



CERTIFICATE OF COMPLIANCE

Year: 2021

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **ALVIN G. DANS**, Filipino, of legal age, **Acting President & CEO** of the **LBP INSURANCE BROKERAGE, INC. (LIBI)**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **LBP INSURANCE BROKERAGE, INC. (LIBI)** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2021, 2nd Edition

Example: 2021, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

- ✓ Citizen's Charter Information billboard
(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins, standees, others)
- ✓ Citizen's Charter Handbook
(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
- ✓ Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

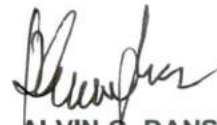
- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;
- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
- e. List of Offices

- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the information Billboard.

- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.



ALVIN G. DANS

Acting President & CEO
LBP Insurance Brokerage, Inc. (LIBI)



LBP (Land Bank of the Phil.) Insurance
Brokerage, Inc.

CITIZEN'S CHARTER
2019 (2nd Edition)



LBP (Land Bank of the Phil.) Insurance
Brokerage, Inc.

CITIZEN'S CHARTER
2019 (2nd Edition)



I. Mandate:

The LBP (Land Bank of the Phil.) Insurance Brokerage, Inc. was created primarily for the purpose of engaging in the business of general insurance brokerage management and consultancy more particularly as follows:

- To act as insurance broker for life, health, accident, motor car, casualty, and fidelity, marine cargo and hull, comprehensive liability insurance and other insurance coverage allied with, and incident to the above-mentioned lines; and
- To engage in management and consultancy work on insurance and in this connection, to hold, own, purchase, acquired, underwrite, obtain participation in and manage the business of any corporation, partnership or equity.

II. Vision:

To be recognized as one of the most trusted and respected brokerage firm that provides unparalleled services with highest level of integrity by the end of 2022.

III. Mission:

To provide accessible, competitively priced and responsive insurance services to all LBP borrowers and clients. To efficiently facilitate processing of insurance requirements of LBP.

IV. Service Pledge:

In accordance with Republic Act 9485 otherwise known as the Anti-Red Tape Act as amended by Republic Act 11032. The LBP (Land Bank of the Phil.) Insurance Brokerage, Inc., hereby adopts the necessary systems, steps and procedures which shall eliminate any form of bureaucratic red tape in its processes to improve its service delivery to its clients.

The LBP (Land Bank of the Phil.) Insurance Brokerage, Inc., (LIBI) a government owned or controlled corporation was organized and established on October 22, 1981 to serve as the sole insurance broker of Land Bank of the Philippines, its subsidiaries, clients/borrowers and other government offices without prejudice to the provisions of Republic Act 656.



Being a broker, the primary and sole purpose of LIBI is to provide assistance with the Bank's insurance needs, which includes and limited only in the processing of clients' request for quotation, coverage, renewal, endorsement and assisting in the submission of claim documents to the insurance company for processing and settlement of insurance claims. With these instances, LIBI is fully dependent on its insurance service providers in the processing of its clients' insurance requests and the settlement of insurance claims.

We are a steadfast and viable institution where we exceed efforts to meet clients' expectations; embracing ourselves responsible for institutional service commitment and aim for competence as we render services to be adhered to without any reservations or limitations. We believe that by 2022, LIBI will be recognized as one of the most trusted and respected brokerage firms that provides unparalleled service with highest level of integrity, and so therefore, we:

Live by the fundamentals and principles of Insurance Industry thru compliance with statutory and regulatory requirements as well as with our Code of Conducts and Ethical Standards as we set the

Ideal institution that demonstrates respect for each other and hold ourselves accountable for appropriate behavior while displaying a sound knowledge in our field of operation;

Be courteous, resilient, patient and prompt in addressing clients' complaints at all times by

Implementing and maintaining professional behavior as we go extra-mile to achieve clients' full satisfaction and will always welcome feedback and inputs in order to continually improve our processes.

In furtherance with the government's mandate to provide an efficient and effective public service and pursuant to Republic Act 11032 particularly on Section 21, we are hereby committed to ensure that all applicants or requesting parties who are within the premises of this office prior to the end of official working hours and during lunch break shall be attended to.



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**Central/Head Office
External Services**



1. Request for Insurance Quotation (Accounts Outside Pre-Bidder Quotation)

Submission of Individual Letter Requests for Insurance Quotation originated from LBP Lending Units and clients.

Office or Division:		Marketing Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government; G2C- Government to Citizen		
Who may avail:		LBP Borrowers, LBP Clients, and Direct Individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appraisal Report (1 clear email/scanned photocopy)		LBP Branches & Lending Centers		
Pictures of Properties to be Insured (1 clear colored or black and white email/scanned copy)		LBP Branches & Lending Centers		
Official Registration/Certificate of Registration (Motor Vehicles) (1 clear email/scanned photocopy)		LBP Branches & Lending Centers		
Notice of Awards (Bonds) (1 clear email/scanned photocopy)		LBP Branches & Lending Centers		
Letter Request (Insurance Quotation) (1 clear email or scanned copy)		LBP Branches & Lending Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for insurance quotation	1. Accepts and evaluates the submitted letter request for quotation and its corresponding attachments	None	8 mins per account	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
None	1.1. LIBI AO will prepare and transmit letter request for quotation to insurance company	None	8 mins per request/transaction	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
None	1.2. Upon receipt of the requested quotation from the insurance company, LIBI	None	8 mins per request/transaction	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account



		AO will simultaneously prepare a summary of quotation and letter proposal containing the premium computation			Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
None	1.3.	Transmit the insurance quotation to the insured through email or other communication mediums	None	2 mins per insurance quotation	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
2. Submit confirmation/approval regarding the requested insurance quotation.	2.	Acknowledge the approval made by the insured and wait for the confirmation whether to proceed with insurance coverage or not.	None	2 mins per request	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
TOTAL			None	28 minutes	



2. Request for Insurance Quotation (Accounts Within the Pre-Bidder Quotation)

Submission of individual letter requests for insurance quotation originated from LBP lending units and clients

