



**PEOPLE'S
FREEDOM
OF
INFORMATION
MANUAL**





TABLE OF CONTENTS

		PAGE
GLOSSARY		i
CHAPTER 1	OVERVIEW	
A	Purpose and Scope of the Manual	1
B	General Guidelines	2 - 3
CHAPTER 2	FILING AND PROCESSING OF REQUEST	
C	Specific Guidelines/Procedures	4 - 6
CHAPTER 3	GRANT OF THE REQUEST AND RELEASE OF INFORMATION	
D	Specific Guidelines/Procedures	7
CHAPTER 4	DENIAL OF REQUEST FOR INFORMATION	
E	Specific Guidelines/Procedures	8
CHAPTER 5	APPEAL OF THE DENIAL OF THE REQUEST FOR INFORMATION	
F	Specific Guidelines/Procedures	9
ANNEXES		
Annex 1.1	Inventory of Exceptions to the Right to Access of Information	10 - 22
Annex 1.2	No Wrong Door Policy Flowchart	23
Annex 2.1	List of Acceptable IDs	24
Annex 2.2	OFB Directory including LBP - Customer Care	25
Annex 2.3	Process Flow	26 -28
EXHIBITS		
Exhibit 2.1	FOI Request Form	29
Exhibit 2.2	Letter of Denial to the Requesting Party	30
Exhibit 2.3	Memo Referral to Responding Unit	31
Exhibit 2.4	Notice of Request for Extension	32
Exhibit 3.1	Notice to Claim	33
Exhibit 3.2	Memo to FRO on Granted Request for Information	34
Exhibit 4.1	Notice of Denial to the Requesting Party	35
Exhibit 4.2	Memo to FRO on Denied Request for Information	36
Exhibit 5.1	Letter to Requesting Party on the Receipt of Appeal	37
Exhibit 5.2	Memo Referral to Central Appeals and Review Committee Secretariat	38
Exhibit 5.3	Memo of Release of Document/Information to Responding Unit	39
Exhibit 5.4	Letter of Denial to the Requesting Party	40
Exhibit 5.5	Memo to FRO on CARC Decision Appeal	41



GLOSSARY

Information	Records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received or kept in or under the control and custody of any government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office. <i>(EO No. 2 series of 2016)</i>
Confidential Information	Information protected by the Constitution, laws, rules and regulations, or jurisprudence from unauthorized disclosure to the public
Personal Information	Any information, whether recorded in a material form or not, from which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual. <i>(Data Privacy Act of 2012, RA No. 10173)</i>
Sensitive Personal Information	Refers to personal information: a) about an individual race, ethnic origin, marital status, age, color, and religious philosophical or political affiliations; b) about an individual health, education, genetic or sexual life of a person, or to any proceedings for any offense committed or alleged to have committed by such person, the disposal of such proceedings or the sentence of any court in such proceedings; c) issued by government agencies peculiar to an individual which includes, but not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns; and d) specifically established by an executive order or an act of Congress to be kept classified. <i>(Data Privacy Act of 2012, RA No. 10173)</i>
Public Record	Information required by laws, executive orders, rules, or regulations to be entered, kept and made publicly available by a government office. <i>(EO No. 2 series of 2016)</i>



Official Record	Information produced or received by an employee in an official capacity or pursuant to a function or duty (<i>EO No. 2 series of 2016</i>)
Requesting Party	Person or entity that makes a written request to access information from the Bank
Vexatious FOI Request	A request is considered vexatious if it is frivolous, malicious, made in bad faith, intends to harass, vilify or embarrass, or if it poses an actual or imminent danger to the office, its officials or employees (<i>FOI MC No. 5 series of 2020</i>)
FOI Receiving Officer (FRO)	Administrative Officer as the Bank authorized/designated to accept/ receive written requests for information; authorized to have access to eFOI portal
Receiving Unit	Unit of the Bank which receives the request for access to information
Responding Unit	Unit of the Bank in custody/possession of the information and responds to the request for access to such information
FOI Decision Maker (FDM)	Head of responding unit; authorized to have access to eFOI portal
Central Appeals and Review Committee (CARC)	Composed of the Management Committee



CHAPTER 1

OVERVIEW

A. PURPOSE AND SCOPE

1. The Constitution guarantees the right of the people to information on matters of public concern pursuant to Section 7, Article III. It is further provides under Section 28, Article II that the State adopts and implements a policy of full disclosure of all its transactions involving public interest, subject to reasonable conditions prescribed by law.
2. The Constitution incorporates this right as recognition of the fundamental role of free and open exchange of information in a democracy, meant to enhance transparency and accountability in government official acts, transactions or decisions.
3. The Data Privacy Act of 2012 (R.A. 10173), including its Implementing Rules and Regulations, strengthens the fundamental right of privacy and of communication while ensuring the free flow of information to promote innovation and growth.
4. In recognition of the urgent need to operationalize these Constitutional provisions, Malacañang Executive Order (EO) No. 02 series of 2016 re Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor, was issued on July 23, 2016.
5. This Manual is issued in compliance with EO No. 02 series of 2016 to ensure full support on the transparency, disclosure, and accountability in government official acts, transactions, and decisions without compromising the credibility and reputation as well as public confidence in the Bank. The Bank also warrants the protection of its privacy and that of its stakeholders in accordance with the Constitution, laws, rules and regulations.
6. All requests for information given to the Bank by the requesting parties shall be covered in this Manual except for requests for information:
 - a. By clients/customers/investors of the Bank on matters relevant and material to their accounts and investments;
 - b. By persons or entities with contracts or dealings with the Bank on information that they are legally entitled to have access to; and
 - c. By the public on information made known to them and other matters relevant thereto (e.g., products and services).



B. GENERAL GUIDELINES

1. Every Filipino shall have access to information, official records, and documents and papers pertaining to official acts, transactions or decisions, as well as to government research data used as basis for policy development.
2. Access to information shall be denied when the information falls under any of the exceptions enshrined in the Constitution, existing laws or jurisprudence.
3. An Inventory of Exceptions to the Right to Access of Information is circularized for the guidance of all government offices and instrumentalities covered by EO No. 2 series of 2016 and the general public. This inventory of exceptions are periodically updated to properly reflect any changes in the existing law and jurisprudence (**Annex 1.1**)
4. All personal and sensitive personal information of the requesting parties obtained by the Bank, through the FRO, as a requirement in the submission of a request thru personal visit to the Bank, via email or the Electronic FOI (eFOI) Portal, shall be subjected to the existing rules and regulations of RA 10173 or the Data Privacy Act of 2012.
5. FRO and FDM who have access to personal information in the eFOI portal shall advise the requesting parties to refrain from uploading or posting any ID, personal information, or sensitive personal information in the individual request page in the eFOI. They shall exercise reasonable diligence in protecting personal information disclosed in the FOI Request Form and in the against leaks, exposure or unwarranted disclosure which would unduly expose the requesting party to vilification, harassment, or any other wrongful act.
6. A request fully compliant with the requirements of the FOI Request Form and valid identification or authorization shall be responded as soon as practicable but not exceeding fifteen (15) working days from the date of receipt.
7. Prior to the release of redacted government information, official records and public records, the requesting party shall sign a written undertaking that he or she shall not share nor disclose the information obtained through FOI Program to any other person or entity, or use the information obtained in a manner that is not in accordance with the purpose stated in the request.
8. The period to respond may be extended whenever the information requested requires extensive search of Bank's records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases. In no case shall the extension go beyond twenty (20) working days counted from the end of the original period, unless exceptional circumstances warrant a longer period.
9. Request for information not in the possession of the Bank shall be referred to the concerned government agency under the Executive Branch within three (3) working days from the receipt of the request. The requesting party shall be notified of the referral and provide with the reason or rationale thereof, and contact details of the government office where the request was referred. The No Wrong Door Policy Flowchart, as attachment to FOI Memorandum Circular No. 21-05, is shown in **Annex 1.2**.



