



**LBP INSURANCE BROKERAGE, INC.**

**(a LandBank subsidiary)**

***CITIZEN'S CHARTER***

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## **LBP INSURANCE BROKERAGE, INC.**

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**LBP Insurance Brokerage, Inc., aspires to provide its clientele a better way service. Should you have any complaints, comments and suggestions to improve our services you may write or coordinate with the below address:**

**ADDRESS:**

12/F SSHG Law Center 105 Paseo De Roxas Legaspi Village, Makati City

**EMAIL:**

Libi@lbp-insurance.com

**For other inquiries please feel free to contact us at:**

**Direct Lines:** 8671064, 840-4011, 818-7794, 848-6250, 817-1564

**Trunkline:** 893-5638, 812-4911

**Facsimile:** 893-7224, 818-7794

## **Feedback and Redress Mechanism**

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## **LBP INSURANCE BROKERAGE, INC.**

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### **VISION**

**LIBI – as a paragon of efficient, effective and friendly service in the Insurance Brokerage Industry, completely supportive to the LandBank Group and its clients, and to other government owned and controlled corporations.**

### **MISSION**

**LIBI shall determine the essential and comprehensive insurance risks that the LandBank Group, its clients, other GOCC need to be insured against and to source the appropriate coverage from reputable and accredited insurance providers at a cost most advantageous to the insured within legal prescribe rates.**

**In the event of losses, LIBI shall prod and assist the insurance providers to expeditiously service and settle the claims as quickly as possible.**

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## **LBP INSURANCE BROKERAGE, INC**

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**Name of Agency** : LBP Insurance Brokerage, Inc. (a LandBank Subsidiary)

**Frontline Service** : Insurance Brokering and Foreign Exchange Trading

**Clients** : Direct Business & LBP Business

**Requirements** : Compliance of Anti-Red Tape Act of 2007

**Availability of service** : Monday to Friday, 8:00 a.m. to 4:45 p.m.

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## **LBP INSURANCE BROKERAGE, INC**

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### **SERVICE STANDARDS**

We are a steadfast and viable institution whereas we exceed effort to meet clients' expectations that embraces ourselves responsible for institutional service commitment thus recognize and aim for competence as we rendered service to be adhered to without any reservations or limitations.

And so therefore, we:

**L**ives' by the fundamentals and principles of Insurance Industry thru its Code of Conducts and Ethical Standards as we set the;

**I**deal institution that demonstrates respect for each other and holds ourselves accountable for appropriate behavior while displaying a sound knowledge in our fields of operation;

**B**e courteous, resilience, patient and prompt upon redressing the client's complaints at all times by;

**I**mplementing and maintaining its professional behavior as we go the extra-mile to achieved clients' full satisfaction and will always welcome your feedback and input.

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## HOW TO AVAIL OUR SERVICES

### A. INSURANCE DIVISION

- **DIRECT BUSINESS/WALK-IN CLIENTS**

Step	Process/Action/s to taken		Duration	Person In Charge	Fees	Requirements	Location
	Client	Marketing Division					
1	<b>Direct Business/Walk-In Clients</b>  Walk-in at LIBI office located at 12 <sup>th</sup> Flr. Sycip Law Center, 105. Paseo de Roxas, Makati City	Brief the client on the following: <ul style="list-style-type: none"> <li>➤ Products and Services</li> <li>➤ Documentary Requirements</li> </ul>	30 Mins to One (1) hour	Account Officer	None	Checklist of Requirements <ul style="list-style-type: none"> <li>➤ Application form /KYC Form</li> <li>➤ Appraisal Report</li> <li>➤ O.R./C.R.</li> <li>➤ Notice of Award (For Bond)</li> </ul>	LIBI H.O.
2	Fill-up the application form/KYC Form						
3	Submit the list of required documents						


**CITIZEN'S CHARTER**
**• LBP BUSINESS/LandBank Loan/Borrowers**

Step	Process/Action/s to taken		Duration	Person In Charge	Fees	Requirements	Location
	Client	Marketing Division					
1	<b>LBP Business/Bank Loan Borrowers</b>  Send letter request to LIBI for insurance quotations/Coverage, renewal and endorsements	Prepares letter request for insurance quotation for approval of immediate supervisor	Account Officer	Maximum of 3 days	None	Checklist of Requirements:	LIBI H.O.
		Brief the client on the following thru LandBanks Account Officer/s the following: <ul style="list-style-type: none"> <li>➤ Application Form / KYC Form/Business Information Sheet</li> <li>➤ Checklist of Requirements:               <ul style="list-style-type: none"> <li>• Letter request for quotation</li> <li>• KYC Form</li> <li>• Appraisal Report</li> <li>• O.R./C.R.</li> <li>• Notice of Award</li> </ul> </li> </ul>	Account Officer	5 to 10 Mins.	None	Checklist of Requirements	LIBI H.O.


