

HOUSING LOAN AVAILMENT

This housing loan program grants opportunities to Pag-IBIG Fund members to avail of housing loans to finance any one or a combination of the following:

1. Purchase of a fully developed lot or adjoining lots not exceeding 1,000 square meters, which should be within a residential area;
 2. Purchase of a residential house and lot, townhouse or condominium unit, inclusive of a parking slot, which may be:
 - * Old or brand new;
 - * A property mortgaged with the Fund;
 - * An acquired asset; or
 - * Adjoining houses and lots/ townhouse/ row houses/ condominium units.
- For retail housing loans, the subdivision where said residential units are located must have complied with all the required facilities pursuant to PD No. 957 and BP No. 220.
3. Construction or completion of a residential unit on a lot owned by the member;
 4. Home improvement, *i.e.* any alteration in an existing residential unit intended by a homeowner to be a permanent integral part thereof, which will enhance its durability and material value;
 5. Refinancing of an existing housing loan with an institution acceptable to the Fund, provided that, the account reflects a perfect repayment history for at least one (1) year prior to date of application as supported by the borrower's official receipts.
 6. Combination of loan purposes, which shall be limited to the following:
 - * Purchase of a fully developed lot not exceeding 1,000 square meters and construction of a residential unit thereon;
 - * Purchase of a residential unit, whether old or new, with home improvement;
 - * Refinancing of an existing mortgage with home improvement;
 - * Refinancing of an existing mortgage, specifically a lot loan, with construction of a residential unit thereon.

There are two (2) modes of applying for a Pag-IBIG housing loan:

- a) Developer-Assisted - the developer assists the member in his/her housing loan application.
- b) Retail - the member applies directly to the Fund.

ELIGIBILITY REQUIREMENTS

To qualify for a Pag-IBIG housing loan, a member shall satisfy the following requirements:

1. On Pag-IBIG Membership

- Must be a member under Pag-IBIG I Membership Program for at least twenty-four (24) months, as evidenced by the remittance of at least 24 membership savings (MS) at the time of loan application.

A new member who wishes to apply for a housing loan shall be required to pay in lump sum the required 24 MS. Similarly, a member with less than 24 MS may pay his MS for the succeeding months in lump sum. For both cases, the lump sum payment shall be based on MS that correspond to the loan amount applied for.

- Pag-IBIG Overseas Program (POP) MS of Overseas Filipino Workers (OFWs) who are Pag-IBIG I members shall be considered in counting the total number of MS for availment of housing loans.

2. Not more than sixty-five (65) years old at the date of loan application and must be insurable; and not more than seventy (70) years old at loan maturity;
3. Has the legal capacity to acquire and encumber real property;
4. Has passed satisfactory background/credit and employment/business checks of Pag-IBIG Fund;
5. Has no outstanding Pag-IBIG housing loan, either as a principal borrower or co-borrower;
6. Has no outstanding Pag-IBIG multi-purpose loan in arrears at the time of loan application.
7. Had no Pag-IBIG housing loan that was foreclosed, cancelled, bought back due to default, or subjected to dacion en pago.

HOUSING LOAN AVAILMENT
(Complex Transaction)

Schedule of Availability of Service
Monday to Friday, 8:00 am - 5:00 pm
(No Noon Break)

Processing Time

- 2 working days - From receipt of documents required upon loan application up to endorsement of documents for credit investigation and property appraisal
- 6 working days - From receipt of documents up to generation of the result of credit investigation and property appraisal
- 8 working days - From receipt of the result of credit investigation and property appraisal up to approval of HL application
- 1 working day - From receipt of approval of HL application up to release of Notice of Approval (NOA)
- 10 working days - From receipt of documents required upon loan approval up to Check availability

Processing Fee

- P1,000 - upon filing of housing loan application with required documents (non-refundable)
- P2,000 - to be deducted from loan proceeds

Basic Requirements

1. Housing Loan Application (HLA)
2. Membership Status Verification Slip (MSVS)
3. Additional Requirements *(Refer to pages 13 and 14)*

(Items 1 and 2 are downloadable from the Pag-IBIG website, www.pagibigfund.gov.ph)

