



DBP LEASING CORPORATION

CITIZEN'S CHARTER

2022 EDITION

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ORGANIZATIONAL PROFILE

I. Mandate

A. Legal Basis

The DBP Leasing Corporation (DBPLC), formerly named the National Development Corporation – Maritime Leasing Corporation, was acquired by the Development Bank of the Philippines (DBP) from the National Development Corporation (NDC) on 12 June 2008; DBP then renamed the company to the DBP Maritime Leasing Corporation (DMLC). On 14 January 2010, the DMLC became the DBP Leasing Corporation to reflect the change in the organization's business scope and objectives. DBPLC is a financing company wholly owned by the DBP and the company's primary purpose is to undertake leasing and financing activities complementary to DBP's development activities.

DBPLC provides financial products and services to help private enterprises and publicly owned entities acquire brand-new and/or second-hand equipment in good condition and other productive capital assets. The company offers alternative and easy lease-to-own financing solutions for the acquisition of new technology and capital-intensive equipment for transport, logistics, construction, manufacturing, plant machineries, hospital and medical equipment, sustainable energy or energy efficiency systems, warehouses, and office buildings. As a government financial institution, DBPLC is committed to assist in the economic growth and development of the Philippines by providing leasing and other relevant financing services responsive to the needs of its customers.

B. Functions

1. Top Management (Board of Directors, and President and CEO)

The DBPLC Top Management is composed of the Board of Directors and by the President and CEO. The Board is the highest policy-making body of DBPLC whose members are appointed by the President of the Republic of the Philippines. A Risk and Compliance Office (RCO) assists the Board in the performance of oversight functions in risk management and compliance with regulatory requirements.

2. Accounts Management Group

The Accounts Management Group (AMG) is responsible for the business development, account acquisitions, and product development / packaging of the company.

3. Credit Review and Evaluation Group

The Credit Review and Evaluation Group (CREG) is responsible for credit underwriting / evaluation, credit investigation, and industry research of the company.

4. Operations Group

The Operations Group (OG) is responsible for the availments and documentation, leased asset procurement, construction management, asset maintenance, and the strategic planning of the company.

5. Finance Group

The Finance Group (FG) is responsible for the accounting / booking, collection, treasury / funding, and financial accounting of the company.

6. Legal Services Group

The Legal Services Group (LSG) is responsible for litigation, administrative legal, documentation, and legal opinion research, remedial management, and corporate board secretariat services.

7. Support Services Unit

The Support Services Unit (SSU) is responsible for the general administration, human resources, information technology, and records management of the company.

II. Vision Statement

By 2025, DBPLC shall continue to be a major provider of leasing and other asset-based financing services to the public and private sectors, with emphasis on SMEs, in support of the government's priorities to bring about nationwide development.

III. Mission Statement

To provide public and private enterprises access to leasing and financing services in support of the government's priorities and nationwide development.

These are emphasized in the organization's Core Values of Integrity, Transparency, Quality, Relevance, and Teamwork.

**DBPLC
INTERNAL AND EXTERNAL
PROCESSES**

I. ACCOUNTS MANAGEMENT GROUP

A. Loan/Lease Initial Application Inquiry

Process Name	Loan/Lease Initial Application Inquiry			
Classification	-			
Group or Unit	Accounts Management Group (AMG)			
Stakeholder/Recipient	DBP Leasing Corporation (DBPLC) is a Government Controlled Owned Corporation (GOCC)			
Checklist of Requirements			Where to Secure	
Checklist of Pre-Approval Requirements DBPLC Application Form Curriculum Vitae Form			Designated Account Officer (AO) / AMG Assistants	
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
Proceed to DBPLC Office at the 2/F Pacific Star Bldg., Makati Ave. corner Sen. Gil Puyat Ave., Makati City	Conduct initial and discuss the lease/loan preliminary requirements.	None	1 to 2 hours	Designated Account Officer (AO) / AMG Assistants
Obtain Credit Application Form, Curriculum Vitae Form and Checklist of Pre-Approval Requirements which include: <ul style="list-style-type: none"> • Copy of Business Registration (Mayor's Permit, Business Permit, etc.) • Last 3yrs Audited Financial Statements • Copy of last 3yr ITR • Copy of SEC Registration, Articles of Incorporation & By-Laws (Corporations & Partnerships) and/or DTI Registration for Single Proprietors and Articles of Cooperation for Cooperatives 	Provide DBPLC Application Form, Curriculum Vitae Form and Checklist of Pre-Approval Requirements	None	30 minutes	Designated Account Officer (AO) / AMG Assistants

