Meat and Meat Products, Slaughterhouse Operations	Accreditation Certificate and Registration Certificate from the National Meat Inspection Commission (NMIC) of DA
k. Pawnshop & Lending Investor	Registration Certificate from the Bangko Sentral ng Pilipinas (BSP)
l. Plants & Plant Products: Nursery Accreditation, Seed Certification and Phytosanitary Certificate	Bureau of Plant Industry (BPI) of DA
m. Recruitment or Placement Agency for Foreign Employment	Registration Certificate from the Philippine Overseas Employment Administration (POEA) of DOLE
n. Recruitment or Placement Agency for Local Employment	Registration Certificate from the Bureau of Local Employment (BLE) of DOLE
o. Schools & Educational Institutions: Educational Institution (Nursery, Primary, Elementary, Secondary Levels); Tertiary Level; Technical-Vocational Education, Training Program Registration and Accreditation	Permit from the Department of Education (DepEd) and the Commission on Higher Education (CHED); Registration and Accreditation Certificate from the Technical Education Skills Development Authority (TESDA) of DOLE
p. Sugar trading, Muscovado converting & trading; Processing or manufacturing sugar-based products for export	Registration Certificate from the Sugar Regulatory Administration (SRA) of DA
q. Telecom Business	License from the National Telecommunication Commission (NTC) of the Department of Transportation & Communication (DOTC)
r. Tourism-related Projects	Registration and Accreditation Certificate from the Department of Tourism (DOT)
s. Transportation:	
i. Air Transport Service	Civil Aviation Authority of the Philippines (CAAP) - Aircraft Registration - Certificates of Airworthiness of Aircrafts - Air Operator Certificate

	(AOC) - Commercial Air Transport Operating Licence
ii. Sea Transport Service	MARINA - Certificates of Ownership and Vessel Registry (CO/CVR) - Authority to Operate - Certificate of Public Convenience (CPC) - Coastwise License (CWL) - Bay and River License (BRL) - Pleasure Yacht License (PYL)  <u>For Passenger Ships</u> - Passenger Ship Safety Certificate - Minimum Safe Manning Certificate  <u>For Cargo Ships</u> - Cargo Ship Safety Certificate - Minimum Safe Manning Certificate  <u>For Tankers</u> - Cargo Ship Safety Construction Certificate - Cargo Ship Safety Equipment Certificate - Certificate of Fitness - Minimum Safe Manning Certificate  <u>For Tugs, Dredgers and Barges</u> - Cargo Ship Safety Certificate - Minimum Safe Manning Certificate  <u>For High Speed Crafts</u> - High Speed Craft Safety Certificate - Minimum Safe Manning

			Certificate  <u>For Other Ships</u> - Passenger/Cargo Ship Safety Certificate - Minimum Safe Manning Certificate	
iii. Land Transport Service			Land Transport Franchise & Regulatory Board (LTFRB)	
t. Water Utilities, Waterworks and other water-related projects			Water Permit from the National Water Resources Board (NWRB) of DENR Accreditation of Suppliers, Manufacturers and Products from the Local Water Utility Administration (LWUA)	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request form together with the required documents to CAMD/CID	1.1. Receive and log request from concerned department together supporting documents / attachment based on checklist of requirements for business verification	None	2 hours	Credit Investigator (CI), CID Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD	None	4 hours	CI, CID

	Head and return the documents to the requesting department/ unit			
	1.4. Refer to minimum output Part A for the SEC / DTI / CDA registration and latest documents submitted	None	4 hours	CI, CID
	1.5. Prepare request letters to: a. Assessor's Office b. Business Permits and Licensing Office (BPLO) c. Building Administrator d. Barangay / Village Office e. Other related government regulatory offices	None	3 hours	CI, CID
	1.6. Prepare travel documents as follows: a. If within NCR and nearby provinces – OB Slip, Request for use of Company Vehicle, cash advance b. If regional - Itinerary of Travel, Office Order, Request for Use of Company Vehicle, Cash Advance	None	1 working day and 4 hours	CI, CID

	1.7. Conduct ocular inspection and interview proponent or one of his / her representative  For provincial / regional accounts, additional one [2] day for: a. Ocular Inspection b. Bank Checking	None	1 working day   (2 working days)	CI, CID
	1.8. Research on neighbourhood, etc. at the site locality  (For provincial / regional accounts, additional one [1] day)	None	4 hours  (1 working day)	CI, CID
	1.9. Conduct of Business Verification  (For provincial / regional accounts, additional two [2] days for submission and gathering of data)	None	4 hours  (2 working days)	CI, CID
	1.10. For provincial / regional accounts, travel time of 1 day to and 1 day from the province or region is included	None	(2 working days)	CI, CID
	1.11. Prepare Full Business Report.	None	1 working day	CI, CID

	1.12. Forward report together with the Transmittal Slip to CAMD Head for review.	None	30 minutes	CI, CID
	1.13. Review and approve the report.	None	3 hours	Head, CAMD
	1.14. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.15. Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	1 hour	CI, CID
2. Receive Business Verification Report with Annexes	2.1. Log and transmit reports to the requesting department/ unit	None	1 hour	CI, CID
	<b>TOTAL</b>	<b>None</b>	<b>NCR = 7 working days Provincial = 14 working days</b>	

#### 4. Credit Investigation – Minimum Part B – Neighbourhood Checking

This procedure defines the activities from receipt of request, neighbourhood checking up to the submission of Neighbourhood Checking Report.

<b>Office/Division:</b>	Priority Sector Guarantee Group/Credit and Appraisal Management Department/Credit Investigation Division (PSGG/CAMD/CID)			
<b>Classification:</b>	Complex to Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Recovery Management Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Client Information Sheet (CIS) (1 photocopy)			To be provided by the proponent/client	
2. Borrower's Information Sheet (BIS) (1 photocopy)			To be provided by the proponent/client	
<b>Note:</b> Maximum of five (5) names				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit request form together with the required documents to CAMD/CID	1.1. Receive and log request from concerned department together supporting documents / attachment based on checklist of requirements for neighbourhood checking	None	2 hours	Credit Investigator (CI), CID Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to:	None	4 hours	CI, CID



	a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD Head and return the documents to the requesting department/ unit			
	1.4. Refer to minimum output Part A for the SEC / DTI / CDA registration and latest documents submitted	None	4 hours	CI, CID
	1.5. Prepare request letters to: a. Building Administrator b. Barangay / Village Office c. Homeowner's Association	None	3 hours	CI, CID
	1.6. Prepare travel documents as follows: a. If within NCR and nearby provinces – OB Slip, Request for use of Company Vehicle, cash advance b. If regional - Itinerary of Travel, Office Order, Request for Use of Company Vehicle, Cash Advance	None	1 working days and 4 hours	CI, CID

	<p>1.7. Conduct on-site inspection / verification on the actual location of the business to verify from the barangay, building, village / subdivision offices for licenses, permits, certificates, etc.</p> <p>For provincial / regional accounts, additional one [1] day for:  a. Ocular inspection  b. Bank Checking</p>	None	<p>1 working day</p> <p>(2 working days)</p>	CI, CID
	<p>1.8. Research on neighbourhood, etc. at the site locality</p> <p>(For provincial / regional accounts, additional one [1] day)</p>	None	<p>4 hours</p> <p>(1 working day)</p>	CI, CID
	<p>1.9. Research on relevant permits from Assessor's Office, BPLO, etc.</p> <p>(For provincial / regional accounts, additional two [2] days for submission and gathering of data)</p>	None	<p>4 hours</p> <p>(2 working days)</p>	CI, CID
	1.10. For provincial / regional accounts, travel time of 1 day to	None	(2 working days)	CI, CID

	and 1 day from the province or region is included			
	1.11. Prepare Neighborhood Checking Report.	None	1 working day	CI, CID
	1.12. Forward report together with the Transmittal Slip to CAMD Head for review.	None	30 minutes	CI, CID
	1.13. Review and approve the report.	None	3 hours	Head, CAMD
	1.14. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.15. Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	1 hour	CI, CID
2. Receive Neighbourhood Checking Report with Annexes	2.1. Log and transmit reports to the requesting department/ unit	None	1 hour	CI, CID
	<b>TOTAL</b>	<b>None</b>	<b>NCR = 7 working days Provincial = 14 working days</b>	

## 5. Credit Investigation – Registration of Mortgage

This procedure defines the activities from receipt of request, registration of mortgage up to the submission of annotated Real Estate Mortgage (REM)/ Chattel Mortgage (CHM).

<b>Office/Division:</b>	Priority Sector Guarantee Group/Credit and Appraisal Management Department/Credit Investigation Division (PSGG/CAMD/CID)			
<b>Classification:</b>	Complex to Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, and Housing Business Group			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Registration Documents (minimum of 5 original copies)			To be provided by the proponent/client	
2. For Real Estate:			To be provided by the proponent/client from:	
a. Owner's Duplicate of the Certificate of Title (TCT/OCT/CCT)			- Registry of Deeds	
b. Updated Tax Declaration			- Municipal/Provincial or City Assessor's Office	
c. Updated Tax Receipt			- Municipal/City Treasurer's Office	
3. For Chattel:			To be provided by the proponent/client from:	
a. For Machineries and Equipment			- Registry of Deeds	
b. For Transportation Equipment			- Owner / Land Registration Office (LTO) / Land Transportation Franchise and Regulatory Board (LTFRB)	
c. For Aircraft			- CAAP	
d. For Watercraft / Vessel			- MARINA	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request form together with the required documents to CAMD/CID	1.1. Receive and log request from concerned department together supporting documents / attachment based on checklist of requirements for registration of mortgage	None	2 hours	Credit Investigator (CI), CID Head, CAMD

	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD Head and return the documents to the requesting department/ unit	None	4 hours	CI, CID
	1.4. Assess payment for: a. Bureau of Internal Revenue b. Registry of Deeds	None	4 hours	CI, CID
	1.5. Prepare travel documents as follows: a. If within NCR and nearby provinces – OB Slip, Request for use of Company Vehicle, cash advance b. If regional - Itinerary of Travel, Office Order, Request for Use of Company Vehicle, Cash Advance	None	1 working day and 4 hours	CI, CID

	1.6. Conduct registration of mortgage: a. Proceed to BIR-District office for validation of BIR's computation and BIR's initial on the total payment of Documentary Stamp Tax (DST) b. Pay BIR's authorized bank for DST c. Wait for the validated deposit slip d. For mortgage entry / registration, proceed to: i. Register of Deeds (RD) for real estate and chattel mortgage. The Register of Deeds will schedule the release of mortgage documents ii. MARINA for vessels iii. CAAP for aircrafts	Amount depends on kind and number of property/ies to be mortgaged	1 working day	CI, CID
	1.7. For provincial / regional accounts, travel time of 1 day to and 1 day from the province or	None	(2 working days)	CI, CID

	region is included  NOTE: Once registration of documents is done, turn-around-time stops, until commencement of pick up occurs			
	1.8. If registration documents are already available, repeat process 1.5.  Pick-up registered annotated mortgage documents/title  For provincial / regional accounts, travel time of 1 day to and 1 day from the province or region is included	None	1 working day and 4 hours  (1 working day)  (2 working days)	CI, CID
	1.9. For motor vehicles, after registration with the RD, proceed to LTO for annotation of mortgage in the Certificate of Registration (CR)	None	4 hours	CI, CID
	1.10. Receive, review and log registered documents and forward to CAMD Head	None	3 hours and 30 minutes	CI, CID

	1.11. Check the annotation in the Mortgage Documents.	None	3 hours	Head, CAMD
	1.12. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.13. Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	1 hour	CI, CID
2. Receive Registration of Mortgage with Annexes	2.1. Log and transmit reports to the requesting department/unit	None	1 hours	CI, CID
	<b>TOTAL</b>	<b>Amount depends on kind and number of property/ies to be mortgaged</b>	<b>NCR = 7 working days Provincial = 14 working days</b>	



## 6. Credit Investigation – Court Case Verification

This procedure defines the activities from receipt of request, conduct of court case verification up to the submission of Court Case Verification report.

<b>Office/Division:</b>	Priority Sector Guarantee Group /Credit and Appraisal Management Department/Credit Investigation Division (PSGG/CAMD/CID)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group and Housing Business Group			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Court Case/s as listed in the Negative Checklist Report (1 photocopy)			To be provided by the requesting unit	
2. Authority for PHILGUARANTEE to Conduct Court Case Verification (1 original copy per case)			To be provided by the proponent/client	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit request form together with the required documents to CAMD/CID	1.1. Receive and log request from concerned department together supporting documents / attachment based on checklist of requirements for court case verification	None	2 hours	Credit Investigator (CI), CID Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order,	None	4 hours	CI, CID

	inform CAMD Head and return the documents to the requesting department/ unit			
	1.4 Prepare request letters to Clerk of Court and of Branch: a. Regional Trial Court (RTC); b. Metropolitan Trial Court (MetC); and/or, c. Municipal Trial Court (MuTC)	None	3 hours	CI, CID
	1.5. Prepare travel documents as follows: a. If within NCR and nearby provinces – OB Slip, Request for use of Company Vehicle, cash advance b. If regional - Itinerary of Travel, Office Order, Request for Use of Company Vehicle, Cash Advance	None	1 working day and 4 hours	CI, CID
	1.6. Conduct court verification and verify the records of the following: a. Complete name of the defendant b. Complete	None	1 working day	CI, CID

	address c. Name of spouse d. Nature of the case e. Status of the case  If record is not available, inform requesting department to require applicant to submit a court clearance.			
	1.7. For provincial / regional accounts, travel time of 1 day to and 1 day from the province or region is included	None	(2 working days)	CI, CID
	1.8. Prepare Court Case Verification Report.	None	4 hours	CI, CID
	1.9. Forward report together with the Transmittal Slip to CAMD Head for review.	None	30 minutes	CI, CID
	1.10. Review and approve the report.	None	3 hours	Head, CAMD
	1.11. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.16. Scan the report and attachments indicating the scan date,	None	1 hour	CI, CID

	filename and location (central and back-up).			
2. Receive Court Case Verification Report with Annexes	2.1. Log and transmit reports to the requesting department/ unit	None	1 hour	CI, CID
	<b>TOTAL</b>	<b>None</b>	<b>NCR = 5 working days Provincial = 7 working days</b>	

## 7. Credit Investigation – Purchase Order (PO) Verification

This procedure defines the activities from receipt of request of purchase order verification up to the submission of the report.