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| <p>STEP 3 2 minutes</p> | <ul style="list-style-type: none"> ▪ Submit PFR (photocopy) and get Housing Loan Application Acknowledgement Receipt (HLAAR) from Members Services Support Division-Servicing Department/Loans Origination-Housing Business Center/Members Services Branch servicing counter. | <p><u>Person Responsible</u></p> <p>Mortgage Loans Specialist</p> |
| <p>NOTES:</p> <p>a. The Mortgage Loans Specialist of the Members Services Support Division-Servicing Department/Loans Origination-Housing Business Center/Members Services Branch shall inform you thru telephone/cellphone/notice of any findings regarding the Credit Investigation and Property Appraisal within 8 working days.</p> <p>b. The Property Appraiser II of the Property Valuation Division-Appraisal Department/Housing Business Center shall inform you thru telephone/cellphone on the schedule of property appraisal within 4 working days.</p> <p>c. The Data Encoder III of the Members Services Support Division-Servicing Department/Housing Business Center/Members Services Branch shall inform you thru telephone/cellphone call on the approval/disapproval of housing loan application.</p> | | |

Stage 2: Approval of housing loan application

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| <p>STEP 1 18 minutes</p> | <ul style="list-style-type: none"> ▪ Sign and submit the following documents to Members Services Support Division-Servicing Department/Loans Origination-Housing Business Center/Members Services Branch servicing counter: <ul style="list-style-type: none"> - Notice of Approval (NOA) - Letter of Guaranty (LOG) (<i>applicable to all loan purposes except for Construction of House and Home Improvement</i>) - Disclosure Statement on Loan Transaction (DSLT) - Loan and Mortgage Agreement (LMA) - Promissory Note (PN) <p>NOTES:</p> <p>a. This shall include discussions on terms and conditions of the loan documents to be signed, as well as loan obligations of the borrower.</p> <p>b. Married borrowers'/co-borrower/s' spouse shall also sign the documents.</p> <p>c. Member-applicant with deficiency/ies on requirements shall be given Notice of Deficiency.</p> <p>d. For disapproved application, get Notice of Disapproval (NOD) and loan documents.</p> | <p><u>Person Responsible</u></p> <p>Mortgage Loans Specialist</p> |
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| | <ul style="list-style-type: none"> Complete the requirements in the NOA. <p>NOTES:</p> <ol style="list-style-type: none"> The requirements must be submitted within 90 days from receipt of LOG/NOA. The notarization of documents shall be made at the place/city where the documents are executed. For registration and transfer of title, please refer to Guide on the Registration and Transfer of Title on pages 16 and 17. | <u>Person Responsible</u> Mortgage Loans Specialist |
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Stage 3: Release of Loan Proceeds

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| STEP 1 15 minutes | <ul style="list-style-type: none"> Submit complete NOA requirements (depending on loan purpose) to Members Services Support Division-Servicing Department/Loans Origination-Housing Business Center/Members Services Branch servicing counter. <p>(Refer to page 14 - Documents Required Prior to Loan Release)</p> | <u>Person Responsible</u> Mortgage Loans Specialist |
| | <ul style="list-style-type: none"> Expect telephone/cellphone call on Check availability. | Check Release Controller |
| NOTES: a. The Loans Evaluation Division-Evaluation Department/Loans Origination-Housing Business Center shall evaluate the documents submitted. b. The Cash-Disbursement Division-Billing and Collection Department II (Loans Support Services)/Cash and Administrative Services Division-Technical and Admin Support shall process the Check. | | |
| 5 minutes | <ul style="list-style-type: none"> Present 2 valid IDs (refer to page 16) and get <p>STEP 2</p> <p>Check at the Cash-Disbursement Division-Billing and Collection Department II (Loans Support Services)/Cash and Administrative Services Division-Technical and Admin Support/Members Services Branch.</p> <p>NOTES:</p> <ol style="list-style-type: none"> The Check shall be issued to the Seller for the following loan purposes: Purchase of Residential Unit, Lot Purchase, Purchase of Lot and Construction of House. | <u>Person Responsible</u> Check Release Controller |

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| | <p>b. In case Check will be claimed by an authorized representative, submit a notarized Special Power of Attorney (SPA) and 2 valid IDs each of the Principal and Attorney-in-Fact.</p> <p>c. For loans with House Construction or Home Improvement, loan proceeds shall be released on a staggered basis depending on the progress of the construction. (Refer to House Construction or Home Improvement with Staggered Releases).</p> | <u>Person Responsible</u> |
| 30 minutes | <p>For payment of HL amortization thru Post-Dated Checks (PDCs)</p> <ul style="list-style-type: none"> ▪ Issue 12 PDCs to cover the 1 year monthly amortization and get Acknowledgement Receipt (AR). <p>NOTES:</p> <ul style="list-style-type: none"> a. Upon consumption of 10 PDCs, issue 12 new PDCs (exclusive of the remaining 2 PDCs). b. You may claim your Pag-IBIG Fund Receipts at the Pag-IBIG Branch where you issued your PDCs. | Check Release Controller |
| 5 minutes | <p>For payment of housing loan amortization thru salary deduction</p> <ul style="list-style-type: none"> ▪ Present Authority to Deduct duly received by the BillingDivision-BillingandCollection Department I (Accounts Management and Billing)/Loans Management-Housing Business Center/Members Services Branch. | |
| END OF TRANSACTION | | |

