

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: OVERSEAS FILIPINO BANK (OFBANK)

(2) SUBMITTED UPDATED CITIZEN’S CHARTER TO ARTA ON FEBRUARY 24, 2021: [ / ] Yes [ ] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
<b>ELECTRONIC BUSINESS UNIT</b>					
Digital Banking Services  1. Account Opening of an ATM Savings Account via the OFBank Mobile Banking Application (MBA) - Digital On-Boarding System with Artificial Intelligence (DOBSAI) 2. Availment of Multipurpose Loan 3. Bills Payment via the MBA/Online Banking (iAccess)	1. Malacañang EO No. 44 series of 2017 (Approving the Acquisition of the Philippine Postal Savings Bank by the Land Bank of the Philippines) September 28, 2017	3 <sup>rd</sup> “Whereas” Clause: there is need to establish a policy bank dedicated to provide financial products and services tailored to the requirement of overseas Filipinos, and focused on delivering quality and efficient foreign remittance services	1. Cash Agency Agreement between LANDBANK and OFBank  2. EO No. 12 (Guidelines on the Implementation of Digital On-Boarding System)	February 4, 2020  May 26, 2020	



<p>2. Employment Verification and Other Queries</p> <p>3. Request for Service Record of Separated Employees</p>	<p>Duties and Responsibilities of Officers</p>	<p>equal work opportunities regardless of sex, race or creed, and regulate the relations between workers and employees.</p>	<p>Personnel Selection and Promotion</p> <ul style="list-style-type: none"> <li>• Chapter V - Separation</li> </ul>		
---	--	---	---	--	--