

Citizen's Charter

PROCESSING OF GUARANTY CALL

DESCRIPTION OF SERVICE

Processing of guaranty call shall commence upon submission by client of Notice of claim **with complete required documents** within 30 calendar days from date of default of the mortgagor/borrower.

A Guaranty call shall be approved and paid upon client's compliance with the warranties indicated in the Contract of Guaranty.

CLIENTS

Banks, Housing Developers and other Financial Institutions that have existing guaranty enrollments.

REQUIREMENTS

A. Call Processing

1. Notice of Guaranty Call;
2. Complete and detailed Statement of Account of the borrower certified by the client/Bank ;
3. Statement of Application of Payment certified by the client/Bank;
4. Bank's Credit Approval/Evaluation Sheet of the Mortgagor/Borrower/Individual Buyer;
5. Transfer Certificate of Title (TCT)/Original Certificate of Title (OCT)/Condominium Certificate of Title (CCT);
6. Appraisal Report at the time of loan release;
7. Latest Appraisal Report on the security/collateral;
8. Notarized Special Power of Attorney executed by the Bank authorizing HGC to take possession of the mortgaged property;
9. Demand letters to borrower;
10. Tax Declaration for Lot/building/Condo unit/ Parking lot, whichever is applicable;
11. Lot Plan, if applicable;
12. Technical Plans, if applicable;
13. Vicinity Map;
14. Tax Identification Number (TIN) of the Mortgagor/Borrower;
15. Restrictions annotated in the title, if applicable).

Additional Requirements if Real Estate Mortgage (REM)

16. Real Estate Mortgage (REM);
17. Promissory Note (PN);
18. Loan Agreement (LA), if applicable;

Additional Requirements if Contract to Sell (CTS)

19. Contract to Sell;
20. Developer's Credit Approval/Buyers Information Sheet;
21. Purchase Agreement or Deed of Assignment between the Developer and Client Bank.

B. Call Payment – Original copies of the following:

1. Registered Deed of Assignment and Conveyance, transferring to the HGC all the Bank's rights, title and interests over the loan documents and mortgage contract and in the mortgage property it has acquired through foreclosure or otherwise;
2. Owner's copies of Transfer Certificate of Title (TCT)/Condominium Certificate of Title with annotation of the Deed of Assignment and Conveyance ;
3. Updated Real Estate Tax Receipt and tax certificates;
4. Endorsement of Fire Insurance Policy to HGC;
5. Tax declaration for lot/building/Condo Unit/Parking Lot, whichever is applicable;
6. Notice to borrower, duly received by the borrower/mortgagor, that his/her account has been assigned/conveyed to HGC;
7. Updated, complete and detailed statement of account of the borrower/mortgagor;
8. Updated Statement of Application of Payment duly certified by the Bank.

Additional Requirements if Real Estate Mortgage (REM)

9. Real Estate Mortgage (REM);
10. Promissory Note (PN);
11. Loan Agreement (LA);

Additional Requirements if Contract to Sell (CTS)

12. The Deed of cancellation of the CTS and the canceled CTS;
13. Certification that there are no pending claims from the buyers under the Maceda Law on the properties to be assigned to HGC;
14. A Certification that the property subject of the CTS is vacated by the previous owner upon payment by the HGC;
15. Purchase Agreement or Deed of Assignment between the Developer and Client Bank;
16. A certification by the Bank/from the Condominium Corporation or Homeowner's Association that the payment of association dues are up to date, if applicable.

TOTAL PROCESSING TIME

- a) Call Evaluation - 30 working days
- b) Call Payment - 30 calendar days

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

ADDRESS AND CONTACT INFORMATION

Risk Management and Guaranty Claims Department
Guaranty Group

4/F Jade Building, 335 Sen. Gil Puyat Avenue, Makati City

Direct Lines : (+632) 897-3487, 895-6214;

Telefax : (+632) 896-4114

Emails : mariflor_reyes@hgc.gov.ph, editha_palacio@hgc.gov.ph, ariel_laurente@hgc.gov.ph

HOW TO AVAIL THE SERVICE

Step No.	Client's Step	Agency's Action	Duration of Action	Person in-Charge	Office Location
	1) Submission of all required documents	1) Review Notice of Call and documents		Branch Office	2F, 4F, 11, 11A

1	1.) Submit the following documents <ul style="list-style-type: none"> • Notice of Guaranty Call • Complete Documentary requirements as per Contract of Guaranty 2.) Accept receiving copy of Notice of Call	1.) Receive Notice of Call and documentary requirements	30 working days	Records Officer	2F; 4F Jade Bldg. 335 Sen. Gil Puyat Ave. Makati City
		2.) Check completeness of documents		AO SCGS/CCGS	4F Jade Bldg.
		3.) Conduct Initial Evaluation (deny or accept as "callable")		Winning appraisal company	
		4.) Conduct of Appraisal Valuation by the winning bidder (Outsourced)		AO SCGS/CCGS DM -RMGCD VP-Guaranty	4F Jade Bldg.
		5.) Conduct final evaluation/ approve/disapprove guaranty call		DM-Legal Services Dept. EVP OP	2F Jade Bldg. 3F Jade Bldg.
		6.) Prepare and Sign Notice of Approval to Client		AO SCGS/CCGS DM -RMGCD	4F Jade Bldg.
2	3.) Receive Approval/Denial letter	7.) Deliver Notice of Approval/Denial letter to Client		Records Officer	2F Jade Bldg.
	Submit original documents for call payment within 180 days from receipt of Notice of Approval	1.) Receive the required documents	30 calendar days	Records Officer	2F Jade Building 335 Sen. Gil Puyat Avenue, Makati City 4F Jade Building
		2.) Check completeness of documents;		AO	4F Jade Bldg.
		3.) Evaluate and check compliance with the terms and conditions of Contract of Guaranty		AO SCGS/CCGS DM-RMGCD	2F; 4F Jade Bldg.
		4.) Prepare/sign transmittal memo/Transmit original TCT, and other critical documents to Treasury for safekeeping;		AO SCGS/CCGS DM-RMGCD	4F Jade Bldg.
		5.) Prepare/sign DV and other supporting documents (for cash payment) or prepare/sign memo to Treasury Department for the issuance of Debenture Bond (for Bond payment)		AO SCGS/CCGS DM-RMGCD VP-GG DM-Legal Services Dept. DM-Controllershship DM-Treasury VP-CSG	2F; 3F; 4F Jade Bldg.
		6.) Prepare/Sign Check/ Debenture Bond payment		Cashier (for cash payment) AO-Treasury (for Bond payment) VP-CSG VP-Guaranty OEVF (for cash payment President (for Debenture Bond payment	2F; 3F; 4F Jade Bldg.
		7.) Inform client of the availability of check/debenture bond		AO-RMGCD	2F; 3F; 4F Jade Bldg.
	Present authorization to receive the check payment Accept payment And provides Official Receipt	8.) Accept the OR and issue the check/ debenture bond payment to client	10 to 15 minutes	Cashier	2F Jade Building 335 Sen. Gil J. Puyat Avenue, Makati City
End of Transaction					