<ul style="list-style-type: none"> • Copy of General Info Sheet • Complete Company History / Profile • Interim Financial Statement (if available) • List of Company's Authorized Signatories who can transact with DBPLC w/ TIN & 2 Valid IDs • Community Tax Certificate of the Company • Company latest 6 months bank statement • Listing of major clients and suppliers with contact persons and contact nos. • Listing of the assets to be financed (preferably with a formal quotation from suppliers) • Other Requirements (will vary depending on the company's nature of business) 				
<p>Client to take note of the briefing of the AO on the proper accomplishment of the forms and the pre-approval requirements as well as the indicative terms and condition of DBPLC's financing products and services.</p>	<p>AO to brief the client on the indicative terms and conditions of DBPLC's products and services. Furthermore, AO shall advise the client that preliminary evaluation/due diligence shall be conducted on the application upon submission of the complete pre-approval requirements. (Turn-Around-Time (TAT))</p>	<p>None</p>	<p>30 to 45 minutes</p>	<p>Designated Account Officer (AO)</p>

	shall begin upon complete submission of documents)			
TOTAL		NONE	3-4 hours	

B. Loan/Lease Application Evaluation and Approval Process

Process Name	Loan/Lease Application Evaluation and Approval Process			
Classification	-			
Group or Unit	Accounts Management Group (AMG)			
Stakeholder/Recipient	DBP Leasing Corporation (DBPLC) is a Government Controlled Owned Corporation (GOCC)			
Checklist of Requirements		Where to Secure		
Pre-Approval Documents List Pre-Approval Documents Other Supporting Documents Offer Sheet Credit Advice		Designated Account Officer (AO) / Client Submitted		
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
Proceed to DBPLC Office at the 2/F Pacific Star Bldg., Makati Ave. cor. Sen Gil Puyat Ave., Makati City MM PH to deliver/submit complete pre-approval requirements	Review completeness and sufficiency of documents submitted by the client	None	30 minutes to 1 hour	Designated Account Officer (AO) /
Confirms/clarifies the deficiencies, if any	Inform the client of any document deficiencies and/or inconsistencies, if any.	None	30 minutes to 1 hour	Designated Account Officer (AO) /
Responds and completes documentary deficiencies (if applicable)	Conduct credit pre-screening of the account based on submitted pre-approval documents.	None		Designated Account Officer (AO) /
Conforms to the proposal, if said quotation is deemed acceptable	Send proposal to the client, if account is initially established to be eligible for financing – <i>optional</i>	None		Designated Account Officer (AO) /

	Conduct Credit Evaluation of the Account & Provide Feedback on credit related issues, if any	None		Designated Credit Analyst
Replies and answers the queries raised by DBPLC's AO & Credit Analyst (if applicable)	Inform client of inquiries raised by the Credit Analyst regarding the client's business & credit related condition and practices, if any	None		Designated Account Officer (AO) /
Client shall allow DBPLC Personnel to conduct ocular inspection of business	Ocular inspection and validation of disclosures	None		Designated Account Officer (AO) / Designated Credit Analyst
	Prepare Credit Application proposal for Presentation to Credit Approving Authorities	None	1 hour to 1 day	Designated Account Officer (AO) / Designated Credit Analyst
	Presents account to Approving Authorities	None		Marketing (AMG) Head &/or Designated Account Officer (AO)
Acknowledges decision and confirms timetable of availment (if available)	Notify client of approval thru a Credit Advice	None		Designated Account Officer (AO)
TOTAL		NONE	2-3 hours to 1 day	

Note:

1. The approval process may vary depending on the complexities of the financial package required by the client.
2. Processing and evaluation of the credit application is conducted simultaneously with other due diligence activities such as credit investigation, trade checkings, project and/or business site visit, industry studies etc.

C. Loan/Lease Availment Documentation

Process Name	Loan/Lease Availment Documentation			
Classification	-			
Group or Unit	Accounts Management Group (AMG)			
Stakeholder/Recipient	DBP Leasing Corporation (DBPLC) is a Government Controlled Owned Corporation (GOCC)			
Checklist of Requirements		Where to Secure		
Credit Advice Other documents mentioned below		Designated Account Officer (AO) / AMG Assistants / Doc. Specialist		
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
	Advise the Client that Credit Application is approved	None	15 to 30 minutes	Designated Account Officer (AO) / AMG Assistants
Advise the AO of intention to avail of approved credit facility	Request for supplier's quotation from the client	None	5 to 30 minutes	Designated Account Officer (AO)
Submit / Provide supplier's quotation	Provide a credit advice showing the particulars of the availment	None		Designated Account Officer (AO)
Conform to the credit advice	Prepare availment documents and related contracts	None		Designated Account Officer (AO) / AMG Assistants / Doc. Specialist
Obtain loan or lease contracts and agreements as well as the List of Requirements for Release of Proceeds (depending on the type of facility): <input type="checkbox"/> <u>Finance Lease</u> 1) Lease Schedule 2) Disclosure Statement 3) Payment Schedule	Provide contracts and agreements and checklist of release requirements for proceeds	Initial Cash Outlay	1 to 2 days	Designated Account Officer (AO) / AMG Assistants