**CITIZEN'S CHARTER**

Step	Process/Action/s to taken		Duration	Person In Charge	Fees	Requirements	Location
	Client	Marketing Division					
1	<b>LBP Business/Bank Loan Borrowers</b>  Send letter request to LIBI for insurance quotations/Coverage, renewal and endorsements	<b>A. <u>Request for Insurance Coverage</u></b>			<b>N O T  A P P L I C A B L E</b>	Checklist of Requirements <ul style="list-style-type: none"> <li>➤ Appraisal Report</li> <li>➤ O.R. /C.R.</li> <li>➤ KYC Form</li> <li>➤ Notice of Award</li> </ul>	LIBI H.O.
		1. Secures the completion of documentary requirements	3 to 5 Mins.	Account Officer			
		2. Prepare letter request for insurance quotation to be approved by the immediate supervisor	5 to 10 Mins.	Account Officer			
		3. Conduct of Bidding/Request for insurance quotation, renewal and endorsements among accredited insurance companies	Max. of 3 days	Account Officer			
		4. Awarding of business to the accredited insurance companies and forwarding the proposal letter to the client	5 to 10 Mins.	President			
5. Upon acceptance of proposal letter from LIBI, letter request for insurance coverage shall be sent to the preferred insurance company for issuance of policy	5 to 10 Mins.	Account Officer					
				Account Officer			




**CITIZEN'S CHARTER**

Step	Process/Action/s to taken		Duration	Person In Charge	Fees	Requirements	Location
	Client	Marketing Division					
2	<b>LBP Business/Bank Loan Borrowers</b>  Client will receive their insurance policy/ies thru LandBank Branches and Lending Center or thru private courier	<b>B. <u>Billing and Releasing of Policy</u></b>	15 Mins.	Encoder	N O T  A P P L I C A B L E	N O T  A P P L I C A B L E	LIBI H.O.
		1. Prepares the Statement of Accounts and forwards the same together with Insurance Policy/s to the clients or LBP Branches and Lending Centers  2. Collation of Insurance Policy for transmittal to the client thru LandBank or Private Courier	10 Mins.	Account Officer			

Step	Process/Action/s to taken		Duration	Person In Charge	Fees	Requirements	Location
	Client	Marketing Division					
<p><b>1</b> Send letter to LIBI as initial report on possible claim</p> <p><b>2</b> Prepare the required documents for adjustment and evaluation</p>	<p><b>C. <u>Claims Processing</u></b></p> <ol style="list-style-type: none"> <li>1. Received Notice of Claim (Initial Report)</li> <li>2. Advise the insurance company of a possible claim</li> <li>3. Request the assured to submit the required documents subject for adjustment/evaluation</li> <li>4. Regular monitoring of claim status</li> <li>5. Writes the assured as regards the offer settlement and acceptance offer</li> </ol>		5 to 10 Minutes	<p>Claims Clerk</p> <p>Claims Clerk</p> <p>Claims Clerk</p>	Deductible/ Participation fee	See below list of required documents for claims	LIBI H.O.


**CITIZEN'S CHARTER**
**CLAIM REQUISITES**

<b>Motor Claim</b>	<b>Property Damaged</b>	<b>Bodily Injury</b>	<b>Death Claim</b>
<ol style="list-style-type: none"> <li>1. Formal Notice of Claim</li> <li>2. Copy of Insurance Policy</li> <li>3. Certificate of Registration w/ Official Receipt</li> <li>4. Driver's License w/ Official Receipt</li> <li>5. Pictures of the damaged vehicles with plate number</li> <li>6. Stencils of Chassis and Motor No.</li> <li>7. Estimate Repairs</li> <li>8. Trip Ticket (For Company Owned)</li> </ol>	<ol style="list-style-type: none"> <li>1. Certificate of Registration with Official Receipt</li> <li>2. Driver's License with Official Receipt</li> <li>3. Police Report or Driver's Affidavit</li> <li>4. Pictures of the damaged vehicles</li> <li>5. Estimate Repair</li> <li>6. Certificate of No Claim</li> </ol>	<ol style="list-style-type: none"> <li>1. Medical Certificate</li> <li>2. Clinical Abstract</li> <li>3. Medical Receipts with Doctors Prescription</li> <li>4. Record of Operation</li> <li>5. Birth Certificate</li> <li>6. Hospital Bills &amp; Statement Of Account</li> </ol>	<ol style="list-style-type: none"> <li>1. Death Certificate</li> <li>2. Post Mortem Examination</li> <li>3. Funeral &amp; Burial Permit</li> <li>4. OR of Funeral &amp; Burial Permit</li> <li>5. Birth Certificate</li> <li>6. Marriage Contract</li> </ol>



