



## **MEMORANDUM ORDER NO. 2015-08**

### **REORGANIZATION OF THE PHILIPPINE POSTAL SAVINGS BANK, INC.**

**WHEREAS**, Postbank was incorporated in 1906 through the Securities and Exchange Commission (SEC) to engage in the general business of savings and mortgage banking promoting the virtue of thrift and the virtue of savings among the general public;

**WHEREAS**, the reorganization is necessary to strengthen Postbank and expand its operations for purposes of countryside development;

**WHEREAS**, Postbank has a total plantilla of 501 positions, of which 406 are filled as of 28 February 2015;

**WHEREAS**, following a series of Technical Working Group (TWG) meeting/discussions and negotiations between the representatives from the Postbank TWG, and the GCG were undertaken, Postbank officially submitted to the Commission its Reorganization Plan on 27 February 2015;

**WHEREAS**, the Governance Commission for GOCCs (GCG), pursuant to Section 5(a) of the "GOCC Governance Act of 2011" (R.A. No. 10149), is mandated to "evaluate the performance and determine the relevance of the GOCC, to ascertain whether such GOCC should be reorganized, merged, streamlined, abolished or privatized, in consultation with the department or agency to which a GOCC is attached;"

### **NOW, BE IT –**

**RESOLVED**, the Reorganization Plan of Postbank which provides for 78 organizational units (43 head office units, 29 branches and 6 micro-banking/micro-finance/extension offices) and 664 positions is hereby **APPROVED** as reflected in the documents below, which form an integral part of this Memorandum Order (M.O.).

- Annex A** – Reorganization Plan;
- Annex B** – Organizational Structure;
- Annex C** – Staffing Pattern;
- Annex D** – Branch/MBO/MFU/Extension Office Model; and
- Annex E** – Functional Statement.

The highlights of the approved Reorganization Plan are as follows:

1. Increase in regular plantilla positions by 163 positions from the existing 501 positions to 664 positions;
2. Increase in the organization units from 72 to 78 with the creation of:
  - (a) Office of the Executive Vice President;
  - (b) Marketing Department

- (c) Corporate Management Services Department
  - (d) Loans and Treasury Accounting Department
  - (e) Four (4) new branches
3. Merging of the Corporate Secretary unit and the Board Secretariat Division, and abolition of the Branch Operations Control Department.
  4. Upgrading of the following units:
    - (a) MBO Department to Microfinance Department;
    - (b) Consumer Banking Department to Consumer Loans Department
  3. Renaming of the following units:

FROM	TO
Remittance / Extended Banking Group	Extended Banking Group
Branch Management Services Department	Branch Support Department
Print and Publication Division	Media Relations and Communications Division
ATM / Extended Banking Department	E-Channel Department
Fund Management Department	Treasury Dealing Department
Loans Operations Department	Loans Operations and Monitoring Department
Accounting and Financial Control Department	Accounting Department

4. Adoption of the Staffing Models for:
  - (a) Branches; and
  - (b) Micro-Banking Offices (MBOs) / Micro-Financing Offices (MFUs) / Extension Offices (EOs)

The positions for the additional branches and/or MBO/MFU/EO created in accordance with the approved staffing models shall be in addition to the 664 positions approved herein, provided the creation is approved by the Postbank Governing Board and reported to the Governance Commission at least thirty (30) working days prior to implementation.

5. The approval herein pertains only to the Organizational Structure and the Staffing Pattern. Postbank shall continue existing rates in compensation in compliance with the moratorium under E.O. No. 7, s. 2010.

**RESOLVED FURTHER**, the implementation of this order shall comply with the following conditions and guidelines:

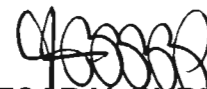
1. Filling up of vacant positions shall be programmed to ensure the overall financial viability of agency operations relative to actual revenue collections and operating requirements;

2. Funding requirements for regular positions shall be sourced from the Corporate Operating Budget of Postbank;
3. The pertinent budgetary, accounting, auditing and other relevant laws, rules and regulations shall be complied with; and
4. Any further modification/s on the GCG-Approved Organization Structure and Staffing Pattern (OSSP) is/are prohibited unless otherwise approved by the GCG.

**DONE**, in the City of Makati, this 10th day of September, Two Thousand and Fifteen.



**CESAR L. VILLANUEVA**  
*Chairman*

  
**CESAR V. PURISIMA**  
*DOF Secretary*  
**MA. ANGELA E. IGNACIO**  
*Commissioner*  
**FLORENCIO B. ABAD**  
*DBM Secretary*  
**RAINIER B. BUTALID**  
*Commissioner*

**PHILIPPINE POSTAL SAVINGS BANK, INC. (POSTBANK)  
Reorganization Plan**

**I. MANDATE**

The Philippine Postal Savings Bank, Inc. (Postbank) is a SEC registered GOCC created to engage in the general business of savings and mortgage banking. In realization of this mandate, Postbank shall encourage and promote the virtue of thrift and the habit of savings among the general public, especially the youth and the countryside.

**II. POWERS AND FUNCTIONS**

**A. PRIMARY PURPOSE**

1. To engage in the general business of savings and mortgage banking.
2. Encourage and promote the virtue of thrift and the habit of savings among the general public, especially the youth and the countryside.
3. Provide financial support to small farmers and other Agri-ventures.
4. Make means of shelter, health, education, livelihood, and food accessible to all.
5. To receive collections and make payments for the account of others, including postal money orders.
6. To invest in government securities and other debt instruments;
7. To undertake, upon approval of the BSP, trust and quasi-banking functions. With prior approval of the Monetary Board to invest in financial allied undertakings such as leasing companies, banks, investment houses, credit card operations and other allied undertakings.
8. To undertake such other forms of loans, investments, credit facilities, or financial intermediation. With prior approval of the Monetary Board, to act as managing agent, adviser, consultant for the administration of investment accounts.

**B. MISSION**

To provide financial services in the countryside in synergy with the Philippine Postal Corporation, specifically in the unbanked/underserved areas where poverty and employment are highest resulting in the upliftment of the lives of the poor communities through bigger income and better services

## C. VISION

By 2020, PPSB shall be a strong government bank with focus on countryside development.

## III. CORPORATE STRATEGIC/BUSINESS PLAN

### A. CHALLENGES

#### 1. **Maintaining check and balance requirements of regulatory agencies**

Postbank has been experiencing challenges in complying with the requirements of its regulatory agencies such as BSP, COA and GCG. One of the BSP requirements to maintain soundness of the financial system is to conduct regular audit of the branches, which the bank fails to perform currently due to lack of internal auditors. Due to these circumstances, the bank is experiencing hard time in increasing its business.

#### 2. **Increasing business volume on loans, deposits and other banking services**

Before, business volume on loans, deposits and other banking services has always been difficult for Postbank since its target are the unbanked and underserved country side areas of the Philippines. But with its effort in providing financial services in these areas, volume has been steadily increasing in the past year. However, the number of positions and branches have not coped up with the improvement serve as a constraint in the continuous development of the bank.