<p>4) Protocol of Delivery & Acceptance</p> <p>5) <u>Sale and Lease Back</u></p> <p>6) Deed of Sale</p> <p>7) Affidavit of Ownership and Non-Encumbrance</p> <p><input type="checkbox"/> <u>Amortized Commercial Loan</u></p> <p>1) Promissory Note</p> <p>2) Amortization Schedule</p> <p>3) Chattel Mortgage</p> <p>4) Affidavit of Good Faith</p> <p>5) Affidavit of Ownership & Non-Encumbrance</p> <p>6) Disclosure Statement</p> <p>7) Payment Schedule</p> <p><input type="checkbox"/> <u>Others</u></p> <p>1) Signed Credit Advice</p> <p>2) Signed Continuing Suretyship Agreement (if applicable)</p> <p>3) Filled-out Signature Card</p> <p>4) Signed Memorandum of Agreement (if applicable)</p> <p>5) Signed & Filled-out DBP Account Opening Certification (if applicable)</p> <p>6) Notarized Board Resolution</p> <p>7) Notarized Sec Certificate</p>				
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<p>8) Photocopy of 2 Valid IDs of Signatory & Corp Sec.</p> <p>9) Post Dated Checks</p> <p>10) Insurance Policy</p> <p>11) Initial Cash Outlay Check</p> <p>12) Suppliers Documents</p> <p>13) Other Documents Applicable to the Asset and Type of Approved Credit Facility</p>				
<p>Submits the required documents to the AO</p>	<p>Review and verify the completeness of documents. Send feedback to clients in case of deficiency or incomplete submission. In case of completeness, prepare booking and endorse to Finance Group for funding and release of proceeds</p>	<p>None</p>	<p>1 to 2 days</p>	<p>Designated Account Officer (AO) / AMG Assistants / Doc. Specialist</p>
<p>Client and/or supplier receives the lease/loan proceeds.</p>	<p>Release of lease/loan proceeds to client or supplier</p>	<p>None</p>	<p>30 minutes to 1 hour</p>	<p>If Payable by Check:</p> <p>FL – OR, Authorization of Authorized Signatory & Photocopy of ID</p> <p>FL (Sale & Lease Back) – Acknowledgment Receipt, Authorization of</p>

				Authorized Signatory, & Photocopy of ID ACL (Direct) – OR, Authorization of Authorized Signatory to release proceeds to supplier ACL (Payable to Client) & RD - Acknowledgment Receipt, Authorization of Authorized Signatory, & Photocopy of ID If Payable by Credit to Account: Authorization to credit account
TOTAL		NONE	1-2 days	

Note:

1. The availment process may vary depending on the complexity of the acquisition processes of the asset subject of the availment.
2. Release of the proceeds of the credit facility is subject to the delivery and acceptance of the asset to be financed to and by the client. Submission of the complete release requirements is mandatory prior to the release of the proceeds of the loan or lease proceeds.

II. CREDIT REVIEW AND EVALUATION GROUP

A. Loan/Lease Application Evaluation

Process Name	Loan/Lease Application Evaluation			
Classification	Highly Technical			
Group or Unit	Credit Review & Evaluation Group			
Stakeholder/Recipient	Accounts Management Group			
Checklist of Requirements			Where to Secure	
Account Endorsement Checklist			Accounts Management Group	
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
Submit pre-approval documents; <ul style="list-style-type: none"> Account Endorsement Checklist Initial Call Report Basic Information report Risk Profiling (Customer Risk Assessment) Credit Application Form 	Conduct Initial Credit Evaluation of the Account and provide inquiries on client's business & credit related concern, if any, or may require additional documents.	None	4 hours to 1 day	Credit Analyst
Inform client, thru Account Officer, of inquiries/additional requirements raised by Credit Analyst.	Replies and answers the queries raised by DBPLC's Credit Analyst (if applicable)	None	1 to 2 hours	Account Officer
A joint client call may be conducted by the Credit Analyst together with the Account Officer	Validation of disclosures and further fill the gaps (if any) in the requirements submitted for evaluation.	None	1 to 2 hours	Account Officer / Credit Analyst
	Acknowledges through email or	None	1 to 3 hours	Credit Analyst

	endorsement checklist submission of complete documents indicating date of official start of evaluation of the application.			
	Prepare and send the Credit proposal to Accounts Management Group (AMG) for signature.	None	5 to 7 days	Credit Analyst
	Review of Credit Proposal by AMG prior to sending to ManCom for Approval.	None	1 to 3 days	AMG Unit Head / Group Head
	Review of Approval of Credit Proposal by Mancom & PCEO.	None	1 to 3 days	ManCom / PCEO
	Review and Approval of Credit Proposal by Credit Committee	None	1 to 3 days	Credit Committee
	Review and Approval of the Board of Directors	None	1 to 3 days	Board of Directors
TOTAL		NONE	20 days	

Note:

1. Total processing time prescribed above maybe extended only once for the same number of days provided that the applicant is properly notified of the reason for the extension prior to the lapse of the processing time.

