



**LANDBANK**

SERVING  
THE NATION

**SUPPLEMENTAL/BID BULLETIN NO. 2**  
**For LBP-HOBAC-ITB-CS-20230619-01**

**PROJECT** : **LANDBANK Contact Center System Inclusive of Three (3) Years Maintenance Services and Cloud Hosting**

**IMPLEMENTOR** : **HOBAC Secretariat Unit**

**DATE** : **November 15, 2023**

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This Supplemental/Bid Bulletin is issued to modify, amend and/or clarify certain items in the Bid Documents. This shall form an integral part of the Bid Documents.

Modifications, amendments and/or clarifications:

- 1) The bidder/s are encouraged to use the Bid Securing Declaration as Bid Security.
- 2) The Business Requirements Log (Annexes D-1 to D-159), Requirements Compliance Form (E-1 to E-23), Vendor Performance Assessment Report (Annexes I-1 to I-2), Terms of Reference (Section VI), Comments and Suggestions of Consultant on the Terms of Reference and On Data, Services, and Facilities to be Provided by the Procuring Entity (TPF 3), Description of the Methodology and Work Plan for Performing the Project (TPF 4), Financial Proposal Submission Form (FPF 1), Summary of Costs (FPF 2), Omnibus Sworn Statement (Form No. 2), List of LANDBANK Officers, Employees and Consultants (Annex L-1 to L-2) and Checklist of Bidding Documents (Item Nos. 4, 5 & 12 of Technical Proposal, Item No. 4 of Post-Qualifications Documents and Item Nos. 1 & 2 of Financial Proposals) have been revised. Please see revised Annexes D-1 to D-159, E-1 to E-23, I-1 to I-2 and specific sections of the bidding documents.
- 3) Responses to bidders' queries/clarifications per Annexes M-1 to M-6

  
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## ***Section VI. Terms of Reference***

## **Section VI. Terms of Reference**

### **LANDBANK Contact Center System Inclusive of Three (3) Years Maintenance Services and Cloud Hosting**

#### **1. Name and Description of the Project**

The Customer Care Center Department or CuCD manages the contact center operations of the Bank. It is presently using independent systems for calls, emails and social media inquiries and handles manual escalation of service requests and transaction disputes to other units of the Bank. CuCD operates 24/7 in 2 sites.

CuCD also acts as central repository of complaints received from various channels (i.e., BSP, CSC, 8888, ARTA, Malacañang, etc.). To comply with BSP Circular No. 1048 Series of 2019 requirement, CuCD consolidates complaints from all 423 customer facing units (CFUs; Branches, Lending Centers and AOCs) monthly and report it to the management and BSP.

The customer concerns received by the CuCD increased by 46 % from 2019 to 2020 or an additional of 360,026. The growth is due to increased utilization of eBanking products and services by bank clients. Also, additional function has been given to the CuCD which is the management of the customer care operations of OFBank.

In view of this, the Contact Center System Project will integrate the existing communication channels being used by CuCD and automate its complaints and performance management for seamless customer experience and compliance to BSP Circular No. 1048 Series of 2019 requirement.

#### **2. Project Objective**

Contact Center System Project aims to:

1. To integrate the existing communication channels being used by CuCD (phone, email and social media) and ensure seamless customer experience
2. To streamline processes in handling client concerns (e.g., client verification, sorting of emails, distribution of work) that will improve the following;
  - Average handling time (AHT) from 8 minutes to 5 minutes
  - Percentage of Abandoned Calls from 56% to 15%
  - First Response Time (FRT) from 5 minutes to 2 minutes

3. To automate complaints management and comply with noted audit recommendation (e.g., BSP, tracking of complaints) thus, improving:
  - o Escalation of complaints from two (2) days to real-time
  - o Availability of Complaint Reports from 3<sup>rd</sup> week of the following month to 1st week of the following month
4. To automate quality management (e.g., quality evaluation) and ensure adherence of the customer care representatives to service quality standards of the bank from one (1) interaction to five (5) interactions per agent per week
5. To measure other Key Performance Indicators such as, Net Promoter Score (NPS), Customer Satisfaction (CSAT) and Customer Effort Score (CES)

### 3. Project Scope

The scope of the Project includes:

A. Procurement of an on-cloud Contact Center System inclusive of the following:

1. Subscription cost inclusive of maintenance services for three (3) years.  
 Breakdown of license is as follows:

Module	Number of License	
	Uses	Supervisors/ Administrators
Telephony	37  Note: Can accommodate 50-75 incoming calls simultaneously and 25-30 agents in one shift	12  Note: Includes: <ul style="list-style-type: none"> <li>• Six (6) licenses for QA (access to call recordings)</li> <li>• Four (4) licenses for supervisors (call barging, listening/call whispering, call escalation, assignment and prioritization)</li> <li>• Two (2) licenses for application administrator</li> </ul>
Digital Engagement (FB, Twitter, Instagram)	5	3

Case Management (Phone, Email, Social Media and Fulfillment Units)	95	20  Note: Includes: <ul style="list-style-type: none"> <li>• Nine (9) licenses for Supervisors/ Unit Heads of phonebanking, digital channels and customer assistance</li> <li>• Six (6) licenses for QA (for viewing and updating of case/tickets)</li> <li>• Two (2) licenses for User Administrator</li> <li>• Three (3) licenses for Application Administrator</li> </ul>
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*Note: License for set-up/configuration and testing of the software must be free of charge. Subscription costs will be paid upon Go-Live.*

2. Cloud hosting services for testing and production environments for three (3) years to be managed by the Vendor;
3. Implementation Services;
4. Ninety-day warranty/post Go-live support starting from the production cutover date

**B. Product Scope High Level Requirements**

- Back Office Administration
- Multi-Channel
- Performance Management
- Case/Complaint Management
- Knowledgebase

To ensure the highest degree of compliance of the *Contact Center System Project* to the Bank's requirements, and to effectively manage change, the project scope likewise covers:

- all the requisite software customizations,
- as well as change management activities like change management planning and communication,
- the review of "As Is" processes, business process simplification and

- improvement,
- the documentation and training on the “*To Be*” processes,
- organizational change assessment, and
- assistance in the implementation of the required organizational and process changes.

The project must take into account all related implementation activities and processes such as:

- systems integration,
- project management
- system development lifecycle using Hybrid Methodology (an approach which seeks to define the requirements up front as with a waterfall approach, and proceed to an agile model when it comes analysis, design, development and testing)
- change management
- technology transfer (training and documentation)

**The details and requirements are specified in the attached Business Requirements Document (BRD) – revised Annex D.**

To ensure the highest degree of compliance of the Contact Center System (CCS) Project to the Bank’s requirements, and to effectively manage change, the project scope likewise covers all the requisite software customizations, as well as change management activities like change management planning and communication, the review of “*As Is*” processes, business process simplification and improvement, the documentation and training on the “*To Be*” processes, organizational change assessment, and assistance in the implementation of the required organizational and process changes.

The project must take into account all related implementation activities and processes such as systems integration, project management, system development lifecycle, change management, technology transfer (training and documentation), and maintenance and support.

The Training Requirements of the Project include:

- “Train The Trainers” Training;
- Technical Training;
- Knowledge Transfer and Handover workshops; and
- Other system-related training activities.

The Approved Budget for the Contract (ABC) shall be the upper limit or ceiling for the proposal, and shall cover all project costs, including, but not limited to the following:

- Subscription costs for three (3) years inclusive of maintenance services;
- Cloud Hosting services for testing and production environments for three (3) years to be managed by the vendor;

- High availability cloud hosting services (i.e., 99.5% to 99.9% availability)
- Implementation cost which includes project management, consulting, requirements validation, design and development, customization, training, integration and user acceptance testing, production deployment, system integration, change management and other out-of-pocket expenses (e.g., transportation allowance, per diem, etc.);
- Ninety-day warranty/post-Go-live support starting from the production cutover date;
- All applicable taxes, service fees and charges (e.g., fund transfers fees, foreign exchange difference)

#### 4. Other Requirements

Once the project is awarded, Solution Provider must comply with the following:

##### A. Performance Security

<b>Form of Performance Security</b>	<b>Amount of Performance Security (Not less than the required percentage of the Total Contract Price)</b>
a) Cash or cashier's/ manager's check issued by a Universal or Commercial Bank;  b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank	Five percent (5%)
c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	Thirty percent (30%)

*(NOTE: this is different from the Security/Bidder's Bond under Sec. 27.1 to 27.2, RA 9184)*

1. Shall be denominated in Philippine Pesos
2. Shall be furnished by Solution Provider within a maximum period of ten (10) calendar days from the receipt of the Notice of Award or upon the signing of the contract
3. Shall form part of the contract
4. Shall be forfeited in the event it is established that the Solution Provider is in default in any of its obligations under the contract
5. May be released after the issuance of the Certificate of Final Acceptance, (after the 90-day warranty period) if:

- a. There are no claims filed against the Solution Provider
- b. There are no claims based on the other terms of the contract

**a. Additional**

- 1) Additional performance security on cumulative increase of more than ten percent (10%) over the original value of the contract as a result of amendments to order or change orders, extra work orders and supplemental agreements
- 2) Extension of the validity of the performance security to cover approved contract time extensions

**b. Reduction**

- 1) Part of the consulting service under the contract had already been delivered or completed, and accepted.
- 2) Proportional reduction in the value of the performance security is allowed only when the contract allows for partial deliveries or performance.
- 3) Reductions must be more than ten percent (10%), and the aggregate of such reductions must not be more than fifty percent (50%) of the original performance security

**B. Personnel**

Attendance of the Solution Provider's dedicated Business Analyst (BA) during requirements verification/development of the Conceptual System Design/Data Mapping or equivalent document is mandatory. The BA role shall not be substituted/replaced by any other technical position (e.g. programmer)

**1. Working Arrangement**

The Solution Provider's personnel who will be assigned to the project shall report onsite from project development to implementation or as required by the Bank.

**2. Replacement Before the awarding of Contract:**

There should be no replacement of key personnel before the awarding of the contract, except for justifiable reason as may be determined by the BAC (Bids and Award Committees), such as illness, death, or resignation provided it is duly supported by relevant certificates or any delay caused by the Procuring Entity. The BAC shall immediately consider negotiation with the next ranked Solution Provider if unjustifiable the replacement of personnel by the first ranked firm is made.



**3. Replacement of Key Personnel during the effectivity of the contract/after awarding of Contract:**

No replacement shall be allowed by the HoPE (Head of Procurement Entity) until after fifty percent (50%) of the personnel's man-months have been served, except for justifiable reasons, subject to appropriate sanctions, as prescribed in the PBDs (Philippine Bidding Documents).

Once the contract is effective, any change introduced in the key personnel that is not agreed to by the LANDBANK and is not for reasons of death, illness or incapacity of the individual personnel, during the first fifty percent (50%) of the contracted inputs of the said individual, shall result in the imposition of damages. Violators will be fined an amount equal to the refund of the replaced personnel's basic rate, which should be at least fifty percent (50%) of the total basic rate for the duration of the engagement.

LANDBANK shall be notified/advised thirty (30) days before the effectivity of such replacement.

**4. Replacement of any Personnel of Solution Provider:**

If LANDBANK finds that any of the personnel has committed serious misconduct or has been charged for the commission of criminal offense under Philippine Law, or has reasonable cause to be dissatisfied with the performance of any of the personnel, then the Solution Provider must, at LANDBANK's written request specifying the grounds therefor, forthwith provide as replacement a person with qualifications and experience acceptable to LANDBANK. The replacement should have equal or better qualifications but will receive remuneration not exceeding that which would have been payable to the person replaced. The Solution Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of staff.

**C. Subcontracting:**

Solution Provider shall notify LANDBANK of any subcontracting arrangement and the same shall be agreed upon. The following minimum conditions shall be observed:

1. The extent to which subcontractors perform additional services should be limited to peripheral or support functions while the core services should rest with the main Solution Provider
2. Contracting Solution Provider shall remain fully responsible with respect to parts of the services which were further outsourced to subcontractors
3. It should also consider including notification and approval requirements regarding changes to the Solution Provider's significant subcontractors

**D. Threshold for findings during UAT**

A threshold for the issues/findings (Severity 1 and 2) based on the number of test cases or scenarios during User Acceptance Testing (UAT) shall be determined and agreed upon by LANDBANK and Solution Provider during UAT planning.

If the set threshold for the issues/findings is reached during UAT, LANDBANK shall suspend the UAT, require the Solution Provider to correct all deficiencies, perform and provide LANDBANK with another Unit and Integration Testing (UIT) certificate. This period will be subjected to the imposition of liquidated damages as specified in the Special Condition Contract (SCC). In addition, due to this delay, equivalent penalty that will be imposed by regulators/agencies will be borne by the Solution Provider.

Over-all validation of test results against the requirements agreed and accepted shall be made prior to acceptance

**E. Issue resolution**

The turnaround time for resolution of any related system incident or problem in the production environment is as follows:

<b>SEVERITY CLASSIFICATION</b>	<b>DESCRIPTION</b>	<b>RESOLUTION PERIOD</b>
1	<p>The system is not operational and could not be recovered immediately, and there is no identified work around that can be performed to deliver the necessary user and business requirements.</p> <p>Problem may have been caused by fraudulent activities.</p> <p>May compromise data integrity of many accounts/transactions [e.g., intermittent connection or system is inaccessible to all users, misposting of several transactions/accounts (double posted or unposted), unauthorized access to critical transactions].</p>	Within 3 days

2	<p>There is significant business functionality issue that affects several users [e.g., system slow down, non-generation of hand-off, incorrect information (i.e., history, statement of account) displayed online for three (3) or more accountholders/customers].</p> <p>There is an available work around that can address users and business requirements.</p>	Within 5 days
3	<p>The problem is on the delivery of reports/processing of transactions with less significant impact on business operation and affects very few users [e.g., non-generation of report, incorrect data displayed in the report, specific fields are not functioning accordingly, mapping error].</p> <p>There is an available workaround that can address users and business requirements.</p>	Within 1 month
4	<p>The effect is on transaction of an individual client, user, terminal or branch and the impact on operations is minimal.</p> <p>The problem is aesthetics/cosmetic [e.g., incorrect access of individual users, error encountered while performing a transaction on a single account, discrepancies on the reports/documents of a single account, errors encountered in a particular terminal or ATM machine, incorrect blurbs, messages, screen and report format/layout].</p> <p>There is an available workaround that can address users and business requirements.</p>	Within 2 months

Failure to resolve Severity 1 and 2 within the specified resolution time will extend the warranty/post Go Live support period.

After the warranty/post Go-live support, Severity 1 and 2 incidents not resolved within the prescribed turnaround time shall reflect on the performance evaluation of the Solution Provider.

Should there be system errors encountered upon production and within 90 days therefrom which are attributable to the Solution Provider and such errors remain unresolved resulting to LANDBANK incurring losses, LANDBANK shall have the right to call on the performance security.

## F. Performance Monitoring

After awarding of the contract:

1. LANDBANK shall conduct performance monitoring which shall be done annually. For contracts with a period of one (1) year or less, assessment shall be made upon maturity. Such monitoring shall be against metrics identified and assigned by LANDBANK (**Please see revised Annex I for the Vendor Performance Assessment and Monitoring Report**)
2. The solution provider is also required to submit **Certificate of Financial Standing** to establish its liquidity, capacity to absorb the obligations in connection with the existing contract/project, and to finance its implementation or completion.

The **Certificate of Financial Standing** shall be based on the latest Audited Financial Statements and computes as follows:

<b>Particulars</b>	<b>Amount</b>
Current Assets	XXXX
Less: Current Liabilities	XXXX
Sub-total	XXXX
Multiplied by 15	15
Sub-total	XXXX
Less: Value of Outstanding Contracts	XXXX
<b>TOTAL</b>	XXXX

## G. Liquidated Damages

1. Failure to satisfactorily complete the services required under the contract within the specified period (delay), inclusive of duly granted time extensions, if any, or unnecessary delays incurred which are attributable to the Solution Provider.
2. In an amount equal to one-tenth (1/10) of one percent (1%) or 0.001 of the cost of unperformed portion for every day of delay
3. Shall not reach ten percent (10%) of the contract amount
4. Automatic contract rescission if damages reached more than 10% without prejudice to other courses of action and legal remedies available under the law
5. Contract take over by LANDBANK upon rescission or award to a qualified Solution Provider through negotiation
6. Erring Solution Provider's performance security shall also be forfeited
7. TPSP/Vendor shall indemnify LBP, its officers and personnel for all losses, expenses, damages, and costs which arise out of, or which relate to the following: (a) any negligent act or omission or willful misconduct by TPSP/Vendor and its officers and personnel, in the performance of its obligations under the Contract; or (b) any breach in

a representation, covenant or obligation of TPSP/Vendor contained in the Contract;

If the system furnished under the contract, becomes, is likely to become, the subject of any claim, suit, or proceeding, the TPSP/Vendor shall immediately notify LBP of the same and, shall take the following actions, among others: (i) secure for LBP the right to continue using the system; or (ii) if not anymore legally possible, replace the system, provided, that such replacement shall not degrade or adversely affect LBP's system operation or performance.

When the TPSP/Vendor fails to satisfactorily deliver the system under the contract within the specified delivery schedule, inclusive of duly granted time extensions, if any, the TPSP/Vendor shall be liable for damages for the delay and shall pay liquidated damages, an amount equal to one-tenth (1/10) of one percent (1%) of the cost of the delayed goods scheduled for delivery for every day of delay until such system and its required documentation are finally delivered and accepted by it. LBP need not prove that it has incurred actual damages to be entitled to liquidated damages. Such amount shall be deducted from any money due or which may become due to the TPSP/Vendor, or collected from any securities or warranties posted by the TPSP/Vendor, whichever is convenient to the bank. In case the total sum of liquidated damages reaches ten percent (10%) of the total contract price, LBP may rescind the contract and impose appropriate sanctions over and above the liquidated damages to be paid.

In case the total sum of liquidated damages reaches ten percent (10%) of the total contract price, the Procuring Entity has the following options:

- a. Terminate the contract pursuant to the Guidelines on Termination of Contract and forfeit the erring contractor's performance security. After termination, the Procuring Entity may either (i) take over the contract or (ii) resort to any of other alternative methods of procurement provided under R.A. No. 9184 and its 2016 revised Rules and Regulations; or
- b. Allow the contractor to continue the works without prejudice to the continued imposition of liquidated damages until the works have been completed. This does not, however, preclude the Procuring Entity in resorting to Termination of Contract under Annex "I" of the 2016 revised IRR of R.A. 9184.

#### **H. Modification of Terms and Conditions/Extensions**

1. Payments for consultancy project shall not exceed the prescribed ceiling or contract amount of the project
2. All consultancy contracts shall be fixed price contracts and that any extension of contract time shall not involve any additional cost
3. Cumulative increase of more than ten percent (10%) over the original

value of the contract as a result of amendments to order or change orders, extra work orders

- a. Shall be covered by rules on direct contracting or negotiated procurement (adjacent/contiguous)
- b. Man-day rate to be used for any out-of-scope services to be performed by the solution provider under a Change Request shall be the same rate as that of the existing contract
- c. The Solution Provider shall use the same prices or lower unit prices as in the original contract less mobilization cost

## **I. Contract Termination**

Termination in whole shall occur at the end of contract

### **1. By LANDBANK:**

- a. Termination for default - any of the following
  - 1) Outside of force majeure, Solution Provider fails to deliver or perform the Outputs and Deliverables within the period(s) specified in the contract, or within any extension thereof granted by LANDBANK pursuant to a request made by the Solution Provider prior to the delay;
  - 2) As a result of force majeure, the Solution Provider is unable to deliver or perform a material portion of the Outputs and Deliverables for a period of not less than sixty (60) calendar days after the Solution Provider's receipt of the notice from LANDBANK stating that the circumstance of force majeure is deemed to have ceased;
  - 3) The Solution Provider fails to perform any other obligation under the contract.
- b. Termination for convenience- in whole or in part, at any time based on any or concurrence of the following:
  - 1) Existence of conditions that make Project Implementation economically, financially or technically impractical
  - 2) Unnecessary, such as, but not limited to, fortuitous event(s) or changes in law and national government policies
- c. Termination for Insolvency
  - 1) Solution Provider is declared bankrupt or insolvent as determined with finality by a court of competent jurisdiction
  - 2) Termination will be without compensation to the Solution Provider
  - 3) Without prejudice to any right of action or remedy which has accrued or will accrue thereafter to the LANDBANK and/or Solution Provider

d. Termination for Unlawful Acts

- 1) There is prima facie evidence that Solution Provider has engaged, before or during the implementation of the contract, in unlawful deeds and behaviors relative to contract acquisition and implementation
- 2) Unlawful acts include, but are not limited to, the following:
  - a. Corrupt, fraudulent, collusive and coercive practices
  - b. Drawing up or using forged documents
  - c. Using adulterated materials, means or methods, or engaging in production contrary to rules of science or the trade

**2. By Solution Provider:**

LANDBANK is in material breach of its obligations pursuant to the contract, without any fault on the part of the Solution Provider, and has not remedied the same within sixty (60) calendar days following its receipt of the Solution Provider's notice specifying such breach

**J. Support Services**

1. Solution Provider shall provide responsibilities regarding hardware, software and infrastructure upgrades, including notification of all systems changes that will affect LANDBANK;
2. Solution Provider shall provide responsibilities regarding on-line communication availability and schedule of availability and timeliness of service;
3. All contact information (e.g. telephone number, hotline, email address) must be available and provided in the proposal;
4. Solution Provider guarantees that it has an established communication transmission line security, and transaction authentication;
5. Solution Provider shall provide schedule of availability and timeliness of services.

**K. IT Outsourcing**

1. Solution Provider shall allow internal and external auditors the Bank, BSP, and other regulatory authorities to have access to and to review information, processes, and resources relative to the proposed solution. The Bank's audit shall be allowed to assess the Solution Provider's operations and controls;
2. Solution Provider shall immediately take the necessary corrective measures to satisfy the findings and recommendations of Bangko Sentral examiners and those of the internal and/or external auditors of the bank and/or the Solution Provider;

3. The Solution Provider shall allow Bangko Sentral examiners to perform onsite validation prior to implementing the cloud computing arrangements, if applicable;
4. The Bank shall be allowed to cancel the contract by contractual notice of dismissal or extraordinary notice of cancellation if so required by the Bangko Sentral;
5. The Solution Provider shall provide necessary levels of transition assistance if the Bank decides to convert to other Solution Providers or other arrangements;
6. The Solution Provider shall provide the Bank access to its financial information;
7. The Solution Provider shall provide remedies for the Bank in the event of change of ownership, assignment, attachment of assets, insolvency, or receivership of the service provider.