Office or Division:	Marketing Unit			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appraisal Report (1 clear email/scanned photocopy)		LBP Branches & Lending Centers		
Pictures of Properties to be Insured (1 clear colored or black and white email/scanned copy)		LBP Branches & Lending Centers		
Official Registration/Certificate of Registration (Motor Vehicles) (1 clear email/scanned photocopy)		LBP Branches & Lending Centers		
Notice of Awards (Bonds) (1 clear email/scanned photocopy)		LBP Branches & Lending Centers		
Letter Request (Insurance Quotation) (1 clear email or scanned copy)		LBP Branches & Lending Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for insurance quotation	1.1. Accepts and evaluates the submitted letter request for quotation and its corresponding attachments and encode in the system (IIBS v4) the details for insurance quotation and simultaneously issue the pre-bidder insurance quotation	None	18 mins per account	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
None	1.2. Transmit the "pre-approved" insurance quotation to the client for approval	None	8 mins per account	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
2. Submit confirmation/approval	2. Acknowledge the approval made by the insured and wait for the	None	2 mins per request	Account Marketing Clerk, Account Marketing Assistant,



regarding the requested insurance quotation.	confirmation whether to proceed with insurance coverage or not.			Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
TOTAL		None	28 minutes	



3. Request for Insurance Coverage

Submission of Individual Letter Requests for Insurance Coverage originated from LBP Lending Units and clients

Office or Division:	Marketing Unit			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appraisal Report (1 clear email/scanned photocopy)		LBP Branches & Lending Centers		
Pictures of Properties to be Insured (1 clear colored or black and white email/scanned copy)		LBP Branches & Lending Centers		
KYC Form (1 email/scanned copy)		Marketing Unit/Insurance Company		
Official Registration/Certificate of Registration (Motor Vehicles) (1 clear email/scanned photocopy)		LBP Branches & Lending Centers		
Notice of Awards (Bonds) (1 clear email/scanned photocopy)		LBP Branches & Lending Centers		
Letter Request (Insurance Quotation) (1 clear email or scanned copy)		LBP Branches & Lending Centers		
KYC Form for Direct Corporate Account		LIBI's Website: https://lbp-insurance.com/images/downloadables/kyc-form-direct-corporate-account.doc Beneficial Ownership Declaration: https://lbp-insurance.com/downloadables/declaration-of-beneficial-ownership-form.doc		
Profile for New Account Form – Direct Individual Form		LIBI's Website: https://lbp-insurance.com/images/downloadables/kyc-form-direct-individual-account.doc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to LIBI for Insurance Coverage	1. Upon approval/acceptance of the proposed insurance quotation provided by the Insurance Company, AO will prepare and transmit letter request to insurance company for insurance coverage and issuance of policy then AO will issue a certification confirming that the said risk has been covered respectively.	None	12 mins per account	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
	1.1. Upon receipt of the		4 mins per	Account Marketing



None	insurance policy, AO shall segregate and distribute the same to the concerned teams.	None	insurance policy	Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
None	1.2. The concerned team shall review the policy and check with the system whether the details encoded are correct before the former tag the same and submit for verification.	None	4 mins per insurance policy	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
None	1.3. After the verification process, the corresponding AO shall print the SOA and attached the same to the policy which shall then be transmitted to the dispatching unit for immediate transmittal.	None	8 mins per insurance policy	Encoder, Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit) & Administrative Service Staff (Administrative Unit)
TOTAL		None	28 minutes	



4. Request for Insurance Endorsements

Submission of Individual Letter Requests for Insurance Endorsements originated from LBP Lending Units and clients

Office or Division:	Marketing Unit			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Insurance Policy (Flat Cancellation) *Flat Cancellation – no additional premium. – (1 photocopy/scanned copy)		LBP Branches & Lending Centers, Direct Individuals		
Letter Request (Endorsement) – (1 scanned copy)		LBP Branches & Lending Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to LIBI for Insurance Endorsement	1. Send formal letter request to insurance company for the issuance of endorsements and simultaneously prepare the certification to be transmitted to the insured/LC.	None	7 mins per account	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
None	1.1. The respective AO shall verify and tag the received endorsements in the system.	None	7 mins per insurance policy	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit)
None	1.2. The concerned team shall attach the insurance request for documentation and counter check whether the endorsements is in accordance with the insurance request.	None	7 mins per insurance policy	Encoder, Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2



				(Marketing Unit)
None	1.3. After the encoder issued the Statement of Account (SOA) or Credit Memo (CM) the former will revert the endorsements to the concerned team for proper segregation and preparation for transmittal and forwarded the same to the dispatching unit	None	7 mins per insurance policy	Encoder, Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit), & Administrative Service Staff (Administrative Unit)
TOTAL		None	28 minutes	



5. Request for Renewal of Coverage

Submission of Individual Letter Requests for Insurance Renewal originated from LBP Lending Units and clients

Office or Division:	Marketing Unit			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest/Updated appraisal report or Depreciation Schedule (For Renewal with Changes) (1 scanned/photocopy)		LBP Branches & Lending Centers, Direct Individuals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to LIBI for renewal of insurance coverage for existing accounts	1.1. Accepts letter request and evaluate the said request. Upon verification, AO will prepare and send formal letter request for renewal to insurance company and simultaneously prepare and transmit the Certification to the insured/LC	None	7 mins per account	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit),
None	1.2. The respective AO of each team shall verify and tag the received renewal policy.	None	7 mins per policy	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit),
None	1.3. The concerned team shall attach the insurance request for documentation and counter check whether the renewal policy is in accordance with the insurance request. All verified renewal policies will then be issued with its corresponding statement of account (SOA).	None	7 mins per insurance policy	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2



				(Marketing Unit),
None	1.4. After the issuance of the Statement of Account (SOA), the concerned team shall then segregate and prepare the policies for transmittal and forward the same to the dispatching unit.	None	7 mins per policy	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2, Encoder (Marketing Unit) & Administrative Service Staff (Administrative Unit)
TOTAL		None	28 minutes	



6. Request for Insurance Quotation (Property Lines)

Submission of Individual Letter Requests for Insurance Quotation for property lines which includes but not limited to hydro-power plant, geo-thermal power plant, hydro-thermal powerplant and other request originated from LBP Lending Units and clients which upon evaluation by the insurance company, requires inspection.

