

**Head Office**

**External Services**

**Credit Support and Asset Recovery Group**

## 1. Issuance of Statement of Account

Processing and Issuance of Statement of Account

<b>Office or Division:</b>	Credit Support and Asset Recovery Group (CSARG)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business, G2C - Government to Citizen			
<b>Who may avail:</b>	SB Corporation Borrowers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>ISSUING/SOURCE ENTITY</b>		
Request thru the Financing Sector		Requesting party		
Borrower's Promissory Note (PN) Number		Financing Sector		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit request for SOA thru the Financing Sector.	1.1. Ensure correct borrower's information.	None	30 minutes	<i>Account Officer Financing Sector</i>
	1.2. Prepare Statement of Account (SOA).	None	3 days <i>(maximum)</i>	<i>Collection Officer Credit Support and Asset Recovery Group (CSARG)</i>
	1.3. Review and approve SOA for release.	None	30 minutes	<i>Group Head CARSG</i>
	1.4. Release SOA to borrower.	None	30 minutes	<i>Account Officer Financing Sector</i>
<b>TOTAL</b>		<b>None</b>	<b>3 days 1 hour and 30 minutes</b>	

## 2. Disposal of Real and Other Properties – Public Bidding

Processing of the Disposal of Real and Other Properties (ROPA) through Public Bidding

<b>Office or Division:</b>	Credit Support and Asset Recovery Group (CSARG)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>ISSUING/SOURCE ENTITY</b>		
1. Letter of Intent to Purchase		Interested bidder		
2. Buyer's Information Sheet (one copy)		ROPA Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit bid price during public bidding.	1.1. Conduct public bidding of ROPA available for sale.	None	2 hours	<i>Bids and Awards Committee (BAC)</i>
2. Pay the corresponding Bid deposit.	2.1. Issue Official Receipt (OR).	Depending on the amount for public bidding	30 mins.	<i>Cashier Treasury Group</i>
3. Participate during the opening of Bid Documents.	3.1. Open all submitted Bid Price.	None	2 hours	<i>BAC</i>
4. Wait for result of the winning party during the public bidding.	4.1. Open documents and announce the winning bidders.	None	1 hour	<i>BAC</i>
	4.2. Prepare Notice of Award (NOA).	None	1 day	<i>CSARG and Legal Services Group (LSG)</i>
	4.3. Sign the NOA.			<i>Head of the Agency Office of the President</i>
	4.4 Issue the signed NOA to the winning bidders.			<i>CSARG</i>
<b>TOTAL</b>		<b>Amount for public bidding</b>	<b>1 day, 5 hours and 30 mins</b>	

### 3. Disposal of Real and Other Properties – Negotiated Sale

Processing of the Disposal of Real and Other Properties through Negotiated Sale

<b>Office or Division:</b>	Credit Support and Asset Recovery Group			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>ISSUING/SOURCE ENTITY</b>		
1. Letter of Intent to Purchase		Interested buyer		
2. Buyer's Information Sheet (1 copy)		ROPA Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit Letter of Intent for the Negotiated Sale.	1.1. Evaluate Buyer's offer, endorse to AARCO and endorse to ManCom (for less than PhP3.0 million in ROPA value) or Board (for above PhP3.0 million in ROPA value) for approval.	None	5 hours  (2 hours for evaluation and endorsement and at least 3 hours for Committee meeting)	<i>ROPA Officer CSARG</i>
	1.2. Prepare the Notice of Award (NOA).	None	2 hours	<i>CSARG and LSG</i>
	1.3. Sign the NOA.			<i>Head of the Agency Office of the President</i>
	1.4. Issue the signed NOA to the buyer.			<i>CSARG and LSG</i>
2. Pay the Negotiated Price as approved.	2.1. Issue Official Receipt.	Negotiated Price	30 minutes	<i>Cashier Treasury Group</i>
	2.2. Issue Deed of Absolute Sale in favor of the buyer.	None	2 days	<i>CSARG and LSG</i>
	2.3. Prepare and send out Memo request to AARCO for release of TCTs.	None	2 days	<i>ROPA Officer CSARG</i>
<b>TOTAL</b>		<b>Negotiated Price</b>	<b>4 days, 7 hours and 30 minutes</b>	

#### 4. Payment of Success Fees for Collection Agencies

Payment of success fees for accounts collected through Collection Agencies

<b>Office or Division:</b>	Credit Support and Asset Recovery Group			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Accredited Collection Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>ISSUING/SOURCE ENTITY</b>		
Billing Statement		Accredited collection agency		
Official Receipt		Accredited collection agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit the Billing Statement and request mode of release (check, credit advice or any other mode of release).	1.1. Validate the Billing Statement, prepare the Disbursement Voucher (DV) and Fund Allocation Request (FAR) and indicate mode of release.	None	1 hour and 30 minutes	<i>Collection Officer CSARG</i>
	1.2. Complete the required accounting processes – 1) Charge appropriate budget allocated to the transaction of requesting party and certify budget availability of the requested payment; 2) Prepare and review accounting entries and print Journal Entry Voucher; and, 3) Sign and Certify as the Authorized Signatory the Journal Entry Voucher.	None	5 days	<i>Budget Officer, Senior Financial Specialist / Accountant, Department Manager, Group Head Controllership Group</i>
	1.3. Complete all Treasury		30 minutes	<i>Cashier Treasury Group</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
	Processes – 1) Encode the details in the appropriate Oracle modules; and, 2) Prepare and review check, debit advice or fund transfer following the process for the mode of release.			<i>Department Manager Treasury Group  CASA bank signatory</i>
2. Claim proceeds of Success Fees and issue Official Receipt (OR).	2.1. Release payment for the Success Fees: <ul style="list-style-type: none"> <li>• Credit proceeds to Collection Agency's nominated bank account (if mode of release is thru bank transfer).</li> <li>• Release check.</li> </ul>		10 minutes	<i>Cashier Treasury Group</i>
<b>TOTAL</b>		<b>None</b>	<b>5 days, 2 hours and 10 minutes</b>	