<b>Office/Division:</b>	Priority Sector Guarantee Group /Credit and Appraisal Management Department/Credit Investigation Division (PSGG/CAMD/CID)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Recovery Management Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Order (PO) (1 photocopy signed by proponent/client)			To be provided by the proponent/client	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request form together with the required documents to CAMD/CID	1.1. Receive and log request from concerned department together supporting documents / attachment based on checklist of requirements for purchase order verification	None	2 hours	Credit Investigator (CI), CID Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD Head and return	None	4 hours	CI, CID

	the documents to the requesting department/ unit			
	<p>1.4. Prepare an electronic mail (email) addressed to the client's buyer/s to verify the authenticity of the PO and Pro-forma Invoice Job Order (PIJO).</p> <p>Verify the following:</p> <ul style="list-style-type: none"> <li>a. Buyer's e-mail address vs. buyer's website or ID</li> <li>b. PO data vs. e-mailed information</li> </ul> <p>If Local buyer/s, conduct SEC verification (Please refer to process 1.4 of Business Verification)</p>	None	3 hours	CI, CID
	1.5. Prepare Purchase Order Verification Report.	None	4 hours	CI, CID
	1.6. Forward report together with the Transmittal Slip to CAMD Head for review.	None	30 minutes	CI, CID
	1.7. Review and approve the report.	None	3 hours	Head, CAMD
	1.8. Sign the report and the transmittal slip	None	30 minutes	Head, CAMD

	<b>NOTE:</b> All signatures must be in blue ink and dated.			
	1.9. Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	1 hour	CI, CID
2. Receive Purchase Order Verification Report with Annexes	2.1. Log and transmit reports to the requesting department/ unit	None	1 hour	CI, CID
	<b>TOTAL</b>	<b>None</b>	<b>3 working days</b>	

## 8. Credit Investigation – Trade Checking

This procedure defines the activities from receipt of request, business verification up to the submission of Trade Checking Report.

<b>Office/Division:</b>	Priority Sector Guarantee Group /Credit and Appraisal Management Department/Credit Investigation Division (PSGG/CAMD/CID)			
<b>Classification:</b>	Complex to Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Recovery Management Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. List of Buyer/s (maximum of 10 top buyers) (1 original copy)			To be provided by the proponent/client	
2. List of Supplier/s (maximum of 10 top suppliers) (1 original copy)			To be provided by the proponent/client	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request form together with the required documents to CAMD/CID	1.1. Receive and log request from concerned department together supporting documents / attachment based on checklist of requirements for trade checking	None	2 hours	Credit Investigator (CI), CID Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD	None	4 hours	CI, CID



	Head and return the documents to the requesting department/ unit			
	1.4. Conduct the following activities: a. Telephone verification for local buyers / suppliers b. Send verification e-mail for foreign buyers / suppliers  <b>NOTE:</b> List should contain only the top ten (10) buyers / supplier	None	1 working day   1 working day	CI, CID
	1.5 Check the COFACE Rating on the following: a. Country Risk Assessment b. Business Climate	None	2 hours	CI, CID
	1.6 Check the buyers' / suppliers' name on the DTI Watchlist of the Philippine Exporters and Foreign Buyers	None	2 hours	CI, CID
	1.7 Waiting period for: a. Buyers checking b. Suppliers checking	None	2 working days 5 working days	CI, CID
	1.8 Prepare Trade Checking Reports as follows:	None		CI, CID

	a. Buyers checking b. Suppliers checking c. COFACE Rating  Forward report together with the Transmittal Slip to Department Head for review.		3 hours  3 hours  3 hours	
	1.9 Forward report together with the Transmittal Slip to CAMD Head for review.	None	30 minutes	CI, CID
	1.10 Review and approve the report.	None	4 hours	Head, CAMD
	1.11 Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.12 Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	1 hour	CI, CID
2. Receive Trade Checking Report with Annexes	2.1. Log and transmit reports to the requesting department/ unit	None	1 hour	CI, CID
	<b>TOTAL</b>	<b>None</b>	<b>Buyer's = 7 working days</b> <b>Supplier's = 10 working days</b>	

## 9. Credit Investigation – Data Submission – Bankers Association of the Philippines – Credit Bureau (BAP-CB)

This procedure defines the activities from receipt of request, conduct of data gathering and research, up to the submission of data of adverse accounts.

<b>Office/Division:</b>	Priority Sector Guarantee Group /Credit and Appraisal Management Department/Credit Investigation Division (PSGG/CAMD/CID)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Recovery Management Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memorandum from the Recovery Management Department requesting Name/s of Person/s or Company/ies to be included in the Negative List (1 original copy)			To be provided by the Recovery Management Department	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request form together with the required documents to CAMD/CID	1.1. Receive and log request from Recovery Management Department requesting negative listing	None	2 hours	Credit Investigator (CI), CID Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD Head and return the documents to the requesting department/ unit	None	4 hours	CI, CID

	1.4. Conduct research on the names / entities listed in the request and as reflected in the documents submitted by the requesting department with following institutions: a. SEC b. DTI c. CDA	None	1 working day	CI, CID
	1.5. Submit pertinent and required data to BAP-CB	None	1 working day	CI, CID
	1.6. Inform CAMD Head of the submission of data through email (screenshot)	None	1 hour	CI, CID
	<b>TOTAL</b>	<b>None</b>	<b>3 working days</b>	

## 10. Credit Investigation – Credit Information Corporation (CIC)

This procedure defines the activities from receipt of data, conduct of data analysis, up to the submission of basic credit data.

<b>Office/Division:</b>	Priority Sector Guarantee Group /Credit and Appraisal Management Department/Credit Investigation Division (PSGG/CAMD/CID)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Cash Management Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Outstanding Loan Balance Report (1 original copy)			To be provided by the Cash Management Department	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit request form together with the required documents to CAMD/CID	1.1. Receive and log data report from Cash Management Department	None	2 hours	Credit Investigator (CI), CID Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD Head and return the documents to the requesting department/ unit	None	4 hours	CI, CID
	1.4. Conduct data analysis on the information contained in the report.	None	1 working day	CI, CID

	1.5. Submit pertinent and required data to BAP-CB	None	3 working days	CI, CID
	1.6. Inform CAMD Head of the submission of data through email (screenshot)	None	1 hour	CI, CID
	<b>TOTAL</b>	<b>None</b>	<b>5 working days</b>	

**CREDIT & APPRAISAL MANAGEMENT  
DEPARTMENT  
Credit Appraisal Division**

## 1. Credit Appraisal – Progress Report

This procedure defines the activities from receipt of request, conduct of progress validation up to the submission of the Progress Report.

<b>Office/Division:</b>	Priority Sector Guarantee Group /Credit and Appraisal Management Department/Credit Appraisal Division (PSGG/CAMD/CAD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Government (G2G)	
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Fund and Asset Management Group/Recovery Management Department	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Real Estate</b>		
1. Bill of Materials/Cost Estimate (1 photocopy)		To be provided by the Licensed Engineer/ Architect
2. Specification of Materials (1 photocopy)		To be provided by the Licensed Engineer/ Architect
3. Duly approved building plan/s (1 photocopy or blueprint)		To be provided by the Building Official
4. Project Schedule (Bar chart, S-curve) (1 photocopy)		To be provided by the Licensed Engineer/ Architect
5. Accomplishment Report (1 photocopy)		To be provided by the Project Manager/Engineer
<b>B. Chattel</b>		
1. For Machineries & Equipment		
a. Official list of machineries & equipments duly signed by borrower (1 original copy)		To be provided by the Owner of the Property
b. Invoices / Accounting records (1 photocopy)		To be provided by the Owner of the Property
c. Any Legal Proof of Ownership (Affidavit of & that they are free from encumbrances & liens) (1 photocopy)		To be provided by the Owner of the Property
2. For Transportation Equipment		
a. Updated Certificate of Registration & Official Receipt (CR/OR) (1 photocopy)		To be provided by the Owner/Land Registration Office (LTO)
b. Franchise for PUV (1 photocopy)		To be provided by the Owner/LTFRG
3. For Aircraft		
a. Certificate of Air Worthiness (1 photocopy)		To be provided by the Owner/CAAP
b. Certificate of Registration from CAAP (1 photocopy)		To be provided by the Owner/CAAP



c. Bluebook Record/Flying Hours (1 photocopy)			To be provided by the Owner	
4. For Watercraft/Vessel				
a. Certificate of Vessel Registry (1 photocopy)			To be provided by the MARINA	
b. Certificate of Ownership (1 photocopy)			To be provided by the Owner	
c. MARINA License (Certificate of Manning, Sea Worthiness & Safety) (1 photocopy)			To be provided by the MARINA	
5. For Cost Validation/Ongoing Project (any of item 1 to 4)				
a. Complete Set of Plans (process/schematic diagram if applicable) (1 photocopy or blueprints)			To be provided by the Owner/Licensed Engineer	
b. Technical Specifications (1 photocopy)			To be provided by the Owner/Licensed Engineer	
c. Detailed Cost Estimates and Bill of Materials (1 photocopy)			To be provided by the Owner/Licensed Engineer	
6. Additional Requirements (if applicable)				
a. Sales Invoice (1 photocopy)			To be provided by the Owner of the Property	
b. Importation Documents (Bill of Lading, Letter of Credit) (1 photocopy)			To be provided by the Owner of the Property/Shipping Lines	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request form together with the required documents to CAMD/CAD	1.1. Receive and log request from concerned department together with supporting documents / attachment based on progress checklist of requirements.	None	3 hours	Credit Appraiser (CA), CAD Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified	None	1 working day and 4 hours	CA, CAD

	requirements  If not in order, inform CAMD Head and return the documents to the requesting department/ unit			
	1.4. Prepare travel documents as follows: a. If within NCR and nearby provinces – OB Slip, Request for use of Company Vehicle, cash advance b. If regional - Itinerary of Travel, Office/ Travel Order, Request for Use of Company Vehicle, Cash Advance	None	4 working days	CA, CAD
	1.5. Conduct actual property/project inspection: a. To validate the progress report submitted by the contractor. b. Verify if construction materials and equipment specified in the bill of estimates were installed	None	2 working days	CA, CAD
	1.6. Consolidate and analyze data	None	1 working day	CA, CAD

	gathered.			
	1.7. Check percentage of accomplishment using the BOE or BOQ submitted during the project cost validation.	None	2 working days	CA, CAD
	1.8. Prepare Progress Report	None	3 working days	CA, CAD
	1.9. Prepare and attach transmittal slip to be signed by CAMD Head (after report approval)	None	30 minutes	CA, CAD
	1.10. Forward report to CAMD Head for review.	None	30 minutes	CA, CAD
	1.11. Review and approve the report.	None	5 hours	Head, CAMD
	1.11. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.12. Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	30 minutes	CA, CAD
2. Receive Appraisal Report with Annexes	2.1. Log and transmit reports to the requesting department/unit	None	1 hour	CA, CAD

	<b>TOTAL</b>	<b>None</b>	<b>15 working days</b>	
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## 2. Credit Appraisal – Cost Validation Without Inspection

This procedure defines the activities from receipt of request, conduct of cost validation up to the submission of the Cost Validation Report.