III. FINANCE GROUP

A. Processing of Payment to Suppliers and Service Providers

Process Name	Processing of Payment to Suppliers and Service Providers			
Classification	Complex			
Group or Unit	Finance Group – Accounting and Treasury Unit			
Stakeholder/Recipient	G2B – Government-to-Business Entity			
Checklist of Requirements			Where to Secure	
1. Request for Voucher Preparation (1 Original Copy) Supporting Documents such as Invoices, Billing Statement, Statement of Accounts – 1 original copy			\\server\Public\7 - NEW FORMS effective February 1, 2019\FG DBPLC clients and/or service providers	
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Submit required documents for processing of payment	1.1. Compiles and checks documents submitted to ensure correctness and completeness	None	2 days	Requesting Party Various Group/Unit
	1.2. Once documents are complete, prepares Request for Voucher Preparation and secures approval	None	1 day	Requesting Party Various Group/Unit
	1.3. Prepares Disbursement Voucher, prepares check and secures approval and signature	None	1 day	FG/Accounting Unit Authorized Signatories
	1.4. Releases check to suppliers and/or service providers	None	1 day	FG/Accounting Unit

2. Receives payment and issues Official Receipt		None	1 day	Supplies and/or service providers
TOTAL		NONE	6 days	

B. Submission of Regulatory Reports

Process Name	Submission of Regulatory Reports			
Classification	Complex			
Group or Unit	Finance Group – Accounting Unit			
Stakeholder/Recipient	G2G – Government-to-Government			
Checklist of Requirements			Where to Secure	
1. Regulatory issuances (1 photocopy)			Website, DBP, Risk and Compliance Office	
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Prescribes deadline for report submission.	1.1. Gathers required information and prepares report based on the deadline	None	3 days	FG/Accounting Specialist FG/Accounting Supervisor
	1.2. Submit report/s for review and approval prior to submission	None	2 days	FG/Accounting Specialist FG/Accounting Supervisor FG/Group Head
	1.3. Finalizes report and transmits to concerned regulatory agencies	None	1 day	FG/Accounting Specialist FG/Accounting Supervisor
2. Receives and acknowledges reports submitted		None	1 day	Government Regulatory Agencies
TOTAL		NONE	7 days	

C. Release of Proceeds (Booking and Availments)

Process Name	Release of Proceeds (Booking and Availments)			
Classification	Simple			
Group or Unit	Finance Group – Accounting Unit			
Stakeholder/Recipient	G2G – Government-to-Government			
Checklist of Requirements			Where to Secure	
1. Approved Request for Voucher Preparation (1 original copy)			\\server\Public\7 - NEW FORMS effective February 1, 2019\FG	
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Submit required documents for booking of availments/processing of payments	1.1. Receives required document, prepares Disbursement Voucher and secures approval	None	15 minutes	Operations Group FG/Accounting Unit Authorized Signatories
	1.2. Prepares Check or Letter of Authority	None	15 minutes	FG/Accounting Unit
	1.3. Routes the Check or Letter of Instruction and secure approval and signature	None	4 hours	FG/Accounting Unit Authorized Signatories
	1.4. Release Check or fund transfer	None	3 hours	FG/Accounting Unit
	1.5. Checks the details in the payee's OR / Acknowledgment Receipt, if applicable	None	15 minutes	FG/Accounting Unit
	1.6. Stamp as "PAID" the DV and all supporting documents	None	5 minutes	FG/Accounting Unit

2. Receives payment and issues Official / Collection Receipt / signs Acknowledgment Receipt, receives Letter of Instructions		None	15 minutes	Client / Supplier / Bank
TOTAL		NONE	1 working day	

D. Petty Cash Fund

Process Name	Petty Cash Fund			
Classification	Simple Transactions			
Group or Unit	Finance Group			
Stakeholder/Recipient	DBPLC Employees			
Checklist of Requirements		Where to Secure		
1. Petty Cash Fund Voucher (PCFV) 2. Liquidation of Cash Advance / Original Receipts		1. \\server\Public\7 - NEW FORMS effective February 1, 2019\FG 2. \\server\Public\7 - NEW FORMS effective February 1, 2019\FG		
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
DBPLC Personnel requests for petty cash fund	Receives, reviews, and approves the PCFV from the requesting party	None	15 minutes	Accounting Assistant – Treasury / Petty Cash Custodian
	Releases the cash to the requesting party	None	15 minutes	Accounting Assistant – Treasury / Petty Cash Custodian
TOTAL		NONE	30 minutes	