**L. Cloud Services**

1. Cloud Service Provider (CSP)/Solution Provider shall meet international security standards, certified appropriately and abide all relevant Philippine laws and industry standards.
2. CSP/Solution Provider is responsible for ensuring that the services used by the Bank are highly secured and resilient so they are available to use on demand.
3. The following baseline security controls shall be applied:

<b>Security Controls</b>	<b>Baseline Certifications and/or Protocol Required</b>	<b>Description</b>
Security Assurance Requirements	<ol style="list-style-type: none"> <li>1. ISO/IEC 27001 - Information Security Management</li> <li>2. Service Organization Control (SOC) 2 Type 2 or any equivalent Third Party/Independent Report</li> <li>3. Payment Card Industry (PCI) Data Security Standard (DSS), as applicable</li> <li>4. Optional: SOC 1</li> <li>5. Optional: ISO/IEC 27018 - Code of practice for protection of Personally Identifiable Information (PII) in public clouds acting as PII processors</li> </ol>	These are the baseline and optional Security Assurance Requirements for Cloud Service Providers.
Encryption Requirements	<ol style="list-style-type: none"> <li>1. AES (128 bits and higher)</li> <li>2. TDES (minimum double length keys)</li> <li>3. RSA (1024 bits or higher)</li> <li>4. ECC (160 bits or higher)</li> <li>5. ElGamal (1024 bits or higher).</li> </ol>	These are the baseline Encryption Requirements to ensure that workload on any CSP is



	<i>Note: Latest available and applicable Security Protocols/ Requirements shall apply.</i>	encrypted with the minimum baseline required by the Philippine Government.
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4. CSP/Solution Provider shall provide logical security audit on data access, including logs and audit trails to ensure the prescribed security and privacy requirements are met.

**5. Data Sovereignty**

All data created, collected, organized, modified, retrieved, used, consolidated, sourced from, or owned by LANDBANK, which are in the cloud regardless of location, shall be governed by Philippine laws, policies, rules and regulations.

LANDBANK shall have the option to require where the data shall be located (e.g., South East Asia only).

CSP/Solution Provider and users of the cloud must comply with regulatory, legal and contractual and policy obligations, uphold the values of integrity and client committed; and ensure that all use is appropriate and authorized.

**6. Data Residency**

As a general rule, no residency restrictions shall be placed on government data stored or processed in the cloud, provided that appropriate controls and security measures are present.

Regardless of service model and multi-tenant software architecture used, CSP shall employ segmentation and other logical isolation techniques

**7. Data Ownership**

LANDBANK shall retain full control and ownership over their data. CSP/Solution Provider shall at all times (a) provide entity and access controls to restrict access to infrastructure and data in favor of LANDBANK, as end users; and (b) make options available to LANDBANK on the storage, management, security, and protection of their data. CSP/ Solution Provider shall not require long-term contracts or exclusivity.

The CSP/Solution Provider acquires no rights whatsoever to use the LANDBANK data for its own purpose or for any purpose other than what is required based on the scope of service.

The CSP/Solution Provider does not have the right to prevent the duly authorized access of LANDBANK to its own data.

The CSP/Solution Provider shall also ensure segregation of the data of the Bank from that of its other clients.

The terms of data ownership must not be subject to unilateral amendment by CSP/ Solution Provider.

8. There shall be no transfer, storage, or processing of LANDBANK data in cloud infrastructure unless made in accordance with this **revised Terms of Reference** and other relevant laws, policies, rules, regulations, and issuances.
9. Contracted CSP/Solution Provider shall be able to integrate with existing services and should be interoperable with locally provisioned IT. They should be contracted on an aggregated basis to meet planned data and workload migration need.
10. CSP shall provide cloud hosting high availability and data must be formally classified for confidentiality, integrity and availability (CIA) and technical controls must be incorporated and tested to mitigate the risks throughout the asset life cycle.
11. All cloud-based systems development and technical infrastructure processes must align with policy, meet agreed business requirements, be well documented and communicated to all stakeholders, and be appropriately resourced.
12. All cloud-based systems development and technical infrastructure related processes must consider contemporary technology and controls to address emerging information risk identified through internal and external monitoring.

CSP/Solution Provider shall regularly/periodically monitor and report security-related threats, incidents and events on its networks/systems. They shall have a clear breach notification and response procedure equipped with digital forensic tools and capabilities.

13. The CSP/Solution Provider shall provide LANDBANK with cloud monitoring tool or dashboard, on a per component basis (e.g., network level, application level, database level), to confirm that the cloud structure or platform performs optimally.

The CSP/Solution Provider shall provide LANDBANK monitoring of system availability (24/7) which can be generated as a report. Non-compliance will be subject for penalties.

14. The CSP/Solution Provider shall provide for flexibility and scalability for the Bank's current and future needs.
15. The CSP/Solution Provider shall conduct monthly vulnerability

assessment and penetration testing or its equivalent assessment and submit the results to LANDBANK.

16. The CSP/Solution Provider shall provide cloud services to all environments that shall be needed (e.g., Test, Disaster Recovery, Production).

Services shall include, but not limited to the following:

- a. Technical network and security controls (e.g., firewalls)
- b. Backup and Retention
- c. Recovery
- d. Dedicated leased line (for production)

### **17. Disclosure on composite services**

Third party arrangements by the CSP/Solution Provider shall be disclosed, including terms of these arrangements, control over the Solution Provider, responsibilities involved, remedies and recourse available should problems occur.

### **18. Business Continuity**

Business Continuity Plan (BCP) including IT Disaster Recovery Procedures (ITDRP) of the CSP/Solution Provider shall address how it plans to continue to undertake the services needed due from disastrous scenarios, pandemics, calamities and catastrophic events that have impact on the delivery of services brought by either Acts of Nature or are man-made (should also include the CSP/Solution Provider assurance that it has acquired the necessary insurance for fidelity and fire).

- a. The BCP including ITDRP to be submitted shall be specific for LANDBANK and/or the services to be rendered, with specific responsibilities and procedures for availability, data backup and recovery, and tested for viability.
- b. The BCP shall cover the temporary outages, prolonged and permanent outages. It shall also cover contingency plans in case the solution becomes unavailable or inaccessible as well resumption strategies to consider short-term and prolonged unavailability/inaccessibility.
- c. For cloud outsourcing, the following shall be indicated:
  - 1) The location of primary and secondary sites and physical and environmental controls in place;
  - 2) Prioritization arrangements in case of multiple/simultaneous disasters;
  - 3) Retention of onsite and offsite back-up (i.e., whether to maintain an up-to-date back-up copy of data at the Bank's premises or

- stored with a second vendor that has no common points of failure with the CSP/ Solution Provider); and
- 4) Ability to synchronize documents and process data while the Bank is offline
- d. The CSP/Solution Provider together with LANDBANK, shall test its BCP including ITDRP annually and shall submit certification with general results affecting services provided to the Bank. The CSP/Solution Provider shall also notify LANDBANK of any resulting modifications in the BCP or ITDRP.
19. The provisioning of Cloud Computing shall be governed by SLAs to specify and clarify performance expectations, as well as establish accountability. The SLAs shall relate to provisions in the contract regarding incentives, penalties, escalation procedures, disaster recovery and business continuity and contract cancellation for the protection of the institution, in the event the service provider fails to meet the required level of performance.

The Bank shall be given access to the SLA between the Solution Provider and the CSP.

## **M. Security Measures**

### **1. Physical and Environmental Protection**

Solution Provider shall be subject to LANDBANK's physical security measures established to protect computer facilities and equipment from damage or unauthorized access

### **2. Security Administration and Monitoring**

Solution Provider shall be subject to LANDBANK's procedures on access rights and use of system resources and application systems

## **N. Confidentiality**

1. The term confidential information shall mean all data, trade secrets, business information, client information, and other information of any kind whatsoever, that is provided by LBP to the Solution Provider pursuant to the contract, whether oral, written, visually or in any other medium such as, but not limited to, electronic transfer of information by e-mail, over the internet or otherwise.
2. The Solution Provider shall maintain the secrecy of the LBP's Confidential Information and shall exert all reasonable efforts to preserve the confidentiality of such information, including, but not limited to, the implementation of reasonable physical security measures and operating procedures.
3. The Solution Provider agrees that at all times and notwithstanding any termination or expiration of its contract with the bank, it will hold in strict

confidence and not disclose to any third party all Confidential Information received, except as approved in writing by the latter. The Solution Provider shall be prohibited from using the Confidential Information for purposes other than compliance with its obligations under the contract.

4. Access to Confidential Information of the LBP shall only be granted by the Solution Provider to its employees or authorized representatives, when their knowledge of such information becomes necessary, provided that such persons have signed confidentiality agreements or are otherwise bound by confidentiality obligations which contain the minimum terms, restrictions and limitations provided herein.
5. Notwithstanding the termination or expiration of the contract, all obligations under the confidentiality clause shall remain valid, effective and binding upon the Solution Provider, his successors and assigns.
6. Upon termination or expiration of the contract, or otherwise upon the LBP's request, all Confidential Information furnished to the Solution Provider shall be promptly returned to the LBP, or at the LBP's express request, shall be destroyed. In case of destruction as requested by the LBP, the same shall be confirmed in writing by the Solution Provider.
7. The Solution Provider acknowledges that any breach of this confidentiality may cause irreparable harm to the LBP for which the latter is entitled to seek, among others, indemnification for damages, as well as injunctive or other equitable remedies as may be allowed by law.
8. The Solution Provider shall not transfer or assign confidential information to any other person or entity, whether by operation of law or otherwise, without the prior written consent of the LBP. Any such attempted assignment shall be void and of no effect.
9. The Solution Provider must comply with the LANDBANK's Information Security policies and guidelines to ensure confidentiality and security of LANDBANK's data.
10. The Solution Provider representative/s must sign Confidentiality Agreement (Annex J) and Acceptable Use Policy Compliance Commitment Certificate (Annex K).

**O. Settlement of dispute and venue of suit**

- a. Resolution of dispute or difference shall be through mutual consultation
- b. Governing law shall be the laws of the Philippines
- c. Venue of suit shall be the Courts of the City of Manila
- d. Any and all disputes arising from the implementation of the contract shall be submitted to arbitration in the Philippines according to the provisions of R.A. 876, otherwise known as the "Arbitration Law" and R.A. 9285, otherwise known as the "Alternative Dispute Resolution Act of 2004".

## 5. System Requirements

This section documents the project stakeholders' expectations, and the functional and non-functional requirements that the proposed solution must satisfy or exceed in order for the proposed solution to qualify for consideration.

**The Solution Provider must respond to each requirement in the attached Requirements Compliance Form (RCF) – revised Annex E, and provide information for the following columns of the revised RCF:**

A. Percentage Compliance (e.g., 100% - for full compliance, nn% - for partial compliance)

*100% Fully compliant, base-product functionality; no customization required*  
*nn% Partially compliant; customization required*

B. Customization Estimates (expressed in man-days);

C. Response

If no exception, explanation, or clarification is required in the Solution Provider's response to a specific requirement, the Solution Provider shall indicate the following response"

"Solution Provider's Name understands and will comply."

Failure to conform to any of the above specifications may be sufficient grounds for disqualification.

## 6. Delivery Time/Completion Schedule

The Project must be completed within twelve (12) months inclusive of LANDBANK's User Acceptance Testing (UAT). Commencement date will be from the receipt of Notice to Proceed (NTP) by the winning bidder from the Procurement Department of the Bank.

Delivery of the system shall be made in two (2) releases following the Hybrid approach. Per release there can be several sprints as agreed upon by both parties.

No. of Release	Component	Delivery Schedule
Release 1	Telephony	Within six (6) months
Release 2	Case Management (Email/Web, Social media)	Within six (6) months from completion of Release 1  Note: Activities can be parallel with Release 1, thus both releases can be implemented in parallel.
<b>TOTAL</b>		<b>12 months</b>

## 7. Cost Analysis Sheet

### A. Cost Breakdown

Cost Component	Cost (PHP)
Subscription Cost (includes cloud hosting and maintenance services)	
○ 1 <sup>st</sup> Year	xxx,xxx,xxx.xx
• Telephony	xxx,xxx,xxx.xx
• Case Management	xxx,xxx,xxx.xx
○ 2 <sup>nd</sup> Year	xxx,xxx,xxx.xx
○ 3 <sup>rd</sup> Year	xxx,xxx,xxx.xx
Implementation Services Cost (project management, consulting, requirements validation, design and development, customization, training, integration and user acceptance testing, production deployment, system integration, change management, etc.) and other out-of-pocket expenses, etc.)	xxx,xxx,xxx.xx
<b>TOTAL</b>	<b>xxx,xxx,xxx.xx</b>

**Note: Bidder shall supply the amount for applicable cost elements and shall put zero (0) in the irrelevant component/s**

1. All bid prices shall be considered as fixed price.
2. Shall be denominated and payable in Philippine currency OR payable in foreign currency but shall be converted to Philippine currency based on the exchange rate prevailing as established by BSP upon contract signing of LANDBANK representative.
3. Shall not be subject to price adjustment and escalation during contract implementation, except under extraordinary circumstances (under R.A. 9184) and upon prior approval of the GPPB.
4. Contract price adjustment shall be made or appropriate relief shall be applied on a no loss- no gain basis (actual adjustment or change caused by the supervening issuance or governmental act) when cost of the awarded contract is affected by any applicable new laws, ordinances, regulations, or other acts of the Government of the Philippines.
5. Breakdown of the cost shall be presented.
6. Breakdown of the cost may include:
  - a. monthly salaries paid to the Solution Provider's staff
  - b. per diems for hotel and living expenses for staff away from normal duty station
  - c. air or land transportation, and other out-of-pocket expenses
7. All applicable taxes shall be for the account of the Solution Provider.
8. Cost of all taxes, (e.g. value added tax (VAT), income tax, local taxes, and other fiscal levies and duties) which shall be itemized and reflected in the detailed estimates.
9. All applicable fees and charges, in instances of fund transfer to and where foreign currency is used for payments shall be for the account of the Solution Provider.

**B. Payment Milestone**

<b>Payment Milestone</b>	<b>Amount Due (PhP)</b>
<b><i>Subscription Cost</i></b>	
1 <sup>st</sup> Year	
– 100% subscription cost for Telephony component upon Go-Live (Release 1)	xxx,xxx,xxx.xx
– 100% subscription cost for Case Management component upon Go-Live (Release 2)	xxx,xxx,xxx.xx
2 <sup>nd</sup> Year	xxx,xxx,xxx.xx
3 <sup>rd</sup> Year	xxx,xxx,xxx.xx
<b><i>Implementation Services Cost</i></b>	
– 10% for mobilization fee upon contracting signing and submission of a Project Work Plan	xxx,xxx,xxx.xx
<b><i>Release 1</i></b>	
– 10% upon approval of the Technical Specification Document or equivalent document	xxx,xxx,xxx.xx
– 10% upon issuance of Unit and Integration Testing (UIT) Certificate	xxx,xxx,xxx.xx
– 10% upon UAT completion (UAT Sign-off)	xxx,xxx,xxx.xx
– 10% upon Go Live of Telephony component	xxx,xxx,xxx.xx
<b><i>Release 2</i></b>	
– 10% upon approval of the Technical Specification Document or equivalent document	xxx,xxx,xxx.xx
– 10% upon issuance of Unit and Integration Testing (UIT) Certificate	xxx,xxx,xxx.xx
– 10% upon UAT completion (UAT Sign-off)	xxx,xxx,xxx.xx
– 10% upon Go Live of Case Management component	xxx,xxx,xxx.xx
– 10% upon completion of 90-day warranty/post Go Live support (will commence upon go live of all releases)	xxx,xxx,xxx.xx
<b><i>TOTAL PROJECT COST (VAT and ALL taxes inclusive)</i></b>	<b>xxx,xxx,xxx.xx</b>

**TOTAL PROJECT COST (in words):**

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## 8. Qualification Requirements

### A. Shortlisting

Evaluation Criteria	Minimum Required Standards
<p><b>1. Firm Credentials (Experience, Expertise and Capability)</b></p> <p>This criterion evaluates the bidder's and/or system developer's/licensor's experience, expertise and capability to deliver the proposed solution, as well as the results of satisfaction ratings of previous engagements, are considered.</p>	<p>Bidders must:</p> <ul style="list-style-type: none"> <li>✓ Have at least three (3) successful implementations of a Contact Center Solution on cloud or on premise. Provide the Client Name, Project Name, Project Description, Project Start Date, Project Completion/Implementation Date, and Contact Person and Number/Email Address using the Firm Credentials Information Sheet (Annex F).</li> <li>✓ Have at least one (1) local cloud implementation of a Contact Center Solution in banking or financial institution.</li> <li>✓ Submit at least three (3) fully filled-out Customer Satisfaction Survey (CCS) Forms (Annex G) with "satisfactory" ratings for previous successful engagements for Contact Center Solution. At least one (1) completed survey shall be issued by the customer from banking or financial institution for which the bidder has successfully implemented the Contact Center Solution on cloud.</li> </ul> <p>Note: Submission of the Customer Satisfaction Survey Forms shall permit LANDBANK to contact the resource person indicated in the form to verify the rating provided by the client during post-qualification stage.</p>
<p><b>2. Personnel Qualifications</b></p> <p>This criterion assesses the relevant work experience and educational attainment of the bidder key personnel (i.e., Project</p>	<p>Submit biographical information using the prescribed Project Team Information Sheet template (Annex H):</p>

Evaluation Criteria	Minimum Required Standards
<p>Manager, Business Analyst Technical Lead, and Technical Support Staff) identified to implement the proposed solution.</p>	<ul style="list-style-type: none"> <li>✓ <b>Project Manager:</b> <ul style="list-style-type: none"> <li>○ At least three (3) years of experience in IT as Project Manager; and</li> <li>○ At least two (2) local cloud implementation of a Contact Center Solution in banking or financial institutions</li> </ul> </li>   <li>✓ <b>Business Analyst:</b> <ul style="list-style-type: none"> <li>○ At least two (2) years of experience as Business Analyst; and</li> <li>○ At least two (2) local cloud implementation of a Contact Center Solution in banking or financial institutions</li> </ul> </li>   <li>✓ <b>Technical Team Lead:</b> <ul style="list-style-type: none"> <li>○ At least two (2) years of experience as Technical Team Lead; and</li> <li>○ At least two (2) local cloud implementation of a Contact Center Solution in banking or financial institution</li> </ul> </li>   <li>✓ <b>Technical Support Staff (i.e., Systems Analyst and Programmer or SA/Programmer)</b> <ul style="list-style-type: none"> <li>○ The average years of experience of all the proposed technical support staff shall be at least 2.5 years; and</li> <li>○ The average years of actual experience in implementing the solution/software application in banking or financial institution of all the proposed technical support staff shall be at least 1.5 years</li> </ul> </li>   <li>✓ At least one member of the proposed technical team (i.e., Technical Team Lead or Technical Support Staff) is certified in cloud services implementation. Specify certification and provide proof of such certification.</li> </ul>

## 2. Technical Requirements

Evaluation Criteria	Minimum Required Standards
<p><b>A. Fit to Functional Requirements</b></p> <p>This criterion assesses the proposed solution against the user requirements that it must satisfy and the functions that it should perform, to support the system owner's business needs and objectives.</p>	<ul style="list-style-type: none"> <li>✓ The software solution should be 100% compliant to the <i>Mandatory</i> Functional requirements* with maximum 30% for customization</li> <li>✓ The software solution should be at least 66% compliant to <i>Recommended</i> Functional requirements*</li> </ul> <p><i>*Based on the Solution Provider's accomplished <b>revised</b> Requirements Compliance Form (RCF).</i></p>
<p><b>B. Fit to Non-Functional Requirements</b></p> <p>This criterion considers the proposed solution's fit to the non-functional requirements, i.e., the constraints on various attributes of the system and the development process relating to the functional requirements</p>	<ul style="list-style-type: none"> <li>✓ The software solution should be 100% compliant to the <i>Mandatory</i> Non-Functional requirements* with maximum 30% for customization</li> <li>✓ The software solution should be at least 50% compliant to the <i>Recommended</i> Non- Functional requirements*</li> </ul> <p><i>*Based on the Solution Provider's accomplished <b>revised</b> Requirements Compliance Form (RCF).</i></p>
<p><b>C. Implementation Methodology</b></p> <p>This criterion evaluates the proposed implementation approach with regards to the logical and systematic sequencing of activities, realistic estimation of work effort and duration, timely and quality delivery of work products, management of project schedule, scope and resources, and the overall soundness of the implementation methodology.</p>	<ul style="list-style-type: none"> <li>✓ Bidder's proposed solution must clearly discuss the following:               <ol style="list-style-type: none"> <li>1. Proposed Solution Architecture Overview                   <ul style="list-style-type: none"> <li>○ Technical Architecture</li> <li>○ Solution components (software, services)</li> </ul> </li> <li>2. Implementation and project management methodology project management methodology                   <ul style="list-style-type: none"> <li>○ Statement of Work</li> <li>○ Detailed description of all major tasks;</li> <li>○ Deliverable item, if any, for each of the major tasks, and</li> <li>○ Completion criteria for each of the major tasks</li> </ul> </li> <li>3. LANDBANK Responsibilities                   <ul style="list-style-type: none"> <li>○ Specific responsibilities</li> </ul> </li> </ol> </li> </ul>

	<p>relating to resources, skills, infrastructure, documentations, processes, etc., that LANDBANK must satisfy</p> <p>4. Assumptions, Constraints, Dependencies</p> <p>5. Schedules</p> <ul style="list-style-type: none"> <li>○ Major milestones,</li> <li>○ Delivery schedule, and</li> <li>○ Project schedule (major tasks, durations, start and end dates, Gantt chart).</li> </ul> <p>6. Organizational Chart of the Project Team</p>
<p><b>D. Support Base</b></p> <p>This criterion considers capability of the bidder to provide immediate and cost- effective on-site/off-site support or assistance</p>	<p>✓ Bidder must have or must set up a 24x7 Support Center within the Philippines manned by skilled and experienced Technical Support Staff for the proposed solution. Provide proof of location or certification that support center is within the Philippines.</p> <p>✓ Dedicated Technical Support Personnel shall be assigned to LBP during production.</p> <p>Note: This shall be stipulated in the contract.</p>