#### 3. **Achieving the strategic themes over the next 5 years**

With an ultimate goal of becoming a strong government bank with focus on countryside development, the bank aims to attain the 5 strategic themes to answer the previous challenges indicated: (i) relevance and growth; (ii) strengthen provision of financial services to the country side; (iii) organization and human resource development; (iv) capital build-up; and (v) technology advancement and business process improvement. Achieving these themes seems to be impossible for the bank without reorganization.

### B. STRATEGIC DIRECTION

#### 1. **Reorganization Plan Objectives**

Postbank has put in place a strategic plan for the next five (5) years which entails changes in the objectives and strategies of the bank with

the ultimate goal of becoming a strong government bank with focus on countryside development. The reorganization shall align the OSSP to the strategies on the bank.

## **2. Performance Strategies**

The challenges of the Postbank are being addressed through the following:

### **A. Network Expansion**

The growth in business has been remarkable despite the fact that there has been no change in the number of operating branches since 2011. The Bank currently has twenty five (25) branches and six (6) MBOs.

The Bank intends to put up more branches and/or MBOs/MFUs/EOs in the future to reach out to other areas that are beyond the services of other financial institutions.

### **B. Products and Services**

New products, services and programs will be introduced by the Bank to cater to the diverse financial and banking needs of the market.

Continuous enhancement of existing products and services shall be undertaken to ensure competitiveness taking into account industry practices and market demand.

### **C. Organization and Human Resource Development**

ISO 2001:2008 Certification Campaign – To improve bank processes and ensure the quality of service to clients.

Innovation, Technology and People Interface – This aims to facilitate the integration of the people dimension with technology and systems to effectively implement technology-based initiatives.

Management Development – Develop potential employees who can be equipped with a broad range of technical, banking, people management skills, perspectives and values.

Skills Development – Conduct trainings and seminars intended to enhance the selling, credit evaluation and customer relations skills of employees.

Implement a New Appraisal System (NAS) and Job Evaluation (JE) Program - to enable a more objective assessment of employee performance based on quantifiable factors.

Enhancement of Organization Structure – To support the corporate requirements and plans of the Bank.

#### **D. Technology Advancement and Business Process Improvement**

The Bank strives to stay abreast with the latest developments in technology that will help promote efficiency in various bank operations. In 2014, Postbank undertook the following:

- Developed the Loan Management and Accounting Systems of the Bank to improve efficiency, maximize productive time and lessen human error
- Initiate the acquisition of a new Deposit System to support the growing volume of deposits and to enable a robust core-banking system that will interconnect the critical bank operations from lending, cash operations and accounting.
- Future projects are in the pipeline such as the HR Information System, Management Information System, Asset Inventory System and others.

#### **E. Capital Build-up**

The Postbank Board of Directors plans ways to increase the capitalization of the Bank for purposes of banking operations expansion.

### **IV. ORGANIZATIONAL STRUCTURE**

Postbank's organizational setup involves modification of its structure under the existing organizational structure (OS) reflecting the newly created, abolished, renamed, merged or consolidated, and upgraded offices/units from 72 to 78.

### **V. STAFFING PATTERN**

The organizational restructuring modifies the staffing pattern to support Postbank's mission of providing financial services to the countryside, specifically in the unbanked/underserved areas where poverty and employment are highest resulting in the upliftment of the lives of the poor communities through bigger income and better services. The authorized staffing pattern represents an increase of 163 positions (32.5%), from its current plantilla of 501 positions to 664 positions.

## VI. FINANCIAL PLAN/PROJECTION

1. NG Support. – Postbank is not receiving funds, except for capital infusion, from the National Government (NG) and from its Parent Corporation, Philippine Postal Corporation (PPC).
2. Historical Performance. – Postbank's operations showed a drastic improvement in 2014 doubling its net income of ₱123.1 Million from ₱65.5 Million and ₱30.4 Million in 2013 and 2012, respectively. Profit margin increased to 15.5% and ROE to 12.6%. It also had a stronger balance sheet with assets increasing to ₱9.2 Billion from ₱7.2 Billion resulting in improved liquidity ratios.
3. Financial Projections. – For 2015 and 2016, Postbank expects its balance sheet to remain healthy. Revenues will increase by 22% and will yield to a higher net income of ₱150.3 Million as income from Treasury operations surges from a low of ₱30.5 Million in 2015 to ₱151.5 Million in 2019. Profits are seen to improve moving forward with the creation of a marketing department and branch expansions.

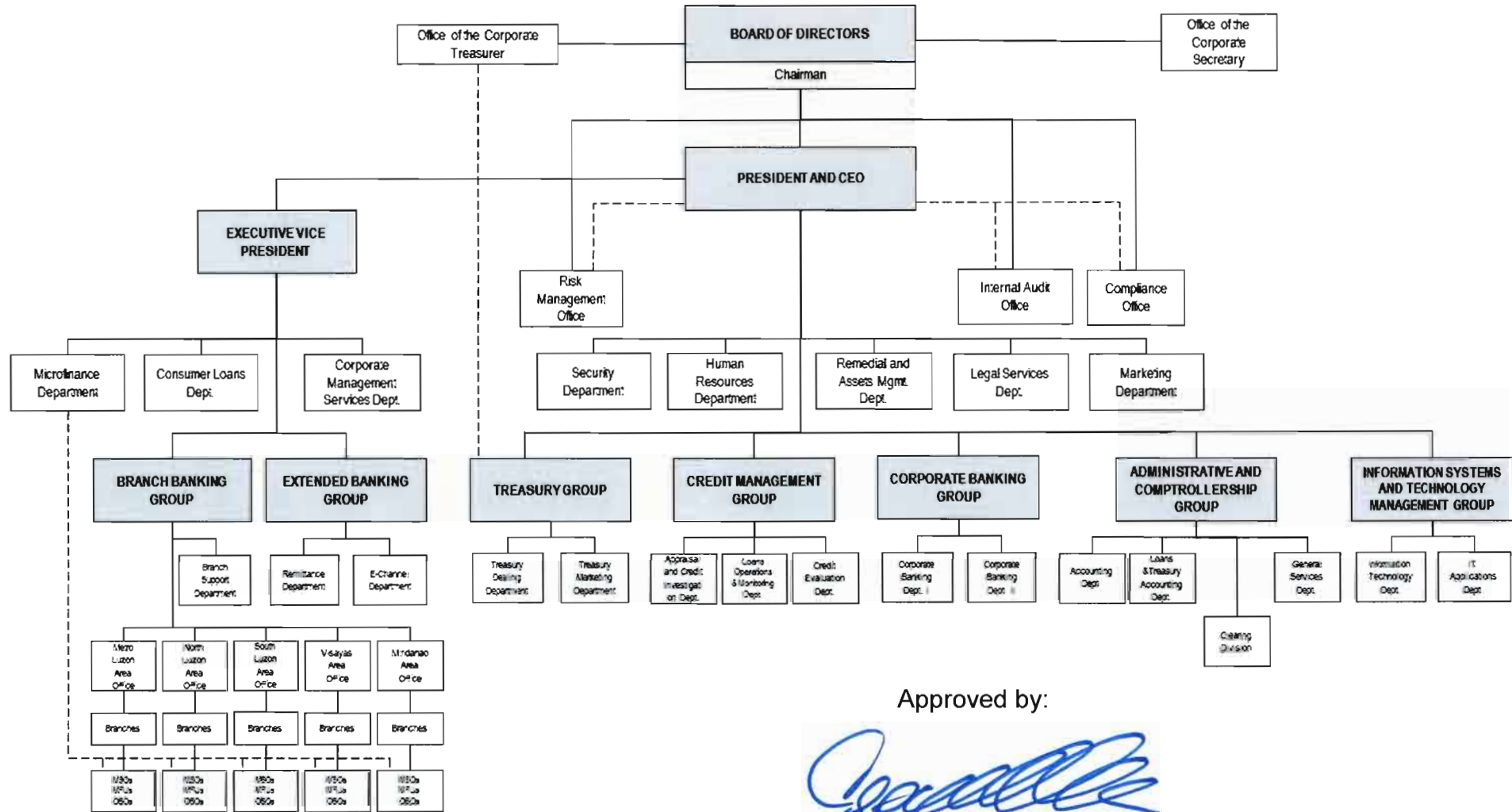
Approved by:



**CESAR L. VILLANUEVA**  
Chairman



Philippine Postal Savings Bank, Inc.  
**GCG RECOMMENDED ORGANIZATIONAL STRUCTURE**



Approved by:

**CESAR L. VILLANUEVA**  
 Chairman

**PHILIPPINE POSTAL SAVINGS BANK, INC.  
GCG-APPROVED STAFFING PATTERN  
FY 2015**

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
	<b>OFFICE OF THE BOARD OF DIRECTORS</b>			
	<b>OFFICE OF THE CORPORATE TREASURER</b>			
1	Corporate Treasurer	XIII	TO	XV
<b>1</b>	<b><u>TOTAL</u></b>			
	<b>OFFICE OF THE CORPORATE SECRETARY</b>			
1	Corporate Secretary	XIII	TO	XV
1	Executive Assistant	VI	TO	VIII
1	Administrative Staff	III	TO	V
2	Secretary	III	TO	V
<b>5</b>	<b><u>TOTAL</u></b>			
	<b>RISK MANAGEMENT OFFICE</b>			
1	Risk Officer	XIII	TO	XV
1	Head, Credit, Operational & Market Liquidity Risk Management Division	IX	TO	XII
2	Risk Management Assistant	III	TO	V
1	Risk Management Assistant 3	VI	TO	VIII
1	Head, IT Risk Management Division	IX	TO	XII
1	Information Security Administrator	VI	TO	IX
<b>7</b>	<b><u>TOTAL</u></b>			
	<b>INTERNAL AUDIT OFFICE</b>			
1	Chief Audit Executive	XIII	TO	XV

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Administrative Staff	III	TO	V
3	Senior Auditor	VIII	TO	X
3	Junior Auditor	VI	TO	VIII
5	Audit Assistant	VI	TO	VIII
1	IT Junior Auditor	VI	TO	VIII
<b>14</b>	<b><u>TOTAL</u></b>			
	<b>COMPLIANCE OFFICE</b>			
1	Compliance Officer	XIII	TO	XV
1	Compliance Assistant	III	TO	V
1	AMLA Officer	VIII	TO	X
1	AMLA Assistant	III	TO	V
1	Asst. Compliance Officer	VIII	TO	X
<b>5</b>	<b><u>TOTAL</u></b>			
	<b>OFFICE OF THE PRESIDENT AND CEO</b>			
1	President & CEO	XIX	TO	XXII
2	Executive Assistant	VI	TO	VIII
1	Assistant to the President	IX	TO	XI
1	Driver	I	TO	IV
<b>5</b>	<b><u>TOTAL</u></b>			
	<b>SECURITY DEPARTMENT</b>			
1	Security Officer	IX	TO	XIII
2	Security Assistant	VI	TO	VIII
<b>3</b>	<b><u>TOTAL</u></b>			

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
	<b>HUMAN RESOURCES DEPARTMENT</b>			
1	Head, Human Resource Department	XIII	TO	XV
2	HR Officer	X	TO	XII
2	HR Specialist	VI	TO	VIII
2	Clerk	II	TO	V
1	Administrative Staff	III	TO	V
<b>8</b>	<b><u>TOTAL</u></b>			
	<b>LEGAL SERVICES DEPARTMENT</b>			
1	Head, Legal Services Department	XIII	TO	XV
1	Legal Assistant	VI	TO	VIII
1	Administrative Staff	III	TO	V
2	Bank Attorney	IX	TO	XII
1	Registration Specialist	VI	TO	VIII
<b>6</b>	<b><u>TOTAL</u></b>			
	<b>REMEDIAL AND ASSETS MANAGEMENT DEPARTMENT</b>			
1	Head, Remedial & Assets Management Department	XI	TO	XIII
1	Head, Acquired Assets Division	VIII	TO	X
1	Property Management Assistant	VI	TO	VIII
1	Remedial Management Assistant	VI	TO	VIII
<b>4</b>	<b><u>TOTAL</u></b>			
	<b>MARKETING DEPARTMENT</b>			
1	Head, Corporate Marketing	XI	TO	XIII
1	Marketing Specialist	VI	TO	IX
1	Graphic Artist	VI	TO	VIII
<b>3</b>	<b><u>TOTAL</u></b>			

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
	<b>TREASURY GROUP</b>			
1	Head, Treasury Group	XIII	TO	XV
1	Administrative Staff	III	TO	V
<b><u>2</u></b>	<b><u>TOTAL</u></b>			
	<b>TREASURY DEALING DEPARTMENT</b>			
1	Head, Treasury Dealing	IX	TO	XII
1	Treasury Assistant	VI	TO	VIII
3	Treasury Specialist	VI	TO	IX
<b><u>5</u></b>	<b><u>TOTAL</u></b>			
	<b>TREASURY MARKETING DEPARTMENT</b>			
1	Head, Treasury Marketing Department	IX	TO	XII
3	Treasury Marketing Specialist	VI	TO	IX
1	Treasury Marketing Assistant	VI	TO	VIII
<b><u>5</u></b>	<b><u>TOTAL</u></b>			
	<b>CREDIT MANAGEMENT GROUP</b>			
1	Head, Credit Management Group	XV	TO	XVII
<b><u>1</u></b>	<b><u>TOTAL</u></b>			
	<b>APPRAISAL AND CREDIT INVESTIGATION DEPARTMENT</b>			
1	Head, Appraisal & Credit Investigation Department	IX	TO	XII
3	Appraiser	VI	TO	VIII
3	Credit Investigator	VI	TO	VIII
<b><u>7</u></b>	<b><u>TOTAL</u></b>			