E. Collection

Process Name	Collection			
Classification	Simple Transactions			
Group or Unit	Finance Group			
Stakeholder/Recipient	DBPLC Clients / Lessees			
Checklist of Requirements		Where to Secure		
1. Postdated Checks (PDCs) 2. Statement of Account (SOA)		1. Clients / Lessees 2. DBP Finance Center (DBP FC)		
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
DBPLC Clients / Lessees send Post Dated Checks as payments to Amortizations	Receives, prepares List, and safe keeps the PDCs	None	1 hour	Accounting Assistant – Treasury and Finance Specialist
	Confirms deposits of PDCs on date of checks	None	1 hour	Account Management Group (AMG)/Account Officer
	Prepares deposit slips and deposits checks in the bank	None	1 hour	Accounting Assistant – Treasury and Finance Specialist
	Validates against the Credits from the DBP FC SOA clearing of the deposited PDCs	None	15 minutes	Accounting Assistant – Treasury and Finance Specialist
	Coordinates with Clients / Lessees redeposit of returned checks/ direct deposits / sources of unknown credits / replacement checks/	None	15 minutes	Account Management Group (AMG)/ Account Officer / Marketing Assistant

	checks replenishment			
	Issues Official Receipts (ORs)	None	1 hour	Accounting Assistant – Treasury and Finance Specialist
	Prepares Collection Report	None	1 day	Accounting Assistant – Treasury and Finance Specialist
TOTAL		NONE	1 day, 4 hours, 30 minutes	

IV. LEGAL SERVICES GROUP

Handles contract review, gives legal opinion, and in-charge of direct coordination with the Office of the Government Corporate Counsel (OGCC).

A. Contract Review and Legal Opinion

Process Name		Contract Review and Legal Opinion		
Classification		Simple		
Group or Unit		Legal Services Group (LSG)		
Stakeholder/Recipient		All Groups of DBPLC		
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Legal document or any paper to be acted upon and reviewed – 1 soft copy 2. Supporting documents in relation to the said legal document or paper to be acted upon – 1 photocopy 		From the requesting party, Unit, or Group		
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Request for Contract Review or Legal Opinion	1.1. Received request for legal opinion or for contract review	None	10 minutes	Head of LSG / JLO
	1.2. Review the contract and do legal research, when necessary	None	2 working days	Head of LSG
	1.3. Discuss the legal issues involved in the concern or contract with the requesting party	None	5 hours	Head of LSG / JLO
TOTAL		NONE	2 working days, 5 hours, and 10 minutes	

B. Issuance of a Demand Letter

Process Name	Issuance of a Demand Letter			
Classification	Simple			
Group or Unit	Legal Services Group (LSG)			
Stakeholder/Recipient	All Groups of DBPLC			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. History of the account from the beginning; 2. Promissory Note/s; 3. Loan Agreement; 4. Master Lease Agreement; 5. Lease Schedule; 6. Real Estate Mortgage or Chattel Mortgage; 7. Statement of Account (SOA); and 8. Previous Demand Letters Sent 		Accounts Management Group Account Officer (AMG-AO) AMG-AO AMG-AO AMG-AO AMG-AO AMG-AO FG AMG-AO		
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Request for Filing of Cases in Court or with the Office of the City Prosecutor (OCP) as the case may be	On Cases to be Filed: 1.1. Receives the request for filing of a case against a delinquent client/customer	None	10 minutes	AMG-AO Head of LSG
	1.2. Review all documents attached to the request	None	1 working day	Head of LSG
	1.3. Confer and discuss with AMG-AO the account and the legal remedies that can be taken	None	1 working day	AMG-AO Head of LSG
	1.4. Prepare the necessary endorsement letter to OGCC as well as evidence and	None	1 working day	Head of LSG

	necessary documents			
	On Pending Cases:	None		
	1.5. Review the papers in the case dockets		1 working day	Head of LSG
	1.6. Make a summary of the pleadings filed in court by both parties in the case, including the orders issued by the court or by OCP, as the case may be	None	2 working days	Head of LSG
	1.7. Follow-up the status of the case with the OGCC	None	1 working day	Head of LSG
	1.8. Coordinate with the Group concerned regarding the next course of action to be taken on the case/s	None	1 working day	Head of LSG
	1.9. Take the necessary action that should be done in the pending case/s	None	1 working day	Head of LSG
TOTAL		Filing fee: 2% based on the total amount of the claim	9 working days and 10 minutes	