10. Requests for information shall be at no cost to the requesting party. However, reasonable cost of reproduction shall be charged which should be the actual amount spent by the Bank in providing the information to the requesting party. The FDM shall determine the actual cost to be billed to the requesting party.
11. Denial of any request for information may be appealed to the Bank's CARC within fifteen (15) working days upon receipt of denial or lapse of the period within which the FRO should have notified the requesting party of the denial of the request. The appeal shall be decided by CARC within thirty (30) working days from filing of said written appeal. Failure of CARC to decide within the afore-stated period shall be deemed a denial of the appeal. The requesting party may file the appropriate judicial action in accordance with the Rules of Court.
12. Personal and sensitive information disclosed in FOI Request Form by the requesting party shall be retained for two (2) years after the transaction has been closed whether successful or denied. Disposition of these information shall be thru redaction, shredding or permanent deletion of digital information, whichever is applicable. For the eFOI portal, the 2-year retention period shall be counted from the last login of the requesting party.



CHAPTER 2

FILING AND PROCESSING OF REQUEST

C. SPECIFIC GUIDELINES/ PROCEDURES

1. The requesting party shall submit a written request stating the name, contact information, reasonably describe the information requested, and the reason for, or purpose of, the request for information and/ or accomplish FOI Request Form (**Exhibit 2.1**, also available on the Bank's website) thru any of the following:
 - a. Email to the FRO, any Bank unit/employee, and OFBank and LBP-Customer Care
 - b. Delivered personally to OFBank Center
 - c. Mail at the Bank's address
 - d. Access to eFOI portal
2. The requesting party shall also provide valid proof of his/ her identification through the submission of at least one (1) photo-bearing Identification Document (ID, **Annex 2.1**).
3. Receiving unit shall:
 - a. Forward the written request to FRO if requested information is not under its custody/ possession; or
 - b. Inform the FRO and furnish copy of the written request if requested information is under its custody/ possession.

If the FDM is aware and determines that requested information has been the subject of a previous and substantially similar or identical request from the same requesting party, the request shall be denied immediately (**Exhibit 2.2**). The FRO must be informed and furnished copies of the denial and written request/FOI Request Form.

4. In case of request via a representative, the FRO/FDM shall:
 - a. Require submission of an authorization letter from the requesting party and presentation of at least one (1) original valid photo-bearing ID of both the requesting party and his/ her representative.
 - b. Immediately refuse to accept the request if the requirements under item C.1 are not included in the authorization letter.

Whenever necessary, other IDs not enumerated in **Annex 2.1** maybe accepted provided that it shall not be the sole means of identification.

5. OFB Directory **Annex 2.2** contains the location and contact information of all Bank units where the request for information may be submitted.



6. The FRO/ FDM shall
 - a. Provide reasonable assistance, free of charge, shall be provided to the requesting parties, particularly those with special needs, to comply with the request requirements.
 - b. Imprint the receiving stamp on the written request and/or FOI Request Form indicating the date and time of receipt, name and position and affix signature.
 - c. Provide the requesting party with a duly stamped copy of the written request/ FOI Request Form to acknowledge receipt of the request.
 - d. Inform the requesting party to wait for the Bank's written response within 15 working days or for such period of time allowed in the Manual.
7. The FRO shall maintain a central monitoring file that contains accurate and reasonably complete records of requests for information and actions taken by the Bank on said requests and implement a records management and tracking system to facilitate monitoring.
8. The FRO shall check from its database if a substantially similar or identical request involving the same information from the same requesting party has previously been received and granted or denied. If so, the FRO shall deny the request and send a letter of denial to the requesting party (**Exhibit 2.2**).
9. If no similar request involving the same information from the same requesting party has been previously received by the Bank, the FRO shall refer the request to the responding unit (**Exhibit 2.3**).
10. The FDM shall evaluate the request and check if the requesting party is entitled to the requested information and not included in the latest issuance of Inventory of Exceptions (**Annex 1.1**).
11. The FDM shall notify the requesting party if the period of time to respond should be extended because the information requested requires extensive search of the Bank's records facilities, examination of voluminous records, or because of the occurrence of fortuitous events or other analogous circumstances. The extension shall not go beyond 20 working days from the end of the original period, unless exceptional circumstances warrant a longer period. The notice shall state the reason/s for extension (**Exhibit 2.4**). The FDM shall also inform the FRO on the extension.

Note: The FDM may request for opinion/ clearance from LBP-LSG if:

- a. It cannot determine whether the request shall be granted or denied; and
- b. The request for information is issued by courts, quasi-judicial bodies, tribunal, and other government agencies, thru orders, summons, subpoenas, writs, and other legal processes.



12. No written request for information shall be denied by the Bank unless the disclosure of the information to the requesting party is prohibited under the Inventory of Exceptions and/or is not allowed under the Constitution, laws, rules and regulations or jurisprudence, or if the information requested has been the subject of a previous and substantially similar or identical request from the same requesting party, or if the reason for the request is contrary to law and existing rules and regulations, or if the request is determined as vexatious despite clarifications from the requesting party.

13. The FRO shall ensure that the PFOI Manual is up-to-date and shall undertake appropriate steps to revise the said Manual annually or as necessary.



CHAPTER 3

GRANT OF THE REQUEST AND RELEASE OF INFORMATION

D. SPECIFIC GUIDELINES/ PROCEDURES

1. The FDM shall grant the request if the disclosure of the information requested is allowed under the Constitution, law, rules and regulations, jurisprudence; or the Exception List; or is not the subject of a previous and substantially similar or identical request from the same requesting party; or if the reason for the request is not contrary to law, existing rules and regulations, or if the request is determined as not vexatious after clarifications from the requesting party.
2. The FDM shall inform in writing the requesting party or his authorized representative that the requested information is allowed to be released (**Exhibit 3.1**) and request for execution of a written undertaking that he or she shall not share nor disclose the information obtained through FOI Program to any other person or entity, or use the information obtained in a manner that is not in accordance with the purpose stated in the request.
3. The FDM shall release the requested information to the requesting party or his authorized representative either personally, by registered mail, by electronic mail, or any other means of communication acceptable to the requesting party. In all cases, the release must be evidenced either by acknowledgement of receipt or proof of transmittal.

When a document or file contain information which are included in the inventory of exceptions and a part or parts thereof are disclosable to the public, such information shall be redacted. The FDM shall ensure that redacted information on physical document is unreadable and redacted information to a digital document can never be recovered using pertinent application tools.

4. The FDM shall notify (**Exhibit 3.2**) the FRO that the information has been released to the requesting party.



CHAPTER 4

DENIAL OF THE REQUEST

E. SPECIFIC GUIDELINES/ PROCEDURES

1. The FDM shall deny the request if the disclosure of the information requested is not allowed under the Constitution, law, rules and regulations, jurisprudence; or the Exception List; or is the subject of a previous and substantially similar or identical request from the same requesting party; or if the reason for the request is contrary to law, existing rules and regulations, or if the request is determined as vexatious despite clarifications from the requesting party.
2. The FDM shall send a written notice of denial (**Exhibit 4.1**) to the requesting party or his authorized representative within the period to respond, stating the reasons and/or circumstances on which the denial is based.
3. The FDM shall notify (**Exhibit 4.2**) the FRO that the request for information has been denied.
4. The notice shall be sent either personally, by registered mail, by electronic mail, or any other means of communication. In all cases, the notice must be evidenced either by acknowledgement of receipt or proof of transmittal.