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
	<b>LOANS OPERATIONS AND MONITORING DEPARTMENT</b>			
1	Head, Loans Operations & Monitoring	IX	TO	XII
2	Loans Operations Assistant	III	TO	V
<b>3</b>	<b><u>TOTAL</u></b>			
	<b>CREDIT EVALUATION DEPARTMENT</b>			
1	Head, Credit Evaluation Department	X	TO	XIII
2	Financial Analyst	VI	TO	X
2	Credit Evaluation Officer	VI	TO	XI
<b>5</b>	<b><u>TOTAL</u></b>			
	<b>CORPORATE BANKING GROUP</b>			
1	Head, Corporate Banking Group	XV	TO	XVII
1	Administrative Staff	III	TO	V
<b>2</b>	<b><u>TOTAL</u></b>			
	<b>CORPORATE BANKING DEPARTMENT I</b>			
1	Head, Corporate Banking Department I	X	TO	XIII
1	Account Officer (CBG)	IX	TO	XII
3	Account Specialist	VI	TO	VIII
<b>5</b>	<b><u>TOTAL</u></b>			
	<b>CORPORATE BANKING DEPARTMENT II</b>			
1	Head, Corporate Banking Department II	X	TO	XIII
1	Account Officer (CBG)	IX	TO	XII
2	Account Specialist	VI	TO	VIII
<b>4</b>	<b><u>TOTAL</u></b>			

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
	<b>ADMINISTRATIVE AND COMPTROLLERSHIP GROUP</b>			
1	Head, Administrative & Comptrollership Group	XIII	TO	XV
<b>1</b>	<b><u>TOTAL</u></b>			
	<b>ACCOUNTING DEPARTMENT</b>			
1	Head, Accounting Department	IX	TO	XII
2	Accountant	VI	TO	IX
8	Accounting Assistant	III	TO	V
<b>11</b>	<b><u>TOTAL</u></b>			
	<b>LOANS AND TREASURY ACCOUNTING DEPARTMENT</b>			
1	Head, Loans and Treasury Accounting	IX	TO	XII
1	Accounting Assistant (Loans & Treasury)	VI	TO	VIII
1	Accounting Assistant	III	TO	V
<b>3</b>	<b><u>TOTAL</u></b>			
	<b>GENERAL SERVICES DEPARTMENT</b>			
1	Head, General Services	IX	TO	XII
1	Head, Property & Supply Division	VI	TO	IX
2	GSD Assistant	III	TO	V
3	Clerk	II	TO	V
1	Head, Engineering & Maintenance	VI	TO	IX
1	Head, Central Records & Messengerial Services	VI	TO	IX
1	Head, Transportation Division	VI	TO	IX
5	Driver	I	TO	IV
3	Utility Personnel	I	TO	III

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
<b><u>18</u></b>	<b><u>TOTAL</u></b>			
	<b>CLEARING DIVISION</b>			
1	Head, Clearing	VI	TO	IX
2	Signature Verifier	VI	TO	VIII
2	Clearing Assistant	III	TO	V
<b><u>5</u></b>	<b><u>TOTAL</u></b>			
	<b>INFORMATION SYSTEMS AND TECHNOLOGY MANAGEMENT GROUP</b>			
1	Head, Information Systems & Technology Management Group	XIII		XV
1	Administrative Staff	III		V
<b><u>2</u></b>	<b><u>TOTAL</u></b>			
	<b>INFORMATION TECHNOLOGY DEPARTMENT</b>			
1	Head, Information Technology Department	IX	TO	XII
1	Division Head, IT Operations	VIII	TO	X
1	IT Operations Supervisor	VI	TO	IX
3	System Operator	VI	TO	VIII
1	Division Head, Network Administration	VIII	TO	X
1	Network Administrator	VI	TO	IX
1	Division Head, Systems Administration	VIII	TO	X
1	PC Technical Support Specialist	VI	TO	VIII
1	System Administrator	VI	TO	IX
1	Database Administrator	VI	TO	IX
1	Helpdesk Staff	III	TO	V
1	Technical Support Staff	VI	TO	VIII
<b><u>14</u></b>	<b><u>TOTAL</u></b>			



No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
	<b>IT APPLICATIONS DEPARTMENT</b>			
1	Department Head	IX	TO	XII
1	QA Analyst	VI	TO	VIII
1	Division Head, Applications Development	VIII	TO	X
1	Senior Programmer	VI	TO	IX
1	Technical Writer	VI	TO	VIII
1	Division Head, Functional	VIII	TO	X
4	Programmer	VI	TO	VIII
1	Systems Analyst	VI	TO	VIII
<b><u>11</u></b>	<b><u>TOTAL</u></b>			
	<b>OFFICE OF THE EXECUTIVE VICE PRESIDENT</b>			
1	Executive Vice President	XVIII	TO	XX
1	Administrative Staff	III	TO	V
<b><u>2</u></b>	<b><u>TOTAL</u></b>			
	<b>CORPORATE MANAGEMENT SERVICES DEPARTMENT</b>			
1	Head, Corporate Management Services	X	TO	XIII
1	Financial Planning & Budgeting Officer	VI	TO	IX
1	Financial Planning & Budgeting Specialist	VI	TO	VIII
1	Head Secretariat	VI	TO	IX
2	Secretariat Staff	III	TO	V
1	Head, Business Process Improvement	VIII	TO	X
1	BPI Specialist	VI	TO	VIII
<b><u>8</u></b>	<b><u>TOTAL</u></b>			
	<b>CONSUMER LOANS DEPARTMENT</b>			

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Head, Consumer Loans Department	XI	TO	XIII
1	Product Management Specialist	VI	TO	VIII
1	Loans Review Specialist	VI	TO	VIII
<b><u>3</u></b>	<b><u>TOTAL</u></b>			
	<b>MICROFINANCE DEPARTMENT</b>			
1	Microfinance Program Director	XIII	TO	XV
1	Microfinance Program Manager	X	TO	XIII
1	Administrative Staff	III	TO	V
1	Microfinance Program Coordinator	VI	TO	IX
1	Microfinance Specialist	VI	TO	VIII
<b><u>5</u></b>	<b><u>TOTAL</u></b>			
	<b>EXTENDED BANKING GROUP</b>			
1	Head, Extended Banking Group	XIII	TO	XV
<b><u>1</u></b>	<b><u>TOTAL</u></b>			
	<b>REMITTANCE DEPARTMENT</b>			
1	Head, Remittance Department	IX	TO	XIII
2	Remittance Operations Specialist	VI	TO	IX
2	Remittance Operations Assistant	VI	TO	VIII
<b><u>5</u></b>	<b><u>TOTAL</u></b>			
	<b>E-CHANNEL DEPARTMENT</b>			
1	Head, E-Channel Department	IX	TO	XIII
3	Operations Assistant	VI	TO	VIII
1	Technical Support Specialist	VI	TO	VIII
2	Accounting Assistant	III	TO	V
3	Technical Support Assistant	VI	TO	VIII