C. Cases to be filed in court or for cases already filed

Process Name	Cases to be filed in court or for cases already filed			
Classification	Highly Technical			
Group or Unit	Legal Services Group (LSG)			
Stakeholder/Recipient	All Groups of DBPLC			
Checklist of Requirements		Where to Secure		
1. Case dockets for existing pending cases – 1 photocopy		LSG		
2. History of the account from the beginning – 1 photocopy		AMG-AO		
3. Promissory Note/s – 1 photocopy		AMG-AO		
4. Loan Agreement – 1 photocopy		AMG-AO		
5. Master Lease Agreement – 1 photocopy				
6. Lease Schedule – 1 photocopy				
7. Real Estate Mortgage or Chattel Mortgage – 1 photocopy		AMG-AO AMG-AO		
8. Statements of Account (SOA) – 1 original copy		FG		
9. Previous Demand Letters Sent – 1 photocopy		AMG-AO		
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Request for Issuance of Demand Letter	1.1. Received request for issuance of the Demand Letter	None	10 minutes	AMG-AO Head of LSG
	1.2. Review all documents attached to the request	None	1 working day	AMG-AO Head of LSG
	1.3. Confer and discuss with AMG-AO the legal remedies that can be taken	None	1 working day	Head of LSG
	1.4. Prepare the Demand Letter and forward to AMG-AO for mailing	None	1 working day	
TOTAL		NONE	3 working days	

CORPORATE SECRETARY

Handles the conduct of Regular Board Meetings, Board-Level Committee Meetings, Annual Stockholders Meeting, in-charge of direct coordination with all Directors of DBPLC and issuance of Secretary Certificates/Board Resolutions.

A. Conduct of Regular Board Meeting

Process Name	Conduct of Regular Board Meeting (RBM)			
Classification	Simple			
Group or Unit	Legal Services Group (LSG)			
Stakeholder/Recipient	All Groups of DBPLC			
Checklist of Requirements			Where to Secure	
10. Email/written request for inclusion of matter or material as part of RBM Agenda – 1 softcopy and/or photocopy 11. Material documents for perusal of the Board – 1 softcopy and/or photocopy			Concerned Group / Officer Corporate Secretary	
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Request for inclusion of matter or material as part of Regular Board Meeting	1.1. Receive request for inclusion of matter or material as part of RBM Agenda	None	15 minutes	Corporate Secretary / JLO
	1.2. Review the request and submitted materials	None	5 hours	Corporate Secretary
	1.3. Inclusion in the RBM Agenda	None	10 minutes	Corporate Secretary / JLO
	1.4. Collation and sending of Agenda items and Materials to the Board three (3) working days prior to the scheduled RBM	None	2 hours	Corporate Secretary / JLO
TOTAL		NONE	1 working day	

B. Conduct of Board-Level Committee Meetings

Process Name	Conduct of Board-Level Committee Meetings			
Classification	Simple			
Group or Unit	Legal Services Group (LSG)			
Stakeholder/Recipient	All Groups of DBPLC			
Checklist of Requirements			Where to Secure	
1. Email/written request for inclusion of matter or material as part of RBM Agenda – 1 softcopy and/or photocopy			Concerned Group / Officer	
2. Material documents for perusal of the Board – 1 softcopy and/or photocopy			Concerned Group / Officer	
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Request for inclusion of matter or material as part of Committee Meeting	1.1. Receive request for inclusion of matter or material as part of Committee Agenda	None	15 minutes	Corporate Secretary / JLO
	1.2. Review the request and submitted materials	None	5 hours	Corporate Secretary
	1.3. Inclusion in the Committee Agenda	None	10 minutes	Corporate Secretary / JLO
	1.4. Collation and sending of Agenda items and Materials to the Committee members three (3) working days prior to the scheduled Board-Level Committee Meetings	None	2 hours	Corporate Secretary / JLO
TOTAL		NONE	1 working day	

C. Secretary's Certificate or Certification

Process Name	Request for Issuance of Secretary's Certificate or Certification			
Classification	Complex			
Group or Unit	Legal Services Group (LSG) / Corporate Secretary			
Stakeholder/Recipient	All Groups of DBPLC, DBPLC Clients, Other Regulatory / Government Agencies			
Checklist of Requirements			Where to Secure	
1. Email, Memorandum, or Letter request indicating the purpose of the request and details of the transaction			Requesting party	
2. Relevant supporting documents			Requesting party	
3. Valid ID of the requesting party, SPA, or authorization letter, if acting through a representative			Requesting party	
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Request for issuance of Secretary Certificate	1.1. Receive, verify, and acknowledge completeness of written/email request and supporting documents	None	2 hours	Corporate Secretary / JLO
	1.2. Verifies details of the requests and supporting documents submitted	None	1-3 working days	Corporate Secretary / Head of LSG
	1.3. Conduct further search / request additional documents from other business units for transactions beyond five years	None	1-3 working days	Corporate Secretary / Head of LSG
	1.4. Preparation of Secretary Certificate	None	1 working day	Corporate Secretary / Head of LSG
	1.5. Facilitation for the notarization of the Secretary Certificate	None	2 hours	JLO

	1.6. Transmittal of scanned/original copy of duly notarized Secretary Certificate to requesting party	None	1 hour	Corporate Secretary / JLO
TOTAL		NONE	3-5 working days	

V. RISK AND COMPLIANCE OFFICE

Monitoring and dissemination of regulatory issuances, preparation of compliance documents, and submission of reports and requirements to the regulatory agencies.