Office or Division:		Marketing Unit		
Classification:		Complex		
Type of Transaction:		Government to Government; Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appraisal Report		LBP Branches & Lending Centers		
Pictures of Properties to be Insured		LBP Branches & Lending Centers		
KYC Form		LIBI/Marketing Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request for insurance quotation to LIBI	1. Transmit the submitted request for insurance quotation through electronic mail (e-mail) to the assigned insurance company.	None	10 mins per account	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit),
None	1.2. LIBI will arrange and schedule the inspection with the respective insurance company and concerned LBP Unit	None	1 day	Account Marketing Clerk, Account Marketing Assistant, Account Marketing Analyst, Account Marketing Specialist 1 & Account Marketing Specialist 2 (Marketing Unit),
None	1.3. Inspection Proper	None	5 working days	General Manager, Marketing Head, Assigned Account Officer, (Marketing Unit); Insurance Company's



				<i>Representatives, LBP Units/ Clients</i>
None	1.4. Transmit the requested insurance quotation to the insured upon receipt from the insurance company the risk evaluation report	None	Maximum of	Insurance Company
None	1.5. Transmit the requested insurance quotation to the insured upon receipt from the insurance company including the risk evaluation report.	None	Max of 45 mins per account	<i>Account Officer (Marketing Unit)</i>
TOTAL		None	6 Days, 55 Minutes	



7. Request for Insurance Quotation (Mortgage Redemption Insurance Application)

Submission of Individual Letter Requests for Insurance Quotation for Mortgage Redemption Insurance (MRI)

Office or Division:	Marketing Unit			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MRI Application Form (1 clear email or scanned copy) Letter Request (Insurance Quotation) (1 clear email or scanned copy)		LIBI/Marketing Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request for Quotation	1.1. Accept and evaluate the submitted MRI Application Form and determine whether it falls within the No Evidence Limit (NEL) provided by the respective insurance company	None	3 mins per account	Account Officer (Marketing Unit)
None	1.2. If not, AO will transmit the same to the insurance company for evaluation (more than No Evidence Limit)	None	3 mins per account	Account Officer (Marketing Unit)
None	1.3. AO will transmit the evaluation report to the insured/LC provided by the insurance company upon receipt from the insurance company	None	3 mins per account	Account Officer (Marketing Unit)
None	1.4. AO will transmit the letter for medical examination to the concerned LBP Units and secure the availability of clients.	None	3 mins per account	Account Officer (Marketing Unit)
None	1.5. Upon confirmation of LBP Units, LIBI AO will request the insurance company to issue a letter of authority (LOA) before the insured can undergo medical examination through the insurance accredited clinics or hospitals	None	3 mins per account	Account Officer (Marketing Unit)



None	1.6. Upon receipt by LiBi's AO of the said LOA, the latter will immediately forward the same to the LBP Units/insured.	None	2 mins per LOA	Account Officer (Marketing Unit)
None	1.7. LiBi AO will forward the approved insurance quotation to the LBP Units/insured	None	3 mins per quotation	Account Officer (Marketing Unit)
TOTAL		None	20 minutes	



8. Claims Servicing

Submission of documents for the processing of claim by the insurance company

Office or Division:	Marketing Unit
Classification:	Simple
Type of Transaction:	Government to Government; Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Motor Car Requirements	LIBI/Claims Unit
OWN DAMAGE <ul style="list-style-type: none"> <input type="checkbox"/> Formal Notice of Claim (inform immediately upon accident) <input type="checkbox"/> Copy of Insurance Policy <input type="checkbox"/> Certificate of Registration with Official Receipt <input type="checkbox"/> Driver's License with Official Receipt <input type="checkbox"/> Police Report and/or Driver's Affidavit <input type="checkbox"/> Pictures of the damaged vehicles with plate number <input type="checkbox"/> Estimate Repairs <input type="checkbox"/> Stencils of Chassis and Motor No. PROPERTY DAMAGED REQUIREMENTS <ul style="list-style-type: none"> <input type="checkbox"/> Certificate of Registration with Official Receipt <input type="checkbox"/> Driver's License with Official Receipt <input type="checkbox"/> Pictures of the damaged vehicles with plate number <input type="checkbox"/> Estimate Repair <input type="checkbox"/> Certificate of No Claim (coming from his/her insurer) BODILY INJURY <ul style="list-style-type: none"> <input type="checkbox"/> Medical Certificate <input type="checkbox"/> Clinical Abstract <input type="checkbox"/> Medical Receipts with Doctor's Prescription <input type="checkbox"/> Record of Operation <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Hospital Bills & Statement of Account DEATH CLAIM <ul style="list-style-type: none"> <input type="checkbox"/> Death Certificate <input type="checkbox"/> Post Mortem Examination 	



<input type="checkbox"/> Funeral & Burial Permit <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Marriage Contract	
Salary Loan/Death Claim Requirements	LIBI/Claims Unit
<input type="checkbox"/> Proof of Prem. Payment to LiBi (Credit Advice/OR) / Complete Remittance Schedule <input type="checkbox"/> NSO Death Certificate <input type="checkbox"/> Salary Loan Application/Promissory Note <input type="checkbox"/> Group Application/Health Declaration <input type="checkbox"/> Statement of Account/Account Summary <input type="checkbox"/> Loan Ledger/Amortization Ledger <input type="checkbox"/> Disclosure Statement/Discount Sheet (previous and renewal coverage) <input type="checkbox"/> Loan Release (previous and renewal coverage) <input type="checkbox"/> Claimant Statement <input type="checkbox"/> Attending Physician's Statement <input type="checkbox"/> NBI/Police/Accident Report <input type="checkbox"/> Barangay Certificate (in case died at home) <input type="checkbox"/> Medical Records <input type="checkbox"/> Medical Certificate <input type="checkbox"/> Marriage Contract <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Credit Life Certificate	
Accident & Health Requirements	LIBI/Claims Unit
<input type="checkbox"/> Hospital Statement of Account <input type="checkbox"/> Doctor's Certification/Attending Physician's Statement <input type="checkbox"/> Charge slips/Official Receipts <input type="checkbox"/> Police Report, if applicable <input type="checkbox"/> Marriage Contract, if applicable <input type="checkbox"/> Birth Certificate, if applicable <input type="checkbox"/> Death Certificate, if applicable	
Property Claim Requirements	LIBI/Claims Unit
<input type="checkbox"/> A Civil Engineer's or Architect's detailed estimate (obtained at the expense of the Assured) to place the building in the same state or repair as before the accident. (<i>Note: No contemplated improvements may be included in the estimate and/or proper allowance for age and depreciation etc. may be allowed.</i>) <input type="checkbox"/> Appraisal Report, if any <input type="checkbox"/> Copy of the Building's plan, complete with the dimensions and design specifications	