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
<b><u>10</u></b>	<b><u>TOTAL</u></b>			
	<b>BRANCH BANKING GROUP</b>			
1	Head, Branch Banking Group	XV	TO	XVII
1	Administrative Staff	III	TO	V
<b><u>2</u></b>	<b><u>TOTAL</u></b>			
	<b>BRANCH SUPPORT DEPARTMENT</b>			
1	Head, Branch Support Department	IX	TO	XII
2	Branch Support Specialist	VI	TO	IX
<b><u>3</u></b>	<b><u>TOTAL</u></b>			
	<b>METRO LUZON AREA</b>			
1	Head, Metro Luzon Area	XIII	TO	XV
1	Secretary	III	TO	V
1	Credit Evaluation Specialist	VI	TO	VIII
<b><u>3</u></b>	<b><u>TOTAL</u></b>			
	<b>MAIN BRANCH</b>			
1	Operations Head	IX	TO	XII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
2	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Roving Teller	III	TO	V
4	Teller	III	TO	V
2	Accounting Assistant	III	TO	V

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
<b><u>15</u></b>	<b><u>TOTAL</u></b>			
	<b>MALOLOS BRANCH</b>			
1	Head, Malolos Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Accounting Assistant	III	TO	V
1	Loan Operations Assistant	III	TO	V
3	Teller	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Driver	I	TO	IV
<b><u>13</u></b>	<b><u>TOTAL</u></b>			
	<b>SAN PABLO BRANCH</b>			
1	Head, San Pablo Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b><u>13</u></b>	<b><u>TOTAL</u></b>			

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
	<b>MABALACAT BRANCH</b>			
1	Head, Mabalacat Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
2	Teller	III	TO	V
1	Driver	I	TO	IV
<b>12</b>	<b><u>TOTAL</u></b>			
	<b>LIPA BRANCH</b>			
1	Head, Lipa Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
2	Accounting Assistant	III	TO	V
2	Teller	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
	<b>NORTH LUZON AREA</b>			
1	Head, North Luzon Area	XIII	TO	XV
1	Secretary	III	TO	V
1	Appraiser	VI	TO	VIII
1	Credit Evaluation Specialist	VI	TO	VIII
1	Credit Investigator	VI	TO	VIII
2	Driver	I	TO	IV
1	Area Supervisor, Microfinance	VI	TO	VIII
<b>8</b>	<b><u>TOTAL</u></b>			
	<b>BAGUIO BRANCH</b>			
1	Head, Baguio Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Account Officer	VI	TO	IX
1	Loans Operations Assistant	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>DAGUPAN BRANCH</b>			
1	Operation Head	IX	TO	XII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b><u>13</u></b>	<b><u>TOTAL</u></b>			
	<b>MBO MAPANDAN</b>			
1	MBO Supervisor, Mapandan	VI	TO	VIII
5	Loan Assistant	III	TO	V
1	Teller	III	TO	V
1	Bookkeeper	III	TO	V
<b><u>8</u></b>	<b><u>TOTAL</u></b>			
	<b>MBO BINMALEY</b>			
1	MBO Supervisor, Binmaley	VI	TO	VIII
5	Loan Assistant	III	TO	V
1	Teller	III	TO	V
1	Bookkeeper	III	TO	V
<b><u>8</u></b>	<b><u>TOTAL</u></b>	-	-	-
	<b>TUGUEGARAO BRANCH</b>			
1	Head, Tuguegarao Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>	-	-	-
	<b>ASINGAN BRANCH</b>			
1	Head, Asingan Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>	-	-	-
	<b>SAN FERNANDO BRANCH</b>			
1	Head, San Fernando Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX



No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Accounting Assistant	III	TO	V
2	Teller	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Driver	I	TO	IV
<b>12</b>	<b><u>TOTAL</u></b>			
	<b>TARLAC BRANCH</b>			
1	Head, Tarlac Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
2	Teller	III	TO	V
1	Roving Teller	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>SOUTH LUZON AREA</b>			
1	Head, South Luzon Area	XIII	TO	XV
1	Secretary	III	TO	V
1	Appraiser	VI	TO	VIII
1	Credit Evaluation Specialist	VI	TO	VIII

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Credit Investigator	VI	TO	VIII
2	Driver	I	TO	IV
1	Area Supervisor, Microfinance	VI	TO	VIII
<b>8</b>	<b><u>TOTAL</u></b>			
	<b>NAGA BRANCH</b>			
1	Operations Head	IX	TO	XII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing Assistant	III	TO	V
3	Teller	III	TO	V
1	Roving Teller	III	TO	V
1	Accounting Assistant	III	TO	V
1	Driver	I	TO	IV
<b>14</b>	<b><u>TOTAL</u></b>			
	<b>MBO BULA</b>			
1	MBO Supervisor, Bula	VI	TO	VIII
5	Loan Assistant	III	TO	V
1	Teller	III	TO	V
1	Bookkeeper	III	TO	V
<b>8</b>	<b><u>TOTAL</u></b>			
	<b>MBO BOMBON</b>			
1	MBO Supervisor, Bombon	VI	TO	VIII

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
5	Loan Assistant	III	TO	V
1	Teller	III	TO	V
1	Bookkeeper	III	TO	V
<b>8</b>	<b><u>TOTAL</u></b>			
	<b>LEGAZPI BRANCH</b>			
1	Head, Legaspi Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>MBO MALINAO</b>			
1	MBO Supervisor, Malinao	VI	TO	VIII
5	Loan Assistant	III	TO	V
1	Teller	III	TO	V
1	Bookkeeper	III	TO	V
<b>8</b>	<b><u>TOTAL</u></b>			
	<b>MBO BACACAY</b>			
1	MBO Supervisor, Bacacay	VI	TO	VIII
5	Loan Assistant	III	TO	V

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Teller	III	TO	V
1	Bookkeeper	III	TO	V
<b>8</b>	<b><u>TOTAL</u></b>			
	<b>TIGAON BRANCH</b>			
1	Head, Tigaon Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
3	Teller	III	TO	V
1	Accounting Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>SORSOGON BRANCH</b>			
1	Head, Sorsogon Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing Assistant	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>VISAYAS AREA</b>			
1	Head, Visayas Area	XIII	TO	XV
1	Secretary	III	TO	V
1	Credit Evaluation Specialist	VI	TO	VIII
1	Credit Investigator	VI	TO	VIII
1	Appraiser	VI	TO	VIII
1	Driver	I	TO	IV
<b>6</b>	<b><u>TOTAL</u></b>			
	<b>TACLOBAN BRANCH</b>			
1	Operations Head	IX	TO	XII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Clerk	II	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b>14</b>	<b><u>TOTAL</u></b>			
	<b>CEBU BRANCH</b>			
1	Head, Cebu Branch	IX	TO	XIII