## 9. Evaluation Criteria

### A. Shortlisting

CRITERIA	WEIGHT	SCORE	REMARKS		
<p><b>1. Firm Credentials (Experience, Expertise and Capability)</b></p> <p><b>a. Implementation</b></p> <table border="1" data-bbox="323 1756 911 1942"> <tr> <td data-bbox="323 1756 815 1942"> <p><u>Exceeds minimum qualifications:</u></p> <ul style="list-style-type: none"> <li>- More than three (3) successful implementation of a Contact Center solution on cloud or on premise</li> </ul> </td> <td data-bbox="815 1756 911 1942" style="text-align: center;">20%</td> </tr> </table>	<p><u>Exceeds minimum qualifications:</u></p> <ul style="list-style-type: none"> <li>- More than three (3) successful implementation of a Contact Center solution on cloud or on premise</li> </ul>	20%	50%		
<p><u>Exceeds minimum qualifications:</u></p> <ul style="list-style-type: none"> <li>- More than three (3) successful implementation of a Contact Center solution on cloud or on premise</li> </ul>	20%				

CRITERIA		WEIGHT	SCORE	REMARKS
<p><u>Meets minimum qualifications:</u></p> <ul style="list-style-type: none"> <li>– At least three (3) successful implementation of a Contact Center solution on cloud or on premise</li> </ul>	12%			
<p><b>b. Local Implementation of the proposed solution</b></p>				
<p><u>Exceeds minimum qualifications:</u></p> <ul style="list-style-type: none"> <li>– More than one (1) local cloud implementation of a Contact Center in banking or financial institutions</li> </ul>	15%			
<p><u>Meets minimum qualifications:</u></p> <ul style="list-style-type: none"> <li>– At least one (1) local cloud implementation of a Contact Center in banking or financial institutions</li> </ul>	12%			
<p><b>c. Satisfactory Ratings</b></p>				
<p><u>Exceeds minimum qualifications:</u></p> <ul style="list-style-type: none"> <li>– Submitted more than three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful engagements for Contact Center Solution and with at least one (1) completed survey for successful implementation on cloud.</li> </ul>	15%			
<p><u>Meets minimum qualifications:</u></p> <ul style="list-style-type: none"> <li>– Submitted at least three (3) fully filled-out Customer Satisfaction Survey (CSS) Forms (Annex G) with “satisfactory” ratings for previous successful engagements for Contact Center Solution and with at least one (1) completed survey for successful implementation on cloud.</li> </ul>	7%			

CRITERIA	WEIGHT	SCORE	REMARKS								
<b>2. Personnel Qualification</b>	<b>50%</b>										
<p>a. Project Manager to be assigned is highly qualified to implement the engagement</p> <p><b>i. Years of experience</b></p> <table border="1" data-bbox="312 504 904 804"> <tr> <td data-bbox="312 504 799 651"><u>Exceeds minimum qualifications:</u> – More than three (3) years of experience in IT as Project Manager</td> <td data-bbox="799 504 904 651">7%</td> </tr> <tr> <td data-bbox="312 651 799 804"><u>Meets minimum qualifications:</u> – At least three (3) years of experience in IT as Project Manager</td> <td data-bbox="799 651 904 804">5%</td> </tr> </table> <p><b>ii. Implementation of proposed solution</b></p> <table border="1" data-bbox="312 916 904 1290"> <tr> <td data-bbox="312 916 799 1102"><u>Exceeds minimum qualifications:</u> – More than two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</td> <td data-bbox="799 916 904 1102">7%</td> </tr> <tr> <td data-bbox="312 1102 799 1290"><u>Meets minimum qualifications:</u> – At least two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</td> <td data-bbox="799 1102 904 1290">5%</td> </tr> </table>	<u>Exceeds minimum qualifications:</u> – More than three (3) years of experience in IT as Project Manager	7%	<u>Meets minimum qualifications:</u> – At least three (3) years of experience in IT as Project Manager	5%	<u>Exceeds minimum qualifications:</u> – More than two (2) local cloud implementation of a Contact Center solution in banking or financial institutions	7%	<u>Meets minimum qualifications:</u> – At least two (2) local cloud implementation of a Contact Center solution in banking or financial institutions	5%	14%		
<u>Exceeds minimum qualifications:</u> – More than three (3) years of experience in IT as Project Manager	7%										
<u>Meets minimum qualifications:</u> – At least three (3) years of experience in IT as Project Manager	5%										
<u>Exceeds minimum qualifications:</u> – More than two (2) local cloud implementation of a Contact Center solution in banking or financial institutions	7%										
<u>Meets minimum qualifications:</u> – At least two (2) local cloud implementation of a Contact Center solution in banking or financial institutions	5%										
<p>b. Business Analyst to be assigned is highly qualified to implement the engagement even in the absence of the Team Leader</p> <p><b>i. Years of experience</b></p> <table border="1" data-bbox="312 1489 904 1794"> <tr> <td data-bbox="312 1489 799 1644"><u>Exceeds minimum qualifications:</u> – More than two (2) years of experience in IT as Business Analyst</td> <td data-bbox="799 1489 904 1644">6%</td> </tr> <tr> <td data-bbox="312 1644 799 1794"><u>Meets minimum qualifications:</u> – At least two (2) years of experience in IT as Business Analyst</td> <td data-bbox="799 1644 904 1794">5%</td> </tr> </table>	<u>Exceeds minimum qualifications:</u> – More than two (2) years of experience in IT as Business Analyst	6%	<u>Meets minimum qualifications:</u> – At least two (2) years of experience in IT as Business Analyst	5%	12%						
<u>Exceeds minimum qualifications:</u> – More than two (2) years of experience in IT as Business Analyst	6%										
<u>Meets minimum qualifications:</u> – At least two (2) years of experience in IT as Business Analyst	5%										

CRITERIA	WEIGHT	SCORE	REMARKS								
<p><b>ii. Implementation of proposed solution</b></p> <table border="1" data-bbox="312 412 911 786"> <tr> <td data-bbox="312 412 807 595"> <p><u>Exceeds minimum qualifications:</u>                      – More than two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p> </td> <td data-bbox="807 412 911 595">6%</td> </tr> <tr> <td data-bbox="312 595 807 786"> <p><u>Meets minimum qualifications:</u>                      – At least two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p> </td> <td data-bbox="807 595 911 786">5%</td> </tr> </table>	<p><u>Exceeds minimum qualifications:</u>                      – More than two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p>	6%	<p><u>Meets minimum qualifications:</u>                      – At least two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p>	5%							
<p><u>Exceeds minimum qualifications:</u>                      – More than two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p>	6%										
<p><u>Meets minimum qualifications:</u>                      – At least two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p>	5%										
<p>c. Technical Team Lead to be assigned is highly qualified to perform the required tasks</p> <p><b>i. Years of experience</b></p> <table border="1" data-bbox="312 981 911 1283"> <tr> <td data-bbox="312 981 807 1133"> <p><u>Exceeds minimum qualifications:</u>                      – More than two (2) years of experience in IT as Technical Team Lead</p> </td> <td data-bbox="807 981 911 1133">6%</td> </tr> <tr> <td data-bbox="312 1133 807 1283"> <p><u>Meets minimum qualifications:</u>                      – At least two (2) years of experience in IT as Technical Team Lead</p> </td> <td data-bbox="807 1133 911 1283">5%</td> </tr> </table> <p><b>ii. Implementation of proposed solution</b></p> <table border="1" data-bbox="312 1395 911 1771"> <tr> <td data-bbox="312 1395 807 1581"> <p><u>Exceeds minimum qualifications:</u>                      – More than two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p> </td> <td data-bbox="807 1395 911 1581">6%</td> </tr> <tr> <td data-bbox="312 1581 807 1771"> <p><u>Meets minimum qualifications:</u>                      – At least two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p> </td> <td data-bbox="807 1581 911 1771">5%</td> </tr> </table>	<p><u>Exceeds minimum qualifications:</u>                      – More than two (2) years of experience in IT as Technical Team Lead</p>	6%	<p><u>Meets minimum qualifications:</u>                      – At least two (2) years of experience in IT as Technical Team Lead</p>	5%	<p><u>Exceeds minimum qualifications:</u>                      – More than two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p>	6%	<p><u>Meets minimum qualifications:</u>                      – At least two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p>	5%	12%		
<p><u>Exceeds minimum qualifications:</u>                      – More than two (2) years of experience in IT as Technical Team Lead</p>	6%										
<p><u>Meets minimum qualifications:</u>                      – At least two (2) years of experience in IT as Technical Team Lead</p>	5%										
<p><u>Exceeds minimum qualifications:</u>                      – More than two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p>	6%										
<p><u>Meets minimum qualifications:</u>                      – At least two (2) local cloud implementation of a Contact Center solution in banking or financial institutions</p>	5%										

CRITERIA	WEIGHT	SCORE	REMARKS												
<p>d. Technical Support Staff</p> <p><b>i. Years of experience</b></p> <table border="1" data-bbox="312 448 911 831"> <tr> <td data-bbox="312 448 804 640"> <u>Exceeds minimum qualifications:</u>                      – Average years of experience of all the proposed Technical Support Staff is more than 2.5 years                 </td> <td data-bbox="804 448 911 640">4%</td> </tr> <tr> <td data-bbox="312 640 804 831"> <u>Meets minimum qualifications:</u>                      – Average years of experience of all the proposed Technical Support Staff is at least 2.5 years                 </td> <td data-bbox="804 640 911 831">3%</td> </tr> </table> <p><b>ii. Implementation of proposed solution</b></p> <table border="1" data-bbox="312 940 911 1462"> <tr> <td data-bbox="312 940 804 1200"> <u>Exceeds minimum qualifications:</u>                      – The average years of actual experience in implementing the solution/software application of all the proposed technical support staff is more than 1.5 years                 </td> <td data-bbox="804 940 911 1200">4%</td> </tr> <tr> <td data-bbox="312 1200 804 1462"> <u>Meets minimum qualifications:</u>                      – The average years of actual experience in implementing the solution/software application of all the proposed technical support staff is at least 1.5 years                 </td> <td data-bbox="804 1200 911 1462">3%</td> </tr> </table> <p><b>iii. Cloud Certification</b></p> <table border="1" data-bbox="312 1536 911 1980"> <tr> <td data-bbox="312 1536 804 1796"> <u>Exceeds minimum qualifications:</u>                      – More than one (1) member of the proposed Technical Team (i.e., Technical Team Lead or Technical Support Staff) are certified in cloud services implementation.                 </td> <td data-bbox="804 1536 911 1796">4%</td> </tr> <tr> <td data-bbox="312 1796 804 1980"> <u>Meets minimum qualifications:</u>                      – At least one (1) member of the proposed Technical Team (i.e., Technical Team Lead or Technical Support                 </td> <td data-bbox="804 1796 911 1980">3%</td> </tr> </table>	<u>Exceeds minimum qualifications:</u> – Average years of experience of all the proposed Technical Support Staff is more than 2.5 years	4%	<u>Meets minimum qualifications:</u> – Average years of experience of all the proposed Technical Support Staff is at least 2.5 years	3%	<u>Exceeds minimum qualifications:</u> – The average years of actual experience in implementing the solution/software application of all the proposed technical support staff is more than 1.5 years	4%	<u>Meets minimum qualifications:</u> – The average years of actual experience in implementing the solution/software application of all the proposed technical support staff is at least 1.5 years	3%	<u>Exceeds minimum qualifications:</u> – More than one (1) member of the proposed Technical Team (i.e., Technical Team Lead or Technical Support Staff) are certified in cloud services implementation.	4%	<u>Meets minimum qualifications:</u> – At least one (1) member of the proposed Technical Team (i.e., Technical Team Lead or Technical Support	3%	12%		
<u>Exceeds minimum qualifications:</u> – Average years of experience of all the proposed Technical Support Staff is more than 2.5 years	4%														
<u>Meets minimum qualifications:</u> – Average years of experience of all the proposed Technical Support Staff is at least 2.5 years	3%														
<u>Exceeds minimum qualifications:</u> – The average years of actual experience in implementing the solution/software application of all the proposed technical support staff is more than 1.5 years	4%														
<u>Meets minimum qualifications:</u> – The average years of actual experience in implementing the solution/software application of all the proposed technical support staff is at least 1.5 years	3%														
<u>Exceeds minimum qualifications:</u> – More than one (1) member of the proposed Technical Team (i.e., Technical Team Lead or Technical Support Staff) are certified in cloud services implementation.	4%														
<u>Meets minimum qualifications:</u> – At least one (1) member of the proposed Technical Team (i.e., Technical Team Lead or Technical Support	3%														



CRITERIA		WEIGHT	SCORE	REMARKS
Staff) is certified in cloud services implementation.				
<b>TOTAL</b>		<b>100%</b>		

Non-compliance to any of the Minimum Required Standards specified in Section 8.A Qualification Requirements - Shortlisting would automatically result to the disqualification of the Bidder.

Bidders must obtain a minimum score of 70% in the Evaluation Criteria – Shortlisting to be included in the list of qualified bidders. Only the top 3 bidders who/which meet the hurdle rate shall be eligible for the next stage of bidding.

## B. Technical Requirements

CRITERIA		WEIGHT	SCORE	REMARKS
<b>1. Fit to Functional Requirements</b>		<b>40%</b>		
<u>Mandatory requirements</u>				
i. 100% compliance with less than 30% customizations	30%			
ii. 100% compliance with 30% customization	20%			
<u>Recommended requirements</u>				
i. 100% compliance	10%			
ii. At least 66% compliance	5%	<b>35%</b>		
<b>2. Fit to Non-Functional Requirements</b>				
<u>Mandatory requirements</u>				
i. 100% compliance with less than 30% customizations	25%			
ii. 100% compliance with 30% customization	20%			
<u>Recommended requirements</u>				
i. 100% compliance	10%			
ii. At least 50% compliance	5%			

CRITERIA		WEIGHT	SCORE	REMARKS
3. Implementation Methodology		15%		
Proposed Solution Architecture Overview	15%			
Implementation and project management methodology				
LANDBANK Responsibilities				
Assumptions, Constraints, Dependencies				
Schedule <i>Note: Inclusive of LANDBANK's UAT</i>				
Organizational Chart of the Project Team				
4. Support Base		10%		
Within Metro Manila	10%			
Outside Metro Manila	5%			
<b>TOTAL</b>		<b>100%</b>		

Non-compliance to any of the Minimum Required Standards specified in Section 8.B Qualification Requirements – Technical Requirements would automatically result to the disqualification of the Bidder.

## 10. Bid Evaluation

- A. Bid Evaluation Procedure – Quality-Cost Based Evaluation (QCBE)/Selection (per R.A. 9184)
- B. Bidder must obtain a minimum score of 70% for the Technical Criteria specified in Section 9.
  - ✓ A bidder must fully comply with and deliver each and every *Mandatory* requirement. Bidder shall signify its commitment to fully comply with and deliver each of the *Mandatory* requirement by stating "*Bidder's Name* understands and will comply" under the *Remarks* column of the **revised Requirements Compliance Form (RCF)** for each and every *Mandatory* requirement;
  - ✓ A bidder must fully comply with and deliver at least 66% of the total *Recommended* requirements; that is, if the total number of *Recommended* requirements is *N*, then bidder must state "*Bidder's Name* understands and will comply" under the *Remarks* column of the **revised RCF** for at least 66% of the *N Recommended* requirements.

Illustration 1: If  $N = 6$ , then bidder must state "*Bidder's Name* understands and will comply" for at least 4 of the *Recommended* Functional requirements

- ✓ A bidder must fully comply with and deliver at least 50% of the total *Recommended* Non-Functional requirements; that is, if the total number of *Recommended* Non- Functional requirements is  $N$ , then bidder must state "*Bidder's Name* understands and will comply" under the *Remarks* column of the RCF for at least 50% of the  $N$  *Recommended* requirements.

Illustration 1: If  $N = 4$ , then bidder must state "*Bidder's Name* understands and will comply" for at least three (3) of the *Recommended* Non-functional requirements.

**NOTE:** LANDBANK will interpret the statement "[*Bidder's Name*] understands and will comply" as bidder's commitment to fully comply with and deliver the LANDBANK requirement.

C. Overall Bid Evaluation Criteria and Rating System

	Weight (a)	Raw Score (b)	Score (ab)	Remarks																
<p><b>1. Technical Criteria</b></p> <p>(Functional and Non-Functional Requirements, Implementation Methodology and Support Base)</p>	<b>80%</b>																			
<p><b>2. Financial Criteria</b></p> <p>The proposed bid price of participating bidder:</p> <table border="1" style="margin-left: 20px;"> <tr> <td>Condition</td> <td>Raw Score</td> </tr> <tr> <td>Lowest Bid</td> <td>100%</td> </tr> <tr> <td>Other Bids</td> <td>BS</td> </tr> <tr> <td colspan="2">BS = 100 * BL/B</td> </tr> <tr> <td colspan="2">Where:</td> </tr> <tr> <td colspan="2">BS – Score of bid under consideration</td> </tr> <tr> <td colspan="2">BL – Price of lowest bid</td> </tr> <tr> <td colspan="2">B – Price of bid under consideration</td> </tr> </table>	Condition	Raw Score	Lowest Bid	100%	Other Bids	BS	BS = 100 * BL/B		Where:		BS – Score of bid under consideration		BL – Price of lowest bid		B – Price of bid under consideration		<b>20%</b>			
Condition	Raw Score																			
Lowest Bid	100%																			
Other Bids	BS																			
BS = 100 * BL/B																				
Where:																				
BS – Score of bid under consideration																				
BL – Price of lowest bid																				
B – Price of bid under consideration																				
<b>GRAND TOTAL</b>	<b>100%</b>																			

Note: Financial Proposal shall have a weight of 15% minimum up to a maximum of 40% - (2016 IRR, R.A. 9184, Section 33.2.1(b).ii)

## 11. Proposal Requirements

The proposal must include the following required information/documents:

### A. Shortlisting:

1. Firm Credentials Information Sheet – Annex F
2. Customer Satisfaction Survey Form – Annex G
3. Project Team Information Sheet – Annex H
4. Cloud services certification/s of the proposed Technical Team Lead and/or Technical Support Staff

### B. Technical Proposal:

1. **Revised Requirements Compliance Form (RCF)** with response to each requirement. Standard response to each requirement shall be “*Solution Provider’s Name* understands and will comply”. Refer to Section 4. System Requirements on how to fill-out the **RCF (revised Annex E)**
2. Implementation Methodology Document which discusses the following information:
  - a. Proposed Solution Architecture Overview
    - ✓ Technical Architecture,
    - ✓ Solution components (software, services), and
  - b. Implementation and project management methodology
    - ✓ Statement of Work shall clearly define and sufficiently detailed the roles of both parties to deliver specific service/activity
    - ✓ Detailed description of all major tasks,
    - ✓ Deliverable item, if any, for each of the major tasks, and
    - ✓ Completion criteria for each of the major tasks
  - c. LANDBANK Responsibilities
    - ✓ Specific responsibilities relating to resources, skills, infrastructure, documentations, processes, etc., that LANDBANK must satisfy
  - d. Assumptions, Constraints, Dependencies
  - e. Schedules
    - ✓ Major milestones,
    - ✓ Delivery schedule, and
    - ✓ Project schedule (major tasks, durations, start and end dates, Gantt chart).
  - f. Organizational Chart of the Project Team
3. Certification or proof of Support Center within the Philippines to be issued by the bidder

Failure to submit any of the above requirements is sufficient cause for disqualification.

**C. Other requirements to be submitted by the winning bidder:**

1. Signed Confidentiality Agreement (Annex J) and Acceptable Use Policy Compliance Commitment Certificate (Annex K)
2. License and/or Maintenance Agreements
3. Proof or any certification that the bidder has a well-defined security policies and procedures in place to ensure confidentiality, integrity and availability of Bank's data and privacy of personal information.
4. A Service Organization Control (SOC) 2 Type 2 or any equivalent Third Party/Independent Report for CSP
5. Business Continuity Plan (BCP). Refer to Section L. Cloud Services Item 18. Business Continuity

**12. Other Terms and Conditions**

**A. Terms of Reference Standard Information**

This **revised Terms of Reference (TOR)** is issued in accordance with the Implementing Rules and Regulations Part A (IRR-A) of Republic Act No. 9184 (RA 9184). In case of conflict, the more stringent guideline/provision shall prevail.

The contents of this document, including all appendices and attachments, are confidential to LANDBANK and are provided solely for the purpose of this TOR.

**1. Discussions/Negotiations**

Notwithstanding the acceptance of the proposal and award in favor of the Solution Provider without discussions, LANDBANK is not precluded and has the right to initiate discussions with the Solution Provider as LANDBANK deems necessary. The Solution Provider should be prepared to send qualified personnel to the LANDBANK office to discuss the technical, commercial and other contractual aspects of its proposal.

**2. Award of Contract**

Award of contract will be made to the Solution Provider only after successful negotiations and determination that its proposal is the most advantageous to LANDBANK.

**B. Proposal Preparation**

This TOR provides the instructions governing the proposal to be submitted and a description of the mandatory requirements. To be eligible for consideration, the Solution Provider must meet the intent of all mandatory requirements. Compliance with the intent of all the requirements will be determined by the LANDBANK Head Office Bids and Awards Committee (HOBAC).

The Solution Provider must organize its proposal into sections following the format of this TOR, with tabs separating each section. Refer to Section 11. Proposal Requirements for the required information/document that must be included in the proposal.

In case the Solution Provider's proposal does not comply with the specified proposal format, or is difficult to understand, read, or lacks any of the requested information, the proposal will be returned for immediate revision. Revision shall be undertaken not later than three (3) days from its return.

Responses similar to, "Refer to our literature..." or "Please see www.....com" are not acceptable. All materials related to a response must be submitted together with the proposal and not just referenced. Any references in an answer to another location in the TOR materials must indicate the specific page numbers and sections stated in the reference.

### **Price Sheet**

For the financial portion of the proposal, the Solution Provider must utilize the form Cost Analysis Sheet and Payment Milestones found in Section 7, which will serve as the basis for evaluating its price quotation. The Solution Provider should include additional information as necessary to explain in detail its price quotation.

## **C. Proposal Submission**

Only electronic bids that are successfully uploaded to the Secure File Transfer Facility (SFTF) of LANDBANK on or before the deadline shall be accepted. Submission of the physical bid (hard copy) shall not be accepted. The prescribed procedures in the submission and opening of electronic bids are stated in the Detailed Procedures in Submission and Opening of Electronic Bids. Late bids shall not be accepted

The Solution Provider must submit:

- Two (2) sets of its technical and financial proposals
- Its proposal to the LANDBANK's HOBAC on or before the deadline set.

### **1. Signed Proposals**

The proposals must be signed in ink by the Solution Provider's authorized personnel to make them legally binding documents.

### **2. Validity Period**

The submitted proposal will not be modified, withdrawn or cancelled by the Solution Provider for a 120-day period following the deadline for submission, or receipt of best and final offer, if required.