A. Compliance Services

Process Name		Compliance		
Classification		Complex		
Group or Unit		Risk and Compliance Office		
Stakeholder/Recipient		Regulatory Agencies, DBP (Parent Company)		
Checklist of Requirements		Where to Secure		
1. Reports, Certifications		1. Issuing Regulatory Agencies		
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Issues new circulars, memoranda, laws, policies, and guidelines	1.1. Monitors daily issuances through website, media reports, and DBP emails and determines the regulatory requirements; identifies business risks and processes affected	None	2 hours	Risk and Compliance Officer
	1.2. Clarifies with the issuing agency any issues that are not clear	None	3 hours	Risk and Compliance Officer
	1.3. Disseminates to the concerned unit/group	None	3 hours	Risk and Compliance Officer
	1.4. Monitors compliance and implementation of action plan and other requirements in the issuances	None	5 working days	Group/Unit Head Process Owner Risk and Compliance Officer

	1.5. Submits the reports, certifications, and other requirements to regulatory government agencies	None	1 working day	Risk and Compliance Officer
TOTAL		NONE	7 working days	

B. Risk Management Services

Process Name	Risk Management			
Classification	Highly Technical			
Group or Unit	Risk and Compliance Office			
Stakeholder/Recipient	DBP – Operational Risk Management Department			
Checklist of Requirements		Where to Secure		
1. Risk Control and Self-Assessment		1. DBP – Operational Risk Management Department		
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Prescribes deadline for submission of RCSA	1.1. Gathers required information and prepares report/risk management tools based on the deadline	None	5 working days	Group/Unit Head
	1.2. Submits report/s and/or accomplished templates for review and approval prior to submission	None	2 working days	Risk and Compliance Officer
	1.3. Finalizes report and transmits to DBP-ORMD	None	1 working day	Risk and Compliance Officer
2. Receives and acknowledges reports submitted		None	1 working day	DBP-ORMD
TOTAL		NONE	8 working days	

VI. SUPPORT SERVICES UNIT – IT TECHNICAL SUPPORT

A. Request for IT Technical Support

Process Name	Request for IT Technical Support			
Classification	-			
Group or Unit	Support Services Unit - IT			
Stakeholder/Recipient	All DBP Leasing Corporation Employees			
Checklist of Requirements		Where to Secure		
Service Request/ Report		IT Personnel		
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
Inform the IT personnel of IT-related concern	Conducts preliminary inspection/ diagnosis	None	30 minutes	IT Personnel
If more technical services are required, requesting employee must file a report	Conducts thorough diagnosis/ troubleshooting	None	1 hour	IT Personnel
	Relays required troubleshooting activities to the service requestor	None	30 minutes	IT Personnel
	If no procurement is required, repairs will be done on the IT equipment	None	4 hours	IT Personnel
	Relays needed parts to requestor for procurement, if necessary	None	10 minutes	IT Personnel
	Once procured, the IT equipment will be repaired	None	6 hours	IT Personnel
TOTAL		NONE	1 day	

VII. HUMAN RESOURCES

A. Application for Leave

All regular employees may avail of the following leave privileges: Vacation Leave, Sick Leave, Special Leave, Maternity / Paternity Leave, and other specialized Leave (e.g. Solo Parent, etc.)

Process Name	Application for Leave			
Classification	Simple			
Group or Unit	Human Resources (HR)			
Stakeholder/Recipient	All regular officials and employees			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> Accomplished Leave Form Medical Certificate or Fit to Work (Sickness/Maternity) 			<ul style="list-style-type: none"> HR Files 	
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Submit accomplished leave form to HR with other documents, when necessary (ex. Medical Certificate)	1.1. Record the data file and updating of leave credits for verification	None	15 minutes	Employee Human Resources
	1.2. Send to group head for approval	None	1 hour	Employee Human Resources
	1.3. Approve or Disapprove leave	None	1 hour	Immediate Superior or Group Head
	1.4. Return approved leave form to personnel	None	1 hour	Employee
	1.5. Submit the approved leave form to HR	None	1 hour	Employee Human Resources
TOTAL		NONE	4 hours, 15 minutes	

B. Request for Employee Records

- Certified True Copy of 201 Records
- Certificate of Employment
- Training Records
- Leave Credits