For House Construction or Home Improvement with Staggered Releases

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| STEP 1 | <ul style="list-style-type: none"> ▪ Upon utilization of at least 90% of the previous release, coordinate (thru telephone or personal visit) with the Property Appraiser II of the PropertyValuationDivision-Appraisal Department/Housing Business Center for the schedule of inspection. <p>NOTE: The Property Valuation Division-Appraisal Department/Housing Business Center shall conduct inspection of the property within 5 working days from receipt of the request.</p> | <u>Person Responsible</u> Property Appraiser II |
| STEP 2 | <ul style="list-style-type: none"> ▪ Expect telephone/cellphone call on Check availability. | Check Release Controller |
| STEP 3 | <ul style="list-style-type: none"> ▪ Present 2 valid IDs (<i>refer to page 16</i>) and get Check. | |
| NOTE: For succeeding releases, repeat Steps 1 and 2. | | |

DOCUMENTS REQUIRED UPON LOAN APPLICATION

1. Housing Loan Application (2 copies) with recent ID photos of borrower
2. Membership Status Verification Slip (MSVS)
3. Proof of Income
 - 3.1 *For Locally Employed, any of the following:*
 - a. Notarized Certificate of Employment and Compensation (Employer's format) and for government employees one (1) month payslip, within 3 months prior to date of loan application
 - b. Latest Income Tax Return (ITR) for the year immediately preceding the date of loan application, with attached W2 form, stamped received by the BIR/Certificate of Tax Withheld (BIR Form No. 2316)
 - 3.2 *For Self-Employed/Other Sources of Income, any of the following:*
 - a. ITR, Audited Financial Statements, and Official Receipt of tax payment from bank supported with DTI Registration and Mayor's Permit/Business Permit
 - b. Commission Vouchers reflecting the issuer's name and contact details (for the last 12 months)
 - c. Bank Statements or passbook for the last 12 months (in case income is sourced from foreign remittances, pensions, etc.)
 - d. Copy of Lease Contract and Tax Declaration (if income is derived from rental payments)
 - e. Certified True Copy of Transport Franchise issued by appropriate government agency (LGU for tricycles, LTFRB for other Public Utility Vehicle or PUVs)
 - f. Certificate of Engagement issued by owner of business
 - g. Other document that would validate source of income
 - 3.3 *For Overseas Filipino Workers (OFWs), any of the following:*
 - a. Employment Contract (with English translation if in foreign language)
 - b. Original Employer's Certificate of Income (with English translation if in foreign language). If document submitted is photocopy, it shall be duly certified/initialed by Pag-IBIG Fund Information Officer assigned in the country where the member works.
 - c. Other Proofs of Income, whether original or photocopy, shall be duly certified/initialed by Pag-IBIG Fund Information Officer assigned in the country where the member works.
4. Photocopy (back-to-back) of one (1) valid ID of Principal Borrower and Spouse, Co-Borrower and Spouse, Seller and Spouse and Developer's Authorized Representative and Attorney-In-Fact, *if applicable*.
5. Authorization to Conduct/Credit Background Investigation
6. *For OFW members*, Special Power of Attorney notarized prior to date of departure or duly certified and authenticated by the Philippine Embassy or Consulate in the country where the member is staying, if abroad. If SPA is without the red ribbon of Consulate Office, the SPA must have a duly stamped notarial seal.
7. Protection Coverage
 - a. Health Statement Form (Medical Questionnaire)

- OFW members over 60 years old
 - Loans over P2.0 M to P6.0 M and for borrowers aged up to 60 years old
 - b. Health Statement Form (Medical Questionnaire) and Full Medical Examination
 - Borrowers over 60 years old
- Marriage Contract (*For all married borrower/s and co-borrower/s*)
8. Birth Certificate or any proof of relationship, *if with co-borrower/s*
 9. Certified true copy of Transfer Certificate of Title (TCT) (latest title)
 10. For Condominium Unit, Certified True Copy of present TCT and CCT
 11. Photocopy of Updated Tax Declaration and Updated Real Estate Tax Receipt
 12. Location Plan and Vicinity Map
 13. For new member or member with less than the required number of membership savings, photocopy of Pag-IBIG Fund Receipt (PFR) representing lump sum payment of membership savings.
 14. Approved letter request to re-avail of a Pag-IBIG housing loan (*for member/s with housing loan that was foreclosed, cancelled, bought back due to default or subjected to dacion en pago*).