### **3. Oral Presentation/Product Demonstration**

The Solution Provider may be required to make an oral presentation and product demonstration to clarify its response or to further define its proposals. Oral presentations and product demonstrations, if requested, shall be at the Solution Provider's expense and shall be attended by their Business Analyst and Technical personnel.

### **4. Compliance with Laws, Policies, Processes, Regulations and Standards**

The Solution Provider must, in performance of work under this contract, fully comply with all applicable national or local laws and executive orders, regulations, and LANDBANK policies, processes; and Project Management and System Development Life Cycle standards. Any subletting or subcontracting by the Contractor subjects subcontractors to the same provision.

### **5. Contract Contents**

This **revised TOR** and any addenda, the Solution Provider's response including any amendments, any best and final offers, any Supplemental/Bid Bulletins, and any negotiations shall be included in any resulting contract. Section 11. Proposal Requirements enumerates all the required information and documents that the Solution Provider must submit as part of its proposal to qualify for further consideration, and will serve as basis for any contract between the Bank and the Solution Provider.

**TPF 3. COMMENTS AND SUGGESTIONS OF CONSULTANT ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE PROCURING ENTITY**

---

**On the revised Terms of Reference:**

- 1.
- 2.
- 3.
- 4.
- 5.

**On the data, services, and facilities to be provided by the Procuring Entity:**

- 1.
- 2.
- 3.
- 4.
- 5.



**TPF 4. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR  
PERFORMING THE PROJECT**

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The following document shall be submitted in support of the compliance of the Bid to the TPF 4:

- 1. Duly accomplished Requirement Compliance Form (revised Annex E)**
2. Implementation Methodology Document
3. Certification or proof of Support Center within the Philippines to be issued by the bidder

Non-submission of the above mentioned documents/requirements may result in bidder's post disqualification.

## FPF 1. FINANCIAL PROPOSAL SUBMISSION FORM

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[Date]

[Name and address of the Procuring Entity]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for [Title of Project] in accordance with your Bidding Documents dated [insert date] and our Bid (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [amount in words and figures]. This amount is exclusive of the local taxes, which we have estimated at [amount(s) in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the bid validity period, *i.e.*, [Date].

In accordance with **GCC** Clause 50.1, we acknowledge and accept the Procuring Entity's right to inspect and audit all records relating to our Bid irrespective of whether we enter into a contract with the Procuring Entity as a result of this Bid.

We confirm that we have read, understood and accept the contents of the Instructions to Bidders (ITB), the Bid Data Sheet (BDS), General Conditions of Contract (GCC), Special Conditions of Contract (SCC), **revised Terms of Reference (TOR)**, the provisions relating to the eligibility of Consultant and the applicable guidelines for the procurement rules of the Funding Source, any and all Bid bulletins issued and other attachments and inclusions included in the Bidding Documents sent to us.

We understand you are not bound to accept any Bid you receive.

We remain,

Yours sincerely,

Authorized Signature:  
Name and Title of Signatory:  
Name of Firm:  
Address:

## FPF 2. SUMMARY OF COSTS

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Costs	Currency(ies) <sup>1</sup>	Amount in Philippine Peso
Sub Total		Php _____
Local Taxes		_____
Total Amount of Financial Proposal		Php _____

The following document/s shall be submitted in support of the compliance of the Bid to the FPF 2:

- Cost Analysis Sheet and Payment Milestones Sheet based on Item 7.0 of **revised Section VI. Terms of Reference**

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<sup>1</sup> In cases of contracts involving foreign consultants, indicate the exchange rate used.

## Form No. 2

### Omnibus Sworn Statement

REPUBLIC OF THE PHILIPPINES)  
CITY/MUNICIPALITY OF \_\_\_\_\_) S.S.

#### AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

*[If a sole proprietorship:]* I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

*[If a partnership, corporation, cooperative, or joint venture:]* I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder].

2. *[Select one, delete the other:]*

*[If a sole proprietorship:]* As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

*[If a partnership, corporation, cooperative, or joint venture:]* I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable;)].

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting.

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct.

5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted.

6. *[Select one, delete the rest:]*

*[If a sole proprietorship:]* The owner or sole proprietor is not related to the following LANDBANK Officers, employees and consultants: 1) members of the Board of Directors; 2) President and CEO; 3) members of the Head Office Bids and Awards Committee (HOBAC); 4) HOBAC Secretariat; 5) members of the Technical Working Group, if applicable; 6) personnel of Procurement Department; 7) personnel of the implementing unit or the end-user unit; and 8) project consultants, if applicable, by consanguinity or affinity up to the third level degree;

*[If a partnership or cooperative:]* None of the officers and members of [Name of Bidder] is related to the following LANDBANK Officers, employees and consultants: 1) members of the Board of Directors; 2) President and CEO; 3) members of the Head Office Bids and Awards Committee (HOBAC); 4) HOBAC Secretariat; 5) members of the Technical Working Group, if applicable; 6) personnel of Procurement Department; 7) personnel of the implementing unit or the end-user unit; and 8) project consultants, if applicable, by consanguinity or affinity up to the third level degree;

*[If a corporation or joint venture:]* None of the officers, directors, and controlling stockholders of [Name of Bidder] is related to the following LANDBANK Officers, employees and consultants: 1) members of the Board of Directors; 2) President and CEO; 3) members of the Head Office Bids and Awards

Committee (HOBAC); 4) HOBAC Secretariat; 5) members of the Technical Working Group, if applicable; 6) personnel of Procurement Department; 7) personnel of the implementing unit or the end-user unit; and 8 ) project consultants, if applicable, by consanguinity or affinity up to the third level degree.

7. *[Name of Bidder]* has no unsatisfactory performance with its ongoing projects.
8. *[Name of Bidder]* complies with existing labor laws and standards.
9. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
  - a. Carefully examining all of the Bidding Documents;
  - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
  - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
  - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
10. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.
11. In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.

**IN WITNESS WHEREOF**, I have hereunto set my hand this \_\_\_ day of \_\_\_, 23\_\_ at \_\_\_\_\_, Philippines.

*[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]*  
*[Insert signatory's legal capacity]*  
Affiant

**SUBSCRIBED AND SWORN** to before me this \_\_\_ day of \_\_\_\_\_, in \_\_\_\_\_, Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. \_\_\_\_\_ and his/her Community Tax Certificate No. \_\_\_\_\_ issued on \_\_\_ at \_\_\_\_\_.

Witness my hand and seal this \_\_\_ day of *[month]* *[year]*.

Notary Public

Doc. No. \_\_\_\_\_;  
Page No. \_\_\_\_\_;  
Book No. \_\_\_\_\_;  
S. of \_\_\_\_\_.

---

**'The names of specific LANDBANK officers, employees and consultants being referred to are shown in revised Annexes L-1 to L-2.**

## **Checklist of Bidding Documents for Procurement of Consulting Services**

### **Technical Proposal (PDF File)**

The Technical Proposal shall contain documents sequentially arranged as follows (may include other documents as stated in the Bidding Documents):

1. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture (see sample form - Form No. 3).
2. TPF 1 – Technical Proposal Submission Form
3. TPF 2 – Experience of the Firm/Consultant References
4. **Revised TPF 3 – Comments and Suggestions of Consultant on the Terms of Reference and on Data, Services, and Facilities to be Provided by the Procuring Entity**
5. **Revised TPF 4 – Description of the Methodology and Work Plan for Performing the Project**
  - 1.1. **Duly accomplished revised Requirement Compliance Form (RCF)**
  - 1.2. Implementation Methodology Document
  - 1.3. Certification or proof of Support Center within the Philippines to be issued by the bidder
6. TPF 5 – Team Composition and Task
7. TPF 6 – Format of Curriculum Vitae (CV) for Proposed Professional Staff
8. TPF 7 – Time Schedule for Professional Personnel
9. TPF 8 – Activity (Work) Schedule
10. Form No. 6 – Deliverable Items Summary
11. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
12. **Duly notarized revised Omnibus Sworn Statement (OSS) (sample form - Form No.2).**

- **Post-Qualification Documents – [The bidder may submit the following documents/requirements within five (5) calendar days after receipt of Notice of Post-Qualification]:**
  1. Business Tax Returns per Revenue Regulations 3-2005 (BIR No. 2550 Q) VAT or Percentage Tax Returns for the last two (2) quarters filed manually or through EFPS.
  2. Latest Income Tax Return filed manually or through EFPS.
  3. Original copy of Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
  4. **Original copy of duly notarized revised Omnibus Sworn Statement (OSS) (sample form - Form No.2).**
  5. Duly notarized Secretary's Certificate designating the authorized signatory in the Contract Agreement if the same is other than the bidder's authorized signatory in the bidding.

### **Financial Proposal (PDF File)**

The Financial Component shall contain documents sequentially arranged as follows:



1. **Revised FPF 1 – Financial Proposal Submission Form**
2. FPF 2 – Summary of Costs
  - 2.1 Cost Analysis Sheet and Payment Milestones based on Item 7.0 of **revised Section VI. Terms of Reference**
3. FPF 3 – Breakdown of Price per Activity
4. FPF 4 – Breakdown of Remuneration per Activity
5. FPF 5 – Travel Expenses, Office Rent, Accommodation and Clerical Assistance per Activity per Activity
6. FPF 6 – Miscellaneous Expenses

***The forms attached to the Bidding Documents may be reproduced or reformatted provided the information required in the original forms and other requirements like signatures, if applicable, are complied with in the submittal.”***



## **CONTACT CENTER SYSTEM (CCS) PROJECT**

### **Business Requirements Log**

Version : 6.0  
Final as of : October 26, 2023  
Printed on : October 26, 2023  
Author : Jennifer C. Marquez   
Danica V. Mergal-Daganasol   
and Subject Matter Experts  
Owner : Contact Center System Project





**Document Information**

*This section of the document records various versions or releases of this document .*

**Location**

This document is maintained online in the Contact Center System TeamRoom located in the LBP Lotus Notes Server.

**Revision History**

Version	Date	Summary of Change(s)	Authors (s)
1.0	26 March 2021	Final	Jennifer C. Marquez Rombert P. Reyes and Subject Matter Experts
2.0	08 February 2022	Final Changes in document name and requirements per CCS-CR-002	Jennifer C. Marquez Rombert P. Reyes and Subject Matter Experts
3.0	16 September 2022	Final Changes in requirements per CCS-CR-003	Jennifer C. Marquez Rombert P. Reyes and Subject Matter Experts
4.0	25 November 2022	Final Changes in requirements per CCS-CR-004	Jennifer C. Marquez Rombert P. Reyes and Subject Matter Experts
5.0	14 March 2023	Final Changes in requirements per CCS-CR-005	Jennifer C. Marquez Rombert P. Reyes and Subject Matter Experts
6.0	26 October 2023	Final Changes in requirements per CCS-CR-006	Jennifer C. Marquez Danica V. Mergal-Daganasol and Subject Matter Experts

**Recommendations for Approval**

This document has been recommended for approval by:

Name	Position/Title	Approval Date	Signature
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## 1.0. Background

The Customer Care Center Department or CuCD manages the contact center operations of the Bank. It is presently using independent systems for calls, emails and social media inquiries and handles manual escalation of service requests and transaction disputes to other units of the Bank. CuCD operates 24/7 in 2 sites (Head Office and West Avenue Disaster Recovery Sites).

CuCD also acts as central repository of complaints received from various channels (i.e., BSP, CSC, 8888, ARTA, Malacañang, etc.). To comply with BSP Circular No. 1048 Series of 2019 requirement, CuCD consolidates complaints from all 423 customer facing units (CFUs; Branches, Lending Centers and AOCs) monthly and report it to the management and BSP.

The customer concerns received by the CuCD increased by 46 % from 2019 to 2020 or an additional of 360,026. The growth is due to increased utilization of eBanking products and services by bank clients. Also, additional function has been given to the CuCD which is the management of the customer care operations of OFBank.

In view of this, the Contact Center System Project will integrate the existing communication channels being used by CuCD and automate its complaints and performance management for seamless customer experience and compliance to BSP Circular No. 1048 Series of 2019 requirement.

## Definition of Terms

### Glossary of Acronyms

BCP	Business Continuity Plan
DR	Disaster Recovery
IVRS	Interactive Voice Response System
MBA	Mobile Banking Application
SNS	Social Networking Sites
TIN	Tax Identification Number
WFH	Work From Home

### Glossary of Terms

Interactive Voice Response System	An application designed to handle various system functionalities accessible by the account holder that conducts selected banking transactions thru landline or mobile phone
Omni-channel	A seamless and consistent interaction between customers and their financial institutions across multiple channels.
Social Networking Sites	Any website that enables user to create public profiles within that website and form relationships with other users of the same website who access their profile. It can be used to describe community-based websites, online discussions, forums, chat rooms and other special spaces online.
Ticket	Concerns raised or reported by clients directly to Customer Care Department (CuCD) and are documented via an incident tracking tool or ticketing system for monitoring.

ID	Theme	As a...	I want to ...	So that ...	Priority	Acceptance Criteria	Sprint/ Release	Status	Notes
<b>2.0 FUNCTIONAL REQUIREMENTS</b>									
<b>Back Office Administration</b>									
<i>Role Management</i>									
CCS-001	Role Management	Application Administrator	Enroll users based on Access Rights according to function For example: -Phone Services -Email Services -Social Networking Site (SNS)	User can define the access right per role of the users	Mandatory				
CCS-002	Role Management	Application Administrator	Assign roles according to function / specialization	User can manage the specialist/ ensure the availability of personnel to answer calls and emails	Mandatory				
<i>Parameters Set-up</i>									
CCS-003	Back Office Administration	Application Administrator	Set-up (create, edit, delete) the business parameters For example: - Required Data Fields for Ticket Entry per Concern Type (refer to Appendix 4-7) - List of Fulfillment Unit - Category - Ticket Priority - Escalation Matrix - Status - call queue categories	Required business parameters will be available in the system	Mandatory				
CCS-004	Back Office Administration	Application Admin	Set-up (create, edit, delete) the call flow / interactive voice response	User can manage the Bank's hotline and ensure efficient handling of any business changes	Mandatory				
CCS-005	Back Office Administration	Application Administrator	Set-up (create, edit, delete) the concern types in the case/complaints management module	User can manage client complaints / request and escalate the same accordingly; manage concern types for future use	Mandatory				

ID	Theme	As a...	I want to ...	So that ...	Priority	Acceptance Criteria	Sprint/Release	Status	Notes
CCS-006	Back Office Administration	Application Administrator	Set-up (create, edit, delete) the turnaround time for every concern type  For example: - Three (3) banking days	User can manage client complaints / request and escalate the same accordingly	Mandatory				
CCS-007	Back Office Administration	Application Administrator	Set-up (create, edit, delete) and assign the case/complaints to the fulfillment unit	User can manage client complaints / request and escalate the same accordingly	Mandatory				
CCS-008	Back Office Administration	Application Administrator	Set-up (create, edit, delete) the client Feedback / Survey  For example •Customer Satisfaction Survey •Net promoter Score •Client Effort Score	User can easily measure and interpret client satisfaction/feedback and use it as basis of our reports	Mandatory				
<b>Knowledge Base</b>									
CCS-009	Knowledge Base	Supervisors	Set-up (create, edit, delete), view and upload the contents and information of the Knowledge Base module in various formats  For example: pdf/ppt/txt/jpeg	Contents and information will be readily available for the users	Mandatory				
<b>OMNI Channel</b>									
CCS-010	OMNI Channel	Phonebanker	View the contents and information of the Knowledge Base module For example: Read articles, product manuals	User can get information about bank products and services easily	Mandatory				
CCS-011	OMNI Channel	Phonebanker	Search product / process / advisory information in the knowledge base	User can get information about bank products and services easily	Mandatory				
<b>Dash Board</b>									

ID	Theme	As a...	I want to ...	So that ...	Priority	Acceptance Criteria	Sprint/Release	Status	Notes
CCS-012	Dash Board	All Users	Customize/select the information reflected/viewable in the dashboard	User can easily perform their tasks	Mandatory				
CCS-013	Dash Board	All users	View status of tickets assigned  For example: Pending, In-process, Resolved, Closed	User can keep track of outstanding tickets assigned/designated to him	Mandatory				
CCS-014	Dash Board	All users	Have an alert or notification if there is an item or report for review	User can easily view the item or reports for review that would help to save time	Mandatory				
<b>OMNI Channel</b>									
CCS-015	OMNI Channel	All Users	Be able to respond to client concerns across different channels using one application: • Calls • emails • Social Networking Sites (i.e., Facebook/Twitter) comments/messages	User can easily manage client interactions regardless of channels used by the client	Mandatory				
CCS-016	OMNI Channel	All Users	View all client interactions (calls/email/chat) regardless of channel	Easily respond / review history of interactions	Mandatory				
CCS-017	OMNI Channel	All Users	Receive / respond to calls / emails / SNS via the system remotely (WFH / BCP Site)	User can ensure business continuity during crisis	Mandatory				
CCS-018	OMNI Channel	Phonebanker	Receive / answer calls from client via physical phone or application	User can respond to client queries and concerns	Mandatory				
CCS-019	OMNI Channel	Phonebanker	Perform outgoing call to clients	Provide updates / ensure total client service	Mandatory				
CCS-020	OMNI Channel	Phonebanker	Transfer call and connect to other agents	Route the caller to correct agent	Mandatory				

ID	Theme	As a...	I want to ...	So that ...	Priority	Acceptance Criteria	Sprint/ Release	Status	Notes
CCS-021	OMNI Channel	All Users	Have a call conferencing facility for at least three (3) parties	Provide total support to clients / use the system for meetings	Mandatory				
CCS-022	OMNI Channel	Phonebanker	Initiate Client Satisfaction Survey  For example: Redirect client to phone survey, sending of SMS	User can gather client feedback and improve client service delivery	Mandatory				
CCS-023	OMNI Channel	All users	Maintain (create, edit, delete) the client profile (Non-client)	User can have a record of the client profile	Mandatory				
CCS-024	OMNI Channel	Email / SNS Specialist	Receive / answer emails from client	User can respond to client queries and concerns	Mandatory				
CCS-025	OMNI Channel	Email / SNS Specialist	Respond using inbuilt email editor and templates	User can respond faster to client queries and concerns	Mandatory				
CCS-026	OMNI Channel	Email / SNS Specialist	Automatically create a ticket based on the subject / keywords set	User can route client queries and concerns accordingly	Mandatory				
CCS-027	OMNI Channel	Email / SNS Specialist	Initiate and receive messages from SNS via direct messages or comments  For example: - Fb - Instagram -Twitter	User can respond to client queries and concerns	Mandatory				
CCS-028	OMNI Channel	Supervisor	Monitor the number of emails / calls / SNS on queue on a real time basis	User can manage the specialist / ensure the availability of personnel to answer pending calls / emails	Mandatory				



ID	Theme	As a...	I want to ...	So that ...	Priority	Acceptance Criteria	Sprint/Release	Status	Notes
CCS-029	OMNI Channel	Supervisor	Listen to live / ongoing calls	User can monitor / provide support to phonebankers	Mandatory				
CCS-030	OMNI Channel	Supervisor	Assign agents per product type / per channel	Manage the specialist / ensure the availability of personnel to answer calls / emails	Mandatory				
<b>Case/Complaint Management</b>									
CCS-031	Case/Complaint Management	All users	View/Search client information (existing LANDBANK Client) via any of the following identifier -Account Name -Contact Number  See Appendix 2: Data Fields for client Profiles (INDIVIDUAL) & Appendix 3: Data Fields for client Profiles (CORPORATE)	User can easily perform client verification / positive identification	Mandatory				
CCS-032	Case/Complaint Management	All Users	View the client information or related information based on encoded search criteria.  See Appendix 2: Data Fields for Client Profiles (INDIVIDUAL) & Appendix 3: Data Fields for Client Profiles (CORPORATE)	The correct account profile is pulled up/retrieved	Mandatory				
CCS-033	Case/Complaint Management	All Users	Create a ticket for client inquiries/ requests/complaints in the case/complaint management module  (Refer to Appendix 4: Data Fields for Ticket Entry)  Business Rule: - Unique reference number shall be assigned for each ticket created	User can track / monitor client concerns easily	Mandatory				

ID	Theme	As a...	I want to ...	So that ...	Priority	Acceptance Criteria	Sprint/Release	Status	Notes
CCS-034	Case/Complaint Management	All Users	Add / Edit / Update / Log comments in the recorded client inquiries, requests or case/complaints ticket	User can track / monitor client concerns easily	Mandatory				
CCS-035	Case/Complaint Management	All Users	Update the status of tickets  Business Rule: • Closing of tickets shall be based on approved Access Rights	User can log client complaints/requests/inquiries, track the progress of tickets; endorse tickets if necessary and tag tickets as closed/resolved	Mandatory				
CCS-036	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	Have the following information to be displayed upon creation of ticket  -Client Details (client Name/Contact Number) if existing client -Date created -Time created -Ticket number -Ticket Creator -Fulfilment Unit -Status -Turn Around Time - Scheduled resolution date - Channel / Source - Complaint Category	User can save time in logging in ticket information, identify who logged the ticket and indicate priority of the ticket; minimize error due to manual encoding	Mandatory				
CCS-037	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	Have an option to select the product type, concern type, nature and subject of concern  (Refer to Appendices 5: Inquiries, 6: Requests & 7: Incidents for initial list of Data Fields for Ticket Entry)	User can easily classify concerns and document it correctly	Mandatory				

ID	Theme	As a ...	I want to ...	So that ...	Priority	Acceptance Criteria	Sprint/Release	Status	Notes
CCS-038	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	View the required input fields based product type, concern type, nature and subject of concern  (Refer to Appendices 5: Inquiries, 6: Requests & 7: Incidents for initial list of Data Fields for Ticket Entry)	Relevant information will be populated in the ticket	Mandatory				
CCS-039	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	View the list of Fulfillment Unit based on selected Product/Service and Sub-classification. (Applicable for Request and Incident tickets only)	User can ensure that tickets are routed/referred to the correct fulfillment unit	Mandatory				
CCS-040	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	View associated or linked tickets created for an existing client profile	User can easily check the inquiry, request or incident history of the client; To see the history/trend/behavior of the client; to see if it will raise suspicion and require necessary action or further verification	Mandatory				
CCS-041	Case/Complaint Management	All users	Manually assign tickets (example: complaints for client facing units; branches / lending centers / AOCs etc)	User can easily assign tickets to other fulfillment units if necessary/needed	Mandatory				
CCS-042	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	View the Ticket List with details  For example: Ticket number, name of client, date and time created, status, main classification, product/service, sub-classification, date closed/resolved	User can check, view and monitor tickets real-time	Mandatory				

