



Citizen's Charter

HGC-CHAR-AMD
REV. 04 / MAY 26, 2017

ENROLLMENT FOR GUARANTY COVERAGE AND ISSUANCE OF THE CERTIFICATE OF GUARANTY

DESCRIPTION OF SERVICE

The enrollment for guaranty coverage of housing loans and other housing-related loan accounts is made after a Contract of Guaranty is executed. This is evidenced by a Certificate of Guaranty (COG) with corresponding list of guaranteed housing loans and other housing-related loans.

The COG is necessary to a client to avail the benefits of an HGC guaranty.

CLIENTS

Banks, Developers and other Financial Institutions (FIs) that have existing guaranty lines

REQUIREMENTS

A. FOR BANKS, DEVELOPERS AND OTHER FIS AVAILING THE RETAIL GUARANTY:

- 1. Enrollment letter
- 2. Batch list of retail accounts with details
- 3. Premium payment

A. FOR BANKS, DEVELOPERS AND OTHER FIS AVAILING THE GUARANTY ON ISSUED HOUSING NOTES, BONDS AND OTHER SECURITIES:

- 1. Enrollment letter
- 2. Premium payment
- 3. Batch list of collateral properties or receivables backing-up the issuance of housing related securities

TOTAL PROCESSING TIME

Fifteen (15) working days **upon submission of complete documents**

FEES

Per Contract of Guaranty

SCHEDULE OF AVAILABILITY OF SERVICE

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

ADDRESS AND CONTACT INFORMATION

Accounts Management Department
Guaranty Group
Home Guaranty Corporation
4/F Jade Building, 335 Sen. Gil Puyat Ave. Makati City

Direct Lines : (+632) 897-3270, 897-3489,
896-4128, 897-3265
Telefax : (+632) 896-4114
Emails : bing_tungpalan@hgc.gov.ph
gloria_virata@hgc.gov.ph

HOW TO AVAIL OF THE SERVICE

STEP No.	CLIENT'S STEP	AGENCY'S ACTION	DURATION OF ACTION	PERSON IN-CHARGE	OFFICE LOCATION
①	Submit the following documents: a. Enrollment letter b. Batch list of loan accounts for guaranty cover c. Premium payment In addition, d. Batchlist of collateral properties or receivables (Securities)	1. Receive the documents and payment 2. Prepare PAO 3. Submit PAO and payment to Cashier 4. Receive PAO and payment and issue OR 5. Transmit OR to client	8 days	EA of VP-GG AO, DC – AMD, GG AO – AMD, GG Cashier AO – AMD, GG	4/F Jade Bldg. 4/F Jade Bldg. 2/F Jade Bldg. 4/F Jade Bldg.
②	Receive OR and await issuance of Certificate of Guaranty (COG)	1. Encode enrollment batch list to Oracle system 2. Print Routing Slip, Certificate of Guaranty, and List of Guaranteed Accounts 3. Review and sign documents			AO – AMD, GG AO - AMD, GG DC, Manager, VP - GG
		Review legal documents and sign COG Routing Slip	1 day	Manager – Legal Services Dept.	2/F Jade Bldg.
		Sign COG Routing Slip (After premium fee has been cleared by drawee bank)	2 days	Cashier VP-CSG	2/F Jade Bldg.
		Review documents and initial COG	2 days	EVP	3/F Jade Bldg.
		Sign COG	1 day	President	3/F Jade Bldg.
		Transmit signed COG and List of Guaranteed Accounts to client	1 day	Records Section	2/F Jade Bldg.
③		Receive COG and List of Guaranteed Accounts		Deliver documents to client	
End of Process (15 days)					