



**Overseas  
Filipino  
Bank**

**CITIZEN'S CHARTER**

**2025 (1st Edition)**

## I. **Mandate:**

The Overseas Filipino Bank, Inc. A Savings Bank of LANDBANK (OFBANK), as a digital bank, operates with the constant goal of delivering its commitment to the OFWs, Overseas Filipinos and their beneficiaries, by:

- Providing the most effective remittance method – accessible, cost effective, fast and safe for both senders and recipients;
- Offering enhanced credit facilities / financial assistance for OFWs and their families intended to support enterprises development as well as personal needs; and
- Helping strengthen the government's presence in the remittance market and eventually influence lower costs of bank remittance.

## II. **Vision:**

By 2028, OFBank shall be the most trusted and leading bank of overseas Filipinos and their families.

## III. **Mission:**

OFBank is dedicated to provide financial products and services tailored to the requirements of overseas Filipinos and their families, with focus on providing high-quality and efficient foreign remittance services.

## IV. **Core Values:**

- Uphold the highest ethical standards with **honesty and integrity**
- Imbibe **customer-centricity** by understanding customers' needs and preferences, tailoring services and products to meet these needs, and providing exceptional customer services.
- Promote **innovation and creativity** to develop products and services for overseas Filipinos and their families that are appropriately designed, of good quality, safe, reliable, and relevant.
- **Organizational cohesiveness and unity** based on shared values, shared responsibilities, and positive relationships anchored on trust and desire for mutual success.
- Advocate **social responsibility** amplifying commitment to operate in an ethical, environmentally friendly, and socially conscious manner that benefits not just its customers and shareholders, but also the community at large.

## **V. Service Pledge:**

We commit to:

1. Help customers to have access to digital products and services;
2. Put customer needs at the forefront;
3. Value customer feedback/voice to explore ways to efficiently address their needs and requirements;
4. Deliver competitive and innovative products and services through convenient, cost-efficient, reliable and secure banking platforms; and
5. Serve with competence, professionalism, and upholding the highest standards and excellence.

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## Electronic Banking

### External Services

## 1. Fund Transfer and Bills Payment Activation

This service is applicable for activation of fund transfer services or addition/revision of third-party account for fund transfer services.

<b>Office or Division:</b>	OFBank - Electronic Business Unit (OFBank- EBU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	OFW Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email/letter request by the depositor		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for reactivation of fund transfer and bills payment to the official e- mail address of OFBANK EBU	1.1. Retrieve, download and print the enrollment documentation	None	5 Minutes	<i>Customer Associate, EBU</i>
None	1.2. Validate information provided by the depositor	None	10 Minutes	<i>Customer Associate, EBU</i>

2. Provide the appropriate information necessary for the conduct of the Bank's due diligence procedures	2.1. Conduct an outbound call, if necessary, to establish further the identity of the client, if necessary	None	10 Minutes	<i>Customer Associate, EBU</i>
None	2.2. Process the verified documents in the iAccess	None	5 Minutes	<i>Customer Associate, EBU</i>
None	2.3 Review and approve the iAccess enrolment	None	3 Minutes	<i>EBU Head</i>
	2.3 Confirm enrollment of Fund Transfer and Bills Payment through email			
	<b>TOTAL</b>	<b>None</b>	<b>33 Minutes</b>	

## 2. Request for Customer Information Updates through e-mail

This service is applicable for information updates to the iAccess facility which includes depositor's personal details.

Office or Division:	OFBank – EBU		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Overseas Filipinos/ Overseas Filipino Workers OFW Beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) scanned copy valid photo bearing government-issued ID in the name of the depositor. <i>(Only applies if the ID used in account opening is expired)</i> See <b>Annex A</b>		Appropriate government agency issuing identification cards	
2. Email/letter request by the depositor with the following Personal Identification Data: Complete Name a. Primary Source of Fund (if remittance, indicate relationship with the sender b. Employer’s Name and Address c. Monthly gross income d. Amount of expected monthly deposit e. Frequency of deposit f. Other sources of income g. Present Address h. Permanent Philippine address i. Name of Spouse (if married) j. Birthdate of Spouse (if married) k. Profession of Spouse (if married) l. No. of Children (if applicable)		Client	
3. One (1) Scanned copy of documentary Requirements to support information updates, if necessary (e.g., Marriage Certificate, Birth Certificate, Proof of Billing, etc.)		Appropriate government agency	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for customer information updating through the official e- mail address of OFBANK EBU the scanned or clear picture copy of the following: a. One (1) valid photo bearing government issued ID; and  b. documentary requirements to support information updates, as applicable.	1.1. Retrieve the request	None	5 Minutes	<i>Customer Associate, EBU</i>
None	1.2. Validate information provided by the depositor	None	10 Minutes	<i>Customer Associate, EBU</i>