<b>Office/Division:</b>	Priority Sector Guarantee Group /Credit and Appraisal Management Department/Credit Appraisal Division (PSGG/CAMD/CAD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Government (G2G)	
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Fund and Asset Management Group/Recovery Management Department	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Real Estate</b>		
1. Bill of Materials/Cost Estimate (1 photocopy)		To be provided by the Licensed Engineer/ Architect
2. Specification of Materials (1 photocopy)		To be provided by the Licensed Engineer/ Architect
3. Duly approved building plan/s (1 photocopy or blueprint)		To be provided by the Building Official
4. Project Schedule (Bar chart, S-curve) (1 photocopy)		To be provided by the Licensed Engineer/ Architect
5. Accomplishment Report (1 photocopy)		To be provided by the Project Manager/Engineer
<b>B. Chattel</b>		
1. For Machineries & Equipment		
a. Official list of machineries & equipments duly signed by borrower (1 original copy)		To be provided by the Owner of the Property
b. Invoices / Accounting records (1 photocopy)		To be provided by the Owner of the Property
c. Any Legal Proof of Ownership (Affidavit of & that they are free from encumbrances & liens) (1 photocopy)		To be provided by the Owner of the Property
2. For Transportation Equipment		
a. Updated Certificate of Registration & Official Receipt (CR/OR) (1 photocopy)		To be provided by the Owner/Land Registration Office (LTO)
b. Franchise for PUV (1 photocopy)		To be provided by the Owner/LTFRG
3. For Aircraft		
a. Certificate of Air Worthiness (1 photocopy)		To be provided by the Owner/CAAP
b. Certificate of Registration from CAAP (1 photocopy)		To be provided by the Owner/CAAP

c. Bluebook Record/Flying Hours (1 photocopy)			To be provided by the Owner	
4. For Watercraft/Vessel				
a. Certificate of Vessel Registry (1 photocopy)			To be provided by the MARINA	
b. Certificate of Ownership (1 photocopy)			To be provided by the Owner	
c. MARINA License (Certificate of Manning, Sea Worthiness & Safety) (1 photocopy)			To be provided by the MARINA	
5. For Cost Validation/Ongoing Project (any of item 1 to 4)				
a. Complete Set of Plans (process/schematic diagram if applicable) (1 photocopy or blueprints)			To be provided by the Owner/Licensed Engineer	
b. Technical Specifications (1 photocopy)			To be provided by the Owner/Licensed Engineer	
c. Detailed Cost Estimates and Bill of Materials (1 photocopy)			To be provided by the Owner/Licensed Engineer	
6. Additional Requirements (if applicable)				
a. Sales Invoice (1 photocopy)			To be provided by the Owner of the Property	
b. Importation Documents (Bill of Lading, Letter of Credit) (1 photocopy)			To be provided by the Owner of the Property/Shipping Lines	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request form together with the required documents to CAMD/CAD	1.1. Receive and log request from concerned department together with supporting documents / attachment based on project cost validation checklist of requirements.	None	3 hours	Credit Appraiser (CA), CAD Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified	None	1 working day and 4 hours	CA, CAD

	<p>requirements</p> <p>If not in order, inform CAMD Head and return the documents to the requesting department/ unit</p>			
	1.4. Research with the following concerned government agencies (e.g. DOE, PEZA, etc.)	None	1 working day	CA, CAD
	1.5. Survey prevailing market prices with the following: a. Suppliers b. Online research c. Appraisal companies d. Banks e. Other resources	None	5 working days	CA, CAD
	1.6. Consolidate and analyze data gathered as follows: a. Comparative market data b. Project cost estimate (range) c. Comments/Limiting Conditions d. Proposed specifications of properties e. Other pertinent information deemed necessary	None	3 working days	CA, CAD

	1.7. Prepare Cost Validation Report	None	3 working days	CA, CAD
	1.8. Prepare and attach transmittal slip to be signed by CAMD Head (after report approval)	None	30 minutes	CA, CAD
	1.9. Forward report to CAMD Head for review.	None	30 minutes	CA, CAD
	1.10. Review and approve the report.	None	5 hours	Head, CAMD
	1.11. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.12. Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	30 minutes	CA, CAD
2. Receive Appraisal Report with Annexes	2.1. Log and transmit reports to the requesting department/unit	None	1 hour	CA, CAD
	<b>TOTAL</b>	<b>None</b>	<b>15 working days</b>	



### 3. Credit Appraisal – Cost Validation with Inspection

This procedure defines the activities from receipt of request, conduct of cost validation up to the submission of the Cost Validation Report.

<b>Office/Division:</b>	Priority Sector Guarantee Group /Credit and Appraisal Management Department/Credit Appraisal Division (PSGG/CAMD/CAD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Government (G2G)	
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Fund and Asset Management Group/Recovery Management Department	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Real Estate</b>		
1. Bill of Materials/Cost Estimate (1 photocopy)		To be provided by the Licensed Engineer/ Architect
2. Specification of Materials (1 photocopy)		To be provided by the Licensed Engineer/ Architect
3. Duly approved building plan/s (1 photocopy or blueprint)		To be provided by the Building Official
4. Project Schedule (Bar chart, S-curve) (1 photocopy)		To be provided by the Licensed Engineer/ Architect
5. Accomplishment Report (1 photocopy)		To be provided by the Project Manager/Engineer
<b>B. Chattel</b>		
1. For Machineries & Equipment		
a. Official list of machineries & equipments duly signed by borrower (1 original copy)		To be provided by the Owner of the Property
b. Invoices / Accounting records (1 photocopy)		To be provided by the Owner of the Property
c. Any Legal Proof of Ownership (Affidavit of & that they are free from encumbrances & liens) (1 photocopy)		To be provided by the Owner of the Property
2. For Transportation Equipment		
a. Updated Certificate of Registration & Official Receipt (CR/OR) (1 photocopy)		To be provided by the Owner/Land Registration Office (LTO)
b. Franchise for PUV (1 photocopy)		To be provided by the Owner/LTFRG
3. For Aircraft		
a. Certificate of Air Worthiness (1 photocopy)		To be provided by the Owner/CAAP
b. Certificate of Registration from CAAP (1 photocopy)		To be provided by the Owner/CAAP

c. Bluebook Record/Flying Hours (1 photocopy)			To be provided by the Owner	
4. For Watercraft/Vessel				
a. Certificate of Vessel Registry (1 photocopy)			To be provided by the MARINA	
b. Certificate of Ownership (1 photocopy)			To be provided by the Owner	
c. MARINA License (Certificate of Manning, Sea Worthiness & Safety) (1 photocopy)			To be provided by the MARINA	
5. For Cost Validation/Ongoing Project (any of item 1 to 4)				
a. Complete Set of Plans (process/schematic diagram if applicable) (1 photocopy or blueprints)			To be provided by the Owner/Licensed Engineer	
b. Technical Specifications (1 photocopy)			To be provided by the Owner/Licensed Engineer	
c. Detailed Cost Estimates and Bill of Materials (1 photocopy)			To be provided by the Owner/Licensed Engineer	
6. Additional Requirements (if applicable)				
a. Sales Invoice (1 photocopy)			To be provided by the Owner of the Property	
b. Importation Documents (Bill of Lading, Letter of Credit) (1 photocopy)			To be provided by the Owner of the Property/Shipping Lines	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request form together with the required documents to CAMD/CAD	1.1. Receive and log request from concerned department together with supporting documents / attachment based on project cost validation checklist of requirements.	None	3 hours	Credit Appraiser (CA), CAD Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified	None	1 working day and 4 hours	CA, CAD

	requirements  If not in order, inform CAMD Head and return the documents to the requesting department/ unit			
	1.4. Prepare travel documents as follows: a. If within NCR and nearby provinces – OB Slip, Request for use of Company Vehicle, cash advance b. If regional - Itinerary of Travel, Office/ Travel Order, Request for Use of Company Vehicle, Cash Advance	None	4 working days	CA, CAD
	1.5. Conduct actual property / project inspection:	None	1 working day	CA, CAD
	1.6. Research with the following concerned government agencies (e.g. DOE, PEZA, etc.)	None	1 working day	CA, CAD
	1.7. Survey prevailing market prices with the following: a. Suppliers b. Online research	None	5 working days	CA, CAD

	c. Appraisal companies d. Banks e. Other resources			
	1.8. Consolidate and analyze data gathered as follows: a. Comparative market data b. Project cost estimate (range) c. Comments/Limiting Conditions d. Proposed specifications of properties e. Other pertinent information deemed necessary	None	3 working days	CA, CAD
	1.9. Prepare Cost Validation Report	None	3 working days	CA, CAD
	1.10. Prepare and attach transmittal slip to be signed by CAMD Head (after report approval)	None	30 minutes	CA, CAD
	1.11. Forward report to CAMD Head for review.	None	30 minutes	CA, CAD
	1.12. Review and approve the report.	None	5 hours	Head, CAMD
	1.13. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures	None	30 minutes	Head, CAMD

	must be in blue ink and dated.			
	1.13. Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	30 minutes	CA, CAD
2. Receive Appraisal Report with Annexes	2.1. Log and transmit reports to the requesting department/unit	None	1 hour	CA, CAD
	<b>TOTAL</b>	<b>None</b>	<b>20 working days</b>	

#### 4. Credit Appraisal – Real Estate (RE)

This procedure defines the activities from receipt of request, appraisal of real estate properties up to the submission of Appraisal Report.

<b>Office/Division:</b>	Priority Sector Guarantee Group /Credit and Appraisal Management Department/Credit Appraisal Division (PSGG/CAMD/CAD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Government (G2G)	
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Fund and Asset Management Group/Recovery Management Department	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. Basic Requirements</b>		
1. Owners Duplicate Certificate of Title (TCT/OCT/CCT) (1 photocopy)		To be provided by the Owner of the Property
2. Updated Tax Declaration (1 photocopy)		To be provided by the Municipal/Provincial or City Assessor’s Office
3. Updated Tax Receipt (1 photocopy)		To be provided by the Municipal/City Treasurers Office
4. Lot Plan /Approved Subdivision Plan (1 photocopy)		To be provided by the Land Registration Authority (LRA)/Land Management Bureau (DENR)
5. Location /Vicinity Map (1 photocopy)		To be provided by the Tax Mapping Division Assessor’s Office/Licensed Geodetic Engineer
6. Building Plan (for Improvement/s) (1 photocopy or blueprint)		To be provided by the Owner of the Property/Building Official
<b>B. Additional Requirements (if applicable)</b>		
1. DAR Clearance (for Agri-Lot) (1 photocopy)		To be provided by the Department of Agriculture
2. Occupancy Permit (newly constructed) (1 photocopy)		To be provided by the Building Official
3. As built Plan (for changes in plan) (1 photocopy)		To be provided by the Building Official/Licensed Engineer/Architect
<b>C. For Condominiums</b>		
1. Master Deed with restrictions (1 photocopy)		To be provided by the Owner of the Property/Registry of Deeds/Condo Building Admin
2. Certificate of payment of dues (1 photocopy)		To be provided by the Condo

			Building Admin	
3. Mother Title (1 Photocopy)			To be provided by the Registry of Deeds	
4. Others (e.g. Letter of Authority to inspect, HLURB clearance, etc.) (1 photocopy)			To be provided by the Owner of the Property/Condo Building Admin/HLURB	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request form together with the required documents to CAMD/CAD	1.1. Receive and log request from concerned department together with supporting documents / attachment based on real estate checklist of requirements.	None	3 hours	Credit Appraiser (CA), CAD Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD Head and return the documents to the requesting department/ unit	None	4 hours	CA, CAD
	1.4. Prepare request letters to: a. Registry of Deeds b. Assessor's Office c. Land Registration	None	1 working day	CA, CAD

	Authority/Bureau of Lands			
	1.5. Plot the technical description of the property to define its boundaries and shape	None	1 working day	CA, CAD
	1.6. Prepare travel documents as follows: a. If within NCR and nearby provinces – OB Slip, Request for use of Company Vehicle, cash advance b. If regional - Itinerary of Travel, Office/ Travel Order, Request for Use of Company Vehicle, Cash Advance	None	4 working days	CA, CAD
	1.7. Verify title at the Registry of Deeds to confirm authenticity, cleanliness (absence of prior mortgages) and ownership of the property as follows: a. Location b. Ownership c. Lien/encumbrances d. Other information/	None	1 working day	CA, CAD



	Limiting Conditions			
	1.8. Verify Tax Declaration/Map at the Assessor's Office as follows: a. Location b. Ownership c. Lien/encumbrances d. Other information/ Limiting Conditions	None	4 hours	CA, CAD
	1.9. Verify Subdivision / Lot Plan / Cadastral Map at the Land Registration Authority / Bureau of Lands as to location.	None	4 hours	CA, CAD
	1.10. Conduct actual property inspection: a. To confirm property identification and ownership b. Validate site data c. Define neighborhood data including limiting conditions (e.g. available utilities, right of way, lien/encumbrances, etc.) d. To confirm improvement data	None	1 working day	CA, CAD

	<p>e. Identify the landmarks and nearby properties surrounding the lot.</p> <p>Also, specify the construction features of the site as found during inspection/ verification</p>			
	1.11. Research the relevant utilities, zoning ordinance, etc. of the site and its nearby locality	None	1 working day	CA, CAD
	1.12. Survey prevailing market prices with the locality and if possible, its validity (e.g. within 6 months)	None	3 working days	CA, CAD
	<p>1.13. Consolidate and analyze data gathered as follows:</p> <p>a. Comparative market data</p> <p>b. Valuation of land and improvement</p> <p>c. Valuation comments</p> <p>d. Limiting Conditions</p> <p>e. Other pertinent information</p>	None	2 working days	CA, CAD

	deemed necessary			
	1.14. Prepare Appraisal Report	None	3 working days	CA, CAD
	1.15. Prepare and attach transmittal slip to be signed by CAMD Head (after report approval)	None	30 minutes	CA, CAD
	1.16. Forward report to CAMD Head for review.	None	30 minutes	CA, CAD
	1.17. Review and approve the report.	None	5 hours	Head, CAMD
	1.18. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.19. Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	30 minutes	CA, CAD
2. Receive Appraisal Report with Annexes	2.1. Log and transmit reports to the requesting department/unit	None	1 hour	CA, CAD
	<b>TOTAL</b>	<b>None</b>	<b>20 working days</b>	

## 5. Credit Appraisal – Chattel (Machinery & Equipment)

This procedure defines the activities from receipt of request, appraisal of chattel properties up to the submission of Appraisal Report.