### CLAIM REQUISITES

Salary Loan (Death Claim)	Performance Bond	Performance Bond	Surety Bond
<ol style="list-style-type: none"> <li>1. Certification of Insured Debtors</li> <li>2. Complete Remittance Schedule</li> <li>3. Proof of premium payment(Credit Advice)</li> <li>4. Death Certificate – Original or certified True Copy with Official Seal of the City Civil Registrar</li> <li>5. Salary Loan Application/Promissory Note</li> <li>6. Group Application/ Health Declaration</li> <li>7. Statement of Account</li> <li>8. Loan Ledger</li> <li>9. Disclosure Statement</li> <li>10. Identification Statement</li> <li>11. Claimant Statement</li> <li>12. Attending Physician's Statement</li> <li>13. Birth/Baptismal Cert.</li> <li>14. Marriage Contract</li> <li>15. Medical Record</li> <li>16. NBI/Police/Accident Report</li> <li>17. Barangay Cert. (In case died at home)</li> </ol>	<p><b><u>(Supply and Delivery)</u></b></p> <ol style="list-style-type: none"> <li>1. Formal Notice of loss</li> <li>2. Copy of Bond and OR</li> <li>3. Copy of award or P.O</li> <li>4. Copy of letters to winning bidder</li> <li>5. Copy of award to next lowest bidder</li> <li>6. Cost of Re-bidding</li> <li>7. Copy of award to next lowest bidder/winner of re-bidding</li> <li>8. Difference of bond amount between old awardee &amp; new awardee/contract for</li> </ol>	<ol style="list-style-type: none"> <li>1. Formal Notice of Loss</li> <li>2. Copy of Bond and OR</li> <li>3. Copy of Contract/Notice to Proceed</li> <li>4. Copy latest Accomplishment Report</li> <li>5. Copy of letter to Contractor and its reply thereto</li> <li>6. Audit of materials and equipment left at job-site</li> <li>7. Statement of monies due the contractor</li> <li>8. Difference in amount of bond between new contractor and defaulting contractor</li> <li>9. Additional cost to finish the project</li> </ol>	<p><b><u>Completed Project</u></b></p> <ol style="list-style-type: none"> <li>1. Formal Notice of Loss</li> <li>2. Copy of Bond and O.R.</li> <li>3. Copy of final acceptance of project</li> <li>4. Copy of letter to contractor &amp; its reply thereto on correction of defects noted</li> <li>5. Estimate of repair on defects</li> </ol> <p><b><u>Advance Payment</u></b></p> <ol style="list-style-type: none"> <li>1. Copy of Bond &amp; O.R.</li> <li>2. Voucher paying advance payment</li> <li>3. Notice of Proceed</li> <li>4. Letters to and from contractor and oblige</li> <li>5. Latest Accomplishment Report</li> <li>6. Statement of monies due from contractor</li> </ol>