ID	Theme	As a...	I want to ...	So that ...	Priority	Acceptance Criteria	Sprint/Release	Status	Notes
CCS-043	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	Sort and filter tickets in the Ticket List View	User can check, view and monitor tickets real-time according to a category	Mandatory				
CCS-044	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	Select a ticket from the ticket list and view its complete details	User can view the complete details of the selected ticket	Mandatory				
CCS-045	Case/Complaint Management	Backroom Support / Complaints Team and Fulfilment Unit	Encode the actual date and details of resolution of the ticket  For example: Date of resolution: 25 Oct 2022 Details: Re-issued new ATM card	User can know the aging of the tickets	Mandatory				
CCS-046	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	View the total activity time and the elapsed time from every activity  For example: From ticket creation to completion	User can monitor the ticket's activity from day 1 up to the date of resolution	Mandatory				
CCS-047	Case/Complaint Management	All users	View the user who initiated/created ticket activities	User can trace the person/persons who edited/created/updated/resolved/closed/modified the ticket	Mandatory				
<b>Performance Management</b>									
CCS-048	Performance Management	QAO	Retrieve answered calls / emails / SNS per agent	User can deliver an urgent evaluation for a particular incident	Mandatory				

ID	Theme	As a...	I want to ...	So that ...	Priority	Acceptance Criteria	Sprint/ Release	Status	Notes
CCS-049	Performance Management	QAO	View the length of time the agent / specialist responded to a particular concern	User can get information regarding how much time is spent on logging a ticket (for analytics purposes and agent's productivity report)	Mandatory				
CCS-050	Performance Management	QAO	Perform playback of the recorded call	Recordings can easily be retrieved and played by QAOs/other authorized users	Mandatory				
CCS-051	Performance Management	QAO	Download recordings in any available audio format  For example: WAV or MP3	User can use it for calibration purposes and easily share the audio recording	Mandatory				
CCS-052	Performance Management	QAO	Have a facility to conduct quality checking / rate the answered calls / emails / SNS	User can ensure that client interactions are handled based on the quality standard set	Recommended				
CCS-053	Performance Management	QAO	Have a facility that will automatically rate standard quality criteria For example: greetings, length of call, hold spiel	User can review more calls / emails	Recommended				
CCS-054	Performance Management	QAO	Submit the completed evaluation via the system to the supervisor for validation	User can ensure that quality evaluation done is correct and properly reviewed	Recommended				
CCS-055	Performance Management	QAO Supervisor	Review and validate the evaluation submitted	User can ensure that quality evaluation done is correct and properly reviewed	Recommended				
CCS-056	Performance Management	QAO Supervisor	Approve and disapprove the evaluation submitted	User can ensure that quality evaluation done is correct and properly reviewed	Recommended				
<b>Client</b>									



ID	Theme	As a...	I want to ...	So that ...	Priority	Acceptance Criteria	Sprint/ Release	Status	Notes
CCS-057	OMNI Channel	Client	Be redirected to the Interactive Voice Response System (IVRS)	I can hear the IVRS self service menu/options	Mandatory				
CCS-058	OMNI Channel	Client	Answer a Client Survey or provide feedback regarding service rendered by the Customer Care personnel  Business Rules: - 25,000 survey responses per month	We could measure client satisfaction	Mandatory				

ID	Theme	Requirement	Priority	Acceptance Criteria	Sprint/Release	Status
<b>3.0 NON- FUNCTIONAL REQUIREMENTS</b>						
<b>Interface/Usability Requirements</b>						
<u>Data Warehouse</u>						
CCS-059	Interface/Usability Requirements	The system shall be able to upload and store client information (i.e., Account Name, Account Number, Date of Birth, Customer Reference Number (CRN)) from the Data Warehouse.  Business Rule: One-time uploading of client data via a hand-off file	Mandatory			
CCS-060	Interface/Usability Requirements	The system shall automatically update client information based on data from the Data Warehouse periodically (e.g. daily, weekly, monthly) through a data integration process or using a prescribed hand-off file format.	Mandatory			
<u>Bank's Email facility</u>						
CCS-061	Interface/Usability Requirements	The system shall be able to interface with Bank's email facility to get emails sent by the clients.	Mandatory			
<u>Security Incident Event Monitoring/Management</u>						
CCS-062	Interface/Usability Requirements	The system shall be able to generate hand-off file required by SIEM	Mandatory			
<u>SMS Application</u>						
CCS-063	Interface/Usability Requirements	The system shall be able to interface with the existing SMS Application for the ff: - Notification to clients - Survey	Mandatory			
<b>Performance Requirements</b>						
CCS-064	Performance Requirements	The system shall have a maximum 90 second response time.	Mandatory			
CCS-065	Performance Requirements	The system shall be able to accommodate multiple users at any given time.	Mandatory			
CCS-066	Performance Requirements	The system shall be able to support the following without affecting the speed performance: •Multiple Transactions	Mandatory			
CCS-067	Performance Requirements	•Multiple windows/modules	Mandatory			
<b>Maintainability Requirements</b>						
CCS-068	Maintainability Requirements	To ensure that the application system is fully optimized, the service provider shall provide performance, diagnostics, health check reports and recommendations on the application system on a periodic basis, at no additional cost to the Bank.	Mandatory			
<b>Operational Requirements</b>						
CCS-069	Operational Requirements	The system shall be a web-based application.	Mandatory			
CCS-070	Operational Requirements	The system shall be accessible through internet and/or intranet connection.	Mandatory			
CCS-071	Operational Requirements	The system shall be able to run on all types of browsers and with their latest versions available in the market (e.g. Mozilla, Chrome, Microsoft Edge)	Mandatory			

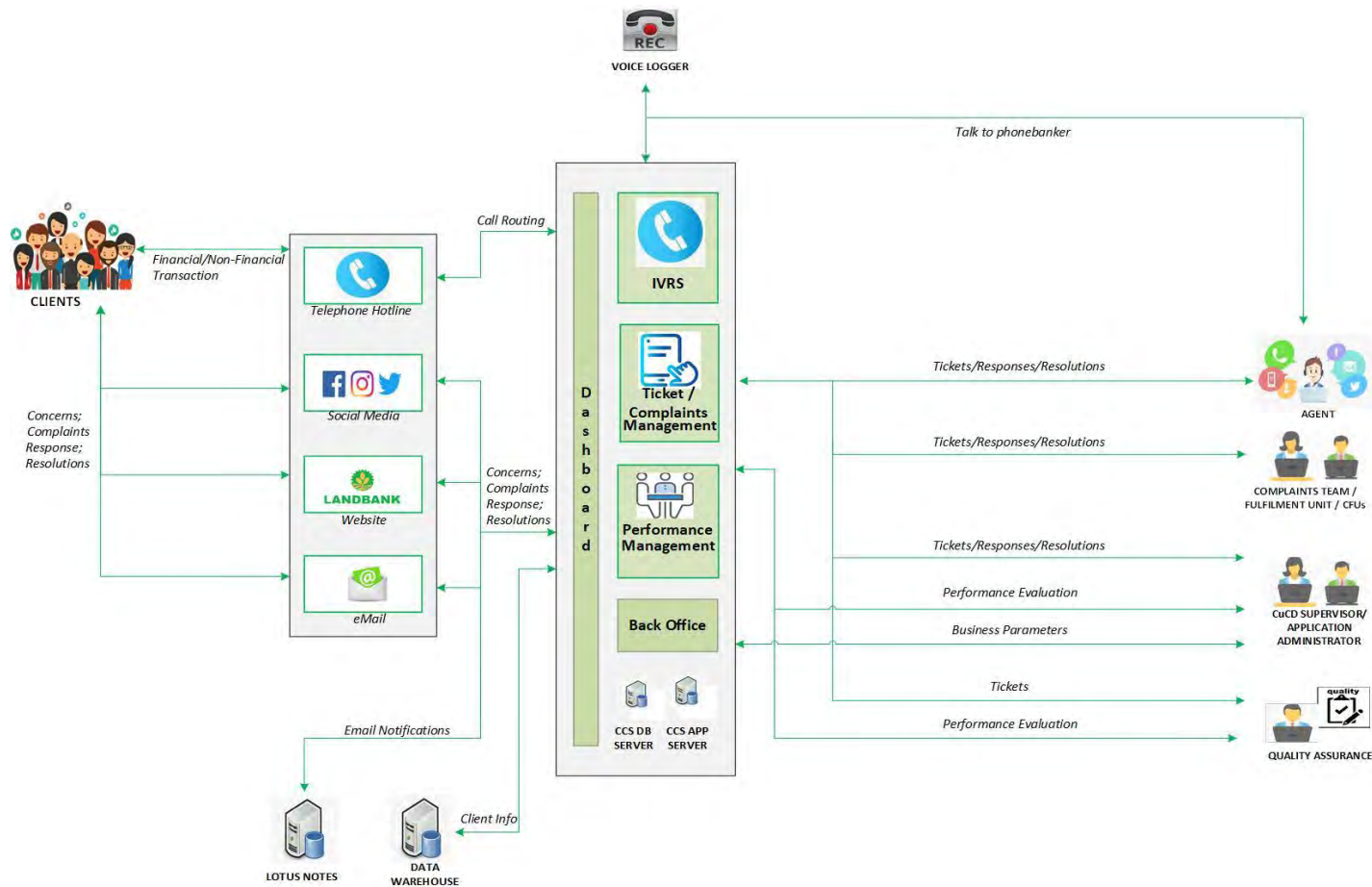
ID	Theme	Requirement	Priority	Acceptance Criteria	Sprint/Release	Status
CCS-072	Operational Requirements	The system shall have an Interactive Voice Response Call Flow.	Mandatory			
CCS-073	Operational Requirements	The system shall have a facility to back-up and restore all files including user profiles and databases.	Mandatory			
CCS-074	Operational Requirements	The system shall have a facility to archive data after a specified retention period in the database.	Mandatory			
		<u>IVRS</u>				
CCS-075	Operational Requirements	The system shall be able to record in any available type of recording interfaces For example: IP, digital, analog and VOiP in one server.	Mandatory			
CCS-076	Operational Requirements	The system shall be able to generate IVRS logs (e.g., Call Flow Logs, Database Logs, etc.)	Mandatory			
CCS-077	Operational Requirements	The system shall use the minimum acceptable encryption protocol  Ex: TLS Version 1.2 and above	Mandatory			
<b>Reportorial Requirements</b>						
CCS-078	Reportorial Requirement	The system shall be able to generate the reports in any of the following format: -DOC/DOCX -PDF -XLSX -CSV -HTML	Mandatory			
CCS-079	Reportorial Requirement	The system shall have a facility that will allow the user to customize or design reports based on available data.  (Refer to Appendix 8: Required Reports)	Mandatory			
CCS-080	Reportorial Requirement	The system shall be able to provide historical and real-time reports.	Mandatory			
CCS-081	Reportorial Requirement	The system shall have a facility to generate report based on schedule (e.g. daily, weekly, monthly, specific covered dates).	Mandatory			
<b>Portability Requirements</b>						
CCS-082	Portability Requirement	The system shall be able to accommodate simultaneous incoming and outgoing calls without disconnecting the existing calls on queue. For example: - 75 incoming calls simultaneously	Mandatory			
CCS-083	Portability Requirement	The system shall be able to record conversation in any of the following file formats: -WAV -MP3	Mandatory			
<b>Security Requirements</b>						



ID	Theme	Requirement	Priority	Acceptance Criteria	Sprint/Release	Status
CCS-084	Security Requirement	A valid user ID and at least one of the following authentication methods is needed in order to gain system access:  - Something the user knows, such as a password - Something the user has, such as a token device or a smart card - Something the user is, such as a biometric	Mandatory			
CCS-085	Security Requirement	The User ID shall be unique.	Mandatory			
CCS-086	Security Requirement	The User ID shall accept alphabetic, numeric or alphanumeric characters (shall not be case-sensitive).	Mandatory			
CCS-087	Security Requirement	The password shall be a combination of alphabetic and numeric characters except when input device is limited to a numeric keypad	Mandatory			
CCS-088	Security Requirement	The password shall be case-sensitive	Mandatory			
CCS-089	Security Requirement	The password shall be different from user ID	Mandatory			
CCS-090	Security Requirement	The password shall not be readable when entered, displayed, stored and transmitted	Mandatory			
CCS-091	Security Requirement	The password shall require to be changed at initial logon and after resetting by an administrator	Mandatory			
CCS-092	Security Requirement	The user shall have a facility to change own password when desired	Mandatory			
CCS-093	Security Requirement	The system shall have fields for setting the necessary parameters concerning the following user ID, password (if used for authentication) and logon properties/controls. An admin user shall be able to set and modify the needed values. a. The user ID shall be a minimum of 4 characters	Mandatory			
CCS-094	Security Requirement	b. The user ID shall be automatically locked after three consecutive unsuccessful logon attempts (e.g., disable in status); set by the Bank. Locked out ID needs to be lifted by an administrator/authorized user to make the ID usable again.	Mandatory			
CCS-095	Security Requirement	c. Re-logon is required if session is inactive for more than 15 minutes  Note: Re-logon can be done either at the terminal/machine, or at the application level.	Mandatory			
CCS-096	Security Requirement	d. The password shall have a minimum length of 7 characters	Mandatory			
CCS-097	Security Requirement	e. The password shall expire and need to be changed by the user in 90 days from the date of last change	Mandatory			
CCS-098	Security Requirement	f. The password shall be different from the last password	Mandatory			
CCS-099	Security Requirement	The changing of default/super ID password must not affect system operations.	Mandatory			
CCS-100	Security Requirement	The system shall have an access control system that is set to "deny all" unless specifically allowed. An administrator shall grant access based on user function/role.	Mandatory			
CCS-101	Security Requirement	The system shall have facility for the following security administration functions:	Mandatory			
CCS-102	Security Requirement	b. Addition, modification and deletion of User Role/Group. The User Role or Group refers to a collection of permissions to view/update/delete transactions and reports	Mandatory			
CCS-103	Security Requirement	c. Addition, assignment to a User Role/Group and deletion of user	Mandatory			
CCS-104	Security Requirement	d. Modification of user record (e.g., Name or assigned User Role/ Group)	Mandatory			
CCS-105	Security Requirement	e. Search/query/find – to facilitate locating specific user ID or User Profile/Group	Mandatory			
CCS-106	Security Requirement	f. Resetting of user password	Mandatory			
CCS-107	Security Requirement	g. Unlocking of User ID (can be assign to Branch Head)	Mandatory			
CCS-108	Security Requirement	h. Manual deactivation of user ID	Recommended			

ID	Theme	Requirement	Priority	Acceptance Criteria	Sprint/Release	Status
CCS-109	Security Requirement	Generate List of System Users (all and per User Unit/Department/ Location) with the following details: a. User ID	Mandatory			
CCS-110	Security Requirement	b. User Name	Mandatory			
CCS-111	Security Requirement	c. User Role/Group	Mandatory			
CCS-112	Security Requirement	d. User Unit/Location	Mandatory			
CCS-113	Security Requirement	e. Status	Mandatory			
CCS-114	Security Requirement	f. Date of Last Logon	Recommended			
CCS-115	Security Requirement	Manual for security administration	Mandatory			
<b>Audit Requirements</b>						
CCS-116	Audit Requirement	The system should be able to log all user (i.e., Application Administrator, Security Administrator, System Administrator and business users) activities and information such as: a. Date and time of User log-in and log-off	Mandatory			
CCS-117	Audit Requirement	b. User ID and name	Mandatory			
CCS-118	Audit Requirement	c. Date and time of activity done in the system	Mandatory			
CCS-119	Audit Requirement	d. Description of the activity done in the system (e.g., change of password, enrolment of users, etc.)	Mandatory			
CCS-120	Audit Requirement	e. Terminal ID/IP Address/Computer Name (whichever is applicable)	Mandatory			
CCS-121	Audit Requirement	f. Value before	Mandatory			
CCS-122	Audit Requirement	g. Value after	Mandatory			
CCS-123	Audit Requirement	h. Remarks/Status (e.g., successful login, locked ID, etc.)	Mandatory			
CCS-124	Audit Requirement	The system should be able to view and print audit trail report based on the range of the selected	Mandatory			
CCS-125	Audit Requirement	The system should be able to log activities, meaning all successful, cancelled and rejected transactions should be accounted for.	Mandatory			
CCS-126	Audit Requirement	The system shall have the facility to store and retrieve Audit Trail data of all user activities	Mandatory			
<b>Legal Requirements</b>						
CCS-127	Legal Requirement	The vendor shall comply to RA 9184 otherwise known as the "Government Procurement Act of 2003".	Mandatory			
<b>Miscellaneous Requirements (These requirements will not be included in the UAT/not testable)</b>						
CCS-128	Miscellaneous Requirement	The vendor must conduct training for system and application administration, security, users, reports and interface development.	Mandatory			
CCS-129	Miscellaneous Requirement	The Bank must be provided with the following or its equivalent document: - Sprint Backlog	Mandatory			
CCS-130	Miscellaneous Requirement	- Technical Specifications Document	Mandatory			
CCS-131	Miscellaneous Requirement	- Application Maintenance Manual	Mandatory			
CCS-132	Miscellaneous Requirement	- Unit and Integration Testing Certificate	Mandatory			
CCS-133	Miscellaneous Requirement	- User's Manual	Mandatory			
CCS-134	Miscellaneous Requirement	The vendor shall provide inputs to the Bank's documentary requirements (e.g., UAT Plan, Data Migration Plan, Project Implementation Plan, Technical Implementation Plan).	Mandatory			

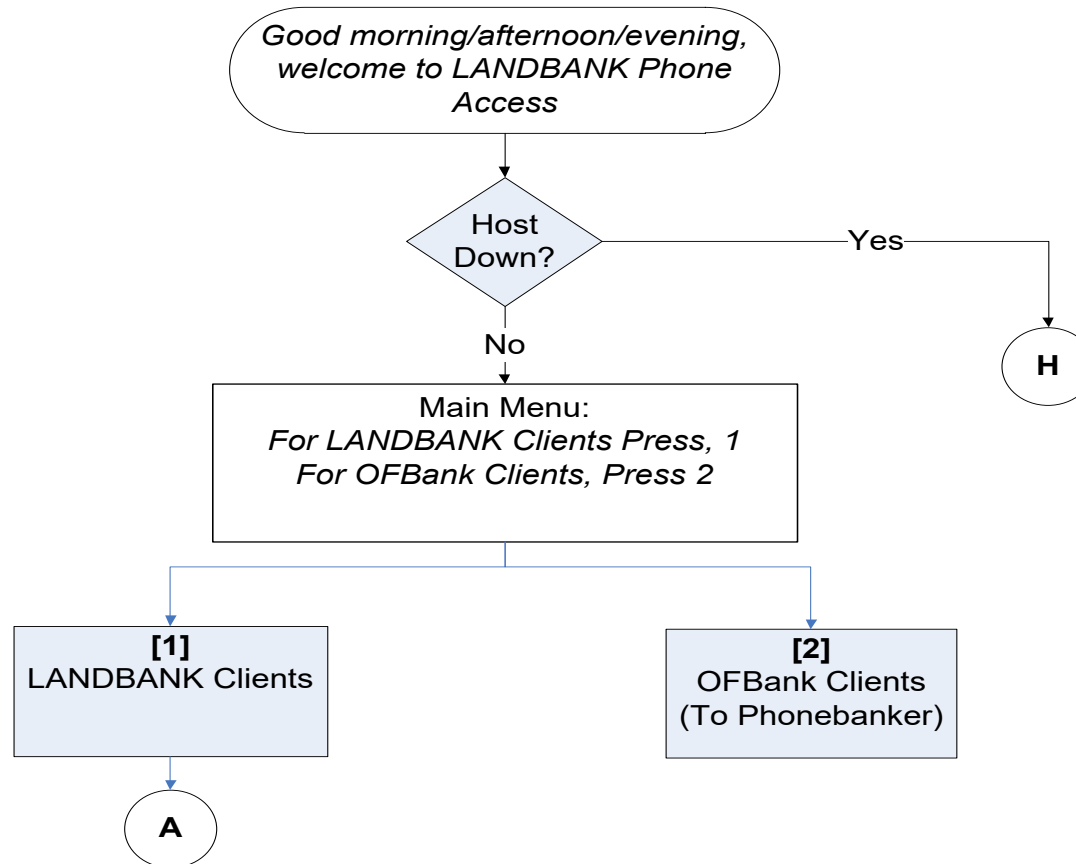
### 4.0 Context Diagram

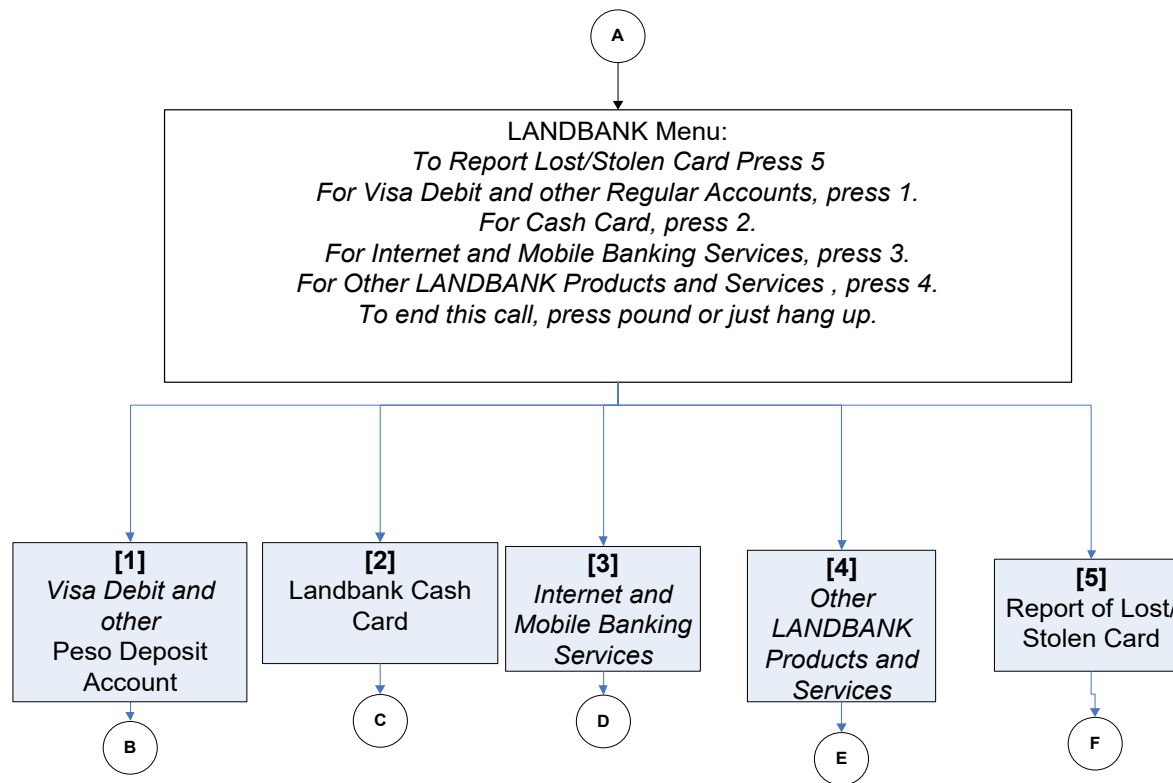




## **5.0 Appendices**

Appendix 1: Sample Call Flow Main Menu







**Appendix 2: Data Fields for Customer Profiles (INDIVIDUAL)**

No.	Data Field	Description	Remarks
<b>Customer Number</b>			
1.	Customer Number	Customer identifier	Mandatory Field
<b>Personal Information</b>			
2.	Account Number	All account numbers linked to the Customer Number	Mandatory Field
3.	First Name	First name of the customer	Mandatory Field
4.	Middle Name	Middle name of the customer	Mandatory Field
5.	Last Name	Last name of the customer	Mandatory Field
6.	Gender	<ul style="list-style-type: none"> <li>• Male</li> <li>• Female</li> </ul>	Mandatory Field
7.	Date of Birth	Customer birth date	Mandatory Field
8.	Mother's Maiden Name	Mother's maiden name of customer	Mandatory Field
9.	Home Address	Present Address No./Street, Subd., Brgy/Dist, Municipality/City, Province, Zip Code, Country	Mandatory Field
10.	Civil Status	<ul style="list-style-type: none"> <li>• Single</li> <li>• Married</li> </ul>	Mandatory Field
11.	TIN	Tax Identification Number	Mandatory Field
<b>Contact Information</b>			
12.	Landline	Area Code + Telephone Number	Mandatory Field
13.	Mobile Number	Mobile Number	Mandatory Field
14.	E-mail Address	E-mail address	Mandatory Field