2. Provide the appropriate information necessary for the conduct of the Bank's due diligence procedures	2.1. Conduct an outbound call, if necessary, to establish further the identity of the client, if necessary	None	10 Minutes	<i>Customer Associate, EBU</i>
None	4.2. Process the verified documents and information in the system	None	5 Minutes	<i>Customer Associate, EBU</i>
None	2.3 Review and approve account updating	None	3 Minutes	<i>EBU Head</i>
	<b>TOTAL</b>	<b>None</b>	<b>33 Minutes</b>	

### 3. Issuance of Bank Certificate of Deposit

This service covers the issuance of Certificate of Deposit for whatever purpose it may serve the depositor.

<b>Office or Division:</b>	OFBank – EBU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Overseas Filipinos/ Overseas Filipino Workers OFW Beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly accomplished Customer Request Form (CRF)		OFBank Website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send accomplished CRF to the official email address of OFBANK EBU	1.1. Receive and verify completeness, validity and accuracy of the details/ information on the Customer Request form (CRF)	None	5 Minutes	<i>Customer Associate, EBU</i>
None	1.2. Verify the signature s of the depositor on the CRF	None	3 Minutes	<i>EBU Head</i>

None	1.3. Inform the client that payment shall be debited to the account and certification will send to client's registered e-mail address within 24-48hrs.	₱ 200.00	2 Minutes	<i>Customer Associate, EBU</i>
None	1.4. Process the request for Certificate of Deposit	None	2 banking days	<i>Customer Associate, EBU</i>
None	1.5. Email the Bank Certificate	None	5 Minutes	<i>Customer Associate, EBU</i>
Receive the Bank Certificate	None	None	None	None
	<b>TOTAL</b>	<b>₱ 200.00</b>	<b>2 Banking days and 15 Minutes</b>	

#### 4. Issuance of Bank Statement

This service covers the issuance of Bank Statement for whatever purpose it may serve the depositor.

<b>Office or Division:</b>	OFBank – EBU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Overseas Filipino Workers (OFW)</li> <li>- Client</li> </ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CRF		Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send accomplished CRF to the official email address of OFBANK EBU	1.1. Receive and verify completeness, validity and accuracy of the details/ information on the Customer Request form (CRF)	None	5 Minutes	<i>Customer Associate, EBU</i>
None	1.2. Inform the client that payment shall be debited to the account and certification will send to client's registered e-mail address within 24-48hrs.	₱ 20.00 (per page)	2 Minutes	<i>Customer Associate, EBU</i>

None	1.3.Process the request for Certificate of Deposit	None	2 banking days	<i>Customer Associate, EBU</i>
	1.4.Email the Bank Statement	None	5 Minutes	<i>Customer Associate, EBU</i>
Receive the Bank Statement	None	None	None	None
	<b>TOTAL</b>	<b>PHP20.00 per page</b>	<b>2 Banking days and 12 Minutes</b>	

## 5. Issuance of Certificate of Loan Full Payment

A Certificate of Full Payment is issued once the Borrower has fully paid its loan with the Bank.

<b>Office or Division:</b>	OFBank – EBU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Overseas Filipino Workers (OFW)</li> <li>- Client-Borrower</li> </ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/Email Request from the Borrower		Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request to the EBU (may also send via mail or e-mail)	1.1. Receive and verify request	Certificate - PHP200.00	1 Hour	<i>Customer Associate, EBU and EBU Head</i>
	1.2. Verify with LBP-Intramuros Branch if the client has an outstanding loan		6 Hours	<i>Customer Associate, EBU</i>
	1.3. Advise the client to settle the balance with LBP-Intramuros Branch ( <i>if validated that there is an outstanding loan with</i> )		1 Hour	<i>Customer Associate, EBU</i>
	1.4. Prepare and transmit the Certificate to the Borrower			
2. Receive the Certificate	None	None	None	<i>Customer Associate, EBU</i>
	<b>TOTAL</b>	<b>PHP200.00</b>	<b>8 Hours</b>	

## 6. Issuance of Certificate of Outstanding Loan Balance

The certificate of Outstanding Loan Balance is being issued upon the request of the Borrower. This is usually needed by the Borrower to validate their loan to the Bank for their recording purposes.