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Account Officer	VI	TO	IX
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>ILOILO BRANCH</b>			
1	Head, Iloilo Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Clerk	II	TO	V
1	Driver	I	TO	IV
<b>14</b>	<b><u>TOTAL</u></b>			
	<b>HIMAMAYLAN BRANCH</b>			
1	Head, Himamaylan Branch	IX	TO	XIII

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>TAGBILARAN BRANCH</b>			
1	Head, Tagbilaran Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>BACOLOD BRANCH</b>			
1	Head, Bacolod Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>MINDANAO AREA</b>			
1	Head, Mindanao Area	XIII	TO	XV
1	Secretary	III	TO	V
1	Credit Evaluation Specialist	VI	TO	VIII
1	Credit Investigator	VI	TO	VIII
1	Appraiser	VI	TO	VIII
1	Driver	I	TO	IV
<b>6</b>	<b><u>TOTAL</u></b>			
	<b>CAGAYAN DE ORO BRANCH</b>			
1	Head, Cagayan de Oro Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V



No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
1	Accounting Assistant	III	TO	V
4	Teller	III	TO	V
1	Driver	I	TO	IV
<b>14</b>	<b><u>TOTAL</u></b>			
	<b>DAVAO BRANCH</b>			
1	Head, Davao Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Accounting Assistant	III	TO	V
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>MANOLO FORTICH BRANCH</b>			
1	Head, Manolo Fortich Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Accounting Assistant	III	TO	V
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V

No. of Pos.	Position Title	Job Level (Based on Postbank's Existing Compensation Structure)		
		Min.		Max.
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
	<b>DIPOLOG BRANCH</b>			
1	Head, Dipolog Branch	IX	TO	XIII
1	Sales Officer	VI	TO	IX
1	Accountant	VI	TO	IX
1	Cashier	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b>13</b>	<b><u>TOTAL</u></b>			
<b>612</b>	<b><u>SUB-TOTAL</u></b>			
52	4 Proposed New Branches for the next 1-3 years			
<b>664</b>	<b><u>GRAND TOTAL</u></b>			

Approved by:

**CESAR L. VILLANUEVA**  
Chairman

## BRANCH AND MBO/MFU/EXTENSION OFFICE STAFFING PATTERN

- 1. Branch Staffing Model** – Postbank is given the authority to set up additional branches in accordance with the staffing model below, with a maximum of thirteen (13) personnel complement, approved by the Governance Commission.

No. of Positions	Position Title	Job Level (Based on PPSB's Existing Compensation Structure)		
		IX	TO	XII
1	Branch Head	IX	TO	XII
1	Sales Officer	VI	TO	IX
1	Cashier	VI	TO	IX
1	Accountant	VI	TO	IX
1	Account Officer	VI	TO	IX
1	Account Specialist	VI	TO	VIII
1	Loans Operations Assistant	III	TO	V
1	Clearing/Distributing Clerk	III	TO	V
1	Accounting Assistant	III	TO	V
3	Teller	III	TO	V
1	Driver	I	TO	IV
<b><u>13</u></b>	<b><u>TOTAL</u></b>			

- 2. MBO/MFU/Extension Offices Staffing Model** – Postbank is given the authority to set up additional MBO/MFU/Extension Office in accordance with the staffing model below, with a maximum of eight (8) personnel complement, approved by the Governance Commission.

No. of Positions	Position Title	Job Level (Based on PPSB's Existing Compensation Structure)		
		VI	TO	VIII
1	MBO Supervisor	VI	TO	VIII
5	Loan Assistant	III	TO	V
1	Teller	III	TO	V
1	Bookkeeper	III	TO	V
<b><u>8</u></b>	<b><u>TOTAL</u></b>			

**PHILIPPINE POSTAL SAVINGS BANK, INC.  
FUNCTIONAL DESCRIPTION  
FY 2015**

**OFFICE OF THE BOARD OF DIRECTORS**

**A. OFFICE OF THE CORPORATE TREASURER**

- Custody and control of all funds, securities and properties of the Bank.
- Deposit or cause to be deposited all monies and other valuable effects in the name and to the credit of Bank in compliance with applicable laws, rules and regulations;
- Regularly and at least quarterly render to the PCEO or to the Board an account of the condition of the funds of the Bank and all of his transactions as such;
- Ensure fund availability on a timely basis and at the most economical means;
- Optimize yields in temporary excess funds, but at the same time ensure the implementation of appropriate risk management measures over its resources;
- Provide relevant and timely financial market information;
- Perform such other responsibilities as the Board may impose.

**B. OFFICE OF THE CORPORATE SECRETARY**

- Prepare agenda and minutes of Board and Committee Meetings in consultation with the Chairperson and PCEO;
- Ensure that the minutes are accurately recorded, approved and attested;
- Serve as secretariat for all meeting of the Board;
- Ensure that records of the Bank are maintained as required by law and made available when required by authorized persons;
- Ensure that proper notification of Directors and Members' meetings is given. It shall manage general correspondence of the Board of Directors, except as such correspondence assigned to others; and
- Perform such other duties and responsibilities as may be assigned by the PPSB Board of Directors and Chairperson.

**C. RISK MANAGEMENT OFFICE**

- Responsible for overseeing the Bank's adoption and maintenance of an adequate risk management program involving identification, measurement,

monitoring and controlling risks.

- It is responsible for the implementation of the approved Risk Management Charter.

#### **D. INTERNAL AUDIT OFFICE**

- Performs an independent, critical and systematic examination or review of accounting reports, documents, records and procedures for the purpose of determining their conformity with prescribed criteria.
- Responsible for reviewing all financial transactions, management practices and such other practices of the bank to determine their conformity to prescribed government regulations, accounting practices and procedures for the purpose of determining its effectiveness and efficiency in its operations.
- Responsible for conducting an independent and systematic review of existing internal control procedures to ensure adequacy and when necessary, recommend changes to improve their adequacy in safeguarding bank assets, promoting efficiency of operations and ensuring the reliability and security of its records.
- Plans, directs and controls activities of auditing to achieve the established objectives and targets of the office within the guidelines and limits of authority prescribed by the Board of Directors and other regulatory bodies.
- It shall be responsible for the implementation of the approved Internal Audit Charter.
- Perform such other duties and functions as are incidental to the office and those which, the Board of Directors may from time to time require and/or prescribe.

#### **E. COMPLIANCE OFFICE**

- Responsible for the design of the Bank's compliance system that includes the compliance program specifically identifying and mitigating business risks that may erode the value of the Bank.
- It shall be responsible for the implementation of the approved Compliance Charter.