<b>Office/Division:</b>	Priority Sector Guarantee Group /Credit and Appraisal Management Department/Credit Appraisal Division (PSGG/CAMD/CAD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government-to-Government (G2G)	
<b>Who may avail:</b>	Agriculture Business Group, Corporate Business Group, Housing Business Group and Fund and Asset Management Group/Recovery Management Department	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Basic Requirements</b>		
1. For Machineries & Equipment		
a. Official list of machineries & equipments duly signed by borrower (1 original copy)		To be provided by the Owner of the Property
b. Invoices / Accounting records (1 photocopy)		To be provided by the Owner of the Property
c. Any Legal Proof of Ownership (Affidavit of & that they are free from encumbrances & liens) (1 photocopy)		To be provided by the Owner of the Property
2. For Transportation Equipment		
a. Updated Certificate of Registration & Official Receipt (CR/OR) (1 photocopy)		To be provided by the Owner/Land Registration Office (LTO)
b. Franchise for PUV (1 photocopy)		To be provided by the Owner/LTFRG
3. For Aircraft		
a. Certificate of Air Worthiness (1 photocopy)		To be provided by the Owner/CAAP
b. Certificate of Registration from CAAP (1 photocopy)		To be provided by the Owner/CAAP
c. Bluebook Record/Flying Hours (1 photocopy)		To be provided by the Owner
4. For Watercraft/Vessel		
a. Certificate of Vessel Registry (1 photocopy)		To be provided by the MARINA
b. Certificate of Ownership (1 photocopy)		To be provided by the Owner
c. MARINA License (Certificate of Manning, Sea Worthiness & Safety) (1 photocopy)		To be provided by the MARINA
<b>B. Additional Requirements (if applicable)</b>		
a. Sales Invoice (1 photocopy)		To be provided by the Owner of the Property
b. Importation Documents (Bill of Lading, Letter of Credit) (1 photocopy)		To be provided by the Owner of the Property/Shipping Lines

<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit request form together with the required documents to CAMD/CAD	1.1. Receive and log request from concerned department together with supporting documents/ attachment based on chattel checklist of requirements.	None	3 hours	Credit Appraiser (CA), CAD Head, CAMD
	1.2. Forward request to assigned personnel; indicate instructions, if any.	None	1 hour	Head, CAMD
	1.3. Review if supporting documents are in order as to: a. Completeness b. Compliance with specified requirements  If not in order, inform CAMD Head and return the documents to the requesting department/ unit	None	4 hours	CA, CAD
	1.4. Prepare request letters to: a. Land Transportation Office (LTO) b. Civil Aviation Authority of the Philippines (CAAP) c. Maritime Industry Authority	None	1 working day	CA, CAD

	(MARINA)			
	1.5. Verify documents with the following: a. LTO for vehicles - certificate of registration, official receipt b. CAAP for aircraft – certificate of registration, certificate of ownership, certificate of airworthiness, other pertinent documents c. MARINA for watercrafts- certificate of vessel registry, certificate of ownership, certificate of sea worthiness, other pertinent documents	None	1 working day	CA, CAD
	1.6. Prepare travel documents as follows: a. If within NCR and nearby provinces – OB Slip, Request for use of Company Vehicle, cash advance b. If regional - Itinerary of Travel, Office/ Travel Order,	None	4 working days	CA, CAD

	Request for Use of Company Vehicle, Cash Advance			
	1.7. Conduct actual property inspection as to: a. Specification i. Brand ii. Model iii. Serial Number iv. Capacity, etc. b. Condition of the Property i. Operational ii. Obsolete	None	2 working day	CA, CAD
	1.8. Survey prevailing market prices with the following: a. Suppliers b. Online research c. Appraisal companies d. Banks e. Other resources	None	3 working days	CA, CAD
	1.9. Consolidate and analyze data gathered as follows: a. Comparative market data b. Valuation of the property c. Comments/ Limiting conditions d. Inventory list of properties e. Pictures and other pertinent information	None	3 working days	CA, CAD

	deemed necessary			
	1.10. Prepare Appraisal Report	None	4 working days	CA, CAD
	1.11. Prepare and attach transmittal slip to be signed by CAMD Head (after report approval)	None	30 minutes	CA, CAD
	1.12. Forward report to CAMD Head for review.	None	30 minutes	CA, CAD
	1.13. Review and approve the report.	None	5 hours	Head, CAMD
	1.14. Sign the report and the transmittal slip  <b>NOTE:</b> All signatures must be in blue ink and dated.	None	30 minutes	Head, CAMD
	1.15. Scan the report and attachments indicating the scan date, filename and location (central and back-up).	None	30 minutes	CA, CAD
2. Receive Appraisal Report with Annexes	2.1. Log and transmit reports to the requesting department/unit	None	1 hour	CA, CAD
	<b>TOTAL</b>	<b>None</b>	<b>20 working days</b>	



# **COMPTROLLERSHIP GROUP**

## **Internal Service**

## **BUDGET MANAGEMENT DEPARTMENT**

## 1. Processing of Approval of Budget Utilization Request

Processing of Budget Utilization Request (BUR) approval shall commence upon submission by the client of Disbursement Voucher (DV), BUR and Journal Entry Voucher (JEV) properly signed.

<b>Office/Division:</b>	Comptrollership Group/Budget Management Department (CG/BMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	All Concerned Group and Operating units (GAOUs)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Disbursement Voucher (DV) (1 original copy/1 duplicate copy)			To be provided by the GAOUs	
2. Budget Utilization Request (BUR) (1 original copy/1 duplicate copy)			To be provided by the GAOUs	
3. Journal Entry Voucher (JEV) (1 original copy/1 duplicate copy) or Accounts Payable Voucher (APV) (1 original copy/1 duplicate copy)			To be provided by the GAOUs	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit DV with corresponding BUR and JEV/ APV to BMD	1.1. Check if documents submitted are complete (DV, BUR, JEV or APV), properly signed, and if the expenditure is included and within the amount approved in the Corporate Operating Budget (COB).	None	4 hours	Budget Officer (BO), BMD
	1.2. Forward the documents to BMD Budget Officer V (BO V).	None	1 minute	BO, BMD
	1.3. Review and initial Box B and forward documents to the BMD Head	None	3 hours 59 minutes	BO V, BMD
	1.4. Sign Box B for transactions	None	4 hours	Head, BMD

	below P1Million.  or  Initial Box B for transactions above P1 million.			
	1.5. Forward to Comptrollershi p Head for disbursements above P1M		1 minute	Head, BMD
	1.6. Sign Box B for transactions above P1Million.		3 hour 48 minutes	Head, CG
	1.7. Forward the documents to Authorized Officer/Budget Officer		1 minute	Head, BMD/ Head, CG
	1.8. Forward the documents to concerned GAOU.		10 minutes	BO, BMD
	<b>Total</b>	<b>None</b>	<b>2 working days</b>	

**Note:**

*Processing time of two (2) working days shall commence upon submission of properly accomplished BUR form and pertinent documentary requirements*

# **FINANCIAL ACCOUNTING DEPARTMENT**

## 1. Filing and Payment of Taxes

This procedure covers the activities from the preparation of tax reports to the submission and remittance of taxes to the Bureau of Internal Revenue (BIR).

<b>Office/Division:</b>	Comptrollership Group/Financial Accounting Department (CG/FAD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	CG/FAD			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. National Internal Revenue Code of the Philippines (NIRC) (online file)			Issued by BIR	
2. Revenue Regulations (RR) (online file)			Issued by BIR	
3. Revenue Memorandum Circulars (RMC) (online file)			Issued by BIR	
4. Revenue Memorandum Orders (RMO) (online file)			Issued by BIR	
5. Other applicable tax rules and regulations (online file)			Issued by BIR	
6. Account Subsidiary Ledger (2 original copies)			To be provided by FAD generated from FIS	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Determination of Amount Due for Remittance</b>				
	1.1. Determine amount due for remittance by extracting data from the FIS and prepare and working papers to validate/substantiate the amount	None	2 working days	Financial Accounting Officer (FAO), FAD
	1.2. Prepare applicable BIR Form	None	1 working day	FAO, FAD
	1.3. Forward to the FAD Head for review	None	1 working day	FAO, FAD
	1.4. Review computation and compliance with related regulations	None	1 working day	Head, FAD

	1.5. Forward to the CG Head for review	None	1 working day	Head, FAD
	1.6. Review the reports; If in order, sign and return to FAO for preparation of APV/DV, filing and payment	None	1 working day	Head, CG
<b>B. Filing and Payment of Returns thru EFPS</b>				
	2.1. File and pay the returns using the EFPS	None	1 working day	FAO, FAD
	2.2. Prepare Summary of Alphalist of Withholding Taxes (SAWT), if applicable	None	1 working day	FAO, FAD
	2.3. Email SAWT to eBIR submissions	None	4 hours	FAO, FAD
	2.4. File Returns	None	4 hours	FAO, FAD
	<b>TOTAL</b>	<b>None</b>	<b>10 working days</b>	

## 2. Processing of Disbursement Voucher

This procedure covers the activities from the receipt of Accounts Payable Voucher (APV) from the originating unit to the submission of Disbursement Voucher (DV) to the approver, to verify the validity of claims, adequacy of documentary evidences, accuracy of computations and accounting entries, and availability of funds for timely payments to suppliers, contractors, clients and employees.

<b>Office/Division:</b>	Comptrollership Group/Financial Accounting Department (CG/FAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	All Concerned Group and Operating units (GAOUs)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Disbursement Voucher (2 original copies)			To be provided by the Client/ GAOUs	
2. Budget Utilization Request (2 original copies)			To be provided by the Client/ Budget Department (BD)/ GAOUs	
3. Accounts Payable Voucher (2 original copies)			To be provided by the Client/ GAOUs	
4. Mandatory supporting documents per COA Circular No.2012-001(1 original and 1 photocopy)			To be provided by the Client/ GAOUs	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit Accounts Payable Voucher (APV) with complete required supporting documents to FAD	1.1. Receive APV and supporting documents	None	1 hour	Administrative Assistant (AA), FAD
	1.2. Analyze the transactions, check completeness and propriety of the supporting documents	None	1 working day	Financial Accounting Officer (FAO), FAD
	1.3. Review computation of amount for payment, net of withholding taxes and other	None	1 working day	FAO, FAD



	deductions, if applicable			
	1.4. Print withholding tax certificate (BIR Form 2306 and 2307), if applicable	None	4 hours	FAO, FAD
	1.5. Post journal entries in the FIS	None	4 hours	FAO, FAD
	1.6. Return to Originating Department for preparation of DV	None	4 hours	AA, FAD
2. Submit Disbursement Voucher (DV) with complete required supporting documents to FAD	2.1. Receive DV from the originating department	None	1 hour	AA, FAD
	2.2. Review DV and supporting documents	None	6 hours	Head, FAD
	2.3. Affix signature in the "Certified with Available Funds" field on the DV;	None	1 hour	Head, FAD
	2.4. Attach signed withholding tax certificates, if applicable;	None	1 hour	Head, FAD
	2.5. Forward to Head, Comptrollership Group (CG)	None	1 hour	Head, FAD
	2.6. Review DV and supporting documents	None	6 hours	Head, CG
	2.7. Affix initials/ signature in the DV and withholding tax certificate	None	1 hour	Head, CG

	1.7. Forward approved DV to "Box C" approver	None	2 hours	AA, CG
	<b>TOTAL</b>	<b>None</b>	<b>6 working days</b>	

# **INFORMATION TECHNOLOGY DEPARTMENT**

## **IT Support Services Division**

## 1. ICT Technical Assistance

Hardware, Network, Software, MS Dynamics AX and other ICT related request for assistance not requiring procurement or external services

<b>Office/Division:</b>	Controllership Group/Information Technology Department/IT Support Services Division (CG/ITD/ITSSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	All Concerned Groups and Operating Units (GAOUs)/ PHILGUARANTEE Officers and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ITD Request for Technical Assistance Form 2 (ITD RTA Form 2) (2 original copies)			To be provided by the requesting GAOUs/officer/ employee. (ITD RTA Form 2 can be secured at ITD and available online)	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for ICT Technical Assistance (hardware, software, network, application) and fill up ITD RTA Form 2 duly signed by immediate supervisor	1.1. Receive ITD RTA Form and checks if properly filled-up.	None	5 minutes	Service Desk Administrator
	1.2. Determine nature of technical assistance required and priority level.	None	3 minutes	Service Desk Administrator
	1.3. Review and forward documents for action.	None	3 minutes	Service Desk Administrator
	1.4. Analyze and review document based on content and request.	None	4 minutes	Service Desk Administrator
	1.5. Determine required	None	4 minutes	Service Desk Administrator

	expertise for the job, assess availability and work assignment of staff & other resources).			or
	1.6. Log Request into Service Desk Issue Management Log.	None	3 minutes	Service Desk Administrator
	1.7. Forward the form to the appropriate Process Owner (Network Admin, Systems Admin, Website Admin or ITD Manager)	None	3 minutes	Service Desk Administrator
	1.8. Based on priority level, assign technical staff to perform solution.	None	10 minutes	Process Owner
	1.9. May temporarily hold current tasks to give way to requests/tasks with higher priority level.	None	5 minutes	Process Owner
	1.10. Queue technical assistance requests on list of tasks.	None	5 minutes	Technical Support Personnel
	1.11. Perform on-site check of ICT resource (if necessary) for troubleshooting and	None	15 minutes	Technical Support Personnel

	recommend solution. If needed, may escalate issues to the process owner.			
	1.12. Review the recommended solution and approve support/service procedure or action.	None	20 minutes	Process owner
	1.13. Perform actual service/ solution.	None	Varies depending on type of request. (Pls. refer to the <b>ITD TAT</b> below)	Technical Support Personnel
	1.14. Inform client of nature of trouble-shooting/ service performed and action taken. (If supplier support is needed, escalates it to ITD Manager)	None	5 minutes	Technical Support Personnel
2. May opt to give feedback, sign and receive copy of RTA Form	2.1. Give Client's copy of the RTA Form.	None	5 minutes	Technical Support Personnel
	2.2. Submit ITD copy of the form to Service Administrator for tracking and to Admin Assistant for Filing.	None	5 minutes	Technical Support Personnel
	<b>Total</b>	<b>None</b>	<b>2 hours to 1 week</b>	