CHAPTER 5

APPEAL OF THE DENIAL OF THE REQUEST FOR INFORMATION

F. SPECIFIC GUIDELINES/ PROCEDURES

1. The requesting party whose request for information is denied may appeal in writing to CARC within 15 working days from the receipt of the notice of denial.
2. The FRO shall:
 - a. Determine the regularity of the appeal for denial of request and identification of the requesting party.
 - b. Acknowledge the receipt of appeal for denial of request for information and inform the requesting party to wait within (30) working days (**Exhibit 5.1**).
 - c. Refer the appeal for denial of request to the CARC Secretariat (**Exhibit 5.2**).
3. The CARC shall convene to decide on the appeal based on the provisions of the Manual within thirty (30) working days from the filing of the appeal. Failure to decide within the afore-stated period shall be deemed a denial of the appeal.
4. If the appeal is granted, CARC Secretariat shall notify the responding unit to provide the requested information to the requesting party upon submission of written undertaking that he or she shall not share nor disclose the information obtained through FOI Program to any other person or entity, or use the information obtained in a manner that is not in accordance with the purpose stated in the request. (**Exhibit 5.2**).
5. If the appeal is denied, CARC Secretariat shall send a written denial of appeal to the requesting party of CARC decision, stating the reasons and/or circumstances on which the denial is based (**Exhibit 5.3**).
5. CARC Secretariat shall notify (**Exhibit 5.4**) the FRO on CARC decision.
6. The requesting party may file the appropriate case in the proper courts in accordance with the Rules of Court.



Office of the President
of the Philippines
Malacañang

MEMORANDUM CIRCULAR NO. 89

UPDATING THE INVENTORY OF EXCEPTIONS TO THE RIGHT TO ACCESS OF
INFORMATION UNDER EXECUTIVE ORDER (EO) NO. 02, SERIES OF 2016

WHEREAS, pursuant to Section 4 of EO No. 02, series of 2016 (EO No. 02), the Office of the President (OP) issued a Memorandum circularizing the inventory of exceptions to the right to access information under EO No. 02 (Inventory of Exceptions) on 24 November 2016;

WHEREAS, Section 4 of EO No. 02 directs the Department of Justice (DOJ) and the Office of the Solicitor General (OSG) to update the Inventory of Exceptions as the need to do so arises and the OP to accordingly circularize the same;

WHEREAS, Section 1 of Memorandum Circular No. 49, series of 2018, created the Inter-Agency Freedom of Information Exceptions Policy Committee (IA-FOI-EPC), with the DOJ and the OSG as co-chairs, to review the Inventory of Exceptions and periodically update the same to reflect changes in existing laws and jurisprudence; and

WHEREAS, the IA-FOI-EPC, through IA-FOI-EPC Resolution Nos. 2019-001 and 2021-001, proposed updates to the Inventory of Exceptions;

NOW THEREFORE, the attached updated Inventory of Exceptions is hereby circularized for the guidance of all government offices and instrumentalities covered by EO No. 02 and the general public.

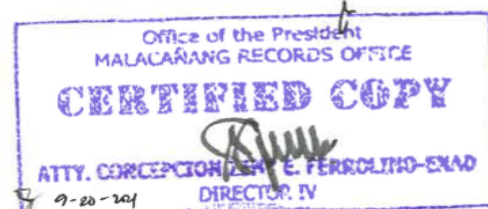
The foregoing list of exceptions shall be without prejudice to existing laws, jurisprudence, rules or regulations authorizing the disclosure of the excepted information upon satisfaction of certain conditions in certain cases, such as the consent of the concerned party or as may be ordered by the courts.

In evaluating requests for information, all heads of offices are enjoined to ensure the meaningful exercise of the public of their right to access to information on public concerns.

DONE, in the City of Manila, this 13th day of September in the Year of our Lord, Two Thousand and Twenty-One.

By authority of the President:

SALVADOR C. MEDIALDEA





Exceptions to Right to Access of Information

For the guidance of all government offices and instrumentalities covered by EO No. 2 (s. 2016) and the general public, the following are the exceptions to the right of access to information, as recognized by the Constitution, existing laws, or jurisprudence:¹

1. Information covered by Executive privilege;
2. Privileged information relating to national security, defense or international relations;
3. Information concerning law enforcement and protection of public and personal safety;
4. Information deemed confidential for the protection of the privacy of persons and certain individuals such as minors, victims of crimes, or the accused;
5. Information, documents or records known by reason of official capacity and are deemed as confidential, including those submitted or disclosed by entities to government agencies, tribunals, boards, or officers, in relation to the performance of their functions, or to inquiries or investigation conducted by them in the exercise of their administrative, regulatory or quasi-judicial powers;
6. Prejudicial premature disclosure;
7. Records of proceedings or information from proceedings which, pursuant to law or relevant rules and regulations, are treated as confidential or privileged;
8. Matters considered confidential under banking and finance laws, and their amendatory laws; and
9. Other exceptions to the right to information under laws, jurisprudence, rules and regulations.

¹ These exceptions only apply to governmental bodies within the control and supervision of the Executive department. Unless specifically identified, these exceptions may be invoked by all officials, officers, or employees in the Executive branch in possession of the relevant records or information.



For the implementation of the exceptions to the right of access to information, the following provide the salient details and legal bases that define the extent and application of the exceptions.

1. Information covered by Executive privilege:
 - a. Presidential conversations, correspondences, and discussions in closed-door Cabinet meetings;² and
 - b. Matters covered by deliberative process privilege, namely:
 - i. advisory opinions, recommendations, resolutions, minutes of meetings, and deliberations comprising part of a process by which governmental decisions and policies are formulated; intra-agency or inter-agency recommendations or communications during the stage when common assertions are still in the process of being formulated or are in the exploratory stage; or information pertaining to the decision-making of executive officials;³ and
 - ii. information, record or document comprising drafts of decisions, orders, rulings, policy decisions, memoranda, etc.;⁴
2. Privileged information relating to national security, defense or international relations:
 - a. Information, record, or document that must be kept secret in the interest of national defense or security;⁵

² This exception may only be invoked by the President and his close advisors. The extent of the privilege is defined by applicable jurisprudence: *Senate v. Ermita*, G.R. No. 169777, 20 April 2006, 488 SCRA 1; *Neri v. Senate Committee on Accountability of Public Officers and Investigations*, G.R. No. 180643, 4 September 2008, 564 SCRA 152; *Akbayan v. Aquino*, G.R. No. 170516, 16 July 2008, 558 SCRA 468; and *Chavez v. PCGG*, G.R. No. 130716, 9 December 1998, 299 SCRA 744.

³ *Akbayan v. Aquino*, *supra*; *Chavez v. NHA*, G.R. No. 164527, 15 August 2007; and *Chavez v. PCGG*, *supra*; *Sereno v. Committee on Trade and Related Matters of the National Economic Development Authority*, G.R. No. 175210, 01 February 2016, 780 PHIL 1-18; and *Department of Foreign Affairs v. BCA International Corporation*, G.R. No. 210858, 29 June 2016. The privilege of invoking this exception ends when the executive agency adopts a definite proposition.

⁴ Section 3(d) Rule IV, *Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees* (Rules on CCESPOE). Drafts of decisions, orders, rulings, policy decisions, memoranda, and the like, such as resolutions prepared by the investigating prosecutor prior to approval for promulgation and release to parties [*Revised Manual for Prosecutors of the Department of Justice (DOJ)*] are also covered under this category of exceptions.