### **2. EXECUTIVE OFFICES**

#### **A. OFFICE OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER**

- Exercise general supervision and authority over the regular course of

- business, affairs, and property of the Bank, over its employees and officers;
- See to it that all orders and resolutions of the Board are carried into effect;
  - Submit to the Board as soon as possible after the close of each fiscal year, and to the shareholders at the annual meeting, if applicable, a complete report of the operations of the Bank for the preceding year, and the state of its affairs;
  - Report to the Board from time to time all matters which the interest of the Bank may require to be brought to its notice; and
  - Perform such other duties and responsibilities as the Board may impose.

## **1. SECURITY DEPARTMENT**

- Responsible for the preparation of a reasonable, effective and updated security program for the Bank and overall direct supervision and implementation of the Bank's Security Program to protect its employees, resources, and clients.
- Assists Human Resource Department in background investigation of employees.

## **2. HUMAN RESOURCES DEPARTMENT**

- Responsible for the welfare of the employees during their employment with the Bank. Develops, devises, advises on and implements HR policies, systems and procedures.
- Provides adequate and competent workforce through training and development.
- It shall be in charge of the administration of personnel movements and processing of employee benefits.
- Monitors the implementation of the succession plan.
- Administers the job evaluation program. Manages job performance and total compensation system including benefits, incentives and rewards.
- Acts as Secretariat to the Ad Hoc Committee concerning personnel violations.

## **2. LEGAL SERVICES DEPARTMENT**

- Renders legal advice and reviews documents and contracts for legal sufficiency.
- Analyzes and advises Management on existing and new cases and rulings affecting banking operations.

#### **4. REMEDIAL AND ASSETS MANAGEMENT DEPARTMENT**

- Responsible for addressing and controlling the risks of loan delinquency and loan default.
- It shall address the growing non-performing loan (NPL) portfolio of the Bank and ensure its maximum collection/recovery of assets prior to its endorsement to the Legal Services Department.

#### **5. MARKETING DEPARTMENT**

- Responsible for conducting market research, identifying business opportunities and developing strategies for achieving company targets and objectives.
- Responsible for crafting the Bank's corporate image to best reflect its chosen market niche.

#### **6. TREASURY GROUP**

##### **6.1. TREASURY DEALING DEPARTMENT**

- Manage the Bank's resources through investment of excess funds in local and foreign currency denominated debt instruments as approved by the Board of Directors.
- Monitor the Bank's liquidity position and engage in interbank borrowing and lending to meet liquidity needs of operations and Bangko Sentral ng Pilipinas (BSP) cover requirements.
- Set guidelines for pricing of deposit products to attract funders and optimize funding cost.

##### **6.2. TREASURY MARKETING DEPARTMENT**

- Conducts marketing activities to generate the necessary funding requirements to support lending and investing activities of the Bank.

#### **7. CREDIT MANAGEMENT GROUP**

- Responsible for the implementation of sound credit administration procedures throughout the bank, ensuring full and appropriate use of bank resources, while still being consistent with your bank's goals and objectives.

### **7.1. APPRAISAL AND CREDIT INVESTIGATION DEPARTMENT**

- Responsible for the conduct of credit investigation and collateral appraisal. Assists in the initial evaluation of the loan applicant by way of credit investigation.
- Conducts inspection and appraisal of collateral offered for loans per approved lending guidelines.
- Directs and supervises the conduct of credit investigation, asset appraisal, project monitoring and such other fields of endeavor to attain planned objectives.
- Responsible for the safekeeping of all documents pertaining to credit investigation and collateral appraisal.

### **7.2. LOANS OPERATIONS AND MONITORING DEPARTMENT**

- Responsible for the confirmation, documentation, settlement, collection, document safekeeping and report preparation functions of all transactions pertaining to loans operations. Acts as backroom of the head office.
- Responsible for the centralized loans operations reporting.
- Responsible for the Bank's central liability system.

### **7.2. CREDIT EVALUATION DEPARTMENT**

- Ensures the evaluation of the borrower's risk rating and collateral risk rating of all regular loans.
- Validates the submitted financial statements and analyzes the borrower's financial projections.
- Analyzes financial and other relevant data such as income growth, quality of management, and market share to determine expected loan profitability.
- Ensures accuracy of the financial analyses performed by the account officers prior to its submission to appropriate approving authorities.
- Provides industry analysis to lending units.

## **8. CORPORATE BANKING GROUP**

- Plans, organizes, leads and controls all account management operations of the Bank consistent with the risk parameters set by Risk Management Office (RMO) and the Manual on Lending Operations (MOLO).
- It shall design and implement policies, procedures and guidelines



on loans in accordance with regulatory bodies.

- It shall formulate and recommend policies, rules and regulations, systems and procedures for the effective implementation of its plans to improve and enhance competitiveness of the Bank at par within the industry.
- The Group shall also be responsible for the review and development of responsive products and services as well as development of strategies and promotional activities to boost the marketability of the different products and services of the Bank.

#### **8.1. CORPORATE BANKING DEPARTMENT I AND II**

- Total account management of all loan accounts from inception to collection at the Head Office consistent with the Manual on Lending Operations.
- Focus on markets identified by Management in accordance with the approved Business Plan of the Bank.
- Evaluate loan proposals and analyze financial and loan information to determine loan feasibility.
- Review, evaluate, validate, and endorse loan proposals to approving authorities in conformity with the risk parameters set by RMO.
- Plan the mix and volume of loan portfolio and formulate strategies to achieve them. Formulate, arrange / utilize special financing programs.

#### **9. ADMINISTRATIVE AND COMPTROLLERSHIP GROUP**

- Plans, leads, organizes, implements and controls all support services activities.
- Formulates and implements policies, procedures and guidelines in accordance with regulatory bodies to ensure efficient and effective operations without sacrificing internal control.
- Provides an efficient and effective accounting services to the Bank and implements the appropriate financial control and review system involving the corporate accounts.
- The Head of the ACG shall act as the Comptroller of the Bank.

##### **9.1. ACCOUNTING DEPARTMENT**

- Ensures effective implementation of the financial control system on operational expenses.

- Ensures that expenditures are within prescribed policies, laws, rules and regulations. Supervises the General Accounting Division,
- Reconciliation and Reports Division, and Budget Division. Responsible for the accounting / bookkeeping, budget administration, reports preparation, and disbursement activities of the Bank.

## **9.2. LOANS AND TREASURY ACCOUNTING DEPARTMENT**

- Responsible for the accounting and report preparation functions of all transactions pertaining to loans and treasury operations.
- Prepares proof sheets and block sheets for daily transactions and balances end-of-day transactions.
- Prepares schedules of past due accounts and accounts receivables, aging of past due accounts and accounts receivables, accrued interest receivables and payables, as well as other accounts that may be requested by Management.