**Appendix 3: Data Fields for Customer Profiles (CORPORATE)**

No.	Data Field	Description	Remarks
<b>Customer Number</b>			
1.	Customer Number	Customer identifier	Mandatory Field
<b>Corporate Name</b>			
2.	Account Name	Corporate Name	Mandatory Field
<b>Branch of Account</b>			
3.	Opening Branch	<ul style="list-style-type: none"> <li>Branch Code</li> </ul>	Mandatory Field
<b>Personal Information</b>			
4.	First Name	First name of the customer	Mandatory Field
5.	Middle Name	Middle name of the customer	Mandatory Field
6.	Last Name	Last name of the customer	Mandatory Field
7.	Gender	<ul style="list-style-type: none"> <li>Male</li> <li>Female</li> </ul>	Mandatory Field
8.	Date of Birth	Customer birth date	Mandatory Field
9.	Mother's Maiden Name	Mother's maiden name of customer	Mandatory Field
10.	Home Address	Present Address No./Street , Subd., Brgy/Dist, Municipality/City, Province, Zip Code, Country	Mandatory Field
11.	TIN	Tax Identification Number	Mandatory Field
<b>Contact Information</b>			
12.	Business Landline	Area Code + Telephone Number	Mandatory Field
13.	Business Mobile Number	Mobile Number	Mandatory Field
14.	Work E-mail Address	E-mail address	Mandatory Field
15.	Business Address	Address	Mandatory Field





**Appendix 4: Data Fields for Ticket Entry**

No.	Data Field	Description
<b>Customer Details</b>		
1.	Customer Name	Name of customer/contact
2.	Customer Type: (eg. Individual, Private Institutional, Government Institutional)	Customer Type details
3.	Email Address	
4.	Contact Number	
<b>Case Details</b>		
5.	Channel	Refers to the channel where the customer concern originated. Initial lists of values include: <ul style="list-style-type: none"> <li>• Walk-in</li> <li>• Phone</li> <li>• E-mail</li> <li>• Letter</li> <li>• Social media</li> </ul>
6.	Ticket Number	Unique reference number generated for the ticket
7.	Product Category	<ul style="list-style-type: none"> <li>• Deposit</li> <li>• Loans</li> <li>• eBanking</li> <li>• Credit Card</li> <li>• Treasury/Investment</li> <li>• Agrarian Services</li> <li>• OFBank</li> <li>• Trust</li> </ul>
8.	Main Classification	<ul style="list-style-type: none"> <li>• Inquiries</li> <li>• Requests</li> <li>• Incidents</li> </ul>
9.	Date Created	Date of ticket creation
10.	Time Created	Time of ticket creation



No.	Data Field	Description
11.	Ticket Creator	Ticket owner
12.	Fulfillment Unit	Unit tasked to resolve concern
13.	Details of concern	Required information/input fields to record the details of the concern
14.	Status	<ul style="list-style-type: none"> <li>• Open</li> <li>• Reported</li> <li>• In Process</li> <li>• Closed</li> </ul>
<b>Resolution</b>		
15.	Scheduled Resolution Date	Planned resolution date based on the Bank's Service Level Agreement (SLA)
16.	Actual Resolution Date	Date the status of the ticket was marked as resolved
17.	Resolution Details	Input field to record the details of the action done to resolve the concern
18.	Turnaround time	Number of days from ticket creation to actual resolution date
19.	Category of Complaint	<ul style="list-style-type: none"> <li>• Simple (Resolved within seven banking days)</li> <li>• Complex (Resolved within 20 banking days)</li> <li>• Highly Technical (Resolved within 45 banking days)</li> </ul> <p><i>*Note: Applicable for Incident and Requests Tickets only</i></p>
20.	Attachments	Documents/Screenshots/Reports related to the concern
<b>Notes</b>		
21.	Entry Date	Date of note creation
22.	Time	Time of note creation
23.	Agent	Name of note creator
24.	Notes	Input field for notes regarding the ticket
25.	Closed Date	Date the ticket was closed



**Appendix 5: Inquiries**

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
<b>DEPOSIT</b>						
1.	SA/CA	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> <li>Promo related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name *</li> <li>Account Number*</li> <li>Masked Card Number*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
2.	Other CASA Account					
<b>CASH CARD</b>						
3.	Cash Card	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> <li>Promo related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> <li>Card Number</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>GSIS UMID CARD</b>						
4.	GSIS UMID Card	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> <li>Promo related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> <li>Account Number*</li> <li>Masked Card Number*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>PREPAID CARD</b>						
5.	MasterCard	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> <li>Promo related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> <li>Masked Card Number*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
6.	Prepaid Cards					
<b>TRUST</b>						
7.	Trust	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> <li>Account Number*</li> <li>Contact Details*</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>Promo related</li> </ul>	<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
<b>TREASURY</b>						
8.	Treasury	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> <li>Promo related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> <li>Account Number*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>LOAN</b>						
9.	Loan	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> <li>Promo related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> <li>Account Number*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>DIGITAL BANKING</b>						
10.	ePP	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> <li>Account Number*</li> <li>Masked Card Number*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
11.	eTPS	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> <li>Account Number*</li> <li>Masked Card Number*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
12.	iAccess	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> <li>Account Number*</li> <li>User ID*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
13.	LBRS	<ul style="list-style-type: none"> <li>Product related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>Account related</li> <li>Transaction related</li> </ul>	<ul style="list-style-type: none"> <li>Account Number*</li> <li>Masked Card Number*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>			
14.	weAccess	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name*</li> <li>User ID*</li> <li>Institution Name*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>CREDIT CARD</b>						
15.	MasterCard	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> <li>Promo related</li> </ul>	<ul style="list-style-type: none"> <li>Cardholder's Name *</li> <li>Credit Masked Card Number*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>OFBANK</b>						
17.	SA	<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> <li>Promo related</li> </ul>	<ul style="list-style-type: none"> <li>Client's Name *</li> <li>Account Number*</li> <li>Masked Card Number*</li> <li>Contact Details*</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>AGRARIAN SERVICES</b>						
18.		<ul style="list-style-type: none"> <li>Product related</li> <li>Account related</li> <li>Transaction related</li> <li>Promo related</li> </ul>	<ul style="list-style-type: none"> <li>Cardholder's Name *</li> <li>Account Number*</li> <li>Masked Card Number*</li> <li>Contact Details*</li> <li>Remarks *</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>



**Appendix 6: Requests**

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
<b>DEPOSIT</b>						
1.	<b>ATM/Debit Card</b>	<b>CARD TAGGING</b>				
		<ul style="list-style-type: none"> <li>• Damaged Card               <ul style="list-style-type: none"> <li>○ W/ replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Card Type</li> <li>• Card Fee</li> <li>• Branch Code</li> <li>• Branch Name</li> <li>• With or Without Balance</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
		<ul style="list-style-type: none"> <li>○ W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Lost/Stolen               <ul style="list-style-type: none"> <li>○ W/ replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Card Type</li> <li>• Card Fee/Branch Code</li> <li>• Branch Name</li> <li>• With or Without Balance</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>○ W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Name of Caller/Relation</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Unauthorized Transactions               <ul style="list-style-type: none"> <li>○ Hot Card w/ replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Card Type</li> <li>• Card Fee</li> <li>• Branch Code</li> <li>• Branch Name</li> <li>• With or Without Balance</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ Hot Card w/o replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ Reporting w/ Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>PCMD Blocking</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time Trans</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>PCMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>PCMD Lifting</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time Trans</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
2.	<b>Cash Card</b>	<b>CARD TAGGING</b>				
		<ul style="list-style-type: none"> <li>Damaged Card W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>Cash Card No.</li> <li>Date and Time of tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>Lost/ Stolen W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>Cash Card No</li> <li>Date and Time of tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>			





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>Cash Card No.</li> <li>Date and Time of tagging</li> <li>Name of Caller/Relation</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Unauthorized Transactions               <ul style="list-style-type: none"> <li>Hot Card w/o replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Cash Card No</li> <li>Date and Time of Tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Reporting w/ Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>Cash Card No</li> <li>Date and Time of Tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
3.	<b>GSIS UMID Card</b>	<b>CARD TAGGING</b>				
		<ul style="list-style-type: none"> <li>Damaged Card W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time of Tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>Lost/Stolen W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time of Tagging</li> <li>Card Type</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>• Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Name of Caller/Relation</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Unauthorized Transactions               <ul style="list-style-type: none"> <li>○ Hot Card w/o replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ Reporting w/ Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
4.	<b>Prepaid Cards - Mastercard</b>	<b>CARD TAGGING</b>				
		<ul style="list-style-type: none"> <li>• Hot Card               <ul style="list-style-type: none"> <li>○ W/ replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Card Type</li> <li>• Card Fee</li> <li>• Branch Code</li> <li>• Branch Name</li> <li>• With or Without Balance</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
		<ul style="list-style-type: none"> <li>○ W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Date and Time of Tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Lost/Stolen               <ul style="list-style-type: none"> <li>W/ replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time of Tagging</li> <li>Card Type</li> <li>Card Fee</li> <li>Branch Code</li> <li>Branch Name</li> <li>With or Without Balance</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time of Tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time of Tagging</li> <li>Name of Caller/Relation</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
5.	<b>Prepaid Cards</b>	<b>CARD TAGGING</b>				
		<ul style="list-style-type: none"> <li>Hot Card               <ul style="list-style-type: none"> <li>W/ replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time of Tagging</li> <li>Card Type</li> <li>Card Fee</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Branch Code</li> <li>• Branch Name</li> <li>• With or Without Balance</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Lost/Stolen               <ul style="list-style-type: none"> <li>○ W/ replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Card Type</li> <li>• Card Fee</li> <li>• Branch Code</li> <li>• Branch Name</li> <li>• With or Without Balance</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Name of Caller/Relation</li> <li>• Contact Number</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
6.	<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Callback</li> </ul>	<ul style="list-style-type: none"> <li>Reference Number</li> <li>Contact Number</li> <li>Date and Time of Call</li> <li>Concern</li> </ul>	<ul style="list-style-type: none"> <li>CUCD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dept Head</li> </ul>
7.		<ul style="list-style-type: none"> <li>Request For Assistance (Complaints Management Team)</li> </ul>	<ul style="list-style-type: none"> <li>Concern</li> </ul>	<ul style="list-style-type: none"> <li>CUCD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dept Head</li> </ul>
8.		<b>COMMENDATION</b>				
		<ul style="list-style-type: none"> <li>Field Units/HO Personnel</li> </ul>	<ul style="list-style-type: none"> <li>Name of Personnel Commended</li> <li>Position of Personnel Commended</li> <li>Concerned Unit</li> <li>Name of Caller</li> <li>Contact Details/Email Address</li> <li>Details</li> </ul>	<ul style="list-style-type: none"> <li>CUCD</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>CUCD Personnel</li> </ul>	<ul style="list-style-type: none"> <li>Name of Personnel Commended</li> <li>Position of Personnel Commended</li> <li>Concerned Unit</li> <li>Name of Caller</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Details/Email Address</li> <li>Details</li> </ul>			
		<ul style="list-style-type: none"> <li>Bank Products/Services</li> </ul>	<ul style="list-style-type: none"> <li>Product Commended</li> <li>Product Owner</li> <li>Name of Caller</li> <li>Contact Details/Email Address</li> <li>Details</li> </ul>			
<b>eBANKING</b>						
9.	<b>iAccess</b>	<ul style="list-style-type: none"> <li>BILLS PAY               <ul style="list-style-type: none"> <li>Refund of Overpayment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Merchant/Destination Bank</li> <li>Merchant/Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>DBMD/MCMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Reversal due to Client error for Credit back</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Merchant/Destination Bank</li> <li>Merchant/Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Fund Transfer               <ul style="list-style-type: none"> <li>Instapay Reversal due to Client error for Credit back</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Merchant/Destination Bank</li> <li>Merchant/Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Pesonet Reversal due to Client error for Credit back</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Merchant/Destination Bank</li> <li>Merchant/Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>DBMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Unlocking</li> </ul>	<ul style="list-style-type: none"> <li>Reference No</li> <li>User ID</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CUCD</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>Change Email Address</li> </ul>	<ul style="list-style-type: none"> <li>User ID</li> <li>Old Email Address</li> <li>New Email address</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Activation</li> </ul>	<ul style="list-style-type: none"> <li>Reference No</li> <li>User ID</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
10.	<b>LBRS</b>	<ul style="list-style-type: none"> <li>Unlocking</li> </ul>	<ul style="list-style-type: none"> <li>Reference No.</li> <li>User ID</li> <li>Email Address</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
11.	<b>weAccess</b>	<ul style="list-style-type: none"> <li>Activation</li> </ul>	<ul style="list-style-type: none"> <li>Reference No.</li> <li>Comm ID</li> <li>Institution Name</li> <li>User ID</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Password Resetting</li> </ul>	<ul style="list-style-type: none"> <li>Reference No.</li> <li>Password Mailer ID</li> <li>Comm ID</li> <li>Institution Name</li> <li>User ID</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Unlocking</li> </ul>	<ul style="list-style-type: none"> <li>Reference No.</li> <li>Comm ID</li> <li>Institution Name</li> <li>User ID</li> <li>Contact Number</li> </ul>			





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Change of Contact Information</li> </ul>	<ul style="list-style-type: none"> <li>New email address</li> <li>New contact number</li> <li>Comm ID</li> <li>Institution Name</li> <li>User ID</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
12.	<b>MBA</b>	<ul style="list-style-type: none"> <li>BILLS PAY               <ul style="list-style-type: none"> <li>Refund of Overpayment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Merchant/Destination Bank</li> <li>Merchant/Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>DBMD/MCMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Reversal due to Client error for Credit back</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Merchant/Destination Bank</li> <li>Merchant/Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>• Fund Transfer               <ul style="list-style-type: none"> <li>○ Instapay Reversal due to Client error for Credit back</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Source Account Number</li> <li>• Transaction Ref No.</li> <li>• Merchant/Destination Bank</li> <li>• Merchant/Destination Account Number</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>○ Pesonet.Reversal due to Client error for Credit back</li> </ul>	<ul style="list-style-type: none"> <li>• Source Account Number</li> <li>• Transaction Ref No.</li> <li>• Merchant/Destination Bank</li> <li>• Merchant/Destination Account Number</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• DBMD</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>• Unlock OTP Generator</li> </ul>	<ul style="list-style-type: none"> <li>• Reference No.</li> <li>• User ID</li> <li>• Email Address</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
		<ul style="list-style-type: none"> <li>• Unregister OTP Generator</li> </ul>	<ul style="list-style-type: none"> <li>• Reference No.</li> <li>• User ID</li> <li>• Email Address</li> <li>• Contact Number</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
13.	<b>ePP</b>	<ul style="list-style-type: none"> <li>Unlocking</li> </ul>	<ul style="list-style-type: none"> <li>Merchant Name</li> <li>Email address</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>Resetting</li> </ul>	<ul style="list-style-type: none"> <li>Merchant Name</li> <li>Email address</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
14.	<b>eTPS</b>	Unlocking	<ul style="list-style-type: none"> <li>TIN</li> <li>User ID</li> <li>Institution Name</li> <li>Email Address</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	N/A
15.	<b>EES</b>	Unlocking	<ul style="list-style-type: none"> <li>User ID</li> <li>Email Address</li> <li>Merchant Name</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>CREDIT CARD</b>						
16.	<b>MASTERCARD</b>	Application Status	<ul style="list-style-type: none"> <li>Branch or Source of Application</li> <li>Date of Submission</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-CPCEU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor</li> <li>Level 2: Processor's Supervisor</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
17.		Transfer of Balance	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Amount to Transfer</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-CSAMU/CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 3: Dep't Head</li> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
18.		Reactivation Request	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Delinquency Status (Collections or Non-Performing)</li> <li>Authorization Flag (Approve/ Decline)</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
19.		Card Request/Card Status      Delivery Delivery	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Contact Number</li> <li>Special Instructions</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
20.		Easy Pay	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Amount Applied</li> <li>Date Applied</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-CSAMU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
21.		Finance Charge Computation/Re-Computation	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Statement Date</li> <li>Amount for Computation/Re-Computation</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-CSAMU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
22.		Refund of Overpayment	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>LBP Account Number</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-CSAMU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
23.		Payment Arrangement	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Delinquency Status (Collections or Non-Performing)</li> <li>Authorization Flag (Approve/ Decline)</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
24.		Cash Advance PIN Generation	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Reason for Regeneration (Lost, Unreadable, etc)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
25.		Certificate of Full Payment/Certificate of Good Standing	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Contact Number/Email Address</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>• Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
26.		Change of Address	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• New Billing Address</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
27.		Change of Email Address/Mobile Number	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• New Mobile Number</li> <li>• New Email Address</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
28.		Change of Customer Info/Customer Status	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Information to Update (e.g. Birthday, Sex, LBP Employee to Individual)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• CCAD-CPCEU</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
						<ul style="list-style-type: none"> <li>Level 3: Group/Sector Head</li> </ul>
29.		Brute-Force Related	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Contact Number</li> <li>Merchant Name</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
30.		<b>CARD TAGGING</b>				
		<ul style="list-style-type: none"> <li>With Replacement</li> </ul>	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Reason for Tagging</li> <li>Date and Time of Blocking</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>Without Replacement</li> </ul>	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Reason for Tagging</li> <li>Reason for Non- Replacement</li> <li>Date and Time of Blocking</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Unauthorized transaction counterfeit with Replacement</li> </ul>	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Reason for Tagging</li> <li>Date and Time of Blocking</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>Unauthorized transaction counterfeit w/o replacement</li> </ul>	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Reason for Tagging</li> <li>Reason for Non-Replacement</li> <li>Date and Time of Blocking</li> <li>Contact Number Remarks</li> </ul>			
31.		CARD REPLACEMENT				
		<ul style="list-style-type: none"> <li>Card Replacement (previously blocked by Phone Banker)</li> </ul>	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Reason for Card Replacement</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>Card Replacement (Tagged by Mastercard/MTPL)</li> </ul>	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Reason for Card Replacement</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
32.		VOLUNTARY CANCELLATION				
		<ul style="list-style-type: none"> <li>With Fee Reversal</li> </ul>	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Reason for Cancellation</li> <li>Date and Time of Cancellation</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-CSAMU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> </ul>





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Type of Fee</li> <li>Date Fee was Charged</li> <li>Requested Amount for Reversal</li> <li>Contact Number</li> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Without Fee Reversal</li> </ul>	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Reason for Cancellation</li> <li>Date and Time of Cancellation</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	
33.		Increase in Credit Limit	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Requested Credit Limit Amount</li> <li>Advised Customer of Documentary Requirements? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD - CPCEU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
34.		Decrease in Credit Limit	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Requested Credit Limit Amount</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD - CPCEU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
35.		SOA REQUEST				

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
36.		• eSOA	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Statement Date</li> <li>• Email address</li> <li>• Reason for Request</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	• N/A	• Resolved	• N/A
		• Mail	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Statement Date</li> <li>• Billing Address</li> <li>• Reason for Request</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	• CCAD-CSAMU	• Open	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		Installment Termination	Pre-	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Remaining Principal</li> <li>• Monthly Amortization</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	• CCAD-CSAMU	• Open
37.		Points Redemption/Points Related Request	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Points to Redeem</li> <li>• Rebate or Item</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	• CCAD-CSAMU	• Open	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
38.		WAIVER/REVERSAL <ul style="list-style-type: none"> <li data-bbox="607 432 920 491">• Annual Membership Fee</li> <li data-bbox="607 655 920 715">• Card Replacement Fee</li> <li data-bbox="607 879 920 938">• Finance Charge</li> <li data-bbox="607 1102 920 1161">• Late Payment Fee</li> </ul>	<ul style="list-style-type: none"> <li data-bbox="943 432 1310 651">• Credit Card Number (Masked)</li> <li data-bbox="943 496 1178 520">• Statement Date</li> <li data-bbox="943 528 1223 552">• Requested Amount</li> <li data-bbox="943 560 1189 584">• Contact Number</li> <li data-bbox="943 592 1234 616">• Reason for Reversal</li> <li data-bbox="943 624 1111 647">• Remarks</li> </ul>	<ul style="list-style-type: none"> <li data-bbox="1332 432 1581 456">• CCAD-CSAMU</li> </ul>	<ul style="list-style-type: none"> <li data-bbox="1603 432 1715 456">• Open</li> </ul>	<ul style="list-style-type: none"> <li data-bbox="1827 432 2007 520">• Level 1: Processor's Supervisor</li> <li data-bbox="1827 528 2029 584">• Level 2: Dep't Head</li> <li data-bbox="1827 592 2029 679">• Level 3: Group/Sector Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
		<ul style="list-style-type: none"> <li>Multiple</li> </ul>	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Statement Date</li> <li>Requested Amount</li> <li>Contact Number</li> <li>Reason for Reversal</li> <li>Remarks</li> </ul>				
39.		Past Due Card Evaluation	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Delinquency Status (Collections or Non-Performing)</li> <li>Authorization Flag (Approve/ Decline)</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>	
40.		Payment Transfer	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Destination Card Number (Masked)</li> <li>Amount to Transfer</li> <li>Contact Details</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>	
41.		ACTIVATION					
		Due to Upgrade/ Downgrade	<ul style="list-style-type: none"> <li>Masked Old MasterCcard Credit Card Number</li> <li>Masked New Mastercard MC Credit Card Number</li> <li>Date and Time of Activation</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> </ul>	

