

**CERTIFICATION of COMPLIANCE**

*Pursuant to Republic Act No. 9485; An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing penalties Therefor*

I, **RENATO G. EJE**, Filipino, of legal age, **Officer-in-Charge, Office of the President and CEO** of the **Philippine Postal Savings Bank, Inc. (Postbank)**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing rules and regulations, hereby declares and certify the following facts:

- 1) The **Philippine Postal Savings Bank, Inc. (Postbank)** including its twenty-four (24) branches has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedures for filling complaint
- 2) The Citizen's Charter is posted as information billboards in all the service offices of Postbank that deliver frontline services.
- 3) The Citizen's Charter is positioned at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written in English and published as information material in the form of tabletop acrylic flipchart or pamphlet.
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The Citizen's Charter was first published on November 12, 2013 and has undergone various revisions, the latest of which was in February 2017 as required under Section 4, Rule 1V of the IRR which is still subject for printing and posting.

- 7) Postbank has engaged the services of a third party provider to conduct the Customer Survey among its branches with the objective to measure the level of client satisfaction and service quality of Postbank and also to have a basis in the continual improvement of the Bank's policies, systems, and processes particularly on customer service.
- 8) To promote fair and equitable financial services practices, Postbank has put in place in its own Consumer Protection Framework in compliance to BSP Circular 857.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified

IN WITNESS WHEREOF, I have hereunto affixed my signature this AUG 01 2017 day of MANILA at City of Manila, Philippines.



**RENATO G. EJE**

Officer-in-Charge, Office of the President and CEO  
Philippine Postal Savings Bank, Inc. (Postbank)



**AUG 01 2017**

SUBSCRIBED AND SWORN to before me this, \_\_\_ day of \_\_\_\_\_ 2017 in the City of MANILA, Philippines, with affiant exhibiting to me his Tax Identification Number 135-234-280.

NOTARY PUBLIC

**ATTY. PEDRO B. GENATO**  
Notary Public until Dec. 31, 2017  
Notarial Commission 2016-011 Mla.  
IBP# 1009339 Pasig 09-24-15 until 2017  
PTR# 5939951 - Mla. 1-3-2017  
Roll# 12088, TIN# 132-436-687  
MCLE Compl. No. V-0005232 until 4-14-17

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