- ☐ Lease Contract or Agreement, if Assured is not the lot owner
- ☐ Certified True Copy of Building Permit, Transfer Certificate of the Title and Declaration of Real Property
- ☐ Original or Copy of the Policy

* These are the standard requirements needed by LIBI to process the application and conduct the necessary evaluation for this claim. Other requirements may be required to be submitted depending on the result of the evaluation conducted by the insurer/adjuster.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Notice of Claim with the corresponding claim requirements.	1.1. Acknowledge the receipt of the Notice of Claim (NOC) with corresponding attached requirements from LIBI clients.	None	5 mins per claim report	Claims Clerk, Claims Assistant, Claims Analyst, Claims Specialist, (Marketing Unit)
None	1.2. Claims Officer (CO) opens claim file, extensively evaluate and review the respective insurance policy.	None	17 mins per claim report	Claims Clerk, Claims Assistant, Claims Analyst, Claims Specialist, (Marketing Unit)
None	1.3. Upon verification, CO will prepare the NOC signed by the General Manager (GM).	None	2 mins per claim report	Claims Clerk, Claims Assistant, Claims Analyst, Claims Specialist, (Marketing Unit)
None	1.4. CO will forward the signed NOC along with the submitted preliminary requirements to the insurance company with the corresponding insurance adjuster assigned by LIBI.	None	2 mins per claim	Claims Clerk, Claims Assistant, Claims Analyst, Claims Specialist, (Marketing Unit)
None	1.5. CO conducts timely follow up regarding the evaluation report submitted by the adjuster to the insurance company.	None	5 mins per claim	Claims Clerk, Claims Assistant, Claims Analyst, Claims Specialist, (Marketing Unit)
None	1.6. Review and evaluate the settlement offer or recommendation made by the insurer and simultaneously	None	15 mins per claim	Claims Clerk, Claims Assistant, Claims Analyst, Claims Specialist,



	prepare the forwarding letter to the insured/LC for acceptance and final approval.			(Marketing Unit)
None	1.7. Forward the accepted letter offer to the insurer for preparation and issuance of settlement check.	None	2 mins per claim	Claims Clerk, Claims Assistant, Claims Analyst, Claims Specialist, (Marketing Unit)
None	1.8. Upon receipt of the settlement check from the insurance company, CO will prepare and transmit the settlement check (including all the release papers) to the dispatching unit to be transmitted to the respective clients.	None	2 mins per settlement check	Claims Clerk, Claims Assistant, Claims Analyst, Claims Specialist, (Marketing Unit) & Administrative Service Staff (Administrative Unit)
TOTAL		None	50 mins	



**Central/Head Office
Internal Services**



1. COLLECTION

Collection of AR-Trade (Accounts Receivable)

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2G; G2C; G2B			
Who may avail:	Remittance Analyst, Remittance Specialist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IIBS (System Generated) Bank Snapshots Online Collection		LIBI/Accounting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Matching of Official Receipts against SOA	MONTHLY BILLING OF ACCOUNTS RECEIVABLE: 1.1 Generates the Aging of Accounts Receivable in the IIBS per Lending Centers, LBP units and Subsidiaries, etc.	None	5 Mins./ LC, LBP Units, Subsidiaries	<i>Collection Clerk, Collection Assistant, Collection Analyst (Accounting Unit)</i>
None	1.2 Exports schedules to Excel file and then sort.	None	10 Mins./ LC, LBP Units, Subsidiaries	<i>Collection Clerk, Collection Assistant, Collection Analyst (Accounting Unit)</i>
None	1.3 Updates status of each account per Lending Centers, LBP units and Subsidiaries etc. by checking possible payments from the List of Accounts Payable and schedule of Online Collections.	None	5 Mins./ LC, LBP Units, Subsidiaries	<i>Collection Clerk, Collection Assistant, Collection Analyst (Accounting Unit)</i>
None	1.4 Prepares monthly collection letter and schedule of Accounts Receivable.	None	30 Mins./ LC, LBP Units, Subsidiaries	<i>Collection Clerk, Collection Assistant, Collection Analyst (Accounting Unit)</i>
None	1.5 Forwards the schedules and collection letters to Accounting Head for checking and signing.	None	5 Mins./ LC, LBP Units, Subsidiaries	<i>Collection Clerk, Collection Assistant, Collection Analyst</i>
	1.6 Forwards the schedules		5 Mins./ LC,	<i>Collection Clerk,</i>



None	and collection letters to LBP units, Lending Center]s, Subsidiaries etc. for transmittal to provincial LCs.	None	LBP Units, Subsidiaries	<i>Collection Assistant, Collection Analyst</i> (Accounting Unit)
None	1.7 Sends advance copy of collection letter and schedules to Units concerned through fax or email.	None	5 Mins./ LC, LBP Units, Subsidiaries	<i>Collection Clerk, Collection Assistant, Collection Analyst</i> (Accounting Unit)
2. Posting to IIBS to generates General Ledger	DAILY CALLBACKING AND POSTING OF COLLECTIONS 2.1 Callbacking: Generates Collection register and Proof list if collection thru the IIBS. Callback daily transaction done by the Treasury unit. Compares collection register listing generated from IIBS against schedules of online collections and snapshot generated from we access. Notify treasurer/Treasury Specialist for any error noted. Check in the screen if necessary correction were already affected. Checks accuracy of the application and details of payments against SOA. Verify information reflected in the prooflist against collection module (screen) in the IIBS. Prepares necessary adjustment for the liquidation of per diem/cash advances/HYSA investment and other form of payments credited to LIBI.	None	2 Minutes / OR	<i>Financial Account Specialist I</i> (Accounting Unit)
	Posting: 2.2 Posting of OR's in the IIBS	None	24 Sec./O.R	<i>Financial Account Specialist I</i>