⁵ *Almonte v. Vasquez*, G.R. No. 95367, 23 May 1995, 244 SCRA 286; *Chavez v. PCGG*, *supra*; *Legaspi v. Civil Service Commission*, L-72119, 29 May 1987, 150 SCRA 530; *Chavez v. NHA*, *supra*; *Neri v. Senate*, *supra*; *Chavez v. Public Estates Authority*, G.R. No. 133250, 9 July 2002, 384 SCRA 152; *Lagman v. Medialdea*, G.R. Nos. 231658, 231771, and 231774, 4 July 2017, 812 PHIL 179-853; and Section 3(a), Rule IV, Rules on CCESPOE. This exception generally includes matters classified under Memorandum Circular (MC) No. 78, as amended by MC No. 196 as "Top Secret," "Secret," "Confidential," and "Restricted." This exception also includes records, papers, and information related to matters provided under Sections 16, 18, and 45, *The Anti-Terrorism Act of 2020* [Republic Act (RA) No. 11479] and its Implementing Rules and Regulations (IRR), as may be invoked by the government agency involved.



- b. Diplomatic negotiations and other information required to be kept secret in the conduct of foreign affairs;⁶ and
 - c. Patent applications, the publication of which would prejudice national security and interests;⁷
3. Information concerning law enforcement and protection of public and personal safety:
- a. Investigation records compiled for law enforcement purposes or information which if written would be contained in such records, but only to the extent that the production of such records or information would –
 - i. interfere with enforcement proceedings;
 - ii. deprive a person of a right to a fair trial or an impartial adjudication;
 - iii. disclose the identity of a confidential source and in the case of a record compiled by a criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, confidential information furnished only by the confidential source; or
 - iv. unjustifiably disclose investigative techniques and procedures;⁸
 - b. Informer's privilege or the privilege of the Government not to disclose the identity of a person or persons who furnish information of violations of law to officers charged with the enforcement of law;⁹
 - c. When disclosure of information would put the life and safety of an individual in imminent danger;¹⁰
 - d. Any information given by informants leading to the recovery of carjacked vehicles and apprehension of the persons charged with carjacking;¹¹ and
 - e. All proceedings involving application for admission into the Witness Protection Program and the action taken thereon;¹²

⁶ *Akbayan v. Aquino, supra*; Section 3(a) Rule IV, Rules on CCESPOE. This privilege may be invoked by the Department of Foreign Affairs and other government bodies involved in diplomatic negotiations.

⁷ The applicability of this exception is determined by the Director General of the Intellectual Property Office and subject to the approval of the Secretary of the Department of Trade and Industry. Section 44.3 of the *Intellectual Property Code* (RA No. 8293, as amended by RA No. 10372).

⁸ Section 3(f), Rule IV, Rules on CCESPOE; *Chavez v. PCGG, supra*. May be invoked by law enforcement agencies.

⁹ *Akbayan v. Aquino, supra*; and Section 51, *Human Security Act of 2007* (RA No. 9372). May be invoked by law enforcement agencies.

¹⁰ Section 3(b), Rule IV, Rules on CCESPOE.

¹¹ Section 19, *New Anti Carjacking Act of 2016* (RA No. 10883). May be invoked by law enforcement agencies.

¹² Section 7, *Witness Protection, Security and Benefit Act* (RA No. 6981).



4. Information deemed confidential for the protection of the privacy of persons and certain individuals such as minors, victims of crimes, or the accused. These include:
- a. Information of a personal nature where disclosure would constitute a clearly unwarranted invasion of personal privacy,¹³ personal information or records,¹⁴ including sensitive personal information, birth records,¹⁵ school records,¹⁶ or medical or health records;¹⁷

Sensitive personal information as defined under the *Data Privacy Act of 2012* refers to personal information:¹⁸

- (1) about an individual's race, ethnic origin, marital status, age, color, and religious, philosophical or political affiliations;
- (2) about an individual's health, education, genetic or sexual life of a person, or to any proceeding for any offense committed or alleged to have been committed by such person, the disposal of such proceedings, or the sentence of any court in such proceedings;
- (3) issued by government agencies peculiar to an individual which includes, but not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns; and
- (4) specifically established by an executive order or an act of Congress to be kept classified.

However, personal information may be disclosed to the extent that the requested information is shown to be a matter of public concern or interest, shall not meddle with or disturb the private life or family relations of the

¹³ Section 3(e), Rule IV, Rules on CCESPOE.

¹⁴ Sections 8 and 15, *Data Privacy Act of 2012* (RA No. 10173); *Personal information* refers to any information whether recorded in a material form or not, from which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual [Section 3(g), *Data Privacy Act of 2012*]; Article 26, Civil Code. May be invoked by National Privacy Commission and government personal information controllers.

¹⁵ Article 7, *The Child and Youth Welfare Code* [Presidential Decree (PD) No. 603].

¹⁶ Section 9(4), *Education Act of 1982* [Batas Pambansa (BP) Blg. 232].

¹⁷ Medical and health records are considered as sensitive personal information pursuant to Section 3(l)(2), *Data Privacy Act of 2012*; See also Department of Health-Department of Science and Technology (DOST)-Philippine Health Insurance Corporation Joint Administrative Order No. 2016-0002 (Privacy Guidelines for the Implementation of the Philippine Health Information Exchange); Section 9, *Mandatory Reporting of Notifiable Diseases and Health Events of Public Health Concern Act* (RA No. 11332); Section 36, *Universal Health Care Act* (RA No. 11223); Section 28, *National Integrated Cancer Control Act* (RA No. 11215); and Section 5(l), *Mental Health Act* (RA No. 11036). Mental health records under RA No. 11036 include information on any aspect of the mental health, treatment, or care of the service user.

¹⁸ Section 3(l), *Data Privacy Act of 2012*. See also Section 9, *Free Internet Access in Public Places Act* (RA No. 10929); Section 26, *Safe Spaces Act* (RA No. 11313); and Section 21, *Tax Amnesty Act* (RA No. 11213).



individual¹⁹ and is not prohibited by any law or regulation. Any disclosure of personal information shall be in accordance with the principles of transparency, legitimate purpose and proportionality.²⁰

Disclosure of personal information about any individual who is or was an officer or employee of a government institution shall be allowed, provided that such information relates to the position or functions of the individual, including: (1) the fact that the individual is or was an officer or employee of the government institution; (2) the title, business address and office telephone number of the individual; (3) the classification, salary range and responsibilities of the position held by the individual; and (4) the name of the individual on a document prepared by the individual in the course of employment with the government;²¹

- b. Source of any news report or information appearing in newspapers, magazines or periodicals of general circulation obtained in confidence;²² and
- c. Records of proceedings and processes deemed confidential by law for the privacy and/or protection of certain individuals, such as children, victims of crime, witnesses to a crime or rehabilitated drug offenders, including those pertaining to the following:
 - (1) records of child and family cases;²³
 - (2) children in conflict with the law from initial contact until final disposition of the case;²⁴
 - (3) a child who is a victim of any offense under the *Anti-Child Pornography Act of 2009*, including the name and personal circumstances of the child, or the child's immediate family, or any other information tending to establish the child's identity;²⁵
 - (4) a child witness, who is a victim of a crime, an accused of a crime, or a witness to a crime, including the name, address, telephone number, school, or other identifying information of a child or an immediate family of the child;²⁶
 - (5) cases involving violence against women and their children, including the name, address, telephone number, school, business, address,

¹⁹ Article 26(2), *Civil Code*.

²⁰ Section 11, *Data Privacy Act of 2012*.

²¹ Section 4, *Data Privacy Act of 2012*.