<b>Office or Division:</b>	OFB – EBU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Overseas Filipino Workers (OFW)</li> <li>- Client-Borrower</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter/Email Request from the Borrower		Borrower		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter/email request to the EBU	1.1.Receive and verify request and details of balances, then prepare the Certificate  1.2.Transmit the Certificate to the Borrower	PHP200.00	1 Hour, 30 Minutes	<i>Customer Associate, EBU and EBU Head</i>  <i>Customer Associate, EBU</i>
2. Receive the Certificate	None	None		<i>None</i>
	<b>TOTAL</b>	<b>PHP200.00</b>	<b>1 Hour, 30 Minutes</b>	



## 7. Renewal of Salary Loan Under the Purchase of Receivables Program (PRP) with LBP

This service includes processing of applications for salary loan renewals of borrowers subject of the Purchase of Receivables Program (PRP).

Office or Division:	OFBank – EBU			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	LGU/Partner Agency employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly confirmed application form		Available via the Mobile App		
2. Promissory Note, Deed of Assignment, Authority to Deduct, Disclosure Statement				
3. Payroll Account		Nominated by the Loan Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On the login page of your OFBank Mobile Application, click “Links” and select “Electronic Salary Loan System” and input “Loan Reference No.” (received via SMS) and Date of Birth.  <i>Note: When loan application has been successfully validated by the app, the borrower has the option to continue or cancel his/her application</i>	1.1. Receive applications through Borrowers and Co- Makers List provided by the partner agency	None	1 Hour	<i>Customer Associate, EBU</i>

2. If proceeding to avail, borrower must input amount and loan term, read and agree to all loan documents thereby confirming the loan application.	2.1. Review/Verify all details and documents endorsed for processing of loan approval and release	Subject to collection of interest charge, CLI premium and system fees	Within 3 banking days from borrower's confirmation and receipt of complete documents	<i>Customer Associate, EBU</i>
3. Receive the loan proceeds credited to deposit account	None	None	None	<i>None</i>
	<b>TOTAL</b>	Subject to collection of interest charge, CLI premium and system fees*	<b>Within 3 banking days from borrower's confirmation and receipt of complete documents</b>	

\*Computation for CLI Premium:  $(\text{Loanable Amount}/1000) \times \text{CLI Rate} \times (\text{Loan Term} + 1)$

\*Computation for the System Fee:

<b>Loan Term</b>	<b>System Fee</b>
Up to 36 Months	1% of the loan amount, minimum of Php 500 but shall not exceed Php 5,000.
More than 36 Months	1% of the loan amount but shall not exceed Php 10,000.

## 8. Reactivation of Dormant Deposit Accounts

This Service includes reactivation of Dormant Deposit Accounts and updating of customer information. An account is classified as dormant if it has no deposit or withdrawal within the period set by the BSP.

<b>Office or Division:</b>	OFBank – EBU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Overseas Filipinos/Overseas Filipino Workers OFW Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) scanned copy of valid photo bearing government-issued ID in the name of the customer. <i>(Only applies if the ID used in account opening is expired)</i> See <b>Annex A</b>		Appropriate government agency issuing identification cards		
2. Letter/Email Request from the Client with the following details: a. Primary Source of Fund (if remittance, indicate relationship with the sender) b. Employer's Name and Address c. Monthly gross income d. Amount of expected monthly deposit e. Frequency of deposit f. Other sources of income g. Present Address h. Permanent Philippine address i. Name of Spouse (if married) j. Birthdate of Spouse (if married) k. Profession of Spouse (if married) l. No. of Children (if applicable)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter/email request to the EBU	1.1. Receive the email.	None	30 Minutes	<i>Customer Associate, EBU</i>