	CLP shall be done daily to avoid delays in the preparation of schedules of premium remittance.			(Accounting Unit)
3. Generate payment reconciliation	PAYMENT RECONCILIATION OF A/P – TRADE: 3.1 Runs List of Accounts Payable – Trade for policy application in the IIBS. and Proof list if collection thru the IIBS.	None	15 Mins.	<i>Financial Account Specialist I</i> (Accounting Unit)
None	3.2 Runs List of Outstanding Receivables (A/R).	None	20 Mins	<i>Financial Account Specialist I</i> (Accounting Unit)
None	3.3 Encodes invoices, saves and posts each payment to Payment Reconciliation Module	None	3 Hrs	<i>Financial Account Specialist I</i> (Accounting Unit)
None	3.4 Updates the existing list of A/P Trade (excel file) and deletes the client's account from the list if already applies	None	10 Mins.	<i>Financial Account Specialist I</i> (Accounting Unit)
None	3.5 Prepares Reconciliation Statements on the bookings of A/R against payments to determine proper disposition of excess payments or erroneous credits <ul style="list-style-type: none"> a. Retrieves the client's transactions i.e, SOA, payment/s made. b. Runs full history of the account in the IIBS. c. Prepares coverings memo per LBP Units, Lending Centers. Forwards the covering memo with the Reconciliation Statement to Head, Accounting Unit for checking and signature. Once approved, these are ready for transmittal per Lending Center, LBP Units. 	None	3 Hrs	<i>Financial Account Specialist I</i> (Accounting Unit)



None	3.6 Forwards updated monthly list of A/P Trade to Marketing Unit and Collection Unit for proper disposition of unapplied payments thru email.	None	3 Mins	<i>Financial Account Specialist I</i> (Accounting Unit)
None	3.7 Does payment adjustments on direct payments with tax certificates issued by the client	None	3 Mins	<i>Financial Account Specialist I</i> (Accounting Unit)
None	ACCOUNTS PAYABLE – TRADE (REFUNDS) 3.8 Post the transaction in the payment recon module, saves and prepares refund using the Refund process to client.	None	15 Mins	<i>Financial Account Specialist I</i> (Accounting Unit)
TOTAL:		None	7 hours, 13 Minutes	



2. REMITTANCE

Remittance of Due to Principal to Insurance Companies

Office or Division:		Accounting Unit		
Classification:		Simple		
Type of Transaction:		G2G; G2C; G2B		
Who may avail:		Accounting Assistant (Disbursement)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IIBS (System Generated)		LIBI/Accounting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Disbursement voucher and check preparation	SCHEDULE OF PREMIUM REMITTANCE TO INSURANCE COMPANIES:	None	35 Mins. / Insurance Company	Remittance Analyst Remittance Specialist (Accounting Unit)
None	1.1 Runs the Due for Remittance Register in the IIBS			
None	1.2 Tags accounts that are due for remittance and with correct commission recognized			
None	1.3 Forwards list of accounts with no commission recognized by the IIBS to the Head, Accounting Unit for adjustment of commission			
2. Releasing of Remittance payment to Insurance Company	2.1 Generates Schedule of Premium Remittance (SPR) 2.2 If with tax withheld, checks the file of tax certificates and attaches the tax certificates to SPR 2.3 Forwards the schedule to Financial Account Specialist 1 for checking.			
TOTAL:		None	35 Minutes	



3. DISBURSEMENT

Preparation of Disbursement Voucher

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2G;G2B G2C			
Who may avail:	Various Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IIBS (System Generated) Remittance Schedule Billing Statement Payment Recon Statement BIR Schedule		LIBI/Accounting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pick-up checks/ATD from the Cashier and issuance of OR/PR and BIR Form 2307	PREPARATION OF DISBURSEMENT VOUCHER: 1.1 Receives Schedule of Premium Remittance, Billing Statement, Reconciliation Statement, LBP Units together with the schedules of HF, monthly schedule of input tax and quarterly schedule of input tax.	None	10 Mins. / DV	Accounting Assistant (Disbursement) (Accounting Unit)
None	1.2 Access the Integrated Insurance Brokerage System (IIBS) and input details of remittance.	None		
None	1.3 Generates from IIBS the Disbursement Voucher (DV), VAT – Official Receipt (OR) and Authority to Fund Transfer and forwards the same to authorized signatories per CASA.	None		
None	1.4 Receives signed copy of DV with Supporting Documents from authorized signatories.	None		



	1.5 Checks the completeness of documents and forwards the same to the Treasury Specialist II for the release of check or for crediting to various clients.			
TOTAL:		None	10 Minutes	



4. REPORTING

Financial Statement Preparation

Office or Division:	Accounting Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Government; Government to Citizen, Government to Business entity			
Who may avail:	BOD, ExCom, Management, ISO Auditor, COA, AST, BIR, IC, DOF, SEC, LBP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IIBS (System Generated) Financial Statement Bank Statement		LIBI/Accounting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Compliance 2. For decision making	Preparation of Monthly Bank Reconciliation Statement (BRS) 1.1 Secures copy of DCPR from Treasury Specialist II 1.2 Prepares BRS working paper 1.3 Compares all the debits in the snapshot of Bank Statements from the depository banks, against DV Register for all cleared/ outstanding checks 1.4 Gets copy of CDB for the month from Disbursement Assistant 1.5 Verifies and adjusts the discrepancy between the snapshot of Bank Statement and DV Register 2.1 Checks and prepares JV for erroneous bank debits and bank charges 2.2 Prepares Schedule of Outstanding Checks and Outstanding AFTs 2.3 Obtains the amount of Deposit in Transit at the end of the month based on the OR Analysis Report 2.4 Completes the BRS and forwards the same to Head, Accounting Unit for review	None	5 Hours	<i>Financial Account Specialist I</i> (Accounting Unit)



	2.5 Reviews and signs the BRS and returns the same to Bookkeeper II, Accounting Unit 2.6 Files copy of signed BRS.			
3. Monitoring of PES	Monitoring and Recording of investment: 3.1 Secures copy of COS of GS Confirmation Advice and record investment transactions from the Treasury Specialist II, Cashiering Unit for new placements 3.2 Prepares monthly JV to record placements, receipt and accrual of interests, amortization of discounts or premiums and maturity of investments 3.4 Prepares monthly Schedule of Investments and Schedule of Interest Income Forwards the same to CASA authorized signatories 3.5 Reviews and signs the schedules 3.6 Receives copy of the signed schedules and files the same 3.7 Receives copy of the signed schedules and files the same	None	50 Mins.	<i>Financial Account Specialist I</i> (Accounting Unit)
	Monitoring of A/P-Others 1. Prepares Schedule for UCA; Refunds from HMO and Tax, Stale Checks, if any; Outstanding Checks and AFTs not yet credited to the accounts of insurance companies and still under the custody of the Treasury Specialist, Cashiering Unit as of last working day for the month of December 2. Prepares JV, if any, and prints prooflist 3. Signs the schedules and forwards same to Head, Accounting for review and	None	1 Hour	<i>Financial Account Specialist I</i> (Accounting Unit)