²² *An Act Expanding the Coverage of Exemptions from Revealing the Source of Published News or Information Obtained in Confidence by Including Journalists from Broadcasts, and News Agencies, Amending for the Purpose Section 1 of RA No. 53, as Amended By RA No. 1477 (RA No. 11458)*. May be invoked by government newspapers.

²³ Section 12, *Family Courts Act of 1997 (RA Act No. 8369)*.

²⁴ Section 43, *Juvenile Justice and Welfare Act of 2006 (RA No. 9344)*.

²⁵ Section 13, *Anti-Child Pornography Act of 2009 (RA No. 9775)*.

²⁶ Section 31, A.M. No. 00-4-07-SC, *Re: Proposed Rule on Examination of a Child Witness*.



- employer, or other identifying information of a victim or an immediate family member;²⁷
- (6) trafficked persons, including their names and personal circumstances, or any other information tending to establish the identity of the trafficked person;²⁸
 - (7) names of victims of child abuse, exploitation or discrimination;²⁹
 - (8) cases of gender-based streets and public spaces sexual harassment, including information on the victim and the accused who is a minor;³⁰
 - (9) disclosure which would result in undue and sensationalized publicity of any case involving a child in conflict with the law, child abuse, or violation of anti-trafficking of persons;³¹
 - (10) records, documents, and communications of proceedings involving domestic, inter-country, and administrative, adoptions, including the identity of the child, natural parents and adoptive parents;³²
 - (11) names of students who committed acts of bullying or retaliation;³³
 - (12) children in situations of armed conflict;³⁴
 - (13) first time minor (drug) offenders under suspended sentence who comply with applicable rules and regulations of the Dangerous Drugs Board and who are subsequently discharged; judicial and medical records of drug dependents under the voluntary submission program; and records of a drug dependent who was rehabilitated and discharged from treatment and rehabilitation centers under the compulsory submission program, or who was charged for violation of Section 15 (use of dangerous drugs) of the *Comprehensive Dangerous Drugs Act of 2002*, as amended; and³⁵
 - (14) identity, status and medical records of individuals with Human Immunodeficiency Virus (HIV), as well as results of HIV/Acquired Immune Deficiency Syndrome (AIDS) testing;³⁶

²⁷ Section 44, *Anti-Violence Against Women and their Children Act of 2004* (RA No. 9262); and *People v. Cabalquinto*, G.R. No. 167693, 19 September 2006.

²⁸ Section 7, *Anti-Trafficking in Persons Act of 2003* (RA No. 9208), as amended by RA No. 10364.

²⁹ Section 29, *Special Protection of Children Against Abuse, Exploitation and Discrimination Act* (RA No. 7610).

³⁰ Section 26, *Safe Spaces Act* (RA No. 11313).

³¹ Section 14, *Juvenile Justice and Welfare Act of 2006*; Section 7, *Anti-Trafficking in Persons Act of 2003*, as amended; and Section 29, *Special Protection of Children Against Abuse, Exploitation and Discrimination Act*.

³² Section 15, *Domestic Adoption Act of 1998* (RA No. 8552) and Section 43, IRR of RA No. 8552; Sections 6 and 16(b), *Inter-Country Adoption Act of 1995* (RA No. 8043) and Sections 53, 54 and 55 of IRR of RA No. 8043; Section 14, *Simulated Birth Rectification Act* (RA No. 11222) and Section 28 of IRR of RA No. 11222.

³³ Section 3(h), *Anti-Bullying Act* (RA No. 10627).

³⁴ Section 19, *Special Protection of Children in Situations of Armed Conflict Act* (RA No. 11188).

³⁵ Sections 60, 64 and 67, *Comprehensive Dangerous Drugs Act of 2002* (RA No. 9165).

³⁶ Section 44, *Philippine HIV and AIDS Policy Act* (RA No. 11166). Information covered by Section 44 may be disclosed with the written consent of the affected person or in accordance with Sections 45 and 46 of RA No. 11166.



5. Information, documents or records known by reason of official capacity and are deemed as confidential, including those submitted or disclosed by entities to government agencies, tribunals, boards, or officers, in relation to the performance of their functions, or to inquiries or investigation conducted by them in the exercise of their administrative, regulatory or quasi-judicial powers, such as but not limited to the following:
 - a. Trade secrets, intellectual property, business, commercial, financial and other proprietary information;³⁷
 - b. Data furnished to statistical inquiries, surveys and censuses of the Philippine Statistics Authority;³⁸
 - c. Records and reports submitted to the Social Security System by the employer or member;³⁹
 - d. Information of registered persons with the Philippine Identification System;⁴⁰
 - e. Information gathered for the HIV and AIDS monitoring and evaluation program under RA No. 11166 and all other related health intelligence activities;⁴¹
 - f. Confidential information submitted to the Philippine Competition Commission prohibited from disclosure by law, including the identity of the person who provided the information under condition of anonymity;⁴²
 - g. Applications and supporting documents filed pursuant to the *Omnibus Investments Code of 1987*;⁴³

³⁷ Sections 45, 106.1, and 150.2, *The Intellectual Property Code* (RA No. 8293, as amended by RA No. 10372); Section 66.2, *Securities Regulation Code* (RA No. 8799); DOST Administrative Order No. 004-16; Section 142, *The Corporation Code* (BP Blg. 68); Section 34, *Philippine Competition Act* (RA No. 10667); Sections 23 and 27 (c), *The New Central Bank Act* (RA No. 7653); *Anti-Money Laundering Act* (RA No. 9160); Section 18, *Strategic Trade Management Act* (RA No. 10697); Sections 10 and 14, *Safeguard Measures Act* (RA No. 8800); Section 12, *Toxic Substances and Hazardous and Nuclear Wastes Control Act of 1990* (RA No. 6969); Article 290, *Revised Penal Code*; Section 10.10, Rule 10, 2012 Revised IRR of *Build-Operate-Transfer Law* (RA No. 6957); *Revised Philippine Ports Authority Manual of Corporate Governance*; and Section 18, *Energy Virtual One-Stop Shop Act* (RA No. 11234).

³⁸ Section 26, *Philippine Statistical Act of 2013* (RA No. 10625) and Section 4, *Commonwealth Act No. 591*. See also Section 10, *Community-Based Monitoring System Act* (RA No. 11315).

³⁹ Section 24(c), *Social Security Act of 1997* (RA No. 1161, as amended by RA No. 8282).

⁴⁰ Section 17, *Philippine Identification System Act* (RA No. 11055).

⁴¹ Section 43, *Philippine HIV and AIDS Policy Act* (RA No. 11166).

⁴² Section 34, *Philippine Competition Act* (PCA), RA No. 10667 and Section 13, Rule 4 of the IRR of PCA. This exception can be invoked by the Philippine Competition Commission subject to well-defined limitations under the PCA.

⁴³ Section 81, EO No. 226 (s. 1987), as amended.



- h. Documents submitted through the Government Electronic Procurement System;⁴⁴
- i. Information obtained from accessing any electronic key, electronic data message, or electronic document, book, register, correspondence, information or other material pursuant to any powers conferred under the *Electronic Commerce Act of 2000*;⁴⁵
- j. Any confidential information supplied by the contractors in mineral agreements, and financial or technical assistance agreements pursuant to the *Philippine Mining Act of 1995* and its Implementing Rules and Regulations (IRR), during the term of the project to which it relates;⁴⁶
- k. Information received by the Department of Tourism (DOT) in relation to the accreditation of accommodation establishments (such as hotels and resorts) and travel and tour agencies;⁴⁷
- l. The fact that a covered transaction report to the Anti-Money Laundering Council (AMLC) has been made, the contents thereof, or any information in relation thereto;⁴⁸
- m. Information submitted to the Tariff Commission which is by nature confidential or submitted on a confidential basis;⁴⁹
- n. Certain information and reports submitted to the Insurance Commissioner pursuant to the *Insurance Code*;⁵⁰
- o. Information on registered cultural properties owned by private individuals;⁵¹
- p. Data submitted by a higher education institution to the Commission on Higher Education (CHED);⁵²

⁴⁴ Section 9, *Government Procurement Reform Act* (RA No. 9184).

