



LBP LEASING AND FINANCE CORPORATION
(A LANDBANK Subsidiary)

CITIZEN'S CHARTER



Table of Contents

I. INTRODUCTION	3
II. CORPORATE MISSION	3
III. CORPORATE VISION	3
IV. GUIDING PRINCIPLES	3
V. PRODUCTS AND SERVICES	4
VI. FRONTLINE SERVICES	5
NEW LEASE/LOAN INQUIRY	6
1. WALK-IN CLIENTS	6
2. CLIENTS INQUIRING THRU LETTERS OR E-MAILS	6
LEASE/LOAN APPLICATION PROCESSING	7
VII. FEEDBACK AND REDRESS MECHANISMS	9



I. INTRODUCTION

LBP Leasing and Finance Corporation (LBP Lease), a wholly owned subsidiary of Land Bank of the Philippines (LANDBANK) was created in 1983 to complement the product lines being offered by the Bank. The creation of LBP Leasing and Finance Corporation (LBP Lease) was in line with Section 21-A of Republic Act 337 or the General Banking Act which allows Banks such as **LANDBANK** to invest in equities of companies with allied undertaking such as leasing activities.

LBP Lease's leasing facilities make it easier for enterprises to expand, upgrade, or modernize their operations. Among others leasing enables enterprises to:

- Match financing terms with the earning potential of the capital asset;
- Preserve working capital and credit lines;
- Address existing or current budget limitations; and
- Obtain financing with no collateral

II. CORPORATE MISSION

The pioneering government finance company providing financing solutions to capital asset requirements of programs and projects in support of the National Government Agenda, operating in all regions of the Country by 2018

CORPORATE VISION

To provide innovative financial services that facilitate access to capital assets that will enhance service efficiency of government offices and increase productivity and expand capacity of private enterprises

III. GUIDING PRINCIPLES

LBP Leasing and Finance Corporation shall be a:



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- **Solution – Provider**
LBP Lease will be innovative and creative in packaging facilities responsive to the needs of its clients.
- **Learning Organization**
LBP Lease will be an organization that enhances the worth of its people, both as professionals and individuals.

LBP Lease will continuously look for improvements in its operations and strice for perfection.
- **Financially Sound and Strong Institution**
LBP Lease will continuously achieve profitability level desired by its stockholders.

LBP Lease will maintain a sound financial position that will make it attractive to lenders and investors.
- **Socially Responsible Organization**
LBP Lease shall always be conscious of its responsibility to country and society.
- **Client-Oriented**
LBP Lease shall work as a team to satisfy the needs of its clients.
- **ICT-Oriented**
LBP Lease will adopt appropriate technology in communication and information systems to enhance operational efficiency to serve better its clients.

IV. PRODUCTS AND SERVICES

LBP Lease provides the following products and services:

- Leases
 - Financial Lease
 - Operating Lease
- Term Loans



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- Credit Lines
- Property Leases
- Special Credit Programs

V. FRONTLINE SERVICES

Name of Company

LBP Leasing and Finance Corporation

Schedule of Availability of Service

Monday to Friday, 8:30 a.m. to 5:30 p.m.

Requirements

Please refer to tables presented in the next pages.

Clients

Small and Medium Enterprises (SMEs); Government Agencies/Offices; Corporations; Financial Institutions; Cooperatives; Institutional Retail Accounts

Maximum Duration of the Process

Forty five (45) days from receipt of complete documentation up to final approval by the appropriate approving authority/body, i.e. Credit Committee; Executive Committee; Board of Directors



HOW TO AVAIL OF THE SERVICES

NEW LEASE/LOAN INQUIRY

1. WALK-IN CLIENTS

STEP	ACTION/S TO BE TAKEN		PERSON RESPONSIBLE	DURATION OF ACTIVITIES	FEES	FORMS USED
	APPLICANT/CLIENT	ACCOUNT MANAGEMENT GROUP (AMG)				
1	Walk-in at LBP Lease office located at 15 th Flr. SyCip Law Center, No. 105 Paseo de Roxas, Makati City	Brief the applicant/client on the following: <ul style="list-style-type: none">• Products and Services• Indicative terms and conditions• Documentary Requirements	Account Officer	One (1) hour	None	<ul style="list-style-type: none">• Business Information Sheet• Checklist of Requirements

2. CLIENTS INQUIRING THRU LETTERS OR E-MAILS

STEP	ACTION/S TO BE TAKEN		PERSON RESPONSIBLE	DURATION OF ACTIVITIES	FEES	FORMS USED
	APPLICANT/CLIENT	ACCOUNT MANAGEMENT GROUP (AMG)				
1	Writes LBP Lease to request for lease/loan quotation	Prepare applicable lease/loan quotation for approval of immediate supervisor	Account Officer	Maximum of 2 days	None	None
2	Writes LBP Lease to request for lease/loan quotation	Brief the applicant/client on the documents required as follows: <ul style="list-style-type: none">• Business Information Sheeta. Checklist of Requirementsb. Letter of application	Account Officer	Maximum of 2 days from the date of receipt of letter/email	None	<ul style="list-style-type: none">• Business Information Sheet• Checklist of Requirements



CITIZEN'S CHARTER

STEP	ACTION/S TO BE TAKEN		PERSON RESPONSIBLE	DURATION OF ACTIVITIES	FEES	FORMS USED
	APPLICANT/CLIENT	ACCOUNT MANAGEMENT GROUP (AMG)				
		<ul style="list-style-type: none"> c. Business Information Sheet d. Audited Financial Statements for 3 years with ITR e. Latest Interim Financial Statements f. Mayor's Permit g. SEC/DTI/CDA documents 				