The Pro-forma Health Statement Form (Medical Questionnaire) is available at the Members Services Support Division-Servicing Department for NCR or at any Pag-IBIG Housing Business Center or downloadable from the Pag-IBIG website, www.pagibigfund.gov.ph.

Additional Requirements Depending on the Loan Purpose

For Purchase of Residential House and Lot, Townhouse or Condominium Unit, Purchase of Lot and Construction of House, Purchase of a Fully Developed Lot/Adjoining Lot

1. Contract to Sell or similar agreement between the buyer and the seller. If the Seller is a Developer, submits the following documents:
 - a. Certificate of Registration, License to Sell, Development Permit, and Secretary's Certificate
 - b. Photocopy of back to back valid primary ID from Corporate Secretary

For Purchase of Lot and Construction of House, Construction of House, Home Improvement

Building Plans, Specification and Bill of Materials duly signed by the Licensed Civil Engineer or Architect, Building Permit

For Refinancing

1. Statement of Account on outstanding loan balance, indicating loan purpose
2. Any of the following documents:
 - Official Receipt for the past 12 months
 - Subsidiary Ledger
3. Any valid proof of payment for the past 12 months

DOCUMENTS REQUIRED PRIOR TO LOAN RELEASE

1. TCT/CCT in the name of the borrower (*if applicable*) with proper mortgage annotation in favor of Pag-IBIG Fund (Owner's Duplicate copy)
2. Certified true copy of TCT/CCT in the name of the borrower/co-borrower/s (*if applicable*) with proper mortgage annotation in favor of Pag-IBIG Fund (RD's copy)
3. Surety Bond (not an heir's bond, for properties that are subject of an heirs lien under Section 4 Rule 74 of the Rules of Court within the two (2) years prescribed period)
4. Photocopy of New Tax Declaration and Updated Real Estate Tax Receipt in the name of the borrower and co-borrower, if applicable
5. Notarized Loan and Mortgage Agreement duly registered with Registry of Deeds with original RD stamp
6. Duly accomplished/notarized Promissory Note
7. Disclosure Statement on Loan Transaction
8. Collection Servicing Agreement with Authority to Deduct Loan Amortization or Post Dated Checks, if applicable
9. Proof of Billing Address

Additional Requirements Depending on the Loan Purpose

1. Occupancy Permit (*for Purchase of New Residential Unit, Purchase of Lot and Construction of House, Construction of House, Home Improvement*)
2. Building Plans/Electrical/Sanitary Permits duly approved by the building officials (*for Purchase of Lot and Construction of House/Construction of House/Home Improvement*)
3. Deed of Absolute Sale duly registered with Registry of Deeds with original RD stamp (*for Purchase of Lot/Adjoining Lot, Purchase of Lot and Construction of House and Purchase of Residential Unit*)

GUIDE ON THE REGISTRATION AND TRANSFER OF TITLE

A. For purchase of a residential house and lot, townhouse or condominium unit or purchase of a fully developed lot

1. Proceed to **Bureau of Internal Revenue (BIR)** that has jurisdiction over the property:
 - Present Deed of Absolute Sale (DOAS) and Loan and Mortgage Agreement (LMA).
 - Request computation of Documentary Stamps and Capital Gains Tax.
 - Pay Documentary Stamps and Capital Gains Tax at designated bank.
 - Present bank receipt.
 - Request issuance of Certificate Authorizing Registration (CAR).

2. Proceed to **Registry of Deeds (RD)** that has jurisdiction over the property:
 - Present the following documents:
 - * Certificate Authorizing Registration (CAR)
 - * Deed of Absolute Sale (DOAS)
 - * Loan and Mortgage Agreement (LMA)
 - Pay transfer tax and registration fees.
 - Request for the following:
 - * Issuance of new title under borrower's name
 - * Certified true copy of new title
 - * DOAS stamped received
 - * LMA stamped received
 - * Certified true copy of the TCT/CCT (new-RD's copy)

3. Proceed to **Assessor's Office** that has jurisdiction over the property:
 - Present new title.
 - Pay fees for the issuance of new tax declaration under the borrower's name for lot and house, if applicable.
 - Secure copy of new Tax Declaration for lot and house, if applicable.

B. For House Construction or Home Improvement,

1. Proceed to **Registry of Deeds (RD)** for the annotation of mortgage.
 - Present the following documents:
 - * TCT/CCT
 - * Loan and Mortgage Agreement (LMA)
 - Pay registration fee.
 - Request for the following:
 - * Certified true copy of title with mortgage annotation (RD's copy)
 - * LMA stamped received

2. Upon completion of house construction or home improvement, proceed to **Local Government Unit's Engineering Office** that has jurisdiction over the property:
 - Present Certificate of Completion.
 - Secure Occupancy Permit.