	<p>signature</p> <p>4. Receives and checks accuracy of prooflist of MJV then forwards the same to the Financial Account Specialist 1</p> <p>5. Reviews the schedules prepared by the Financial Account Specialist 1, Accounting Unit and returns the same</p> <p>6. Receives prooflist of MJV, posts and prints MJV form then forwards the same to Head, Accounting Unit</p> <p>7. Maintains copy of the signed schedules</p> <p>8. Signs JV form then forwards the same to Filing Clerk, Accounting Unit</p> <p>9. Files JV with SDs in chronological order</p>			
	<p>Reconciliation and Analysis of A/P-Trade</p> <p>1. Runs the SL – A/P-Trade on a monthly basis</p> <p>2. Exports the file to Excel template</p> <p>3. Sorts transaction per OR</p> <p>4. Reconciles transactions against the GL</p> <p>5. Prepares JV for accounts with adjustments and forwards the same to Accounting Head for review</p> <p>6. Reviews JV against SD i.e., Reconciliation Statement</p> <p>7. Signs the JV and returns the same to Financial Account Specialist, Accounting Unit for posting</p> <p>8. Posts the transaction details in the IIBS and prints JV</p> <p>9. Forwards JV to Head, Accounting Unit for signature</p> <p>10. Signs JV and returns to Filing Clerk, Accounting Unit for filing</p>	None	2 Days	<p><i>Financial Account Specialist II</i> (Accounting Unit)</p>



	11. Files JV in chronological order			
	Monthly Status Reports for AR-Trade and ASR 1. Runs the Schedules of A/R and Accrued Service Fee Receivable in the IIBS 2. Exports file in Excel template 3. Prepares Status of A/R and Schedule of Collectible Accounts 4. Forwards the same to Head, Accounting Unit for checking 5. Checks the reports and returns the same to Financial Account Specialist 1, Accounting Unit 6. Forwards printed reports to Secretary of the President and CEO for compilation and preparation of materials for ExCom and BOD meetings	None	2 Days	<i>Financial Account Specialist I (Accounting Unit)</i>
	Reconciliation and Analysis of Due to Principal 1. Runs SL – Premiums Due to Principal per Insurance Company in the IIBS 2. Exports the file to Excel template 3. Sorts transactions per SOA number 4. Reconciles transactions against the Summary of DP from Remittance Analyst/ Remittance Assistant to determine accounts with adjustments 5. Prepares JV and generate proof list for accounts with adjustments 6. Forwards the same to Head, Accounting Unit for review 7. Reviews proof list against SD (i.e., Reconciliation Statement) and returns the same to Financial Account Specialist,	None	1 Big InsCo with more than 8,000 accounts while 1 small InsCo with 500 to 1000 accounts Small - 1Hr & 45Mins., Big – 1 day)	<i>Financial Account Specialist I (Accounting Unit)</i>



	Accounting Unit 8. Posts the transaction details in the IIBS			
	Preparation of Lapsing Schedule (i.e. Amortization of Prepaid Expenses and Depreciation of PPR) Based on the source documents, prepares the LS, to wit: <ol style="list-style-type: none"> Building and Improvement Furniture and Fixtures Motor Vehicle Information Technology Prepaid Expenses 2. Prepares JV for the depreciation to be booked for Insurance and Forex Divisions 3. Forwards the JV with SDs to Head, Accounting Unit for review and signature 4. Reviews JV against SDs (i.e., LS) 5. Signs the JV and returns the same to Financial Account Specialists, Accounting Unit 6. Inputs all the necessary data in the working paper	None	30 Mins	<i>Financial Account Specialist I</i> (Accounting Unit)



	PREPARATION OF JVs – INSURANCE DIVISION 1. Logs the number of JV and indicates particulars in the JV logbook 2. Accesses and encodes JV, particulars and accounting entries in the JV module of the IIBS 3. Print proof list and forwards to Head, Accounting Unit together with SDs for checking 4. Checks proof list and returns the same to Disbursement Clerk, Bookkeeper II, Remittance Analyst/Assistant, Financial Analyst/Specialist, Accounting Unit 5. Effects correction, if any, and prints JV to automatically post JV in the GL 6. Forwards the same to Head , Accounting Unit for signature 7. Signs the JV and forwards the same to Filing Clerk, Accounting Unit 8. Files JV in chronological order	None	15 Mins. / JV	<i>Financial Account Specialist I, Financial Account Specialist II, Accounting Assistant, Remittance Analyst, Remittance Specialist, Accounting Head (Accounting Unit)</i>
TOTAL:		None	7 Days, 45 Minutes	



5. RECORDS AND FILES MANAGEMENT

Submission, requisition and retrieval of records and official documents

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2C; G2B			
Who may avail:	Marketing Unit, Administrative Units, Accounting Unit, Auditors and Regulators subject to Data Privacy Law			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Records Request/Turn-over form		Records Room/Administrative Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Records' Request form	1.1 Acknowledge the request and search the requested documents in master list of records.	None	3 Minutes per folder	Records Custodian, Administrative Specialist 1 (Administrative Unit)
2. Fill-out the Records' Request/Turn-over form signed by the client and submit it to the Records Custodian	1.2 Retrieve the requested documents/folders in the filling compactor and lateral files 1.3 Encode the requested files/records in the records excel file for monitoring purpose Records Retrieval at the QPRMI (Records Warehouse)			
	1.4 Records Custodian shall send a request for retrieval to QPRMI through letter-request, e-mail, fax or online inventory - bar coding system 1.5 The retrieval of record boxes from the QPRMI shall be delivered within one (1) day reckoned from the receipt of the letter-request or e-mail by the Administrative Unit		1 Day	Records Custodian, Administrative Specialist 1 (Administrative Unit) QPRMI
TOTAL:		None	1 Day, 3 Minutes	



6. EMPLOYMENT

LIBI shall open the recruitment to the public through the acceptance of walk-in applications, referrals or announcements of vacancy in major newspapers. The announcement shall include the job title, salary range, job description and qualification requirements of the position.