None	1.2. Validate the client information and ID provided.	None	5 Hours	<i>Customer Associate, EBU</i>
None	1.3. Update the client's record based on the information provided for reactivation	None	1 Hour	<i>Customer Associate, EBU</i>
	1.4. Approved account updating and reactivation	None	1 Hour	<i>EBU Head</i>
None	1.5. Inform the client of reactivation of account	None	30 Minutes	<i>Customer Associate, EBU</i>
	<b>TOTAL</b>	<b>None</b>	<b>8 Hours</b>	

## 9. Request for ATM Card Replacement

This service includes the processing of over-the-counter request for the replacement of OFBank ATM Cards in view of the following:

- a. Lost/ Stolen
- b. Damaged/ Defective
- c. Compromised

<b>Office or Division:</b>	OFBANK – EBU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Overseas Filipinos/ Overseas Filipino Workers OFW Beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) copy of properly accomplished ATM Card Request and Update Form (ACRUF)		OFBank		
2. Original copy of Notarized Affidavit of Loss (for Loss ATM)		Notary Public		
3. Valid photo bearing government-issued ID in the name of the customer (One [1] original) See <b>Annex A</b>		Appropriate government agency issuing identification cards		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the person responsible and submit the Claim Form and one (1) valid ID	1.1. Attend to customer concern; forward it to the Document Examiner (LBP)/Head EBU if OFBANK for verification	None	5 Minutes	<i>Customer Associate, EBU</i>

None	1.2. Verify the documents received, then forward the same to BSO/EBU HEAD	None	15 Minutes	<i>EBU HEAD</i>
None	1.3. Review and approve the transaction.	None	15 Minutes	<i>EBU HEAD</i>
None	1.4. For Lost/Stolen cards, fees shall be debited to the depositor's account.	₱ 150.00	15 Minutes	<i>Customer Associate, EBU</i>
None	1.5. Retrieve the ATM card and release to the client	None	10 Minutes	<i>Customer Associate, EBU</i>
2. Receive new/ATM card	None		None	<i>None</i>
	<b>TOTAL</b>	<b>₱ 150.00</b>	<b>1 Hour</b>	

## 10. Request for Forced PIN Change

This service covers the requests of clients who may have forgotten or exceeded maximum Personal Identification Number (PIN) Tries.

<b>Office or Division:</b>	OFBank – EBU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Overseas Filipinos/ Overseas Filipino Workers OFW Beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) copy of properly accomplished ATM Card Request and Update Form		OFBank		
2. Photocopy of one (1) valid photo bearing issued ID in the name of the customer (original to be presented) [One (1) Photocopy] See <b>Annex A</b>		Appropriate government agency issuing identification cards		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the person responsible and submit the requirements as indicated above	1.1. Attend to customer concern; check the completeness, validity and accuracy of the information on the CRF, then forward the complete requirements to EBU Head for verification	None	15 Minutes	<i>Customer Associate, EBU</i>

None	1.2. Verify the signatures on the documents presented and process and approve the request accordingly	None	15 Minutes	<i>EBU Head</i>
None	1.3 Access the Card Management Screen of the IST-CMS and update the PIN Status from Pre- Forced PIN to Forced PIN; request the customer to nominate a new PIN to any LANDBANK ATM	None	15 Minutes	<i>EBU Head</i>
	<b>TOTAL</b>	<b>None</b>	<b>45 Minutes</b>	



## **Other Services**

The following services may be availed through LANDBANK Branches nationwide.

1. Cash Deposit
2. Check Withdrawal
3. Closure of Deposit Account
4. Payment of Existing Salary Loan
5. Reactivation of Dormant Deposit Accounts
6. Closure of Accounts
7. Request for ATM Card Replacement
8. Request for Forced PIN Change

For the turnaround time, requirements, fees to be paid, and steps to avail the services, clients may refer to the LANDBANK's Citizen's Charter for more information.

## Administrative Services

### External Services

## 1. Pre-employment Assessment and Selection

Administration of the Bank's pre-employment assessment to applicants who meet minimum qualifications.