⁴⁵ Section 32, *Electronic Commerce Act of 2000* (RA No. 8792).

⁴⁶ Section 94(f), *Philippine Mining Act of 1995* (RA No. 7942).

⁴⁷ Section 1, Rule IX, DOT MC No. 2010-02 (Rules and Regulations to Govern, the Accreditation of Accommodation Establishments – Hotels, Resorts and Apartment Hotels); and Section 23, DOT MC No. 2015-06 (Revised Rules and Regulations to Govern the Accreditation of Travel and Tour Agencies).

⁴⁸ Section 9(c), *Anti-Money Laundering Act of 2001*, as amended. May be invoked by AMLC, government banks and its officers and employees.

⁴⁹ Section 10, *Safeguard Measures Act*.

⁵⁰ Section 297 in relation with Section 295 and Section 356, *The Insurance Code* (as amended by RA No. 10607).

⁵¹ Section 14, *National Cultural Heritage Act of 2009* (RA No. 10066).

⁵² CHED Memorandum Order No. 015-13, 28 May 2013.



- q. Any secret, valuable or proprietary information of a confidential character known to a public officer, or secrets of private individuals;⁵³
 - r. Records or information in connection with any investigation conducted by the Presidential Anti-Corruption Commission (PACC) when such disclosure will deprive the respondent of the right to a fair and impartial investigation;⁵⁴ and
 - s. Records of surveillance of suspects and interception and recording of communications acquired by a law enforcement agent or military personnel pursuant to the *Anti-Terrorism Act of 2020*.⁵⁵
6. Information of which a premature disclosure would:
- a. in the case of a department, office or agency which agency regulates currencies, securities, commodities, or financial institutions, be likely to lead to significant financial speculation in currencies, securities, or commodities, or significantly endanger the stability of any financial institution; or
 - b. be likely or significantly frustrate implementation of a proposed official action, except such department, office or agency has already disclosed to the public the content or nature of its proposed action, or where the department, office or agency is required by law to make such disclosure on its own initiative prior to taking final official action on such proposal.⁵⁶
7. Records of proceedings or information from proceedings which, pursuant to law or relevant rules and regulations, are treated as confidential or privileged, including but not limited to the following:
- a. Mediation and domestic or international arbitration proceedings, including records, evidence and the arbitral awards, pursuant to the *Alternative Dispute Resolution Act of 2004*;⁵⁷
 - b. Matters involved in an Investor-State mediation;⁵⁸

⁵³ Articles 229 and 230, *Revised Penal Code*; Section 3(k), *Anti-Graft and Corrupt Practices Act* (RA No. 3019); Section 7(c), *Code of Conduct and Ethical Standards for Public Officials and Employees* (RA No. 6713); Section 7, *Exchange of Information on Tax Matters Act of 2009* (RA No. 10021); and Section 6.2, *Securities Regulation Code* (RA No. 8799).

⁵⁴ Section 3, Rule IV, PACC Resolution No. 001, s. 2018 (IRR of the PACC).

⁵⁵ Section 16, *The Anti-Terrorism Act of 2020* (RA No. 11479).

⁵⁶ Section 3(g), Rule IV, Rules on CCESPOE.

⁵⁷ Sections 9, 23 and 33, *Alternative Dispute Resolution (ADR) Act of 2004* (RA No. 9285); and DOJ Circular No. 98 (s. 2009) or the IRR of the ADR Act.

⁵⁸ Article 10, International Bar Association Rules for Investor-State Mediation.



- c. Information and statements made at conciliation proceedings under the *Labor Code*;⁵⁹
- d. Arbitration proceedings before the Construction Industry Arbitration Commission (CIAC);⁶⁰
- e. Results of examinations made by the Securities and Exchange Commission (SEC) on the operations, books and records of any corporation, and all interrogatories propounded by it and the answers thereto;⁶¹
- f. Information related to investigations which are deemed confidential under the *Securities Regulations Code*;⁶²
- g. All proceedings prior to the issuance of a cease and desist order against pre-need companies by the Insurance Commission;⁶³
- h. Information related to the assignment of the cases to the reviewing prosecutors or the undersecretaries in cases involving violations of the *Comprehensive Dangerous Drugs Act of 2002*;⁶⁴
- i. Investigation report and the supervision history of a probationer;⁶⁵
- j. Those matters classified as confidential under the *Anti-Terrorism Act of 2020* and its IRR;⁶⁶
- k. Preliminary investigation proceedings before the committee on decorum and investigation of government agencies;⁶⁷ and
- l. Those information deemed confidential or privileged pursuant to pertinent rules and regulations issued by the Supreme Court, such as information on disbarment proceedings, DNA profiles and results, or those ordered by courts to be kept confidential;⁶⁸

⁵⁹ Article 237, *Labor Code*.

⁶⁰ Section 7.1, Rule 7, CIAC Revised Rules of Procedure Governing Construction Arbitration.

⁶¹ Section 178, *Revised Corporation Code of the Philippines*. May be invoked by the SEC and any other official authorized by law to make such examination.

⁶² Sections 13.4, 15.4, 29.2 (b), and 64.2 of the *Securities Regulation Code*.

⁶³ Section 53(b)(1) of the *Pre-Need Code of the Philippines*. The confidentiality of the proceedings is lifted after the issuance of the cease and desist order.

⁶⁴ DOJ Department Circular No. 006-16 (No. 6), 10 February 2016.

⁶⁵ Section 17, *Probation Law of 1976* [PD No. 968 (s.1976)].

⁶⁶ Sections 18 and 45, *The Anti-Terrorism Act of 2020* (RA No. 11479) and Rules 5.8 and 5.19 of the IRR of RA No. 11479.

⁶⁷ Section 14, Civil Service Commission Resolution No. 01-0940.

⁶⁸ Section 18, Rule 139-B and Section 24, Rule 130 of the Rules of Court; and Section 11 of the Rule on DNA Evidence, A.M. No. 06-11-5-SC.



8. Matters considered confidential under banking and finance laws and their amendatory laws, such as:
 - a. RA No. 1405 (*Law on Secrecy of Bank Deposits*);
 - b. RA No. 6426 (*Foreign Currency Deposit Act of the Philippines*) and relevant regulations;
 - c. RA No. 8791 (*The General Banking Law of 2000*);
 - d. RA No. 9160 (*Anti-Money Laundering Act of 2001*);
 - e. RA No. 9510 (*Credit Information System Act*); and
 - f. RA No. 245, as amended by Presidential Decree No. 1878;
9. Other exceptions to the right to information under laws, jurisprudence, rules and regulations, such as:
 - a. Those deemed confidential pursuant to treaties, executive agreements, other international agreements, or international proceedings, such as:
 - (1) When the disclosure would prejudice legitimate commercial interest or competitive position of investor-states pursuant to investment agreements;⁶⁹
 - (2) Those deemed confidential or protected information pursuant to United Nations Commission on International Trade Law Rules on Transparency in Treaty-based Investor-State Arbitration and Arbitration Rules (UNCITRAL Transparency Rules);⁷⁰ and
 - (3) Refugee proceedings and documents under the *1951 Convention Relating to the Status of Refugees*, as implemented by DOJ Circular No. 58 (s. 2012);
 - b. Testimony from a government official, unless pursuant to a court or legal order;⁷¹
 - c. When the purpose for the request of Statement of Assets, Liabilities and Net Worth is any of the following:
 - (1) any purpose contrary to morals or public policy; or

⁶⁹ Examples: Article 20 (2), ASEAN Comprehensive Investment Agreement; Article 15 (2) Agreement on Investment under the Framework Agreement on the Comprehensive Economic Cooperation between the ASEAN and the Republic of India; and Article 15 (2) of the Agreement on Investment under the Framework Agreement on the Comprehensive Economic Cooperation among the Government of the Member Countries of the ASEAN and the Republic of Korea.