Office or Division:		Administrative Unit		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Job Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume				
Referrals		Manpower Agencies		
Announcement of Vacancy		Newspaper and Official Website		
Interview and Examination Results		Administrative Unit		
Medical Examination Result		Administrative Unit		
Background Checking Result		Administrative Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Selection	<p>1.1 Selection methods and criteria shall be job-based.</p> <p>1.2 The preliminary screening of the applications shall be done by the Administrative Unit in order to determine whether or not the applicants meet the minimum qualification requirements of the position being filled up.</p>		15 Minutes	Administrative Specialist 1, Administrative Assistant. (Administrative Unit)
2. Testing and Interview	<p>2.1 All candidates for vacant or newly created position coming from outside the Company shall undergo a written examination to be administered by the Administrative Unit or designated Manpower Service Provider</p> <p>2.2 Candidates coming</p>	None	4 hours	Administrative Specialist 1, Administrative Assistant. (Administrative Unit)

from within the Company may or may not be required to undertake a written examination, at the discretion of the President & CEO and/or the General Manager

2.3 The examination shall measure the general intellectual and psychological aptitude of the candidate.

2.4 Candidates who pass or were not required to take the written examination shall be required to undergo a series of interviews with Administrative Unit Head, the Head of the Department, which requested for the candidate, the Head of the Division concerned, the General Manager and/or the President & CEO.

2.5 An interview sheet shall be accomplished by all interviewers after each interview. The interview sheets shall serve as one of the bases for evaluating the candidates.



<p>3. Medical Examination</p>	<p>3.1 Candidates selected after the testing and interview process shall be required to undergo a medical examination prior to joining the Company. LIBI shall bear the cost of the medical examination.</p>	<p>None</p>	<p>3 Days</p>	<p><i>Administrative Specialist 1, Administrative Assistant.</i> (Administrative Unit)</p>
<p>4. Background Checks</p>	<p>4.1 To ensure that individuals selected possess the qualification to perform the duties of the position most effectively, LIBI through the reputable private investigation agency shall conduct background investigation (BI) requirements.</p> <p>4.2 Background checks may include but not necessarily be limited to, confirmation of the individual's identity, review of the individual's criminal conviction record, if any, or verification of any license, certificate or degree required for the appointment</p> <p>4.3 The Company may also require the final</p>	<p>None</p>	<p>1 Day</p>	<p><i>Administrative Specialist 1, Administrative Assistant.</i> (Administrative Unit)</p>



	candidates to secure an NBI, Police clearance/Court clearance and provided the names and telephone numbers of individuals who may be contacted by LIBI for background checks			
5. Appointment of Candidate	5.1 The qualified candidate shall be notified through telephone, email or mail and a formal notice of appointment shall then be given the selected candidate upon his/her acceptance of the offer and upon officially reporting for work.		5 Minutes	
TOTAL		None	4 days, 5 hours	



7. OVERTIME

Overtime work shall be initiated by the Supervisor to meet essential operating needs. All employees entitled to Representation and Transportation Allowance (RATA) shall not be entitled to overtime pay.

Office or Division:		Administrative Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All rank and file employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authority to Render Over time Form		Administrative Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request approval to render over time	1.1 An employee assigned to render overtime work shall obtain the prior approval of the General Manager or the Administrative Head with the recommendation of the employee's supervisor on the prescribed overtime authorization form.		5 Minutes	<i>Administrative Specialist 1, Unit Heads (Administrative Unit)</i>
2. Suspension of Work	2.1 In case a regular workday is suspended or declared as a holiday, overtime work shall be rendered as follows: a) If the declaration is made after the start of the regular working hours, (i.e., 8:00 a.m.), overtime work shall start thirty (30) minutes after the suspension of work. b) If the declaration is made before the start of the work	None		<i>Administrative Specialist 1, Unit Heads (Administrative Unit)</i>



	day (i.e., 8:00 a.m.), overtime shall start 8:00 a.m.			
3. Recording of Overtime	3.1 Authorized overtime work shall be recorded on the time card. The time card and the approved authority to render overtime shall be the basis for computing overtime pay.	None	1 hour	<i>Administrative Specialist 1, (Administrative Unit)</i>
4. Compensation for Overtime	4.1 Overtime pay shall be paid and included on the fifteenth or first half of the following month for overtime service rendered during the previous month. All overtime pay and night differential pay shall be computed at the rate prescribed by the pertinent provision of the Labor Code and other related laws	None	1 hour	<i>Administrative Specialist 1, (Administrative Unit)</i>
TOTAL		None	2 hours, 5 minutes	



8. LEAVE

All officers and regular employees (inclusive of probationary employees) of the Company shall be entitled to fifteen (15) working days' vacation leave with full pay for every year of actual service. This leave benefit already includes the service incentive leave required under the Labor Code. New hires, regular or probationary, shall earn vacation leaves from the start date of actual service. However, probationary personnel can only use or avail of vacation leaves after regularization.

Office or Division:		Administrative Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All regular employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form (1 copy) SSS Required Forms Birth Certificate (1 Copy) Medical Certificate (1 Copy)		Administrative Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application and Approval of Vacation Leaves	<p>1.1 Applying for Vacation Leave</p> <p>Application for vacation leave of one full day or more must be submitted to the Administrative Unit on the prescribed form, at least, two (2) days prior to the date of leave.</p> <p>1.2 Approving Officers</p> <p>Vacation leave shall be duly noted and endorsed by the employee's Immediate Supervisor and approved by the authorized signatory under the Codified Approving and signing Authorities (CASA).</p> <p>Vacation leave for a period of at least thirty (30) days, shall only be</p>	None	10 Minutes	Administrative Head (Administrative Unit)