<b>Office or Division:</b>	OFBank - Administrative Services Unit (OFB - ASU)
<b>Classification:</b>	Highly-Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Qualified Applicants
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Pre-employment requirements 1. Updated OFB Application Form One (1) Original 2. Transcript of Records duly authenticated/certified against the original copy by ASU One (1) Photocopy 3. Copy of Board Rating verified by the agency concerned One (1) Photocopy 4. Medical Test Results – One (1) Original Persons with Disabilities (PWD) ID Card (if applicable) – One (1) Photocopy 5. National Bureau of Investigation (NBI) Clearance – One (1) Original 6. Regional/Municipal Trial Court (RTC and MTC) - One (1) Original 7. Police Clearance- One (1) Original 8. Certificate of Employment- One (1) Original 9. Philippine Statistics Authority (PSA) Birth Certificate - One (1) Original 10. Certificate of Attendance to Trainings/Seminars – One (1) Photocopy 11. Affidavit of No Delinquent Financial Obligation – One (1) Original 12. Consent for Credit Information (CI) Report Interview Sheets, Background Investigation (BI) Results, Medical Clearance, Audit Clearance, CI Report, Centralized Watch list Check	Qualified Applicants, Government agencies Concerned and ASU

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit pre-employment requirements to ASU	1.1. Check completeness and propriety	None	1 Banking Day	<i>Customer Associate, ASU Head, ASU</i>
None	1.2. Refer to LBP or LBRDC for processing (pre-employment exam, medical clearance, and background/ credit investigation (BI/CI))	None	1 Banking Day	<i>Customer Associate, ASU Head, ASU</i>
None	1.3. LBP or LBRDC to process employment qualification (pre-employment exam, medical test, BI/CI)	None	30 Banking Days	<i>LBP/LBRDC Personnel</i>
None	1.4. Receive and validate the pre-employment qualification requirements	None	1 Banking Day	<i>Customer Associate, ASU Head, ASU</i>
None	1.5. Submit proposal for approval of Management Committee	None	2 Banking Days	<i>Customer Associate, ASU Head, ASU</i>
None	1.6. Prepare notice of assumption upon receipt of Management Committee Resolution	None	2 Banking Days	<i>Customer Associate, ASU Head, ASU</i>

None	1.7. Send pre-assumption requirements to candidates	None	1 Banking Day	<i>Customer Associate, ASU Head, ASU</i>
	<b>TOTAL</b>	None	<b>38 Banking Days</b>	

## 2. Employment Verification and Other Queries

Issuance of employment verification and other queries.

<b>Office or Division:</b>	OFBank – ASU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business; G2G - Government to Government			
<b>Who may avail:</b>	Private Business and Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for employment verification through e-mail		Various private companies/government agencies/former employee concerned		
Authorization letter to conduct employment verification		Former employee concerned		
Valid ID		Former employee concerned		
Specimen signature and ID		Verifier from requesting companies/offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for employment verification	1.1. Receive request for employment verification	None	1 Minute	<i>Customer Associate, ASU Head, ASU</i>
None	1.2. Validate data through database	None	2 Banking Days	<i>Customer Associate, ASU Head, ASU</i>
None	1.3. Review/affix signature	None	7 Hours	<i>Head, ASU</i>
2. Receive reply through e-mail	2.1. Send reply through e-mail	None	59 Minutes	<i>Customer Associate, ASU</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 Days &amp; 8 Hours</b>	

### 3. Request for Service Record of Separated Employees

The Certification is issued to OFBank employees who are separated from the Bank which shows a detailed documentary of positions held in OFBank.

<b>Office or Division:</b>	Administrative Services Unit (ASU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	OFBank Separated/Inactive Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memo/Letter request for SR indicating the purpose of request (1 original copy)		OFBank Separated/Inactive Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit memo request for SR through email, parcel/courier, personal appearance indicating the mode of receiving the signed SR such as e-mail, pick-up and mail/courier	1.1. Receive memo-request for SR	None	15 Minutes	<i>Customer Associate/Head, ASU</i>
	1.2. Retrieve the Database		7 hours	
	1.3. Prepare, print and sign the SR		1 Banking Day	
	1.4. Log the documents accordingly (i.e., pick-up, courier or email)		45 Minutes	
2. Receive signed SR through e-mail or pick-up and mail/ courier (depends on the request)	2.1. Send the signed SR accordingly if pick-up, courier or e-mail	None	1 Banking Day	<i>Customer Associate/Head, ASU</i>
	<b>TOTAL</b>		<b>3 Banking Days</b>	