## ITD Technical Support Turn Around Times (TAT)

Type of Technical Support	Expected TAT
<b>AX :</b>	
Installation of AX	1 hour
Access Rights	1 hour
Open Sequence Number	1 hour
Back-Up AX Live	1 hour
Add New User	1 hour
Cancellation of DV	1 day
Adjustment / Correction of Transaction Records (simple transactions)	1 week (Provided that all data requirements are available)
Adjustment / Correction of Transaction Records (complex transactions)	2 weeks (Provided that all data requirements are available)
Adjustment / Correction of Master Lists	2 weeks (Provided that all data requirements are available)
<b>DISBURSMENT VOUCHERS:</b>	
Change AMOUNT	30 minutes
Change PAYEES NAME	30 minutes
Edit ACCOUNT	30 minutes
Edit DATE	30 minutes
Edit CHECK NO.	30 minutes
Edit CHECK DATE	30 minutes
Edit CLAIMANT NAME	30 minutes
Edit PARTICULARS, ATTACHMENT & DETAILS	30 minutes
Correction of Accounting Entries	30 minutes
Add New Payee	
Delete PAYEES NAME	30 minutes
<b>PAYMENT ORDER:</b>	
Change PAO DATE	30 minutes
Change PAO AMOUNT	30 minutes
Change PAO OR Number	30 minutes
Change Payers ID	
Change Client Information	30 minutes
<b>MOTOR POOL:</b>	
Delete Data in Vehicle Repairs Table	1 hour
Reset Number Sequence	30 minutes
Add Caption	1 hour
<b>ACCOUNTING DIMENSION:</b>	
Encode BUYERS CODE/ACCOUNT	1 hour
Encode PROPERTY CODE	1 hour
Encode NEW EMPLOYEES	1 hour
Change BUYERS NAME	1 hour

Change AMOUNT	1 hour
Change DEPARTMENT CODE	1 hour
Update BUYERS CODE/ACCOUNT	1 hour

Type of Technical Support	Expected TAT
<b>ORACLE/SCO UNIX:</b>	
Installation of XVISION	1 hour
Access Rights	1 hour
Open Sequence Number	1 hour
Back-Up	1 hour
Add New User	1 hour
Data Correction	3 hours
Database Programming	Depends on functional specifications
Complex:	1 week
Simple:	3 days

Type of Technical Support	Expected TAT
<b>G-SUITE/MS OUTLOOK:</b>	
Installation	1 hour
Access Rights	1 hour
Back-Up	1 hour
Add New User	1 hour
Activation/Deactivation	1 hour

Type of Technical Support	Expected TAT
<b>HARDWARE</b>	
CPU Reformat	3 Days
Printer Malfunction	3 Days
Request for a Computer Set	5 Days
AVR Malfunction	3 Days
Network Switch Malfunction	3 Days
Monitor Malfunction	3 Days
Ax Dynamics Connectivity Issues (LAN)	3 Hours
External Network Connectivity Issues	3 Hours (Depending on the Service Provider)
Internal Network Connectivity Issues	3 Hours
Printer Connectivity Issues	3 Hours
Desktop Hardware Issues	3 Days
Operating System for Repair	2 Days
Corrupted Windows	3 Days
Desktop Peripheral Issues (Mouse, Keyboard, etc.)	1 Day (Depending on the Availability of the Hardware)
X Vision Connectivity Issues	3 hours
Disconnected LAN Network	1 Hour
LAN installation	5 Days
OS Repair	3 Days
Repair of disconnected LAN	4 hours
Wifi connection	3 hours/device

Type of Technical Support	Expected TAT
<b>HGC WEBSITE:</b>	
Request for Quotation	1 day



Invitation to bid	1 day
Notice of Award	1 day
Notice to Proceed & Contract	1 day
Page Layout Editing (images & code)	5 Days
Articles Posting with Image editing	2 Days
Articles & PDFs updates	1 Day
<b>BBB+B PROGRAM WEBSITE:</b>	
Page Layout Editing (images & code)	5 Days
Articles Posting with Image editing	2 Days
Articles & PDFs updates	1 Day
Content/s updates	2 Days
<b>PHILGEPS POSTINGS:</b>	
Invitation to Bid	1 day
Request for Quotation	1 day
Notice of Award	1 day
Notice to Proceed & Contract	1 day

Type of Technical Support	Expected TAT
<b>TECHNICAL SUPPORT DURING EVENTS</b>	
Audio-video Tech Assistance Training Seminars	3 days notice
Computer Hardware Operation Assistance	3 days notice
Technical Training ICT	3 days notice
Transfer of equipment	2 days notice

**Note:** 1 day is equivalent to 1 working day or 24 hours

## 2. Uploading/Posting of Information through PHILGUARANTEE Managed Websites and Webpages

Uploading, posting, managing, editing and updating of PHILGUARANTEE official and related documents and information to the Corporation's official website, and to various government compliance websites (PhilGEPS, GPPB Onlibe portal, etc.)

<b>Office/Division:</b>	Controllership Group/Information Technology Department/IT Support Services Division (CG/ITD/ITSSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	All Concerned Groups and Operating Units (GAOUs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. G-EPS/Website Posting Request Form 2 (1 signed copy)			To be provided by the requesting GAOUs (G-EPS/Website Posting Request Form 2 can be secured at ITD available online)	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for Uploading/ Posting of information and fill up G-EPS/Website Posting Request Form 2 duly signed by Supervisor.	1.1. Receive G-EPS/Website Posting Request Form 2 and check if properly filled-up.	None	5 minutes	Service Desk Administrator
	1.2. Determine required expertise for the job, assess availability and work assignment of staff & other resources).	None	5 minutes	Service Desk Administrator
	1.3. May temporarily hold current tasks to give way to requests/tasks with higher priority level.	None	15 minutes	Service Desk Administrator

	1.4. Log Request Reviews and forwards documents for action.	None	5 minutes	Service Desk Administrator
	1.5. Analyze and reviews information and required file format for posting.	None	15 minutes	Website Administrator
	1.6. Queue requests on list of tasks based on priority level.	None	2 minutes	Website Administrator
	1.7. May delegate programming or section uploading to technical staff	None	5 minutes	Website Administrator
	1.8. Review and approve posting procedure or action.	None	10 minutes	Head, ITD
	1.9. Perform editing and updating of files, and uploading process via FTP or Portal access.	None	30 minutes	Website Administrator
2. May opt to give feedback, signs and receive copy of RTA Form	2.1. Give Client's copy of the G-EPS/Website Posting Request Form 2.	None	5 minutes	Technical Support Personnel
	2.2. Submit ITD copy of the form to Service Administrator for tracking and to Admin Assistant for Filing.	None	3 minutes	Technical Support Personnel

	<b>Total</b>	<b>None</b>	<b>1 hour and 40 minutes</b>	
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# **CORPORATE SERVICES GROUP**

## **Internal Service**

# **CORPORATE COMMUNICATIONS DEPARTMENT**

## 1. Annual Performance Assessment and Planning

Corporate performance assessment and planning activities are being undertaken by the Management for the preparation of strategic framework, plans and programs to attain the Agency's mandate and monitoring of business plan implementation.

It involves the following processes and activities:

- Determination of the corporate objectives/directions for PHILGUARANTEE and for each of the Groups and other Operating Units (GAOUs);
- Formulation of strategies for the attainment of these objectives/directions that were set;
- Conversion of strategies into operational/business plans (which includes financial, manpower and other logistics requirements); and
- Execution of operational plans, and review of its implementation.

Requirements:

- Senior Management's statement of corporate direction and the instruction to conduct Planning Activities;
- Evaluation of the preceding period's Accomplishment Reports; and
- Formulation of the targets, strategies, and financial, manpower and logistical requirements of the succeeding period.

<b>Office/Division:</b>	Corporate Services Group/ Corporate Communications Department (CSG/CCD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	All Concerned Groups and Operating Units (GAOUs)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Corporate Direction for the succeeding year (1 photocopy for each Group/Office Head)			To be provided by the Senior Management	
2. Terms of Reference (TOR) for Bidding of service providers for the venue (1 original copy and 1 photocopy)			To be provided by the CCD	
3. Current Year's Accomplishment Reports viz-a-vis Targets, citing the reasons for realizing /not reaching the targets (1 original copy and 1 photocopy)			Report format may be provided by the CCD; GAOUs may also opt to use their own templates	
4. Targets, strategies, and financial, manpower and logistical requirements for the succeeding period (1 original copy and 1 photocopy)			To be provided by GAOUs	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Pre-Planning Activities</b>				
	1.1. Proposes the conduct of a Planning Session with the	None	1 working day and 4 hours	Planning Officer IV (PO IV), CCD

	Terms of Reference (TOR) and budget thereof			PO V, CCD Head, CCD Head, CSG
2. Senior Management approve the conduct and budget of the Planning Session	2.1. Approves the conduct and budget of the Planning Session	None	1 working day	Head, CCD Head, CSG SMC President & CEO
	2.2. Issue Memorandum to GAOUs disseminating the schedule of the pre-planning and planning sessions and the submission of planning requirements	None	4 hours	Comms. Officer III (CO III), CCD PO IV, CCD PO V, CCD Head, CCD Head, CSG
	2.3. Submits to the BAC the request for the procurement of service providers for venue and logistical requirements for the planning session	None	4 hours	CO III, CCD PO IV, CCD PO V, CCD Head, CCD Head, CSG
3. The GAOUs submit to CCD reports on current year's accomplishments viz-a vis targets, and succeeding year's targets, budget and strategic plans.	3.1. Receives the documents, and CCD provides inputs to the GAOUs. Receives the documents, consolidates and provides analysis	None	5 working days	CO III, CCD PO IV, CCD PO V, CCD
4. BAC endorses to CCD the proposals of prospective	4.1. Evaluates bidders' proposals and recommends	None	1 working day and 4 hours	PO IV, CCD PO V, CCD Head, CCD Head, CSG



bidders/ service providers for evaluation	the award to the most responsive bid for the conduct of the Planning Session			
	4.2. Facilitates and documents the Pre-Planning Session	None	1 working day	CO III, CCD PO IV, CCD PO V, CCD Head, CCD Head, CSG
5. GAOUs adjust and/ or revise plans as agreed in the Pre-Planning session and submit output to CCD	5.1. Receives and consolidates the adjusted targets, strategies, and budgetary and logistical requirements of GAOUs	None	2 working day	CO III, CCD PO IV, CCD POV, CCD
<b>B. Planning Session Proper</b>				
6. Officers and selected support staff attends the Planning Session	6.1. Acts as Moderator and Secretariat;	None	1 working day	CO III, CCD PO IV, CCD PO V, CCD Head, CCD Head, CSG
	6.2. Synthesizes and comes out with the Planning Output	None	1 working day	CO III, CCD PO IV, CCD PO V, CCD Head, CCD Head, CSSG
	<b>TOTAL</b>	<b>None</b>	<b>15 working days</b>	

## 2. Preparation of Press Releases and Media Statements

The Corporate Communications Department (CCD) is the public relations arm of PHILGUARANTEE. As such, it monitors the environment and the various issues and concerns affecting the Agency and its business. It promotes the Corporation's image and initiates communication interventions to move public impression in its favor. It also assists other Groups of the Corporation for their media and public relations requirements.

The most common and immediate public relations intervention are press releases and media statements. The CCD either comes up with media/public statements or assist other Groups on their request.

<b>Office/Division:</b>	Corporate Services Group/ Corporate Communications Department (CSG/CCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	All Concerned Groups and Operating Units (GAOUs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form (1 original copy)			To be provided by the CCD	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Requests for press release/ media statement	1.1. Researches / gathers materials for the press release/ media statement.	None	6 hours	Planning Officer IV (PO IV), CCD PO V, CCD Comms. Officer III (CO III), CCD
	1.2. Drafts press release / media statement	None	6 hours	CO III, CCD PO IV, CCD PO V, CCD Head, CCD Head, CSG
2. GAOUs comments on the draft press release/media statement	2.1. Revises the press release/ media statement and secures the PCEO's clearance to finalize and publish the statement	None	6 hours	CO III, CCD PO IV, CCD PO V, CCD Head, CCD Head, CSG
	2.2. Releases the press release/ media statement to media for publication	None	4 hours	CO III, CCD PO IV, CCD PO V, CCD Head, CCD Head, CSG

	<b>TOTAL</b>	<b>None</b>	<b>2 working days and 6 hours</b>	
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**FACILITIES & GENERAL  
SERVICES DEPARTMENT**  
**Facilities and Maintenance Division**

## 1. Use and Dispatch of Motor Vehicles

The Facilities and General Services Department/Facilities and Maintenance Division (FGSD/FMD) has established a procedure to provide efficient service in the use and dispatch of PGC motor vehicles to the Groups and other Operating Units (GAOUs).