	<p>approved upon presentation of clearance of all accountabilities.</p> <p>1.3 Use of Accrued Vacation Leave for illness or Disability</p> <p>In cases when the sick leave credits have been exhausted, vacation leave may be used to cover absences due to sickness.</p>			
2. Application and Approval of Sick Leaves	<p>2.1 Reporting of absences due to illness</p> <p>All personnel are required to notify on the same day the Administrative Unit and/or their superiors of absences due to sickness or accident.</p> <p>2.2 Filing of Application for Sick Leave</p> <p>Application for sick leave must be filed within two (2) days after the officer or employee reports back to work.</p> <p>Use of sick leaves for medical appointments, scheduled medical procedures or doctor advised rest shall be filed in advance.</p> <p>A medical certificate is required to be submitted to support a sick leave of absence in excess of five (5) days.</p>	None	3 Minutes	Administrative Head (Administrative Unit)



	<p>2.3 Approving Officers</p> <p>Application for sick leave shall be duly noted and endorsed by the employee's immediate supervisor and approved by the authorized signatory under the CASA.</p> <p>A home visit may be requested by the approving officer to check on an employee applying for sick leave.</p> <p>2.4 Half Day Absences and Early Departure from Work Due to Sickness</p> <p>Half-day absences and early departure from work resulting from sickness shall be applied against sick leave. However, the officer or employee should inform and seek the approval of the immediate superior prior to leaving the office, otherwise, the employee shall be considered absent without leave.</p>			
3. Filing of Maternity or Paternity Leave	<p>3.1 Maternity Leaves</p> <p>Soon after learning of her pregnancy, an officer or employee of the Corporation shall inform her superior and the Administrative Unit of such condition and the</p>	None	3 Minutes	Administrative Head (Administrative Unit)



	<p>probable date of her delivery.</p> <p>She shall accomplish the forms required by the Social Security System with thirty (30) days of the probable date of delivery.</p> <p>After the delivery, abortion or miscarriage, a copy of relevant documents such as the birth certificate and the medical certificate shall be submitted to the Administrative Unit.</p> <p>3.2 Paternity Leaves</p> <p>Married male officer or personnel whose spouse is pregnant, shall inform his immediate superior and the Administrative Unit of such situation and the probable date of delivery (paternity leave).</p> <p>3.3 Filing of Application for Maternity/Paternity Leaves</p> <p>Application for maternity or vacation leave must be submitted to the Administrative Unit on the prescribed form, at least, two (2) days prior to the date of leave.</p> <p>3.4 Limitations/Restrictions</p> <p>Maternity and paternity leaves may only be availed up to the fourth delivery, abortion or</p>			
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	<p>miscarriage.</p> <p>Maternity and paternity leaves are not cumulative nor convertible to cash.</p>			
4. Special Leave Privilege	<p>4.1 Entitlement, Allowable Purposes, and Filing of Special Leaves</p> <p>a) Entitlements and Allowable Purposes</p> <p>All officers and regular employees of the Corporation shall be entitled to three (3) days special leave privilege in a year with full pay and not deducted from their earned vacation leave.</p> <p>Special leave privileges can be used for any three (3) of the following listed special occasions or emergency:</p> <ul style="list-style-type: none"> • Birthday of employee or immediate family members • Wedding Anniversary • Graduation Day • Enrollment Day • PTA Meetings • Burial Obligation • Domestic Emergency <p>4.2 Application for and Approval of Special Leave Privilege</p>	None	3 Minutes	Administrative Head (Administrative Unit)



	<p>Application for special leave of one full day or more shall be submitted to the Administrative Unit on the prescribed form five (5) days prior to the date of leave. In case of burial obligation and domestic emergencies, the officer and regular employees is required to notify on the same day the Administrative Unit and file within two (2) days after the officer or employee reports back to work.</p> <p>Special leaves shall be duly noted and endorsed by the immediate supervisor and approved by the authorized signatory under the CASA.</p>			
TOTAL		None	19 Minutes	

9. Asset Procurement

The Corporation follows the prescribed timeline in R.A. 9184 Government Procurement Reform Act and its implementing Rules and Regulations.

10. Asset Disposal

The Corporation follows the prescribed timeline on COA Circular No. 89-296 Audit Guidelines on the Divestment of Property and Other Assets of National Government and Instrumentalities, Local Government Units and Government-Owned or Controlled Corporations and their Subsidiaries.



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the feedback form and drop it in the suggestion/complaint box located at the lobby of LBP (Land Bank of the Phil.) Insurance Brokerage, Inc., 12 th Floor Sycip Law Center, 105 Paseo de Roxas, Legaspi Village, Makati City.
How feedbacks are processed	<p>Every day, the assigned officer – in-charge opens the suggestion box and collects the feedback forms submitted by the clients.</p> <p>Every feedback form which requires answering will be forwarded to the Unit concerned for proper action and the reply shall be received within three (3) working days.</p>
How to file a complaint	<p>Answer the complaint form and drop it in the complaint/suggestion box located at the lobby of LBP (Land Bank of the Phil.) Insurance Brokerage, Inc., 12th Floor Sycip Law Center, 105 Paseo de Roxas, Legaspi Village, Makati City.</p> <p>Complaints may also be filed via telephone calls with the following information:</p> <p>Name of the person being complained: Incident: Evidence (i.e. documentation supporting said complaint):</p>
How complaints are processed	<p>The assigned officer-in-charge opens and collects the complaints forms submitted by the client and evaluates each complaint.</p> <p>Upon evaluation, the assigned officer-in-charge shall evaluate the complaint and will immediately transmit the same to the unit concerned for proper action.</p>
Contact Information of Contact Center ng Bayan (CCB)	Direct Line: 1-6565 Mobile No. 0908-8816565 Email: email@contactcenterngbayan.gov.ph




Philippine Complaint Center (PCC)	Trunkline: +63 (2)-8736-8645 Fax: +63(2)-87368621 Email: pcc@malacanang.gov.ph
Anti-Red Tape Act Authority (ARTA)	Direct Line: 8478-5091/8478-5099 Email: info@arta.gov.ph complaints@arta.gov.ph

Office	Address	Contact Information
Central/Head Office	12 th Floor Sycip Law Center Building 105, Paseo de Roxas, Legaspi Village Makati City	Direct Lines: (8)867-1064, 840-4011, 818-7794, 848- 6250,817-1564 Trunk Lines: (8) 893-5638, 812-4911 Facsimile: (8) 893-7224, 818- 7794 Email: libi@lbp-insurance.com

Approved by:


ATTY. REYNAULD R. VILLAFUERTE
General Manager


ATTY. ALVIN G. DANS
Acting President & CEO