C. For Refinancing,

1. Proceed to **Originating Institution** where the property is mortgaged:
 - Present Letter of Guaranty (LOG).
 - Secure TCT/CCT.
2. Proceed to **Registry of Deeds (RD)** for the cancellation and annotation of mortgage.
 - Present the following documents:
 - * TCT/CCT
 - * Loan and Mortgage Agreement (LMA)
 - * Release of Real Estate Mortgage (REM)
 - Pay the appropriate fees.
 - Request for the following:
 - * Certified true copy of title with mortgage annotation
 - * LMA stamped received

LIST OF VALID IDs ACCEPTABLE TO THE FUND

1. Company ID
2. Passport, issued by the Philippine or Foreign Government
3. Driver's License
4. Professional Regulation Commission (PRC) ID
5. Social Security System (SSS) Card
6. Government Service Insurance System (GSIS) e-Card
7. Government Office and GOCC ID, e.g. Armed Forces of the Philippines (AFP) ID
8. Integrated Bar of the Philippines (IBP) ID
9. Senior Citizen Card
10. Overseas Workers Welfare Administration (OWWA) ID
11. Overseas Filipino Worker (OFW) ID
12. Seafarer's Identification and Record Book (SIRB)
13. Postal ID
14. Voter's ID

HANDLING MEMBER'S SUGGESTION

To our Valued Members/Customers:

Your opinion is of great importance to us. You may send us your suggestions, complaints or any concern through any of the following:

- **Servicing Counters**

You may visit our servicing counters stationed at Pag-IBIG branches.

For NCR provident-related concerns, please visit the Pag-IBIG Branch maintaining your records. However, for NCR housing-related concerns, you may visit us at 2/F, 409 JELP Business Solutions Bldg., Shaw Boulevard, Mandaluyong City.

For those in the regions, you may raise both your provident and housing-related concerns to the branch maintaining your records.

- **Forms**

Please accomplish the Member Care Feedback Form (MCFF, HQP-PRF-002). This form is available at various counters of any Pag-IBIG Branch.

- **Letters**

Letters may be sent to:

The Member Relations Department
2/F, 409 JELP Business Solutions Bldg.
Shaw Boulevard, Mandaluyong City

You may also send your letters directly to the concerned Pag-IBIG Branch, addressed to the Office of the Manager.

- **E-mails**

E-mails may be sent to publicaffairs@pagibigfund.gov.ph. You shall receive a confirmation message that your email has been forwarded to the concerned branch/department for appropriate reply and/or action.

- **Pag-IBIG Hotline**

For your immediate concerns, you may also reach us at 724-4244 (Pag-IBIG), 24/7 (24 hours in a day, 7 days in a week). However, you may also call the Members Services Support Division-Servicing Department/Loans Origination-Housing Business Center/Members Services Branch of the concerned branch at telephone numbers indicated under List of Pag-IBIG Branches.

- **Officer of the Day**

You may talk to the Officer of the Day at the Public Assistance and Complaints Desk (PACD) stationed at Pag-IBIG branches.

Rest assured that we shall carefully evaluate your concerns and shall respond to you immediately. Likewise, we shall give your complaints considerable attention according to the following:

| Level | Complexity | Detail | Timeframe | Responsible Unit |
|--------------|-------------------|--|--|--|
| 1 | Minor | <ul style="list-style-type: none"> ▪ Complaintson services offered by the branch. ▪ Complaintson directionalor mistaken information. ▪ Complaints on office facilities. | Within 2 hours upon receipt of complaint | Branch Officer of the Day |
| 2 | Major | <ul style="list-style-type: none"> ▪ Complaints against personnel (misbehavior, misconduct, fixers, etc.) ▪ Resolvedminor complaintbut unsatisfied customer. | Within 3 working days upon receipt of complaint | Concerned Division Chief |
| 3 | Critical | <ul style="list-style-type: none"> ▪ Grave Complaints ▪ Complaintswith threat (media/legal/suicide/ threat) | Within 10 working days upon receipt of complaint | Concerned Assistant Department Manager/ Department Manager |

Thank you for your continued support to the Fund. We look forward to bringing you and all our members a more responsive service.

Disclaimer

The provisions in this Charter may be revised or modified in accordance with new as well as amended guidelines and procedures any time without prior notice to the members. In such cases, the updated versions of the Citizen's Charter may be accessed through the Pag-IBIG Fund website at www.pagibigfund.gov.ph.