Process Name	Request for Employee Records			
Classification	Simple			
Group or Unit	Human Resources (HR)			
Stakeholder/Recipient	All regular officials and employees			
Checklist of Requirements			Where to Secure	
• Email request			• HR Files	
Client Action	Group/Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. Send an email request to HR cc Data Protection Officer (DPO) and PCEO	1.1. Monitors email for any request of employees with the approval of DPO and PCEO	None	1 hour	Employee Human Resources DPO PCEO
	1.2. Retrieves necessary data from source (201 file/HR files)	None	4 hours	Human Resources
	1.3. Photocopies / Scanned requested document	None	1 hour	Human Resources
	1.4. Releases document to the employee	None	1 hour	Employee Human Resources
TOTAL		NONE	7 hours	

VIII. BIDS AND AWARDS COMMITTEE

A. Procurement of Goods and Services

Process Name	Procurement of Goods and Services			
Classification	Simple			
Group or Unit	Bids and Awards Committee (BAC)			
Stakeholder/Recipient	DBPLC End-Users; Interested suppliers/service providers			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> • Terms of Reference • Suppliers Quotation and Documentary Requirements • TWG Evaluation and Abstract of Quotation • BAC Resolution • Notice of Award • Notice to Proceed/Purchase Order • Contract (if applicable) 			<ul style="list-style-type: none"> • End-User • Suppliers/Service Providers • BAC Technical Working Group (BAC TWG) • BAC Secretariat (BAC Sec) / Members • BAC Sec 	
Client Steps	Group/ Unit Action	Fees to be Paid	Processing Time	Officer Primarily Responsible
1. End-user will submit the Terms of Reference (TOR) to BAC Sec.	1.1. BAC Sec shall update the monitoring file and assign a reference number to the TOR. The Annual Procurement Plan shall then be attached to the TOR and route the same to the BAC Members for review, comments, and approval.	None	1 to 2 working days	End-user BAC Sec BAC Members
	1.2. The approved TOR, signed by the Head of Procuring Entity, shall then be	None	Within 7 working days	BAC Sec

	posted at PhilGEPS and/or Requests for Quotation shall be sent to suppliers/service providers.			
	1.3. BAC Sec shall collate all documentary requirements from suppliers/service providers and endorse the same to BAC TWG for evaluation.	None	Within 7 working days	BAC Sec BAC TWG
	1.4. After receipt of the BAC TWG Memorandum, BAC Sec shall prepare the BAC Resolution and route to BAC Members for review, comments, and approval.	None	2 working days	BAC Sec BAC Members
	1.5. Once the BAC Resolution is approved, BAC Sec shall subsequently prepare the Notice of Award (NOA) and/or Notice to Proceed (NTP) or Purchase Order (PO), and Contract (if applicable) and issue the same to the winning bidder.	None	2 to 7 working days	BAC Sec
2. Delivery of goods / commencement of service	2.1. BAC Sec to secure originally signed NOA and PO or NTP, and	None	1 day	BAC Sec

	contract (if applicable).			
	2.2. Inspection of goods or implementation.	None	1 day	End-user
TOTAL		NONE	21-27 working days	

LIST OF OFFICES

LIST OF OFFICES		
Office	Contact Number	Contact Person
Office of the President/CEO	Tel No. (632) 5304-7915	P&CEO BGEN JESS G ESTOESTA AFP (RET) Executive Secretary: Jenna Marie O. Bautista
Accounts Management Group (AMG)		AMG Head: VP Caesar A. Lejano AMG Unit I Head: AVP Alex A. De Guzman AMG Unit II Head: Ms. Thyrsa F. Pacris
Credit Review and Evaluation Group (CREG)		Credit Manager: Ms. Shiela P. Trinidad
Operations Group (OG)		OG Head: AVP Maria Lourdes M. Soto
Finance Group (FG)		FG Head: VP/CFO Agnes Z. Bengco
Legal Services Group / Office of the Corporate Secretary (LSG)		AVP for LSG/Corporate Secretary: Atty. Anna Karenina A. Zenarosa
Risk and Compliance Office (RCO)		Risk and Compliance Officer: Ms. Merivel D. Turner
Support Services Unit (SSU)		Admin Assistant: Ms. Karla Camille A. Bautista
Human Resources (HR)		HR Specialist: Ms. Ayra Janine M. Paredes
Bids and Awards Committee Secretariat		BAC Secretariat Heads: Ms. Liezl U. Palomique Ms. Angelica Mary V. Frez

DBPLC wants to serve you better! Should you have any comments, suggestions and queries to improve our services, you may readily write or coordinate with us through the following addresses:

Mailing Address : 2nd Floor, Pacific Star Building, Sen. Gil J. Puyat Ave. cor. Makati Ave., Makati City
Email us : customerservice@dbp-leasing.ph
Contact us : Telephone No. – (632) 5304-7915

or

Fill-out the [Customer Feedback Form](#).