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 3: Group/Sector Head</li> </ul>
		New Card/Due to Replacement	<ul style="list-style-type: none"> <li>Masked Credit Card Number</li> <li>Date and Time of Activation</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Due to Change of Status	<ul style="list-style-type: none"> <li>Masked Old MastercardC Credit Card Number</li> <li>Masked New MastercardMC Credit Card Number</li> <li>Date and Time of Activation</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Due to Change of Employment (LBP to Individual)	<ul style="list-style-type: none"> <li>Masked Old MastercardMC Credit Card Number</li> <li>Masked New MastercardMC Credit Card Number</li> <li>Date and Time of Activation</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Supplementary Card Activation	<ul style="list-style-type: none"> <li>Masked Credit Card Number</li> <li>Date and Time of Activation</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Data Request	<ul style="list-style-type: none"> <li>Name of Requesting Party</li> <li>Details of Request</li> <li>Account Number</li> <li>UserID</li> <li>Date and Time of Call</li> <li>Contact Number</li> <li>Concern</li> </ul>			
42.	Freedom of Information		<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>CuCD-Backroom Support Team</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>OFBANK</b>						
43.	ATM/Debit Card	<b>CARD TAGGING</b>				
		<ul style="list-style-type: none"> <li>Damaged Card               <ul style="list-style-type: none"> <li>W/ replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time of Tagging</li> <li>Card Type</li> <li>Card Fee</li> <li>Branch Code</li> <li>Branch Name</li> <li>With or Without Balance</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time of Tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>• Lost/Stolen               <ul style="list-style-type: none"> <li>○ W/ replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Card Type</li> <li>• Card Fee/Branch Code</li> <li>• Branch Name</li> <li>• With or Without Balance</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ W/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Name of Caller/Relation</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Unauthorized Transactions               <ul style="list-style-type: none"> <li>○ Hot Card w/ replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Card Type</li> <li>• Card Fee/Branch Code</li> <li>• Branch Name</li> <li>• With or Without Balance</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>○ Hot Card w/o replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ Reporting w/ Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• PCMD Blocking</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time Trans</li> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• PCMD</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>• PCMD Lifting</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time Trans</li> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
44.	<b>MBA</b>	<ul style="list-style-type: none"> <li>• <b>BILLS PAY</b> <ul style="list-style-type: none"> <li>○ Refund of Overpayment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Source Account Number</li> <li>• Transaction Ref No.</li> <li>• Merchant/Destination Bank</li> <li>• Merchant/Destination Account Number</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> </ul>	<ul style="list-style-type: none"> <li>• DBMD/MCMD</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ Reversal due to Client error for Credit back</li> </ul>	<ul style="list-style-type: none"> <li>• Source Account Number</li> <li>• Transaction Ref No.</li> <li>• Merchant/Destination Bank</li> <li>• Merchant/Destination Account Number</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
		<ul style="list-style-type: none"> <li>• Fund Transfer               <ul style="list-style-type: none"> <li>○ Instapay Reversal due to Client error for Credit back</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Source Account Number</li> <li>• Transaction Ref No.</li> <li>• Merchant/Destination Bank</li> <li>• Merchant/Destination Account Number</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD - BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> <li>•</li> </ul>
		<ul style="list-style-type: none"> <li>○ Pesonet Reversal due to Client error for Credit back</li> </ul>	<ul style="list-style-type: none"> <li>• Source Account Number</li> <li>• Transaction Ref No.</li> <li>• Merchant/Destination Bank</li> </ul>	<ul style="list-style-type: none"> <li>• DBMD</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Merchant/Destination Account Number</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			<ul style="list-style-type: none"> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>• Unlock OTP Generator</li> </ul>	<ul style="list-style-type: none"> <li>• Reference No.</li> <li>• User ID</li> <li>• Email Address</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Unregister OTP Generator</li> </ul>	<ul style="list-style-type: none"> <li>• Reference No.</li> <li>• User ID</li> <li>• Email Address</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Delete Account Opening Application</li> </ul>	<ul style="list-style-type: none"> <li>• Reference No.</li> <li>• User ID</li> <li>• Email Address</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			



**Appendix 7: Incidents**

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
<b>DEPOSIT</b>						
1.	<b>ATM / DEBIT CARD</b>	<b>CAPTURED CARD</b>				
		<ul style="list-style-type: none"> <li>• With Tagging               <ul style="list-style-type: none"> <li>○ With Replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Card Type</li> <li>• Card Fee</li> <li>• Branch Code</li> <li>• Branch Name</li> <li>• With or Without Balance</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	• N/A	• Resolved	• N/A
		<ul style="list-style-type: none"> <li>○ Without Replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Type of Tagging</li> <li>• Date and Time of Tagging</li> <li>• Bank and Location where ATM was captured</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
<ul style="list-style-type: none"> <li>• Without Tagging</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number.</li> <li>• Reason for non-tagging</li> <li>• Contact Number</li> </ul>					



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number.</li> <li>Bank and Location where ATM was captured</li> <li>Name of Caller/Relation</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
2.		ATM FT				
		<ul style="list-style-type: none"> <li>Off-Us, LBP to Other Bank</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>LBP Destination Account No.</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
3.		<ul style="list-style-type: none"> <li>On-Us, LBP to LBP</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>LBP Destination Account No.</li> <li>LBP ATM location</li> <li>Contact Number</li> </ul>	<ul style="list-style-type: none"> <li>Branch</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> <li></li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>				
4.		CDM					<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Deposit Not Credited</li> </ul>	<ul style="list-style-type: none"> <li>Deposit amount</li> <li>Date and Time of Transaction</li> <li>LPB Branch Name/Location</li> <li>Destination account</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>BRANCH (Acquiring)</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>		
		<ul style="list-style-type: none"> <li>Partial Deposit Credited</li> </ul>	<ul style="list-style-type: none"> <li>Original deposit amount</li> <li>Credited amount</li> <li>Date and Time of Transaction</li> <li>LPB Branch Name/Location</li> <li>Destination account</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
		<ul style="list-style-type: none"> <li>System-related with SFF</li> </ul>	<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>LPB Branch Name</li> <li>System error</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
5.		<ul style="list-style-type: none"> <li>Invalid Transaction with SFF</li> </ul>	<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>Account Number</li> <li>System error</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>PCMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> </ul>	



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
						<ul style="list-style-type: none"> <li>Level 3: Group/Sector Head</li> </ul>
6.		<ul style="list-style-type: none"> <li>Unauthorized Transactions Reporting w/o Tagging</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number.</li> <li>Reason for non-tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
7.		<b>BANCNET TRANSACTION DISPUTE</b>				
		BANCNET POS <ul style="list-style-type: none"> <li>Debited, No Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Debited, Paid in Cash</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Other Mode of Payment</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Multiple Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>Incorrect Debited Amount</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Amount</li> <li>Amount Debited</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Unsuccessful POS.Cash Out</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
<b>VISA TRANSACTION DISPUTE</b>						
		VLOC (Visa Local)/Int'l Online <ul style="list-style-type: none"> <li>Not Debited but Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Transaction Dispute Form (TDF) Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Twice Debited/Duplicate Processing/Multiple Debits</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card No.</li> <li>Amount</li> <li>Date and Time of Transaction</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Debited But Still Paid in Cash</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card No.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Over Debit</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card No.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Under Debit</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> </ul>			





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Paid by other means</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>With Proof of Payment? (Y/N, if Yes, please attach)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Cancelled Transaction</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Merchandise/Service Not Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Product Defective/Not as Described</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Credit Not Processed</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Request for Transaction Details</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>			
		VLOC POS <ul style="list-style-type: none"> <li>Not Debited but Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Twice Debited/Duplicate Processing/Multiple Debits</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Debited But Still Paid in Cash</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>Over Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Under Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Paid by other means</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount/Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>With Proof of Payment? (Y/N, if Yes, please attach)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Cancelled Transaction</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Masked Card Number.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Merchandise/Service Not Received</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Product Defective/Not as Described</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Credit Not Processed</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number.</li> <li>• Amount</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Request for Transaction Details</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		MIR <ul style="list-style-type: none"> <li>Debited, No Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Transaction amount</li> <li>Date and Time of Transaction</li> <li>Merchant name and location</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor</li> <li>Level 2: Processor's Supervisor</li> <li>Level 3: Dep't Head</li> </ul>
		<ul style="list-style-type: none"> <li>Partial Reversal</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>				
8.		UNDISPENSED WITHDRAWAL					
		<ul style="list-style-type: none"> <li>On – Us               <ul style="list-style-type: none"> <li>Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Last Successful Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>Branch</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>	
	<ul style="list-style-type: none"> <li>Partial</li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>					
	<ul style="list-style-type: none"> <li>Retracted</li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Last Successful Transaction</li> </ul>					



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Over-dispensed</li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Off-Us               <ul style="list-style-type: none"> <li>Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Bank Name and ATM Location</li> <li>Account No.</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Partial</li> </ul>	<ul style="list-style-type: none"> <li>Bank Name and ATM Location</li> <li>Account No.</li> <li>Masked Card Number</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>			





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No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>○ Retracted</li> </ul>	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Account No.</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ Over-dispensed</li> </ul>	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Account No.</li> <li>• Masked Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
9.		ATM/CDM Machine Related Issue	<ul style="list-style-type: none"> <li>• Date &amp; Time</li> <li>• Location of ATM/CDM</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
10.		Pre-Authorization	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number</li> <li>• Amount on Hold</li> <li>• Amount Posted</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>○ Not Debited</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number</li> <li>• Amount on Hold</li> <li>• Amount Posted</li> <li>• Date and Time of Transaction</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
11.		Mobile Load thru ATM - Unposted	<ul style="list-style-type: none"> <li>• Bank Name</li> <li>• Account Number</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
12.		ATM BILLS PAYMENT				
		Bills Payment - Bancnet	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Transaction Ref No</li> <li>• Merchant or Biller Name</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> <li>• System Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		Bills Payment - LBP	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Transaction Ref No</li> <li>• Merchant or Biller Name</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
13.	<b>GSIS UMID CARD</b>	<b>CAPTURED CARD</b>				
		<ul style="list-style-type: none"> <li>With Tagging w/o Replacement</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time of Tagging</li> <li>Bank and location where ATM was captured</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>Without Tagging</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Reason for non-tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number</li> <li>Date and Time of Tagging</li> <li>Name of Caller/Relation</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
14.		Mobile Load thru ATM - Unposted	<ul style="list-style-type: none"> <li>Bank Name</li> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
15.		ATM BILLS PAYMENT				
		Bills Payment - Bancnet	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Ref No</li> <li>Merchant or Biller Name</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		Bills Payment - LBP	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Ref No</li> <li>Merchant or Biller Name</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
ATM FT						
16.		<ul style="list-style-type: none"> <li>Off-Us, LBP to Other Bank</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>LBP Destination Account No.</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>



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No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>On-Us, LBP to LBP</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>LBP Destination Account No.</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>Branch</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Off-Us, LBP to Other Bank</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>Destination Bank</li> <li>Destination Account</li> <li>ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>On-Us, LBP to Other Bank</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>Destination Bank</li> <li>Destination Account</li> <li>ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
17.		BANCNET TRANSACTION DISPUTE				
		BANCNET POS <ul style="list-style-type: none"> <li>○ Debited, No Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>• Debited, Paid in Cash</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Amount</li> <li>• Other Mode of Payment</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Multiple Debit</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Incorrect Debited Amount</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Transaction Amount</li> <li>• Amount Debited</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>Unsuccessful POS Cash Out</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
<b>VISA TRANSACTION DISPUTE</b>						
		VLOC (Visa Local)/Int'l Online <ul style="list-style-type: none"> <li>Not Debited but Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Twice Debited/Duplicate Processing/Multiple Debits</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Debited But Still Paid in Cash</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> </ul>			





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Over Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Under Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Paid by other means</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount/Date and Time of Transaction</li> <li>Merchant</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>TDF Discussed with Client? (Y/N)</li> <li>With Proof of Payment? (Y/N, if Yes, please attach)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Cancelled Transaction</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Merchandise/Service Not Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Product Defective/Not as Described</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Credit Not Processed</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Request for Transaction Details</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Unauthorized Transactions Reporting w/o Tagging</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number.</li> <li>Reason for non-tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		VLOC POS <ul style="list-style-type: none"> <li>Not Debited but Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Twice Debited/Duplicate Processing/Multiple Debits</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Debited But Still Paid in Cash</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Over Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Under Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Paid by other means</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount/Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>With Proof of Payment? (Y/N, if Yes, please attach)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Cancelled Transaction</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Merchandise/Service Not Received</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Product Defective/Not as Described</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Credit Not Processed</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Request for Transaction Details</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Merchant Initiated Reversal <ul style="list-style-type: none"> <li>Debited, No Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Transaction amount</li> <li>Date and Time of Transaction</li> <li>Merchant name and location</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor</li> <li>Level 2: Processor's Supervisor</li> <li>Level 3: Dep't Head</li> </ul>
		<ul style="list-style-type: none"> <li>Partial Reversal</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
18.		UNDISPENSED WITHDRAWAL					<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>On – Us               <ul style="list-style-type: none"> <li>Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Last Successful Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>Branch</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>		
		<ul style="list-style-type: none"> <li>Partial</li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
		<ul style="list-style-type: none"> <li>Retracted</li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Last Successful Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
		<ul style="list-style-type: none"> <li>Over-dispensed</li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> </ul>				





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Account No.</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Off-Us               <ul style="list-style-type: none"> <li>Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Bank Name and ATM Location</li> <li>Account No.</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Partial</li> </ul>	<ul style="list-style-type: none"> <li>Bank Name and ATM Location</li> <li>Account No.</li> <li>Masked Card Number</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Retracted</li> </ul>	<ul style="list-style-type: none"> <li>Bank Name and ATM Location</li> <li>Account No.</li> <li>Masked Card Number</li> <li>Amount</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
			<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
		○ Over-dispensed	<ul style="list-style-type: none"> <li>Bank Name and ATM Location</li> <li>Account No.</li> <li>Masked Card Number</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
19.	<b>CASH CARD</b>	CAPTURED CARD					
		<ul style="list-style-type: none"> <li>With Tagging w/out replacement</li> </ul>	<ul style="list-style-type: none"> <li>Card Number</li> <li>Type of Tagging</li> <li>Date and Time of Tagging</li> <li>Bank and Location where ATM was captured</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
		<ul style="list-style-type: none"> <li>Without Tagging</li> </ul>	<ul style="list-style-type: none"> <li>Card Number</li> <li>Reason for non-tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
		<ul style="list-style-type: none"> <li>Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>Card number</li> <li>Date and Time of Tagging</li> <li>Name of Caller/Relation</li> <li>Contact Number</li> </ul>				



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
20.		<b>BANCNET TRANSACTION DISPUTE</b>				
		<ul style="list-style-type: none"> <li>POS               <ul style="list-style-type: none"> <li>Debited, No Goods Received</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Debited, Paid thru Other Means</li> </ul>	<ul style="list-style-type: none"> <li>Card Number</li> <li>Amount</li> <li>Other Mode of Payment</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Multiple Debit</li> </ul>	<ul style="list-style-type: none"> <li>Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Incorrect Debited Amount</li> </ul>	<ul style="list-style-type: none"> <li>Card Number</li> <li>Transaction Amount</li> <li>Amount Debited</li> <li>Date and Time of Transaction</li> </ul>			



# CLASS D

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ Unsuccessful POS Cash Out</li> </ul>	<ul style="list-style-type: none"> <li>• Card Number</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
21.		<ul style="list-style-type: none"> <li>• Mobile Load thru ATM - Unposted</li> </ul>	<ul style="list-style-type: none"> <li>• Bank Name</li> <li>• Account Number</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
22.		<ul style="list-style-type: none"> <li>• Unauthorized Transactions Reporting w/o Tagging</li> </ul>	<ul style="list-style-type: none"> <li>• Card number</li> <li>• Reason for non-tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
23.		UNDISPENSED – ON US				
		<ul style="list-style-type: none"> <li>• On – Us               <ul style="list-style-type: none"> <li>○ Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Branch Name and Terminal ID</li> <li>• Card Number</li> <li>• Amount</li> </ul>	<ul style="list-style-type: none"> <li>• Branch</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Date and time of Transaction</li> <li>• Last Successful Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			<ul style="list-style-type: none"> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		○ Partial	<ul style="list-style-type: none"> <li>• Branch Name and Terminal ID</li> <li>• Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		○ Retracted	<ul style="list-style-type: none"> <li>• Branch Name and Terminal ID</li> <li>• Card Number</li> <li>• Amount</li> <li>• Date and time of Transaction</li> <li>• Last Successful Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		○ Over-dispensed	<ul style="list-style-type: none"> <li>• Branch Name and Terminal ID</li> <li>• Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>			
24.		UNDISPENSED – OFF US				
		<ul style="list-style-type: none"> <li>Off-Us               <ul style="list-style-type: none"> <li>Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Bank Name and ATM Location</li> <li>Card Number</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Partial</li> </ul>	<ul style="list-style-type: none"> <li>Bank Name and ATM Location</li> <li>Card Number</li> <li>Masked Card Number</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Retracted</li> </ul>	<ul style="list-style-type: none"> <li>Bank Name and ATM Location</li> <li>Card Number</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>Over-dispensed</li> </ul>	<ul style="list-style-type: none"> <li>Bank Name and ATM Location</li> <li>Card Number</li> <li>Masked Card Number</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
25.	<b>PREPAID CARDS - MASTERCARD</b>	<b>CAPTURED CARD</b>		<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>With Tagging</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Masked Card Number</li> <li>Type of Tagging</li> <li>Date and Time of Tagging</li> <li>Bank and Location where ATM was captured</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Without Tagging</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Masked Card Number.</li> <li>Reason for non-tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
26.		<b>ATM IBFT</b>		<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> </ul>
	<ul style="list-style-type: none"> <li>Off-Us, Credit Back</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> </ul>				



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Destination Bank</li> <li>Destination Account</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Off-Us, Push Thru</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>Destination Bank</li> <li>Destination Account</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>On-Us, Credit Back</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>LBP Destination Account No.</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>On-Us, Push Thru</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>LBP Destination Account No.</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>			





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
27.		TRANSACTION DISPUTE					<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>ONLINE               <ul style="list-style-type: none"> <li>Debited, No Goods Received</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>		
		<ul style="list-style-type: none"> <li>Debited, Paid thru Other Means</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Other Mode of Payment</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
		<ul style="list-style-type: none"> <li>Multiple Debit</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
<ul style="list-style-type: none"> <li>POS               <ul style="list-style-type: none"> <li>Debited, No Goods Received</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> </ul>					



# CLASS D

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 3: Group/Sector Head</li> </ul>	
		<ul style="list-style-type: none"> <li>Debited, Paid thru Other Means</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Other Mode of Payment</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
		<ul style="list-style-type: none"> <li>Multiple Debit</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
28.		<b>UNDISPENSED – ON US</b>					
		<ul style="list-style-type: none"> <li>On – Us               <ul style="list-style-type: none"> <li>Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Last Successful Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>Branch</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>	
		<ul style="list-style-type: none"> <li>Partial</li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Masked Card Number</li> </ul>				



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
			<ul style="list-style-type: none"> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>				
		○ Retracted	<ul style="list-style-type: none"> <li>• Branch Name and Terminal ID</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and time of Transaction</li> <li>• Last Successful Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>				
		○ Over-dispensed	<ul style="list-style-type: none"> <li>• Branch Name and Terminal ID</li> <li>• Masked Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>				
29.		UNDISPENSED – OFF US					
		<ul style="list-style-type: none"> <li>• Off-Us               <ul style="list-style-type: none"> <li>○ Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Masked Card Number</li> <li>• Masked Card Number</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> </ul>	



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			<ul style="list-style-type: none"> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		○ Partial	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Masked Card Number</li> <li>• Masked Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		○ Retracted	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Masked Card Number</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		○ Over-dispensed	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Masked Card Number</li> <li>• Masked Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>			
30.	<b>PREPAID CARDS</b>	<b>CAPTURED CARD</b>				
		<ul style="list-style-type: none"> <li>With Tagging</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Masked Card Number</li> <li>Type of Tagging</li> <li>Date and Time of Tagging</li> <li>Bank and Location where ATM was captured</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
		<ul style="list-style-type: none"> <li>Without Tagging</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Masked Card Number.</li> <li>Reason for non-tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
31.		<b>ATM IBFT</b>				
		<ul style="list-style-type: none"> <li>Off-Us, Credit Back</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>Destination Bank</li> <li>Destination Account</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Off-Us, Push Thru</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>FT Amount</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
			<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>Destination Bank</li> <li>Destination Account</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
		<ul style="list-style-type: none"> <li>On-Us, Credit Back</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>LBP Destination Account No.</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
		<ul style="list-style-type: none"> <li>On-Us, Push Thru</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>LBP Destination Account No.</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>				
32.		<b>TRANSACTION DISPUTE</b>					
		<ul style="list-style-type: none"> <li>ONLINE               <ul style="list-style-type: none"> <li>o Debited, No Goods Received</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> </ul>	



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Debited, Paid thru Other Means</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Other Mode of Payment</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Multiple Debit</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>POS               <ul style="list-style-type: none"> <li>Debited, No Goods Received</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Debited, Paid thru Other Means</li> </ul>	<ul style="list-style-type: none"> <li>Masked Card Number</li> <li>Amount</li> <li>Other Mode of Payment</li> <li>Date and Time of Transaction</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>○ Multiple Debit</li> </ul>	<ul style="list-style-type: none"> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
33.		<b>UNDISPENSED – ON US</b>				
		<ul style="list-style-type: none"> <li>• On – Us               <ul style="list-style-type: none"> <li>○ Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Branch Name and Terminal ID</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and time of Transaction</li> <li>• Last Successful Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• Branch</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>○ Partial</li> </ul>	<ul style="list-style-type: none"> <li>• Branch Name and Terminal ID</li> <li>• Masked Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
		<ul style="list-style-type: none"> <li>○ Retracted</li> </ul>	<ul style="list-style-type: none"> <li>• Branch Name and Terminal ID</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and time of Transaction</li> <li>• Last Successful Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Over-dispensed</li> </ul>	<ul style="list-style-type: none"> <li>• Branch Name and Terminal ID</li> <li>• Masked Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>				
34.		UNDISPENSED – OFF US					
		<ul style="list-style-type: none"> <li>• Off-Us               <ul style="list-style-type: none"> <li>○ Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Masked Card Number</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>	
		<ul style="list-style-type: none"> <li>○ Partial</li> </ul>	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Masked Card Number</li> </ul>				



