

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

- (1) NAME OF DEPARTMENT/AGENCY/LGU: OVERSEAS FILIPINO BANK (OFBANK)
- (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON FEBRUARY 24, 2021: [/] Yes [] No
- (3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

		LEC BA	SAL SIS	OFFICE/AGENCY REGULATIONS				
		Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Effectivity	Other Issuances/Policies it Effectively Repeals/Amends		
	ELECTRONIC BUSINESS UNIT							
Dig	ital Banking Services Account Opening of an ATM Savings Account via the OFBank Mobile Banking Application (MBA) - Digital On-	Malacañang EO No. 44 series of 2017 (Approving the Acquisition of the Philippine Postal Savings	3rd "Whereas" Clause: there is need to establish a policy bank dedicated to provide financial products and services tailored to the	Cash Agency Agreement between LANDBANK and OFBank	February 4, 2020			
2.	Application (MBA) - Digital On- Boarding System with Artificial Intelligence (DOBSAI) Availment of Multipurpose Loan Bills Payment via the MBA/On- line Banking (iAccess)	Bank by the Land Bank of the Philippines) September 28, 2017	requirement of overseas Filipinos, and focused on delivering quality and efficient foreign remittance services	2. EO No. 12 (Guidelines on the Implementation of Digital On-Boarding System	May 26, 2020			



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4.	Cash Deposit	2.				with Artificial		
5.	Check Deposit		series of 2020	Section 1. Conversion		Intelligence		
6.	Withdrawal		(Guidelines on the	to Overseas Filipino		(DOBSAI)		
7.	Closure of a Deposit Account		Establishment of	Bank				
			Digital Banks)		3.	Outsourcing	July 17, 2020	
8.	Fund Transfer and Bills		December 2, 2020			Agreement		
	Payment Activation and		,			between		
	Customer Information Updates	3.	BSP Manual of			Landbank and		
	through e-mail		Regulations for			OFBank		
9.	Fund Transfer via the MBA		Banks (MORB)			J. 24		
			Darme (morta)		4.	EO No. 20	August 24, 2020	
10.	Investing in Philippine				٦.	Guidelines on	August 24, 2020	
'0.	Government Securities-					OFBank		
	Bureau of the Treasury (BTr)					Customer		
	via the MBA (Only during the					Assistance		
	offer period set by BTr)					Management		
11.	Issuance of Bank Certificate					Management		
' ' '	of Deposit				_	EO No. 21		
12.	Issuance of Certificate of				5.	OFBank	August 24, 2020	
12.	Loan Full Payment					DOBSAI		
13.	Issuance of Certificate of							
13.						Customer		
	Outstanding Loan Balance and Interest Paid					Service		
111						Guidelines		
14.	, ,							
145	Loan							
15.	Reactivation/Closure of							
1.0	Dormant Deposit Accounts							
16.								
1	Replacement							
17.	•							
	Change							
		L_			<u> </u>			
	ADMINISTRATIVE SERVICES UNIT							
1.	Deliberation and	Lab	or Code of the	Art. 3. Declaration of	M	anual of	Amended in	
''	Selection of Hiring	Phi	lippines	Basic Policy - The	Pe	ersonnel Policies	2021	
	<u> </u>		• •	State shall afford		nd Benefits		
	Candidates	МО	RB Sec. X142	protection to labor,	•			
			finition;	promote full		Employment;		
			alifications; and	employment, ensure		,5.0,1110111,		
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 3. 	Employment Verification and Other Queries Request for Service Record of Separated	Duties and Responsibilities of Officers	equal work opportunities regardless of sex, race or creed, and regulate the relations between workers and employees.	Personnel Selection and Promotion Chapter V - Separation	
	Record of Separated Employees				