## CLAIM REQUISITES

Marine Cargo	Fire/Lighting	Allied Perils (Typhoon/Earthquake)	Contractors' All Risk
<ol style="list-style-type: none"> <li>1. Notice of Loss</li> <li>2. Policy/Premium Certification</li> <li>3. Pictures</li> <li>4. Bill of Lading (Importation/Inter-Island)</li> <li>5. Commercial Invoice</li> <li>6. Statement of Facts</li> <li>7. Statement of Unloading/Discharge Report</li> <li>8. Warehouse Stock Issue (WSI)</li> <li>9. Laboratory Analysis Report issued by NFA</li> <li>10. Official Receipt for Salvage issued by Salvage Buyer</li> <li>11. Minutes of Bidding</li> <li>12. Bid Forms submitted by the bidders</li> </ol>	<p><b><u>Building</u></b></p> <ol style="list-style-type: none"> <li>1. Formal Notice of Loss</li> <li>2. Copy of Policy and O.R. of Premium Payment</li> <li>3. Building Plan/Sketch</li> <li>4. Repair Estimated/Bill of Materials prepared by Engineer/Architect</li> <li>5. Fire Dept., Investigation Report (original copy)</li> <li>6. Pictures of Damaged Building/Property</li> </ol> <p><b><u>Contents</u></b> (Furniture/Fixtures/Equipment/supplies/inventory)</p> <ol style="list-style-type: none"> <li>1. Same as for Building</li> <li>2. Inventory of affected stocks/items before and after the loss</li> <li>3. Cost estimate of affected stocks/items</li> </ol>	<ol style="list-style-type: none"> <li>1. Formal Notice of Loss</li> <li>2. Copy of Policy and O.R. of Premium Payment</li> <li>3. Building Plan/Sketch</li> <li>4. Repair Estimate/Bill of Materials prepared by Engineer/Architect</li> <li>5. Pictures of Damaged Building/Property</li> <li>6. Philippine Atmospheric Geophysical and Astronomical Service Administration (PAGASA) Report (Typhoon)</li> <li>7. Philippine Institute for Volcanology and Seismology (PHIVOLCS) Report (Earthquake)</li> </ol>	<ol style="list-style-type: none"> <li>1. Formal Notice of Loss</li> <li>2. Copy of Policy and O.R. of Premium Payment</li> <li>3. Detailed Repair Estimate/Bill of Materials prepared by Engineer/Architect</li> <li>4. Philippine Atmospheric Geophysical and Astronomical Service Administration (PAGASA) Report (Typhoon)</li> <li>5. Philippine Institute for Volcanology and Seismology (PHIVOLCS) Report (Earthquake)</li> <li>6. Accomplishment Report</li> <li>7. Pictures</li> </ol>

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**CLAIM REQUISITES****Scheduled Property Floater****A. Mobile Phones / Laptop Computer**

1. Formal Notice of Loss
2. Copy of Policy and O.R. of Premium Payment
3. Supplier's Quotation
4. Pictures
5. Police Investigation Report (duplicate copy)
6. Affidavit of Assignee/User

**B. Construction Equipment**  
**(Grader/Bulldozer/Excavator/Dump Truck/Crane or other Heavy Equipment)**

1. Formal Notice of Loss
2. Automobile Accident Report (notarized)
3. Copy of Policy and O.R. of Premium Payment
4. Detailed Repair Estimate or Quotation of Repair
5. P.A.G.A.S.A Report (Typhoon)
6. PHILVOLCS Report (Earthquake)
7. Police Investigation Report (Duplicate)
8. Pictures of the damage equipment



Step	Process/Action/s to taken		Duration	Person In Charge	Fees	Requirements	Location
	Client	Foreign Exchange Trading Division					
1	Walk-in at LBP Head office located at 14 <sup>th</sup> Floor, M.H. del Pilar St., Malate, Manila	Brief the client on the following: <ul style="list-style-type: none"> <li>➤ Products and Services</li> <li>➤ Documentary Requirements</li> </ul>	10 to 15 Mins.	Trader	N O T  A P P L I C A B L E	Checklist of Requirements:	
2	Fill-up application to Purchase Foreign Exchange Form and Customer Information Sheet	<b>D. Foreign Exchange Trading/Selling</b> <ol style="list-style-type: none"> <li>1. Inform the client on the prevailing Exchange Rate</li> </ol>	3 Minutes	Trader		Purchase/Sale of FX Transaction Sheet	
3	Inquire the prevailing Exchange Rate	<ol style="list-style-type: none"> <li>2. Examine the authentication and verification of data, Identification cards and signature of clients</li> </ol>	4 Minutes	Trader		Application to Purchase Foreign Exchange Form	
		<ol style="list-style-type: none"> <li>3. Verification of the authenticity/genuineness and completeness of all foreign and local currencies presented by clients prior to payment</li> </ol>	3 to 10 Minutes	Trader		Customer Information Sheet	Two (2) Valid Identification Card
		<ol style="list-style-type: none"> <li>4. Review and Check the completeness of documents</li> </ol>	3 Minutes	Trader		Deposit slip for Cash Interbank/Inter-Dealer Tradings	
		<ol style="list-style-type: none"> <li>5. Confirmation of purchase and sale of regular transactions and accomplishment of FX Deal Slip</li> </ol>	10 Minutes	Trader			



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***THANK YOU!!!***

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