LEASE/LOAN APPLICATION PROCESSING

STEP	PROCEDURES	ACTION/S TO BE TAKEN BY AMG	PERSON RESPONSIBLE	DURATION OF ACTIVITIES	FEES	FORMS USED
1	Proceed to Account Management Group (AMG) at 15 th Flr. SyCip Law Center, 105 Paseo de Roxas, Makati	Refer client to an Account Officer	Receptionist	5 to 10 minutes	None	None
2	Submit (Fill-up) Basic Information Sheet / application form and documentary requirements, if available: Checklist of Requirements <ul style="list-style-type: none"> o Letter of Application o Audited Financial Statements with ITR for 3 years o Latest Interim Financial Statement o Mayor's Permit 	<ul style="list-style-type: none"> o Initial review of documents o Inquire on prospects/funding requirements o Discuss LLC product/services that may be suitable to the client's needs o Explain Credit Application Process o Advise the client about additional documentation requirements 	Account Officers	30 minutes – 1 hour	None	<ul style="list-style-type: none"> o Basic Information Sheet o Checklist of Requirements o Letter of Application o Audited Financial Statements with ITR for 3 years o Latest Interim Financial Statement o Mayor's Permit o SEC/DTI/CDA documents



CITIZEN'S CHARTER

STEP	PROCEDURES	ACTION/S TO BE TAKEN BY AMG	PERSON RESPONSIBLE	DURATION OF ACTIVITIES	FEES	FORMS USED
	<ul style="list-style-type: none"> SEC/DTI/CDA documents 					
3	Client to take note of the Account Officer's initial instructions and/or requests for additional information/documents, if any	<ul style="list-style-type: none"> Write reminder Letter to client regarding additional documentary requirements. Preliminary evaluation and request for credit checking shall be conducted. 	Account Officers	Within 3 days	None	None
4	Client to receive advice on final action (approval or disapproval of application)	<ul style="list-style-type: none"> Undertake evaluation and present account/project to approving body 	Account Officers	Within 45 days from complete submission of evaluation requirements by the Client	Interest Rate depends on market rate/type of facility. These are discussed in detail by the Account Officer with the Client.	Pre-release requirements depend on the Client and the type of facility. These are discussed in detail by the Account Officer with the Client upon approval of account.



VI. FEEDBACK AND REDRESS MECHANISMS

For comments or suggestions, you may **write us** at LBP Leasing and Finance Corporation (c/o Office of the President), 15th Floor Sycip Law Center, No. 105 Paseo de Roxas St., Makati City, Philippines 1229 or **e-mail us** at info@lbpleasing.com



LBP LEASING AND FINANCE CORPORATION

(A LANDBANK SUBSIDIARY)

December 11, 2017

THE AO 25 SECRETARIAT

4th Floor, Building B
DAP Building
San Miguel Avenue
Ortigas Center
Pasig City

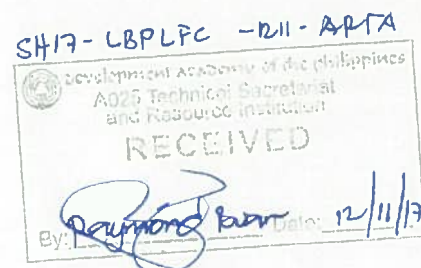
Dear Sir/Madam:

In compliance with the requirements of CSC Memorandum Circular No. 28, attached is the Certificate of Compliance for CY 2017 of LBP Leasing and Finance Corporation.

We hope that this submission satisfactorily meets your requirement.

Thank you.


MANUEL H. LOPEZ
President/CEO





LBP LEASING AND FINANCE CORPORATION
(A LANDBANK SUBSIDIARY)

CERTIFICATION OF COMPLIANCE

(CY 2017)

Pursuant to Republic Act No. 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **MANUEL H. LOPEZ**, Filipino of legal age, President and Chief Executive Officer of the **LBP LEASING AND FINANCE CORPORATION (LLFC)**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declares and certify the following truths:

1. LLFC has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaint
2. The Citizen's Charter is posted as information billboards in the services office of LLFC where it delivers its frontline services.
3. The Citizen's Charter is positioned at the most conspicuous place of the said office.
4. The Citizen's Charter is written in English and published as information material in the form of pamphlet, copies of which are available to the public at the LLFC public assistance/reception area.
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published in 2013 and its last revision was in 2016.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

CERTIFICATION OF COMPLIANCE

(CY 2017)

Pursuant to Republic Act No. 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

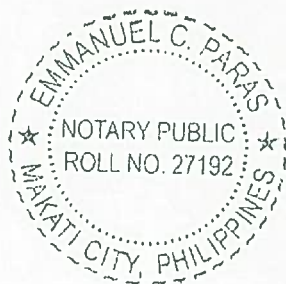
IN WITNESS WHEREOF, I have hereunto set my hand this 08th day of December 2017 in Makati City Philippines.



MANUEL H. LOPEZ
President and CEO

DEC 11 2017

SUBSCRIBED AND SWORN to before me this _____ day of December 2017, in the City of Makati, Philippines, with affiant exhibiting to me his LBP LEASING AND FINANCE CORPORATION ID NO. 072, issued at Makati, Philippines.

Doc. No. : 41
Series of : 2017
Fee Paid : 157.00
O.R. No. : 27600




EMMANUEL C. PARAS
Notary Public for Makati City
Appointment No. M-71 until Dec. 31, 2018
Roll of Attorney No. 27192
PTR No. 5913902MD-01/05/17-Makati City
IBP No. 1057049-01/04/17-Makati Chapter
MCLE Compliance No. V-0015815. 03/15/2016 Makati
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Makati City, 1226 Metro Manila
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