<b>Office/Division:</b>		Corporate Services Group/Facilities and General Services Department/ Facilities and Maintenance Division (CSG/ FGSD/FMD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government (G2G)		
<b>Who may avail:</b>		All Concerned Groups and Operating Units (GAOUs)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Properly Accomplished/Approved Use of Vehicle Authorization Slip (UVAS) (1 original copy)			To be provided by the requesting GAOUs	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person/s Responsible</b>
1. Submits the signed and approved Use of Vehicle Authorization Slip (UVAS) to FGSD one (1) day prior to scheduled trip.	1.1. Receive and check the completeness of the UVAS.	None	3 hours upon receipt of UVAS	Motorpool Supervisor (MS), FMD
	1.2. Prepare the corresponding Trip Ticket, verify available drivers/vehicles , and forward to FMD Administrative Officer V (AO V) or authorized signatory for approval.	None	5 hours	MS, FMD
	1.3. Approve trip ticket and return to MS for dispatching.	None	4 hours	AO V, FMD/ Head, FGSD/ Authorized Signatory
	1.4. Inform the driver of his assignment and give approved	None	4 hours	MS, FMD

	trip ticket.			
	<b>TOTAL</b>	<b>None</b>	<b>2 working days</b>	

**FACILITIES & GENERAL  
SERVICES DEPARTMENT**  
**Office Services Division**

## 1. Handling of Incoming Mails/Communications/Documents

The Messengerial Unit of the Facilities and General Services Department-Office Services Division (FGSD-OSD) is the central unit for receiving mails/communications/documents for and in behalf of the Philippine Guarantee Corporation (PHILGUARANTEE).

<b>Office/Division:</b>	Corporate Services Group/Facilities & General Services Department/Office Services Division (CSG/FGSD/OSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	All Concerned Groups and Operating Units (GAOUs) All PHILGUARANTEE Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Document Transmitted – Receiving Copy (1 photocopy)			To be provided by the Client	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
3. Submits Documents for receiving in the FGSD-Receiving Window	3.1. Receives mails/communications/documents from source.	None	30 minutes	Administrative Aide VI (AA VI), OSD
	3.2. Opens mails to check the contents, enclosures and attachments, <i>except</i> when these are marked personal and/or confidential.	None	1 hour	AA VI, OSD
	3.3. Stamps on the mails/communications the date and time of receipt and signs the same.	None	1 hour	AA VI, OSD
	3.4. Generates Document Tracking System (DTS) Number and enters important	None	1 hour and 15 minutes	AA VI, OSD



	details of the document.			
	3.5. Records the details of the documents in the logbook	None	1 hour	AA VI, OSD
	3.6. Transmits the mails/ communications with DTS Routing Slip to the concerned Groups and Operating Units (GAOUs).	None	1 hour	AA VI, OSD
	3.7. Transmits mails/communications that are marked "Personal and/or confidential" directly to the employee concerned	None	1 hour	AA VI, OSD
	3.8. Prepares summary Report of incoming mails/ communications for information and monitoring purposes for FGSD Head and CSG Head.	None	1 hour and 15 minutes	AA VI, OSD
	<b>Total</b>	<b>None</b>	<b>1 working day</b>	

## 2. Handling of Outgoing Mails/Communications

The Messengerial Unit of the Facilities and General Services Department (FGSD) is the central unit for receiving and sending out mails/communications for and in behalf of the Philippine Guarantee Corporation (PHILGUARANTEE).

<b>Office/Division:</b>		Corporate Services Group/Facilities & General Services Department/Office Services Division (CSG/FGSD/OSD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)		
<b>Who may avail:</b>		All Concerned Groups and Operating Units (GAOUs) ALL PHILGUARANTEE Stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Document Transmitted – Receiving Copy (1 photocopy)			To be provided by the Client	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submits documents for Mailing/Delivery	1.1. Receives documents for mailing/personal delivery from GAOUs on or before 8:30 a.m.	None	30 minutes	Administrative Aide VI (AA VI), OSD
	1.2. Records all documents received in the ledger	None	1 hour	AA VI, OSD
	1.3. Classifies and sorts documents	None	1 hour	AA VI, OSD
	1.4. Forwards documents to the messengers/couriers for mailing/delivery	None	45 minutes	AA VI, OSD
	1.5. Mails/ personally delivers the documents	None	2 hours and 15 minutes	AA VI, OSD
	1.6. Upon return, submits to the OSD's AA VI, the receiving copy, receipt of registered and ordinary mails	None	45 minutes	AA VI, OSD

	and/or undelivered copy			
	<p>1.7. Forwards to the GAOUs concerned the receiving copy of personally delivered and/or returned document.</p> <p>If messenger/ courier returned to office after business hours, the receiving copy/returned document shall be forwarded to the GAOU concerned on the next business day.</p>	None	45 minutes	AA VI, OSD
	1.8. Prepares summary report of outgoing documents for information and monitoring purposes for FGSD Head and CSG Head.	None	1 hour	AA VI, OSD
	<b>Total</b>	<b>None</b>	<b>1 working day</b>	

### 3. Requisition and Issuance of Ordinary Office Supplies and/or Regular Office Equipment

The Facilities and General Services Department/Office Services Division (FGSD/OSD) is the unit in-charge of the issuance of the ordinary/regular office supplies and equipment to the various Groups and Operating Units (GAOUs) of the PHILGUARANTEE. Regular issuance of office supplies and/or equipment is necessary to support daily activities of the GAOUs.

<b>Office/Division:</b>		Corporate Services Group/Facilities and General Services Department/Office Services Division (CSG/FGSD/OSD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government-to-Government (G2G)		
<b>Who may avail:</b>		All Concerned Groups and Operating Units (GAOUs)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Requisition and Issue Slip (RIS) (3 original copy)			To be provided by the requesting GAOUs	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person/s Responsible</b>
1. Submit properly accomplished RIS to FGSD.	1.1. Receive RIS and assign control number and forward the same to the OSD Administrative Officer III (AO III).	None	1 working day	Administrative Assistant (AA), CSG
	1.2. Verify RIS and check if there are still stocks of the requested items and forward to the FGSD Head for approval.	None	5 hours upon receipt of RIS	AO III, OSD
	1.3. Return the approved RIS to OSD AO III for releasing	None	3 hours upon receipt of verified RIS	Head, FSGD
2. Receive the supplies/equipment requested and sign the "Received by"	2.1. Issue requested items	None	1 working day (on the scheduled date)	AO III, OSD

portion of the RIS.				
3. Forward two (2) copies of the RIS to the FGSD upon receipt of the items.	3.1. Retain one (1) copy of the RIS to the FGSD for file and one (1) copy to be attached in numerical order for the preparation of Monthly Report of Supplies and Materials Issued (RSMI), which is forwarded to the Financial Accounting Department (FAD)	None	1 working day (after the receipt of the supplies)	AA, OSD
	<b>TOTAL</b>	<b>None</b>	<b>4 working days</b>	

**HUMAN RESOURCES & ORGANIZATINAL  
DEVELOPMENT DEPARTMENT  
Employee Relations & Benefits Division**

## 1. Request for 201 File Documents (Owner)

Processing of requests for copy/ies of readily-available documents from their respective 201 Files.

<b>Office/Division:</b>	Corporate Services Group/Human Resource and Organizational Development Department/Employee Relations and Benefits Division (CSG/HRODD/ERBD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	PHILGUARANTEE Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
HR Request Form (HRRF) (1 original copy)			To be provided by CSG/HRODD/ERBD	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill-out and submit the HRRF to HRODD	1.1. Receive the duly accomplished HRRF	None	30 minutes	Administrative Assistant (AA), CSG
	1.2. Endorse the HRRF to the concerned ERBD Human Resource Officer (HRO).	None	30 minutes	AA, CSG
	1.3. Retrieve, photocopy certify, if necessary, and endorse the requested document, if available to the ERBD Head. Otherwise, make the proper notation to the HRRF and endorse the same to the ERBD Head.	None	7 hours	HRO, ERBD
	1.4. Review and endorse the release of the requested document/ HRRF with notation to the	None	3 hours and 30 minutes	Head, ERBD

	HRODD Head.			
	1.5. Approve the release of the requested document/ HRRF with notation.	None	4 hours	Head, HRODD
2. Receive the requested document/ HRRF with notation.	2.1. File the HRRF.	None	30 minutes	HRO, ERBD
	<b>Total</b>	<b>None</b>	<b>2 working days</b>	



## 2. Request for Readily Available HR Documents

Processing of requests for copy/ies of readily-available documents (Plantilla and 201 File documents of employee/s other than the client) which are necessary for PHILGUARANTEE's official transactions.

<b>Office/Division:</b>	Corporate Services Group/Human Resource and Organizational Development Department/Employee Relations and Benefits Division & Organizational Planning and Staffing Division (CSG/HRODD/ ERBD/OPSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	PHILGUARANTEE Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. HR Request Form (HRRF) (1 original copy)			To be provided by CSG/ HRODD/ ERBD/OPSD (for Plantilla)	
2. Basis of the request as attachment (1 original copy)			To be provided by the requesting party	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill-out and submit the HRRF signed by the Department/ Group Heads and its attachment to HRODD	1.1. Receive the duly accomplished HRRF and its attachment.	None	30 minutes	Administrative Assistant (AA), CSG
	1.2. Endorse the HRRF to the concerned ERBD/OPSD Human Resource Officer (HRO).	None	30 minutes	AA, CSG
	1.3. Retrieve, photocopy certify, if necessary, and endorse the requested document, if available to the ERBD/OPSD Heads. Otherwise, make the	None	5 hours	HRO, ERBD/OPSD

	proper notation to the HRRF and endorse the same to the ERBD/OPSD Head.			
	1.4. Review and endorse the release of the requested document/ HRRF with notation to the HRODD Head.	None	2 hours	Head, ERBD/ OPSD
	1.5. Approve the release of the requested document/ HRRF with notation.	None	6 hours	Head, HRODD
2. Receive the requested document/ HRRF with notation.	2.1. File the HRRF.	None	2 hours	HRO, ERBD/ OPSD
	<b>Total</b>	<b>None</b>	<b>2 working days</b>	

### 3. Request for Processing of HR Records

Request for processing of HR Records such as Service Records, Certificate of Employment or Certificate of Employment with Compensation.

<b>Office/Division:</b>	Corporate Services Group/Human Resource and Organizational Development Department/Organizational Planning and Staffing Division/Employee Relations and Benefits Division (CSG/HRODD/OPSD/ERBD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	PHILGUARANTEE Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
HR Request Form (HRRF) (1 original copy)			To be provided by CSG/HRODD/OPSD (Service Record and Certificate of Employment)/ERBD (Certificate of Employment with Compensation)	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill-out and submit the HRRF to HRODD	1.1. Receive the duly accomplished HRRF.	None	30 minutes	Administrative Assistant (AA), CSG
	1.2. Endorse the HRRF to the concerned OPSD/ERBD Human Resource Officer (HRO).	None	30 minutes	AA, CSG
	1.3. Retrieve the necessary documents, prepare the Service Record/ Certificate and submit the same to the OPSD/ERBD Head	None	7 hours	HRO, OPSD/ERBD
	1.4. Review and endorse or approve the Service Record/ Certificate.	None	1 working day	Head, OPSD/ERBD

	1.5. Approve the Service Record Certificate to be submitted to GSIS.	None	7 hours	Head, HRODD
2. Receive the requested Service Record/ Certificate.	2.1. File the HRRF and forward copy of the Service Record/ Certificate to the 201 File Custodian.	None	30 minutes	HRO, OPSD/ ERBD
	2.2. File the Service Record/ Certificate.	None	30 minutes	201 File Custodian, HRODD
	<b>Total</b>	<b>None</b>	<b>3 working days</b>	

# **INVESTMENT & OPERATIONS GROUP**

## **Internal Service**

## **FUNDS & INVESTMENTS DEPARTMENT**

## 1. Daily Cash Balances and Projected Funding Requirement Report

This process aims to determine the amount of excess funds per bank account for possible investment to maximize income from deposits and investments.

This procedure covers the validation and consolidation of corporate cash inflows and outflows to ensure amounts in excess of projected funding requirements are reported and invested.