⁷⁰ Article 7, UNCITRAL Transparency Rules.

⁷¹ *Senate v. Neri, supra*; *Senate v. Ermita, supra*.



- (2) any commercial purpose other than by news and communications media for dissemination to the general public;⁷²
- d. Lists, abstracts, summaries of information requested when such lists, abstracts or summaries are not part of the duties of the government office requested;⁷³
- e. Those information and proceedings deemed confidential under rules and regulations issued by relevant government agencies or as decided by the courts;⁷⁴
- f. Requested information pertains to comments and disclosures on pending cases in judicial proceedings;⁷⁵ and
- g. Attorney-client privilege existing between government lawyers and their client.⁷⁶

⁷² Section 8(D), *Code of Conduct and Ethical Standards for Public Officials and Employees*.

⁷³ *Belgica v. Ochoa*, G.R. No. 208566, 19 November 2013; and *Valmonte v. Belmonte Jr.*, G.R. No. 74930, 13 February 1989, 252 Phil. 264.

⁷⁴ Examples: 2012 Guidelines and Procedures in the Investigation and Monitoring of Human Rights Violations and Abuses and the Provision of CHR Assistance; Government Service Insurance System's Rules of Procedure of the Committee on Claims; National Labor Relations Commission Resolution No. 01-02, Amending Certain Provisions of the New Rules of Procedure of the National Labor Relations Commission, 08 March 2002; Department of Agrarian Reform MC No. 07-11, 19 July 2011; Department of Social Welfare and Development MC No. 021-12, 16 October 2012; and Section 42, *Investment Company Act* (RA No. 2629); When the information requested is not a matter of public concern or interest as decided in *Hilado v. Judge Amor A. Reyes*, G.R. No. 163155, 21 July 2006.

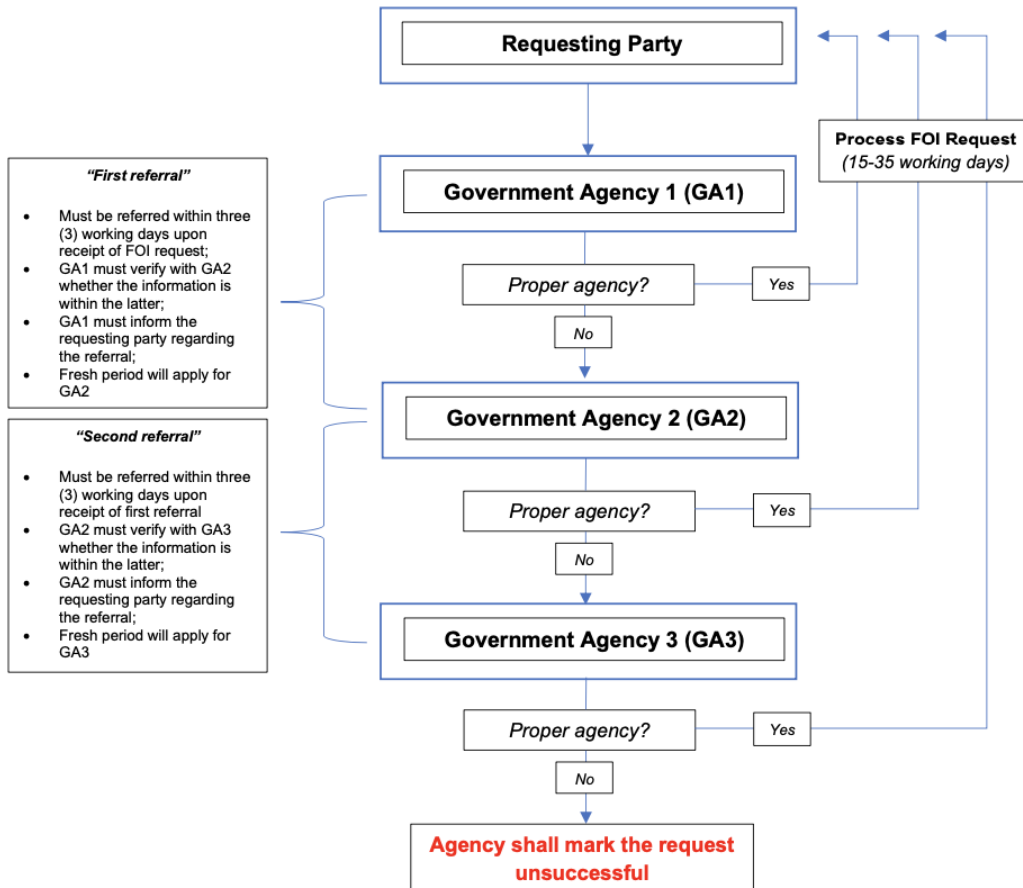
⁷⁵ *Romero v. Guerzon*, G.R. No. 211816, 18 March 2015.

⁷⁶ Canon 21 of the *Code of Professional Responsibility*.



Annex A

NO WRONG DOOR POLICY FLOWCHART



NOTE:

If GA1 fails to refer the request within three (3) working days upon its receipt, the FOI Receiving Officer (FRO) shall act on it within the remaining period to respond pursuant to EO No. 2, s. 2016. No fresh period shall apply.



LIST OF ACCEPTABLE IDs

1. Passport including those issued by foreign governments
2. Driver's license
3. Professional Regulation Commission ID
4. National Bureau of Investigation clearance
5. Police clearance
6. Postal ID
7. Voter's ID
8. Barangay certification
9. Social Security System card
10. Senior Citizen card
11. BIR TIN
12. Overseas Workers Welfare Administration ID
13. Overseas Filipino Worker ID
14. Seaman's book
15. Alien Certificate of Registration/Immigrant Certificate of Registration
16. Government Office ID
17. ID issued by National Council on Disability Affairs
18. Integrated Bar of the Philippines ID
19. Company IDs issued by private entities or institutions registered with or supervised or regulated either by the BSP, Securities and Exchange Commission or other regulatory agencies
20. Philhealth Insurance Card ng Bayan