## VII. FEEDBACK AND COMPLAINTS

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Call LANDBANK Customer Care Hotline: (632) 8-405-7000 1-800-10-405-7000</p> <p>Send e-mail to: <a href="mailto:customer.care@ofbank.com.ph">customer.care@ofbank.com.ph</a> <a href="mailto:ofb_biz@ofbank.com.ph">ofb_biz@ofbank.com.ph</a></p>
How feedbacks are processed	<p>Feedbacks received through telephone and e-mail are immediately referred to the unit concerned for appropriate action.</p> <p>Feedback requiring answers are addressed immediately upon receipt, and the answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups:</p> <p>Call LANDBANK Customer Care Hotline: (632) 8-405-7000 1-800-10-405-7000</p> <p>Send e-mail to: <a href="mailto:customer.care@ofbank.com.ph">customer.care@ofbank.com.ph</a> <a href="mailto:ofb_biz@ofbank.com.ph">ofb_biz@ofbank.com.ph</a></p>
How to file a complaint	<p>Complaints can also be filed via e-mail or telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person/product/services subject of complaint</li> <li>- Incident</li> <li>- Evidence</li> </ul>



How complaints are processed	<p>Complaints received through telephone and e-mail are immediately referred to the unit concerned for appropriate action.</p> <p>Client shall be informed of the result of investigation, via e-mail, letter or call, within 48 hours upon completion of investigation.</p>												
<i>How complaints are processed cont.</i>	<p>Complaint shall be classified as to its nature and category to determine handling and resolution period, as follows:</p> <table> <thead> <tr> <th><b>Nature</b></th><th><b>Category</b></th></tr> </thead> <tbody> <tr> <td>Product/ Service - Related</td><td>• Simple – within the day or within seven (7) calendar days</td></tr> <tr> <td>Transaction- Related</td><td>• Complex (needs further assessment, verification, investigation or third-party intervention) – within 45 calendar days or as prescribed by regulatory</td></tr> <tr> <td>Process- Related</td><td></td></tr> <tr> <td>Fraud-Related</td><td></td></tr> <tr> <td>Employee</td><td></td></tr> </tbody> </table>	<b>Nature</b>	<b>Category</b>	Product/ Service - Related	• Simple – within the day or within seven (7) calendar days	Transaction- Related	• Complex (needs further assessment, verification, investigation or third-party intervention) – within 45 calendar days or as prescribed by regulatory	Process- Related		Fraud-Related		Employee	
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Process- Related													
Fraud-Related													
Employee													
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>												

## VIII. LIST OF OFFICES

Office	Address	Contact Information
Overseas Filipino Bank, Inc.	OFBank Center, Liwasang Bonifacio, Manila	8735-3399 & 8523-9396
Office of the President and CEO	Ground Floor	
Electronic Business Unit	Ground Floor	8527-0098, 8522-3400 & 8523-9396
Financial Management Unit	Ground Floor	8527-0141
Technology Management Unit	Ground Floor	8527-0141
Central Point of Contact Unit	Ground Floor	8527-0141
Administrative Services Unit	Ground Floor	8527-0141
Security Office	Ground Floor	8527-0040
Commission on Audit	Ground Floor	8527-0141

## ANNEX A

### List of Valid/Acceptable IDs

For OFWs	For Beneficiaries
<ol style="list-style-type: none"> <li>1. Passport</li> <li>2. Professional Regulation Commission (PRC) ID</li> <li>3. Unified Multi-Purpose ID (UMID)</li> <li>4. Philippine Identification System (PhilSys ID)</li> <li>5. Social Security System (SSS) ID</li> <li>6. Driver's License</li> </ol>	<ol style="list-style-type: none"> <li>1. Passport</li> <li>2. Professional Regulation Commission (PRC) ID</li> <li>3. Unified Multi-Purpose ID (UMID)</li> <li>4. Philippine Identification System (PhilSys ID)</li> <li>5. Social Security System (SSS) ID</li> <li>6. Driver's License</li> <li>7. Barangay Certificate/City ID</li> <li>8. Company ID</li> <li>9. Government Service Insurance System (GSIS)</li> <li>10. Overseas Filipino Workers (OFW) ID</li> <li>11. Overseas Workers Welfare Administration (OWWA) ID</li> <li>12. Postal ID</li> <li>13. School ID</li> <li>14. Senior Citizen ID</li> <li>15. Voter's/Commission on Elections (COMELEC) ID</li> </ol>