<b>Office/Division:</b>		Investment and Operations Group/ Funds and Investments Department (IOG/FID)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Government-to-Government (G2G)		
<b>Who may avail:</b>		Management		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
	1.1. Receive emailed Statements of Accounts (SOA) from Bank and snapshot from Cash Management Department (CMD)	None	5 minutes	Investment Officer (IO), FID
	1.2. Input collections in the Operating Expense (OPEX) Report per SOA and snapshot received	None	10 minutes	IO, FID
	1.3. Input in the OPEX Report the projected disbursements including the Weekly Fund Allocation Requests (WFARs) received  a. Guarantee Calls	None	45 minutes	IO, FID

	b. Remittances of statutory deductions c. Tax Remittances to BIR d. Payment of utilities e. Rental of office space/ parking slots f. Payment of condo dues g. Payment to suppliers h. Payment of insurance premiums i. Other non-recurring expenses			
	1.4. Input in the OPEX Report disbursements made as generated from the Financial Information System (FIS)	None	15 minutes	IO, FID
	1.5. Input in the OPEX Report the Accounts Payable Vouchers (APVs) due for payment as generated from the FIS	None	20 minutes	IO, FID
	1.6. Establish the required balances for each PGPA's and recommend Fund Transfer, if necessary	None	20 minutes	IO, FID
	1.7. Forward the Opex Report to IO for inputting	None	5 minutes	IO, FID



	in the Investment Plan			
	<b>TOTAL</b>	<b>None</b>	<b>2 hours</b>	

## 2. Debt Servicing

This process covers the activities in the efficient management of obligations from credit facilities availed by the Corporation. Through proper coordination with the creditor bank/s, funds are maximized and liquidity is ensured to timely settle obligations.

Likewise, through the established good business relationships with Banks and with the compensating businesses provide to them, better terms and rate are negotiated in the renewal of loan hence, borrowing costs are minimized.

<b>Office/Division:</b>	Investment and Operations Group/ Funds and Investments Department (IOG/FID)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Management			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Receives Billing Statement issued by the Bank/Lender</b>				
	1.1. Receive Billing Statement from the Records Custodianship and Management Department (RCMD)	None	5 minutes	Clerk, FID
	1.2. Log-in receipt of Billing Statement and forward to FID Investment Officer (IO)	None	10 minutes	Clerk, FID
<b>B. Validation of Computation and Details of Billing Statement</b>				
	1.3. Validate coverage of the Billing Statement from the info in the Promissory Note (PN).	None	10 minutes	IO, FID
	1.4. Verify the correctness of the Billing Statement from the Schedule of Loan and	None	20 minutes	IO, FID

	Interest Payment			
<b>C. Facilitates Processing of Payments (Principal and/or Interest)</b>				
	1.5. Prepare Accounts Payable Voucher (APV) and forward to FID Head for approval	None	20 minutes	Clerk, FID
	1.6. Forward signed APV and Billing Statement to Financial Accounting Dept (FAD) for review and approval	None	10 minutes	Clerk, FID
	1.7. Upon receipt of APV from FAD, prepare the Disbursement Voucher (DV) and together with the APV and Billing Statement, forward to authorized signatories for approval	None	30 minutes	Clerk, FID
	1.8. Submit the approved documents (DV & APV) to Cash Management Department (CMD) for processing of payment	None	10 minutes	Clerk, FID
	1.9. Coordinate with the Bank/Lender on the receipt of payment	None	10 minutes	IO, FID
<b>D. Facilitates Processing of Loan Renewals (In case of non-payment of Principal)</b>				
	1.10. Secure approval from	None	30 minutes	Head, FID

	proper authorities to renew loan			
	1.11. Determine the allowable tenor to renew loan	None	20 minutes	IO, FID Head, FID
	1.12. Secure Notice of Approval from the Bank/Lender for the renewal of loan	None	5 working days	IO, FID
	1.13. Upon approval, secure Credit Line Agreement, PN and Debit Advice from the Lender	None	5 working days	IO, FID
<b>E. Update the Loan Status Report</b>				
	1.14. Prepare the Loan Status Report	None	20 minutes	IO, FID
	1.15. Forward the Loan Status Report to FID Head for review and approval	None	10 minutes	IO, FID
	1.16. Review the forwarded Loan Status Report	None	20 minutes	Head, FID
	1.17. Forward the approved Loan Status Report to FID Clerk, if in order. Otherwise, return to IO	None	5 minutes	Head, FID
	1.18. Submit the Loan Status Report to FAD	None	5 minutes	Clerk, FID

<b>F. File/Safekeeping of Credit Documents</b>				
	1.19. Prepare updated file of Credit Line Facility Agreement, PNs and other credit documents and ensure its proper safekeeping.	None	20 minutes	IO, FID
	1.20. File a copy of Loan Status Report in the Master File.	None	10 minutes	IO, FID
	<b>TOTAL</b>	<b>None</b>	<b>10 working days, 4 hours and 25 minutes</b>	

### 3. Investment Management

This process covers the activities in the efficient management of fund. Through proper coordination with the different departments on their respective operating expenses, funds are maximized in such a way that there is no idle fund at any given point of time.

Likewise, through the established good business relationships with the bank, it is always possible to negotiate better rates for our investments.

<b>Office/Division:</b>	Investment and Operations Group/ Funds and Investments Department (IOG/FID)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Management			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Preparation of Investment Plan</b>				
	1.1. Plug in banks' cash balances in the Investment Plan	None	10 minutes	Investment Officer (IO), FID
	1.2. Plug in maturities of investment and coupon payments in the Investment Plan	None	10 minutes	IO, FID
	1.3. Input projected disbursements per updated Operating Expense (OPEX) Report in the Investment Plan	None	30 minutes	IO, FID
<b>B. Investment of Available Funds</b>				
	1.4. Determine the amount of available funds	None	10 minutes	IO, FID
	1.5. Determine the available tenor to invest	None	10 minutes	IO, FID
	1.6. Collate banks' offered rates	None	20 minutes	IO, FID
	1.7. Negotiate and determine	None	20 minutes	IO, FID Head, FID

	acceptable rates for the chosen tenor			
	1.8. Secure approval for placement, from authorized signatories per CASA	None	10 minutes	Head, FID
	1.9. Inform bank of the done investment transaction	None	5 minutes	IO, FID
	1.10. Prepare necessary investment documents	None	20 minutes	IO, FID
	1.11. Forward investment documents prepared to FID Head for review.	None	5 minutes	IO, FID
	1.12. Review forwarded investment documents	None	10 minutes	Head, FID
	1.13. Forward reviewed investment documents to FID Clerk in case there is no revision needed. Otherwise, return to Investment Officer.	None	5 minutes	Head, FID
	1.14. Submit investment documents to Cash Management Dept. (CMD) to facilitate settlement of done transaction	None	5 minutes	Clerk, FID

<b>C. Monitoring of Investment and Preparation of Schedule</b>				
	1.15. Prepare Schedule of Investment	None	15 minutes	IO, FID
	1.16. Update schedule immediately after placement has been done	None	10 minutes	IO, FID
	1.17. Monitor maturity dates of all investments and coupon payments for possible reinvestment.	None	5 minutes	IO, FID
	<b>TOTAL</b>	<b>None</b>	<b>3 hours and 20 minutes</b>	



## 4. Process on Fund Sourcing

This process covers the activities in the efficient formulation and implementation of credit facilities with Banks in meeting corporate obligations in periods of liquidity crisis and which the corporation avails mostly to service guarantee calls.

Likewise, through the established good business relationships with the banks and with the compensating businesses provided to them, better terms and conditions that are beneficial to the Corporation are negotiated.

<b>Office/Division:</b>	Investment and Operations Group/ Funds and Investments Department (IOG/FID)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Management			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Monetary Board Concurrence			To be provided by the Bangko Sentral ng Pilipinas (BSP)	
2. Endorsement Letter to the President			To be provided by Department of Finance (DOF)	
3. Special Authority to Borrow			To be provided by the Office of the President (OP)	
4. Draft Credit Line Agreement			To be provided by the Lender/Bank	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>A. Review of Draft Credit Line Agreement</b>				
	1.1. Review Draft Credit Line Agreement (CLA) received from the Bank as to the initially agreed terms and conditions	None	4 hours	Investment Officer (IO), FID
	1.2. Forward the Draft CLA to Legal Services Group (LSG) for review	None	10 minutes	IO, FID
	1.3. Upon receipt from the LSG, transmit the Draft CLA to the bank	None	1 hour	IO, FID
	1.4. Coordinate with the Bank on the	None	5 working days	IO, FID

	incorporation of the revisions and/or deletions as recommended by the LSG			
<b>B. Review of Revised Credit Line Agreement with the Bank/s</b>				
	1.5. Review the CLA, if in accordance to agreed revised terms and conditions.	None	4 hours	IO, FID
	1.6. Transmit five (5) copies of the CLA to the authorized signatories for execution/ signing	None	2 hours	IO, FID
	1.7. Have the signed Agreement notarized as a legal requirement	None	1 hour	IO, FID
	1.8. Transmit the duly executed and notarized CLA to the bank	None	1 hour	IO, FID
	1.9. Submit one (1) copy of the CLA to the Bureau of Treasury (BTr)	None	2 hours	IO, FID
<b>C. Drawdown from the Credit Line</b>				
	1.10. Prepare seven (7) copies of the Promissory Note (PN) for signing of the authorized signatories	None	2 hours	IO, FID
	1.11. Collate all the necessary documents as required by the Bank for the drawdown	None	1 hour	IO, FID
	1.12. Transmit the	None	1 hour	IO, FID

	signed PNs and all the documentary requirements to the Bank to facilitate the drawdown			
	1.13. Submit a copy of the Pledges to the Bank for approval	None	1 hour	IO, FID
<b>D. File/Safekeeping of Credit Line Facility Agreement &amp; other Fund Sourcing Documents including duly executed PN</b>				
	1.14. Prepare and maintain proper filing of all documents relative to the availed credit facility and ensure its proper safekeeping.	None	1 hour	IO, FID
	1.15. Prepare Summary of Amortization per PN to properly monitor payments made.	None	1 hour	IO, FID
	1.16. Closely monitor schedule of principal repayments and payment of interest, taxes and other related charges.	None	20 minutes	IO, FID
	<b>TOTAL</b>	<b>None</b>	<b>7 working days, 6 hours and 30 minutes</b>	

**NOTE:**

The processing time does not include the following:

1. Simultaneous securing of endorsement from DOF and the MB concurrence from BSP – 1 month
2. Securing of Authority to Borrow from the OP – 1 month to 3 months
3. Review of the Draft Credit Line Agreement by the LSG – 2 weeks

## **LEGAL SERVICES GROUP**

### **Internal Service**

## **CONTRACTS AND OPINIONS DEPARTMENT**

## 1. Clearance and Evaluation

This process involves the needed legal clearance and evaluation based on the requirements on the Contract of Housing Guaranty which includes the processing of certificate of guaranty (for enrolment), call on the guaranty, Deed of Assignment (DOAC) and Deed of Cancellation and Conveyance (DOCAC).

<b>Office</b>	Legal Services Group/Contracts & Opinions Department (LSG/COD)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Government-to-Government (G2G)			
<b>Who may avail</b>	Housing Business Group (HBG)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Certificate of Guaranty, or accomplished Call Evaluation Sheet, or DOAC or DOCAC (1 original copy originating from the concerned department of HBG)			To be provided by the HBG	
2. Contract on Housing Guaranty (1 photocopy)			To be provided by the HBG	
3. Board Resolution approving the housing guaranty line (1 photocopy)			To be provided by the HBG	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit request for clearance and evaluation for the processing of Certificate of Guaranty (for enrolment), DOAC or DOCAC to COD	1.1. Receive the request and check if all documents needed are attach and complete	None	30 minutes	Administrative Assistant (AA), COD
	1.2. Assign to COD Corporate Attorney (CA).	None	1 hour	Head, COD
	1.3. Evaluate and recommend	None	2 days	CA IV, COD
	1.4. Review, initial and sign the recommendation	None	1 day	Head, COD
	1.5. Forward the documents to Cash Management Department (CMD) Cashier for enrolment	None	30 minutes	AA, COD

	and renewal.  or  Forward the documents to HBG Head for call, DOAC and DOCAC			
	<b>TOTAL</b>	<b>None</b>	<b>3 working days and 2 hours</b>	



## 2. Process in Rendering Legal Opinion

This process involves the preparation and release of legal opinion on matters affecting the transactions, processes and dealings of the Corporation. Each legal opinion to be prepared is based on the specific requirement and queries of the requesting unit of the Corporation.

Office	Legal Services Group/Contracts & Opinions Department (LSG/COD)			
Classification	Highly-Technical			
Type of Transaction	Government-to-Government (G2G)			
Who may avail	All Concerned Groups and Operating Units (GAOUs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memorandum requesting for legal opinion endorsed by the Group Head of the requesting unit/department, stating the following among others: (1 original copy) a. Background of the concern/issue being raised for legal opinion; b. Material dates relevant to the issue; c. Status of the account, if applicable  2. Relevant documents, such as but not limited to: a. Contract, if the concern or issue arises from contract (1 photocopy) b. Issuances by regulatory government agencies that gave rise to the issue which is the subject of the legal opinion (1 photocopy) c. Records that contains facts and circumstances (1 photocopy)			To be provided by the requesting unit/department	
			To be provided by the requesting unit/department	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all required documents for legal opinion to COD	1.1. Receive the request and check if all documents needed are attach and complete	None	30 minutes	Administrative Assistant (AA), COD
	1.2. Assign to Corporate Attorney (CA), COD.	None	4 hour	Head, COD
	1.3. Research relevant jurisprudence, laws, rules and regulation and prepare the draft legal opinion	None	8 working days	CA, COD

	1.4. Review, initial and sign the recommendation	None	4 working days	Head, COD
	1.5. Forward to the SVP for Legal Services Group	None	30 minutes	AA, COD
	1.6. Review, initial and sign the approval	None	3 working days	Head, LSG
	1.7. Forward the signed legal opinion to the requesting unit/department	None	30 minutes	AA, COD
	<b>TOTAL</b>	<b>None</b>	<b>15 working days 5 hours and 30 minutes</b>	

### 3. Review of Ordinary Contracts

This process involves the needed legal review on contracts where the PHILGUARANTEE is one of the parties and the contract to be entered into is based on proforma contracts (i.e. Contract To Sale, Deed of Absolute Sale and/or Contract of Lease, all pertaining to acquired assets of the Corporation) of Groups and/or operating units and contract execution is part of their process with their respective clients.