## **9.3. GENERAL SERVICES DEPARTMENT**

- Provides general services Bankwide.
- Supervises purchase of supplies and other items for the Bank at the lowest cost possible without sacrificing quality.
- Provides and maintains transport and communication facilities as well as messengerial services to concerned units.
- Responsible for the maintenance and upkeep of the Bank's properties including but not limited to furniture, fixtures, equipment, vehicles, etc. Responsible for the timely dissemination of relevant information and documents to concerned units of the Bank.
- Responsible for the dispatch of vehicles, its proper maintenance and the development of policies and procedures to prolong the life and use of vehicles.
- It shall direct the disposal of unserviceable vehicles and shall take charge of the timely registration and insurance of all the Bank vehicles.
- Perform secretariat function for the Bids and Awards Committee.

#### **9.4. CLEARING DIVISION**

- Manages activities involving clearing and distributing of all checks received and sent by the Bank, and ensures timely and appropriate clearing operations to support all concerned units of the Bank.
- Recommends policies for appropriate and effective internal control in clearing operations.

### **10. INFORMATION SYSTEMS AND TECHNOLOGY MANAGEMENT GROUP**

#### **10.1. INFORMATION TECHNOLOGY DEPARTMENT**

- Provide the leadership, management and supervisory functions to plan, implement, operate and administer the various Information Technology components of hardware, software, networks and data center facilities (including back-up) for both the Core Banking and Extended Banking Information Systems installed in the Head Office and the Branches.
- The work includes report preparation, data backup processes, online support to IS users, liaison and coordination with IT suppliers and service providers, feedback and recommendations for improvement in the various aspects of their work and current operations documentation and manuals, using the appropriate change reporting process.

#### **10.2. IT APPLICATIONS DEPARTMENT**

- Provide the leadership, management and supervisory functions to plan, develop, implement and administer the programs and projects for the application of computer and communications technologies to Core Banking Information Systems, to include Deposit, Loans, Treasury, Human Resources, Assets and Corporate Communications.
- The Department shall perform the functions of project management, systems design and development, construction and implementation, and change management. In the process, the Department shall perform outsourcing work (as alternative to in-house development) project risk assessments, risk mitigation and contingency plans, incorporation of security measures and control, and planning and design of security, control and business continuity plans

and programs.

## **B. OFFICE OF THE EXECUTIVE VICE PRESIDENT**

- Responsible for the overall management of the Branch Banking Group, Microfinance Department, Consumer Loans Department, Remittance/Extended Banking Group and Corporate Services Management Department.

### **1. CORPORATE MANAGEMENT SERVICES DEPARTMENT**

- Responsible for budgeting and financial planning, liaising with GCG and ensuring Bank compliance with its requirements, review and initiation of policy and process improvements, and providing secretariat support to the Mancom and Lendcom.

### **2. CONSUMER LOANS DEPARTMENT**

- Handle the formulation of marketing strategies to promote the Bank's consumer loan products as well as to provide regular updates on relevant policies and procedures pertinent thereto.

### **3. MICROFINANCE DEPARTMENT**

- Overseas and regulates the operation of microfinance portfolio of the Bank. Provides support to enable microfinance units to achieve its purpose of extending the Bank's financial reach to the unbanked and underserved communities

### **4. EXTENDED BANKING GROUP**

#### **4.1 REMITTANCE DEPARTMENT**

- Responsible for the formulation and development of policies and procedures on remittance operations and its strict implementation.
- Monitors and controls incoming/outgoing remittances to and from outside the Bank to its destination.
- Manages the day-to-day operations on remittance from front line support to back-end monitoring and reconciliation.

#### **4.2 E-CHANNEL DEPARTMENT**

- Manage the Bank's ATM network to insure reliable operation

and application of internal controls.

- Provide support to the preparation of initial studies, introduction, including launching activities and management and operation of new products such as foreign and domestic.

## **5. BRANCH BANKING GROUP**

- Overall management, administration and control of operations in the area offices and branches.
- Determines and plans activities for existing and future branch expansion in conformity with the objectives set by the Bank.
- Monitors performance of the branches against their targets.
- Responsible for the administrative control of branch operations; Provides prompt, reliable and accurate support services to the Branches.

### **5.1. BRANCH SUPPORT DEPARTMENT**

- Responsible for the preparation of strategic plans and budgets, periodic reporting and monitoring of branch activities, and operational analyses, as well as deposits and loans performance monitoring of branches.
- Responsible for the administrative control of branch operations and provides prompt, reliable and accurate support services to the Branches.
- It shall also be responsible for the review of all loan proposals endorsed by the branches prior to legal review and endorsement to approving authorities.
- It shall analyze, evaluate and validate financial and loan information to determine loan feasibility in accordance with the MOLO and RMO risk parameters.
- It shall prepare and plan the mix and volume of loan portfolio and formulate strategies to achieve them. It shall provide technical assistance and guidance to all areas/branches on loan policies and procedures and documentation as well as account management.

#### **5.1.1. AREA OFFICES**

- Overall management of banking activities of the branches within the area.

#### **BRANCHES**

- Conduct general banking operations and maintains a complete set of books of accounts.

- **METRO LUZON AREA OFFICE**

1. MAIN BRANCH
2. SAN PABLO BRANCH
3. MALOLOS BRANCH
4. MABALACAT, PAMPANGA BRANCH
5. LIPA BRANCH

- **NORTH LUZON AREA OFFICE**

6. DAGUPAN BRANCH
7. ASINGAN BRANCH
8. BAGUIO BRANCH
9. SAN FERNANDO, LA UNION BRANCH
10. TARLAC BRANCH
11. TUGUEGARAO BRANCH

- **SOUTH LUZON AREA OFFICE**

12. NAGA BRANCH
13. LAGASPI BRANCH
14. SORSOGON BRANCH
15. TIGAON BRANCH

- **VIZAYAS AREA OFFICE**

16. TACLOBAN BRANCH
17. CEBU BRANCH
18. HIMAMAYLAN BRANCH
19. ILOILO BRANCH
20. TAGBILARAN BRANCH

21. BACOLOD BRANCH

○ **MINDANAO AREA OFFICE**

22. CAGAYAN DE ORO BRANCH

23. MANOLO FORTICH BRANCH

24. DAVAO BRANCH

25. ZAMBOANGA BRANCH

**MICRO-BANKING OFFICE**

- Provides a wide range of transactional activities which reflect the particular needs of the unserved and underserved market particularly microfinance clients, overseas Filipinos and their beneficiaries. This MBO is authorized to provide services that are appropriately designed for the target market such as to accept micro-deposits, disburse micro-loans and collect payments, sell, market and service microinsurance products, receive and pay out authorized remittance transactions, act as cash in/out points for electronic money, receive utility payments, collect premiums and pay out benefits from social security institutions and other benefit systems including government conditional cash transfer programs, and purchase a limited level of foreign currency. The MBO shall only perform the activities for which it has specifically applied for and had been authorized to perform.

**MICRO-FINANCING UNITS**

**EXTENSION OFFICES**

Approved by:

  
**CESAR L. VILLANUEVA**  
Chairman