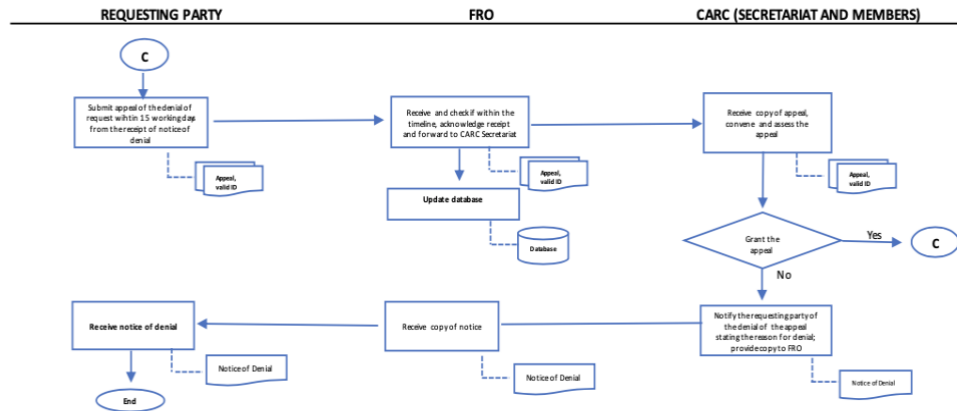
ANNEX 2.2

OFBANK DIRECTORY

OVERSEAS FILIPINO BANK, INC. OFBank Center, Liwasang Bonifacio, Manila 1000 www.ofbank.com.ph <u>OFBANK CENTER DIRECTORY</u> as of December 31, 2021			
		Telephone No.	Email Address
BOARD OF DIRECTORS			
Chairperson	LANDBANK President and CEO	(+632) 84057365	
Vice Chairperson	OFBank President and CEO	(+632) 85270134	op@overseasfilipinobank.gov.ph
Members of the Board	LBP Rep. A	(+632) 84057464	
	LBP Rep. B	(+632) 84057305	
	Rep. A		
	Rep. B		
	Rep. C		
	Corporate Secretary	(+632) 85239396 (+632) 85270134	corsec@overseasfilipinobank.gov.ph
	Executive/Technical Assistant	(+632) 85239396 (+632) 85270134	op@overseasfilipinobank.gov.ph
BUSINESS UNITS	Electronic Business Unit	(+632) 85223400	ebiz@mail.ofbank.com.ph
	Financial Management Unit	(+632) 85270141	accounting@mail.ofbank.com.ph
	Treasury/Central Point of Contact Unit	(+632) 85239396	compliance@mail.ofbank.com.ph
	Technology Management Unit	(+632) 85279476	tmu@mail.ofbank.com.ph
	Administrative Services Unit	(+632) 85239396	hadmin@mail.ofbank.com.ph
	CARC Secretariat	(+632) 85239396	op@overseasfilipinobank.gov.ph
	Customer Care	(+632) 84057000	customer.care@mail.ofbank.com.ph



D. APPEAL OF THE DENIAL OF THE REQUEST FOR INFORMATION



Note: The requesting party may still file the appropriate case in the proper courts in accordance with the Rules of the Court



OVERSEAS FILIPINO BANK, INC.
Request for Release of Document/Information

Requesting Party Information

Name: _____

Contact Nos.: _____

Email Address: _____

Address: _____

IDs Presented: _____

Description of Document/Information Requested

Reason or Purpose of Request

Signature of Requesting Party/
Representative: _____ Date: _____

To be accomplished by Bank Personnel (if applicable)

Assisted by: _____ Noted by: _____
(Name of Bank Employee) (Head of Unit)

Position Title: _____ Position Title: _____

Date: _____ Date: _____



Exhibit 2.2

Date:

Name of Requesting Party:

Address:

Dear Mr./Ms. _____:

This pertains to your request for access to information regarding

_____.

We regret to inform you that we can no longer accept your request. Our records show that you have already filed similar/identical request on _____ (indicate date of initial request).

We hope to be of service to you in your other banking needs in the future.

Thank you.

Very truly yours,

FRO/FDM



F O R : The Head, _____ (Responding Unit)
F R O M : The FRO
S U B J E C T : **Request for Documents/Records/Information**

We refer to you the attached written request /FOI Form from Mr./Ms. _____ (requesting party) which we have received from _____ (Receiving Unit) on _____.

Evaluate the request if allowed pursuant to the Bank's People's Freedom of Information Manual.

Please respond in writing to the request within the time prescribed in said Manual.

Thank you.

FRO



Exhibit 2.4

Date:

Name of Requesting Party:

Address:

Dear Mr./Ms. _____:

This refers to your request for _____
(document/information).

We will advise you within 15 days from _____ (15 days from the receipt
of the request by the receiving unit) if the Bank can grant your request.

As of this time _____
(state reason for extension).

Thank you.

Very truly yours,

FRO/FDM



Date:

Name of Requesting Party: Address:

Dear Mr./Ms. _____:

We are pleased to inform you that the document/information you have requested are now available.

May we request for your written undertaking that you will not share nor disclose the information obtained through FOI Program to any other person or entity, or use the information obtained in a manner that is not in accordance with the purpose stated in the request.

Thank you.

Very truly yours,

FDM



MEMORANDUM

Date:

F O R : The FRO

F R O M : Head, _____ (Responding Unit)

S U B J E C T : **Notice of Release of Document/Information**

We would like to inform you that the information requested by Mr./Ms. _____ as per Request for Release of Document/Information dated _____ has been released to the requesting party on _____.

Thank you.

FDM



Date:

Name of Requesting Party: Address:

Dear Mr./Ms. _____:

This pertains to your request for access to information regarding

_____ (brief description of document/information requested)

We regret to inform you that the release of the above information is not allowed pursuant to _____

_____.

We hope to be of service to you in your other banking needs in the future.

Thank you.

Very truly yours,

FDM



MEMORANDUM

Date:

F O R : The FRO

F R O M : Head, _____ (Responding Unit)

S U B J E C T : **Notice of Denial of Requested Information**

This pertains to the (requesting party) request for access to information regarding

_____ (brief description of document/information requested)
which we received on _____.

The release of the above information is not allowed pursuant to

_____.

Thank you.

FDM



Date:

Name of Requesting Party:

Address:

Dear Mr./Ms. _____:

This refers to your appeal for denial of request for
_____ (document/information).

We have forwarded your appeal to the Appeals Committee and we will advise you within 30 working days from _____ (15 days from the receipt of the appeal by the receiving unit) if the Bank can grant your request.

Thank you.

Very truly yours,

FRO



EXHIBIT 5.2

F O R : The Secretariat, CARC
F R O M : The FRO
S U B J E C T . : **Appeal for Denial of Request**

We refer to you the attached appeal for denial of request from Mr./Ms. _____ (requesting party) which we have received from _____ (Receiving Unit) on _____.

Evaluate the appeal if allowed pursuant to the Bank's People's Freedom of Information Manual.

Please respond in writing to the appeal within the time prescribed in said Manual.

Thank you.

FRO



EXHIBIT 5.3

MEMORANDUM

Date:

F O R : Head, _____ (Responding Unit)

F R O M : CARC Secretariat

SUBJECT : CARC Decision to Grant the Appeal for Denial of Request

This pertains to the _____ (requesting party) appeal for denial of request for access to information regarding

_____ (brief description of document/information requested) which we received on _____.

The CARC per its meeting on _____ (date) granted the appeal for the release of the requested information as per Resolution No. _____ subject to the submission of written undertaking that he or she shall not share nor disclose the information obtained through FOI Program to any other person or entity, or use the information obtained in a manner that is not in accordance with the purpose stated in the request.

.

Thank you.

CARC Secretariat



EXHIBIT 5.4

Date:

Name of Requesting Party:

Address:

Dear Mr./Ms. _____:

This pertains to your appeal for denial of request for access to information regarding

_____ (brief description of document/information requested)
which we received on _____ (date received by FRO/receiving unit).

We regret to inform you that the release of the above information is not allowed pursuant to _____

_____.

We hope to be of service to you in your other banking needs in the future.

Thank you.

Very truly yours,

CARC Secretariat



MEMORANDUM

Date:

F O R : The FRO

F R O M : CARC Secretariat

SUBJECT : **CARC Decision to Deny the Appeal**

This pertains to the appeal for denial of request by _____
(requesting party) regarding

_____ (brief description of document/information requested)
which we received on _____.

The CARC per its meeting on _____ (date) denied the appeal for the release
of the requested information as per Resolution No. _____.

Thank you.

CARC Secretariat