<b>Office</b>	Legal Services Group/Contracts & Opinions Department (LSG/COD)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Government-to-Government (G2G)			
<b>Who may avail</b>	All Concerned Groups and Operating Units (GAOUs)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Cover Memorandum from requesting unit (1 original copy stating the request and short background of the transaction involved in the contract)			To be provided by the concerned GAOUs	
2. Draft Contract (1 hard and electronic copy)			To be provided by the concerned GAOUs	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit request for contract review from originating unit to COD	1.1. Receive the request and check if all documents needed are attach and complete	None	30 minutes	Administrative Assistant (AA), COD
	1.2. Assign to COD Corporate Attorney (CA)	None	1 hour	Head, COD
	1.3. Evaluate and recommend	None	2 working days	CA, COD
	1.4. Review, initial and sign the recommendation	None	1 working day	Head, COD
	1.5. Forward the contract reviewed with attachments to the originating unit	None	30 minutes	AA, COD
	<b>TOTAL</b>	<b>None</b>	<b>3 working days and 2 hours</b>	

#### 4. Review of Complex Contracts

This process involves the needed legal review on contracts where the PHILGUARANTEE is one of the parties, and the contract to be entered into is complex or customized based on the requirement of the transaction and/or negotiation of the parties.

<b>Office</b>	Legal Services Group/Contracts & Opinions Department (LSG/COD)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	Government-to-Government (G2G)			
<b>Who may avail</b>	All Concerned Groups and Operating Units (GAOUs)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Cover Memorandum from requesting unit (1 original copy stating the request and background on the rationale why there is a need to enter such contract)			To be provided by the concerned GAOUs	
2. Draft Contract (1 hard and electronic copy)			To be provided by the concerned GAOUs	
3. Document authorizing the transaction covered by the contract subject of review, which can be any of the following:				
a. Board Resolution (1 certified copy)			To be provided by the Office of the Corporate Secretary	
b. Memorandum approved by the President of the Corporation or the Group Head where the contract originated. (1 original copy)			To be provided by the concerned GAOUs	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit request for contract review from originating unit to COD	1.1. Receive the request and check if all documents needed are attach and complete	None	30 minutes	Administrative Assistant (AA), COD
	1.2. Assign to COD Corporate Attorney (CA)	None	1 working day	Head, COD
	1.3. Evaluate and recommend	None	10 working days	CA, COD
	1.4. Review, initial and sign the recommendation	None	4 working days	Head, COD
	1.5. Forward the contract reviewed with attachments to	None	30 minutes	AA, COD

	the originating unit			
	<b>TOTAL</b>	<b>None</b>	<b>15 working days and 1 hour</b>	

## **LITIGATION DAPERTMENT**

## 1. Foreclosure of Accounts

This service includes the foreclosure of accounts endorsed by the requesting unit for the acquired/assigned properties of the Corporation. It basically includes the annotation of certificate of sale on the Title of the acquired/assigned properties.

<b>Office/Division:</b>	Legal Services Group/Litigation Department (LSG/LD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Groups and other Operating Units (GAOUs) and the Corporation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memorandum for the request for foreclosure of the account (1 original copy)			To be provided by the requesting GAOU/s	
2. Account folder of the property for foreclosure (1 original copy)			To be provided by the requesting GAOU/s	
3. Transfer Certificate of the Title/Condominium Certificate of Title (1 original copy)			To be provided by the requesting GAOU/s	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request for Foreclosure of Accounts to LSG	1.1. Receive Account Folder from GAOUs and log in the Record Book and HGC AX.	None	30 minutes	Administrative Assistant (AA), LSG
	1.2. Forward the documents to the LSG Head	None	30 minutes	AA, LSG
	1.3. Assign the Account to the LD Corporate Attorney IV (CA IV)	None	1 working day	Head, LSG
	1.4. Evaluate Account Folder endorsed by GAOUs for completeness of Documents and accuracy of information	None	1 working day	CA IV, LD
	1.5. File application for Extra Judicial Foreclosure with Regional	None	1 working day	CA IV, LD

	Trial Court (RTC)-Office of the Clerk of Court (OCC)			
	1.6. Submit Bid Letter for Auction Sale	None	1 working day	CA IV, LD
	1.7. Participate in Auction Sale/Bidding	None	1 working day	CA IV, LD
	1.8. Complete documentary & financial requirements to obtain the Provisional Certificate of Sale (PCOS)	None	20 working days	CA IV, LD
	1.9. Apply/Request for Registration/ Annotation of the PCOS with the RD.	None	1 working day	CA IV, LD
	<b>TOTAL</b>	<b>None</b>	<b>26 working days and 1 hour</b>	



## 2. Consolidation of Title in the name of PHILGUARANTEE

This process involves the consolidation of title covered by properties assigned to PHILGUARANTEE as part of its guaranty servicing. This process shall commence upon the submission by the requesting unit for the consolidation of title.

<b>Office/Division:</b>	Legal Services Group/Litigation Department (LSG/LD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Groups and other Operating Units (GAOUs) and the Corporation			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Memorandum stating the request for consolidation of title (1 original copy)			To be provided by the requesting GAOU/s	
2. Account folder of the property covered by the title (1 original copy)			To be provided by the requesting GAOU/s	
3. Transfer Certificate of the Title/Condominium Certificate of Title (1 original copy)			To be provided by the requesting GAOU/s	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit request for Consolidation of Title in the name of PHILGUARANTEE to LSG	1.1. Receive Account Folder from GAOUs and log in the Record Book and HGC AX.	None	30 minutes	Administrative Assistant (AA), LSG
	1.2. Forward the documents to the LSG Head	None	30 minutes	AA, LSG
	1.3. Assign Account to the LD Corporate Attorney IV (CA IV)	None	1 working day	Head, LSG
	1.4. Commence completion of all documentary requirements for consolidation of Title in the name of PHILGUARANTEE	None	1 working day	CA IV, LD

	1.5. Obtain Final Certificate of Sale from the RTC-OCC-Sheriff's Office	None	1 working day	CA IV, LD
	1.6. Pay CGT & DST within the BIR prescribed period to avoid the 25% penalties and interest for sale payments	None	1 working day	CA IV, LD
	1.7. File application for issuance of Certificate Authorizing Registration (CAR) with the BIR	None	1 working day	CA IV, LD
	1.8. Pay Transfer Fee to LGU-T.O. upon release/issuance of CAR by BIR.	None	1 working day	CA IV, LD
	1.9. File documents for Consolidation of Title in the name of HGC with the Registry of Deeds	None	1 working day	CA IV, LD
	1.10. File documents for Transfer of Tax Declaration in the name of HGC with the Assessor's Office	None	1 working day	CA IV, LD
	1.11. Prepare and encode documents.	None	2 working days	CA IV, LD
	1.12. Transmit the Account Folder to the	None	30 minutes	CA IV, LD

	requesting GAOU/s			
	<b>TOTAL</b>	<b>None</b>	<b>10 working days 1 hour and 30 minutes</b>	

## **RECORDS CUSTODIANSHIP & MANAGEMENT DEPARTMENT**

## 1. Retrieval of Records

Retrieve and release the document/s requested by Group and Operating Units (GAOUs).

<b>Office/Division:</b>	Legal Services Group/Records Custodianship and Management Department (LSG/RCMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	All Concerned Groups and Operating Units (GAOUs)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Properly accomplished Records Requisition Slip (RRqS) (1 original copy)			To be provided by LSG/RCMD	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit a duly accomplished RRqS signed by the concerned Group/Office/Department Heads to the RCMD	1.1. Receive and check the RRqS; assess whether the record being requested is available on file. If the record is available, retrieve and facilitate the printing or photocopying of the same. Certify the record if necessary.	None	2 hours	Records Officer IV (RO IV), RCMD
	1.2. Forward the copy of the record/s together with the accomplished RRqS with notation to the RCMD Head.	None	5 minutes	RO IV, RCMD
	1.3. Approve the release of the records/RRqS with notation	None	10 minutes	Head, RCMD
2. Receive the requested document/s	2.1. Release the documents/records to the	None	15 minutes	AA, RCMD

and signs in the RRS and Releasing Logbook	requesting GAOU.			
	<b>Total</b>	<b>None</b>	<b>2 hours and 30 minutes</b>	

# **OFFICE OF THE CORPORATE SECRETARY**

## **Internal Services**

## 1. Issuance of Secretary's Certificate

This procedure covers the issuance of relevant Secretary's Certificate for Board/ Committee actions.

<b>Office/Division:</b>		Office of the Corporate Secretary (OCS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government (G2G)		
<b>Who may avail:</b>		All Concerned Unit/s		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
OCS Document Request Form (FM-L3-OCS-01) (1 original duly signed by the requesting unit)			OCS	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit duly accomplished OCS Document Request Form (OCS-DRF) for issuance of Secretary's Certificate (SC)	1.1. Draft SC based on corporate records	None	1 working day	Minutes Officer (MO), OCS
	1.2. Finalize/issue the SC with the corporate seal accordingly stamped therein.	None	1 working day	Corporate Secretary, OCS
2. Receive the SC and the OCS-DRF	2.1. Release the SC together with the OCS-DRF and request the requesting unit to accomplish the feedback portion.	None	1 hour	MO, OCS
3. Accomplish the feedback portion of the OCS-DRF and return to OCS	3.1. Receive the accomplished OCS-DRF	None	6 hours	Requesting Unit
	3.2. File duplicate original or copy in the Secretary's Certificate file together with the duly	None	1 hour	MO, OCS



	accomplished the Form.			
	<b>Total</b>	<b>None</b>	<b>3 working days *</b>	

\* *maximum no. of days*

## 2. Board Orientation

This procedure covers the process of on-boarding activity.

<b>Office/Division:</b>	Office of the Corporate Secretary (OCS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	PHILGUARANTEE Board of Directors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. On-boarding kit which includes, among others: (1 original copy) <ul style="list-style-type: none"> <li>a. Responsibilities/functions</li> <li>b. Board-level Committees</li> <li>c. Benefits</li> <li>d. Schedule of meetings</li> <li>e. Compliance requirements</li> </ul> 2. On-boarding presentation materials (1 original copy)           3. Attendance sheet (1 original copy)			OCS	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Attend the On-boarding Orientation	1.1. Conduct the on-boarding orientation within 1 month from the official reporting date of the new Director.	None	2 hours	Corporate Secretary, OCS
	1.2. Inform the new Director of the business plan and strategy, corporate and financial condition of the Company.	None	2 hours	Head, Corporate Communications Department (CCD) Head, Comptroller-ship Group (CG)

	1.3. Distribute reading and reference materials such as Charter, Committee Charters, Code of Ethics and Code of Corporate Governance, primer/brochures, etc. to the new Director.  Note: In case the new Director fails to attend the scheduled on-boarding, arrange and confirm a new schedule through a notice of orientation (memo)	None	5 minutes	Minutes Officer (MO), OCS
2. Sign the attendance sheet after completing the on-boarding orientation.	2.1. Receive the signed attendance sheet	None	5 minutes	New Director/ Other Participants
	2.2. File the signed attendance sheet of the new Director for reference in the master file of attendance.	None	5 Minutes	MO, OCS
	<b>Total</b>	<b>None</b>	<b>4 hours and 15 minutes</b>	

## VII. FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback?	<p>Feedback and complaints can be filed from Monday thru Friday, from 8am to 5pm through the following dedicated reporting channels:</p> <ol style="list-style-type: none"> <li>1. Mail - Corporate Compliance &amp; Standards Office (CCSO) Philippine Guarantee Corporation 17/F BDO Tower Valero 8741 Paseo de Roxas Makati City, 1226</li> <li>2. Telephone - (632) 8885-4703</li> <li>3. E-mail - <a href="mailto:ccso@philguarantee.gov.ph">ccso@philguarantee.gov.ph</a> <a href="mailto:ccd@philguarantee.gov.ph">ccd@philguarantee.gov.ph</a></li> </ol>
How feedbacks are processed?	Feedbacks received through telephone and/or e-mail are processed in accordance with the PHILGUARANTEE Complaints Handling Program.
How to file complaints?	Complaints may be filed in person or via email. However, this may be best done via formal communication (i.e., letter or email). To speed up the processing of the complaints, the complainant must fill up the PHILGUARANTEE Complaint Report Form.
How complaints are processed?	Complaints are processed in accordance with the PHILGUARANTEE Complaints Handling Program.
Contact Information of ARTA, PCC, CCB	<p>Anti-Red Tape Authority <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2762) 8478-5091; 8478-5093; 8478-5099</p> <p>Presidential Complaints Center <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888 8736-8621</p> <p>Civil Service Commission's Contact Center ng Bayan <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565 (SMS)</p>