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Masked Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		○ Retracted	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Masked Card Number</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		○ Over-dispensed	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Masked Card Number</li> <li>• Masked Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
<b>eBANKING</b>						



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
35.	<b>EPP (LBP Accountholders)</b>	Debited but Not Posted	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Reference Number</li> <li>Merchant or Biller Name</li> <li>Status in Portal</li> <li>Push Thru or Credit Back</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>DBMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		Cyber Fraud-Related	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Reference Number</li> <li>Merchant or Biller Name</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Debited but Not Posted PCSO NCR	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Reference Number</li> <li>Status in Portal</li> <li>Push Thru or Credit Back</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Debited but Not Posted (with SFF)	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and time of Transaction</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Reference Number</li> <li>Merchant or Biller Name</li> <li>Status in Portal</li> <li>Push Thru or Credit Back</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		System Issue-Delayed/Non-Receipt of OTP	<ul style="list-style-type: none"> <li>Account Number</li> <li>Merchant</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		System Issue-System Unavailable	<ul style="list-style-type: none"> <li>Account Number</li> <li>Merchant</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
36.	<b>EPP (Non-LBP Accountholders)</b>	Paid in Cash but not Posted	<ul style="list-style-type: none"> <li>Reference Number</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Merchant or Biller Name</li> <li>Status in Portal</li> <li>Push Thru or Credit Back</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>DBMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
37.	<b>ePS</b>	System Issue-Delayed/Non-Receipt of OTP	<ul style="list-style-type: none"> <li>Account Number</li> <li>Merchant</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>DBMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> </ul>



# CLASS D

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		System Issue-System Unavailable	<ul style="list-style-type: none"> <li>Account Number</li> <li>Merchant</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 3: Group/Sector Head</li> </ul>
38.	<b>eTPS</b>	System Related (with SFF)	<ul style="list-style-type: none"> <li>Account Number</li> <li>TIN</li> <li>Transaction Date and Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>DBMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
39.	<b>iAccess</b>	Bills Payment – LBP	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Ref. No.</li> <li>Merchant or Biller Name</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>MCMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		Instapay/Bancnet Unposted - for Validation -	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Bank</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD, BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		Fund Transfer to Own	<ul style="list-style-type: none"> <li>Source Account Number</li> </ul>	<ul style="list-style-type: none"> <li>Branch</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	



# CLASS D

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Transaction Ref No.</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		Fund Transfer to Enrolled Third Party	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Fund Transfer to Anyone	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Bills Payment – BANCNET	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Ref. No.</li> <li>Merchant or Biller Name</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> </ul>	<ul style="list-style-type: none"> <li>DBMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 3: Group/Sector Head</li> </ul>
		Cyber Fraud-Related	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Reference Number</li> <li>Merchant or Biller Name</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		PesoNet - Unposted - for Validation	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Bank</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		System Issue-Delayed/Non-Receipt of OTP	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		System Issue-Enrollment	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		System Issue-Self-service error	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		System Issue-System Unavailable	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		System Issue-Transaction error	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		System Issue-Unlocking	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
40.	<b>MBA</b>	Bills Payment – LBP	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Ref. No.</li> <li>Merchant or Biller Name</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>MCMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		Instapay/Bancnet Unposted - for Validation	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Bank</li> </ul>	<ul style="list-style-type: none"> <li>AOSD, BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> </ul>





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Destination Account Number</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			<ul style="list-style-type: none"> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		Fund Transfer to Own	<ul style="list-style-type: none"> <li>• Source Account Number</li> <li>• Transaction Ref No.</li> <li>• Destination Account Number</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• Branch</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		Fund Transfer to Enrolled Third Party	<ul style="list-style-type: none"> <li>• Source Account Number</li> <li>• Transaction Ref No.</li> <li>• Destination Account Number</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		Fund Transfer to Anyone	<ul style="list-style-type: none"> <li>• Source Account Number</li> <li>• Transaction Ref No.</li> <li>• Destination Account Number</li> <li>• Transaction Amount</li> <li>• Transaction Date &amp; Time</li> </ul>			



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No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Bills Payment - BANCNET	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Ref. No.</li> <li>Merchant or Biller Name</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>DBMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		System Issue-Delayed/Non-Receipt of OTP	<ul style="list-style-type: none"> <li>iAccess User ID</li> <li>Transaction Date and Time</li> <li>Email Address</li> <li>Registered Mobile Number</li> <li>Remarks</li> </ul>			
		Cyber Fraud-Related	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Reference Number</li> <li>Merchant or Biller Name</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		PesoNet - Unposted - for Validation	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Bank</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		System Issue-Transaction error	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		System Issue-System Unavailable	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
41.	<b>weACCESS</b>	System Issue-Delayed/Non-Receipt of OTP	<ul style="list-style-type: none"> <li>• Comm. ID</li> <li>• Institution Name</li> <li>• User ID</li> <li>• Email Address</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• DBMD</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		System Issue-Transaction error	<ul style="list-style-type: none"> <li>• Comm. ID</li> <li>• Institution Name</li> <li>• User ID</li> <li>• Transaction Date &amp; Time</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
<b>CREDIT CARD</b>						
42.	<b>MASTERCARD</b>	COLLECTION RELATED				



# CLASS D

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		Collection Letter	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Concern or Request</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		Payment Arrangement	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Concern or Request</li> <li>Email Address</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Written-Off Accounts	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Concern or Request</li> <li>Email Address</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
43.		ADA Related	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>ADA Account Number</li> <li>Concern or Request</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
44.		Mispasted Payment	<ul style="list-style-type: none"> <li>Credit Card Number Where Payment was Posted (Masked)</li> <li>Destination Credit Card Number (Masked)</li> <li>Destination Cardholder's Name</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Payment Date</li> <li>• Payment Channel</li> <li>• Amount</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			<ul style="list-style-type: none"> <li>• Level 3: Group/Sector Head</li> </ul>
45.		Non/Late Receipt of SOA	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Statement Date(s)</li> <li>• Email Address</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• CCAD-CSAMU</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
46.		<b>DISPUTED TRANSACTION</b>				
		Credit Not Received	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Merchant's Name or Website</li> <li>• Date of Transaction</li> <li>• Amount</li> <li>• Statement Date</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• CCAD-CSAMU</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		Double Billing	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Merchant's Name or Website</li> <li>• Date of Transaction</li> <li>• Amount</li> <li>• Statement Date</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		Incorrect Amount	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Merchant's Name or Website</li> <li>• Date of Transaction</li> <li>• Amount</li> <li>• Statement Date</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		Merchandise/Service Not Received	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Merchant's Name or Website</li> <li>• Date of Transaction</li> <li>• Amount</li> <li>• Statement Date</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		Paid by Other Means	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Merchant's Name or Website</li> <li>• Date of Transaction</li> <li>• Amount</li> <li>• Statement Date</li> <li>• With Proof of Payment? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		Returned Merchandise	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Merchant's Name or Website</li> <li>• Date of Transaction</li> <li>• Amount</li> <li>• Statement Date</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		Unauthorized	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Merchant's Name or Website</li> <li>• Date of Transaction</li> <li>• Amount</li> <li>• Statement Date</li> <li>• With Dispute Filed? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		Cancelled Reservation	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Merchant's Name or Website</li> <li>• Date of Transaction</li> <li>• Amount</li> <li>• Statement Date</li> <li>• With Proof of Cancellation? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		Cancelled Services	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Merchant's Name or Website</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Date of Transaction</li> <li>• Amount</li> <li>• Statement Date</li> <li>• With Proof of Cancellation? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
47.		Unposted Payment	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Payment Date</li> <li>• Payment Channel or Branch</li> <li>• Amount</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
48.		Card Delivery	<ul style="list-style-type: none"> <li>• Last 4 digits of Card Number</li> <li>• Concern or Request</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• CCAD-COSU</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
49.		Transaction Related	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Date and Time of Transaction</li> <li>• Amount</li> <li>• Error Message</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• CCAD-CSAMU/COSU/CPCEU</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
50.		Cash Advance PIN Related	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Concern or Request</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• CCAD-CSAMU</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
51.		UNDISPENSED CASH ADVANCE				
		Full	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Date and Time of Transaction</li> <li>• Amount</li> <li>• Bank and Terminal Location</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• CCAD-CSAMU</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
		Partial	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> <li>• Date and Time of Transaction</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Bank and Terminal Location</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		Retracted	<ul style="list-style-type: none"> <li>• Credit Card Number (Masked)</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>Amount</li> <li>Bank and Terminal Location</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Over-Dispensed	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>Date and Time of Transaction</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Bank and Terminal Location</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
52.		System-Related Concerns	<ul style="list-style-type: none"> <li>Credit Card Number (Masked)</li> <li>System Error</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>CCAD-CSAMU</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
<b>OFBANK</b>						
53.	<b>ATM / DEBIT CARD</b>	CAPTURED CARD				



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>• With Tagging               <ul style="list-style-type: none"> <li>○ With Replacement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Date and Time of Tagging</li> <li>• Card Type</li> <li>• Card Fee</li> <li>• Branch Code</li> <li>• Branch Name</li> <li>• With or Without Balance</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
		<ul style="list-style-type: none"> <li>○ Without Replacement</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number</li> <li>• Type of Tagging</li> <li>• Date and Time of Tagging</li> <li>• Bank and Location where ATM was captured</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Without Tagging</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number.</li> <li>• Reason for non-tagging</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Mobilock</li> </ul>	<ul style="list-style-type: none"> <li>• Account number</li> <li>• Masked Card Number.</li> <li>• Bank and Location where ATM was captured</li> <li>• Name of Caller/Relation</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
54.		ATM FT				



# CLASS D

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)	
		<ul style="list-style-type: none"> <li>Off-Us, LBP to Other Bank</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>LBP Destination Account No.</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>	
		<ul style="list-style-type: none"> <li>On-Us, LBP to LBP</li> </ul>	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Masked Card Number</li> <li>FT Amount</li> <li>Date and Time of Transaction</li> <li>LBP Destination Account No.</li> <li>LBP ATM location</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>Branch</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>	
55.		CDM					
		<ul style="list-style-type: none"> <li>Deposit Not Credited</li> </ul>	<ul style="list-style-type: none"> <li>Deposit amount</li> <li>Date and Time of Transaction</li> <li>LPB Branch Name/Location</li> <li>Destination account</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>Acquiring Branch</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>	
		<ul style="list-style-type: none"> <li>Partial Deposit Credited</li> </ul>	<ul style="list-style-type: none"> <li>Original deposit amount</li> <li>Credited amount</li> </ul>				



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>LPB Branch Name/Location</li> <li>Destination account</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>System-related with SFF</li> </ul>	<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>LPB Branch Name</li> <li>System error</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
56.		<ul style="list-style-type: none"> <li>Invalid Transaction with SFF</li> </ul>	<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>Account Number</li> <li>System error</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>PCMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
57.		<ul style="list-style-type: none"> <li>Unauthorized Transactions Reporting w/o Tagging</li> </ul>	<ul style="list-style-type: none"> <li>Account number</li> <li>Masked Card Number.</li> <li>Reason for non-tagging</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Resolved</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
58.		<b>BANCNET TRANSACTION DISPUTE</b>				
		BANCNET POS <ul style="list-style-type: none"> <li>Debited, No Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Debited, Paid in Cash</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Other Mode of Payment</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Multiple Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Incorrect Debited Amount</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Amount</li> <li>Amount Debited</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Unsuccessful POS. Cash Out</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
<b>VISA TRANSACTION DISPUTE</b>						
		VLOC (Visa Local)/Int'l Online <ul style="list-style-type: none"> <li>Not Debited but Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		<ul style="list-style-type: none"> <li>Twice Debited/Duplicate Processing/Multiple Debits</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Debited But Still Paid in Cash</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Over Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Under Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Paid by other means</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount/Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> </ul>			





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• With Proof of Payment? (Y/N, if Yes, please attach)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Cancelled Transaction</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Merchandise/Service Not Received</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>• Product Defective/Not as Described</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number.</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• TDF Discussed with Client? (Y/N)</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Credit Not Processed</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Request for Transaction Details</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		VLOC POS <ul style="list-style-type: none"> <li>Not Debited but Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>Twice Debited/Duplicate Processing/Multiple Debits</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Debited But Still Paid in Cash</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Over Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Under Debit</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Paid by other means</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount/Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>With Proof of Payment? (Y/N, if Yes, please attach)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Cancelled Transaction</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Merchandise/Service Not Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Product Defective/Not as Described</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Credit Not Processed</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Request for Transaction Details</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number.</li> <li>Amount</li> <li>Date and Time of Transaction</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Merchant</li> <li>TDF Discussed with Client? (Y/N)</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Merchant Initiated Reversal (MIR) <ul style="list-style-type: none"> <li>Debited, No Goods Received</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Transaction amount</li> <li>Date and Time of Transaction</li> <li>Merchant name and location</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor</li> <li>Level 2: Processor's Supervisor</li> <li>Level 3: Dep't Head</li> </ul>
		<ul style="list-style-type: none"> <li>Partial Reversal</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
59.		<b>UNDISPENSED WITHDRAWAL</b>				
		<ul style="list-style-type: none"> <li>On – Us               <ul style="list-style-type: none"> <li>Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Last Successful Transaction</li> <li>Contact Number</li> </ul>	<ul style="list-style-type: none"> <li>Branch</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
		○ Partial	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		○ Retracted	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Last Successful Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		○ Over-dispensed	<ul style="list-style-type: none"> <li>Branch Name and Terminal ID</li> <li>Account No.</li> <li>Amount Requested</li> <li>Amount Dispensed</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		<ul style="list-style-type: none"> <li>• Off-Us               <ul style="list-style-type: none"> <li>○ Full</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Account No.</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
	<ul style="list-style-type: none"> <li>○ Partial</li> </ul>	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Account No.</li> <li>• Masked Card Number</li> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>				
	<ul style="list-style-type: none"> <li>○ Retracted</li> </ul>	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Account No.</li> <li>• Masked Card Number</li> <li>• Amount</li> <li>• Date and Time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>				
	<ul style="list-style-type: none"> <li>○ Over-dispensed</li> </ul>	<ul style="list-style-type: none"> <li>• Bank Name and ATM Location</li> <li>• Account No.</li> <li>• Masked Card Number</li> </ul>				



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Amount Requested</li> <li>• Amount Dispensed</li> <li>• Date and time of Transaction</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>			
60.		ATM/CDM Machine Related Issue	<ul style="list-style-type: none"> <li>• Date &amp; Time</li> <li>• Location of ATM/CDM</li> <li>• Error Encountered</li> <li>• Contact Number</li> <li>• Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>
61.		Pre-Authorization <ul style="list-style-type: none"> <li>○ Request for Lifting)</li> </ul>	<ul style="list-style-type: none"> <li>• Account Number</li> <li>• Masked Card Number</li> <li>• Amount on Hold</li> <li>• Amount Posted</li> <li>• Date and Time of Transaction</li> <li>• Merchant</li> <li>• Contact Number</li> </ul>	<ul style="list-style-type: none"> <li>• AOSD-VISA</li> </ul>	<ul style="list-style-type: none"> <li>• Open</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: Processor's Supervisor</li> <li>• Level 2: Dep't Head</li> <li>• Level 3: Group/Sector Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Remarks</li> </ul>			
		<ul style="list-style-type: none"> <li>Not Debited</li> </ul>	<ul style="list-style-type: none"> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount on Hold</li> <li>Amount Posted</li> <li>Date and Time of Transaction</li> <li>Merchant</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
62.		Mobile Load thru ATM - Unposted	<ul style="list-style-type: none"> <li>Bank Name</li> <li>Account Number</li> <li>Masked Card Number</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD-BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
63.		ATM BILLS PAYMENT				



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		Bills Payment - Bancnet	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Ref No</li> <li>Merchant or Biller Name</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>AOSD- BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		Bills Payment - LBP - MCMD	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Ref No</li> <li>Merchant or Biller Name</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
64.	<b>MBA</b>	Bills Payment - LBP	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Ref. No.</li> <li>Merchant or Biller Name</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>MCMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		Instapay/Bancnet - Unposted - for Validation	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Bank</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> </ul>	<ul style="list-style-type: none"> <li>AOSD - BANCNET</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>



# CLASS D

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Fund Transfer to Own	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>	<ul style="list-style-type: none"> <li>Branch</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		Fund Transfer to Enrolled Third Party	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Fund Transfer to Anyone	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		Bills Payment - BANCNET	<ul style="list-style-type: none"> <li>Account Number</li> </ul>	<ul style="list-style-type: none"> <li>DBMD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	



# CLASS D

No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>Transaction Ref. No.</li> <li>Merchant or Biller Name</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>System Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>
		System Issue-Delayed/Non-Receipt of OTP	<ul style="list-style-type: none"> <li>iAccess User ID</li> <li>Transaction Date and Time</li> <li>Email Address</li> <li>Registered Mobile Number</li> <li>Remarks</li> </ul>			
		Cyber Fraud-Related	<ul style="list-style-type: none"> <li>Account Number</li> <li>Amount</li> <li>Date and time of Transaction</li> <li>Reference Number</li> <li>Merchant or Biller Name</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		PesoNet - Unposted - for Validation	<ul style="list-style-type: none"> <li>Source Account Number</li> <li>Transaction Ref No.</li> <li>Destination Bank</li> <li>Destination Account Number</li> <li>Transaction Amount</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
		System Issue-Transaction error	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
		System Issue-System Unavailable	<ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Date &amp; Time</li> <li>Error Encountered</li> <li>Contact Number</li> <li>Remarks</li> </ul>			
<b>CUSTOMER SERVICE</b>						
65.	Complaints	Fraud	<p><b><u>To be filled up by Complaints Management Team (CMT)</u></b></p> <ul style="list-style-type: none"> <li>Channel</li> <li>Sub-channel</li> <li>Complaint Channel Reference No.</li> <li>Name of Complainant</li> <li>Date of Client's complaint to channel</li> <li>Contact Number</li> <li>Email Address</li> <li>Nature</li> <li>Details of the Complaint</li> <li>Date Received by CMT</li> <li>Due Date</li> <li>Responsible Unit's Document Submission Date</li> <li>Part E of CSIR Complete? (Y/N)</li> </ul>	<ul style="list-style-type: none"> <li>CUCD</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Level 1: Processor's Supervisor</li> <li>Level 2: Dep't Head</li> <li>Level 3: Group/Sector Head</li> </ul>



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Date CMT Replied Closure to Channel</li> <li>• Acknowledged Client Complaint? (Y/N)</li> <li>• Forwarded an Advance Copy of the Complaint via email to the Responsible Unit? (Y/N)</li> <li>• Documentation of Pre-filled CSIR? (Y/N)</li> </ul> <p><b><u>To be filled-up by the Responsible Unit</u></b></p> <ul style="list-style-type: none"> <li>• Feedback communicated to the customer? (Y/N)</li> <li>• Date feedback was communicated to the customer</li> <li>• Root-cause analysis of the complaint</li> <li>• Steps taken to resolve the concern</li> <li>• Request for extension? (Y/N)</li> <li>• Perennial Complainant? (Y/N)</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Forwarded memo request to PCMD for investigation? (Y/N)</li> <li>• Forwarded incident report/documents to PCMD / ACMD? (Y/N)</li> <li>• Awaiting result of investigation from PCMD / Anti-Fraud Committee (Y/N)</li> <li>• For Restitution; Sent Letter to Client? (Y/N)</li> <li>• Credited back the subject amount? (Y/N)</li> <li>• For Disapproval; Sent Letter of Disapproval to client? (Y/N)</li> <li>• Reminders*</li> </ul> <p><i>*Sample Reminders:</i></p> <p><i>* Feedback/Result of investigation must be communicated by responsible unit to the complainant (except anonymous complainant) within 48 hours upon completion</i></p> <p><i>* Fill-out this ticket or portion E of the CSIR</i></p>			





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<p><i>* Indicate the root-cause analysis as well as the concrete and specific action taken to resolve the concern:</i></p> <p><i>-72 hours for complaints received from 8888 Citizens' Complaint Hotline</i></p> <p><i>-3 working days for complaints received from Contact Center ng Bayan</i></p> <p><i>-5 calendar days for other channels</i></p>			
		Personnel Related	<p><b><u>To be filled up by CMT</u></b></p> <ul style="list-style-type: none"> <li>• Channel</li> <li>• Sub-channel</li> <li>• Complaint Channel Reference No.</li> <li>• Name of Complainant</li> <li>• Date of Client's complaint to channel</li> <li>• Contact Number</li> <li>• Email Address</li> <li>• Sub-nature</li> <li>• Details of the Complaint</li> <li>• Date Received by CMT</li> <li>• Due Date</li> <li>• Responsible Unit's Document Submission Date</li> <li>• Part E of CSIR Complete? (Y/N)</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Date CMT Replied Closure to Channel</li> </ul> <p><b><u>To be filled-up by the Responsible Unit</u></b></p> <ul style="list-style-type: none"> <li>• Feedback communicated to the customer? (Y/N)</li> <li>• Date feedback was relayed to the customer</li> <li>• Root-cause analysis of the complaint</li> <li>• Steps taken to resolve the concern</li> <li>• Request for extension? (Y/N)</li> <li>• Perennial Complainant? (Y/N)</li> <li>• Reminder*</li> </ul> <p><i>*Sample Reminders:</i></p> <p><i>* Feedback/Result of investigation must be communicated by responsible unit to the complainant (except anonymous complainant) within 48 hours upon completion</i></p>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<p><i>* Fill-out this ticket or portion E of the CSIR</i></p> <p><i>* Indicate the root-cause analysis as well as the concrete and specific action taken to resolve the concern:</i></p> <p><i>-72 hours for complaints received from 8888 Citizens' Complaint Hotline</i></p> <p><i>-3 working days for complaints received from Contact Center ng Bayan</i></p> <p><i>-5 calendar days for other channels</i></p>			
		Product/Service Related	<p><b><u>To be filled up by CMT</u></b></p> <ul style="list-style-type: none"> <li>• Channel</li> <li>• Sub-channel</li> <li>• Complaint Channel Reference No.</li> <li>• Name of Complainant</li> <li>• Date of Client's complaint to channel</li> <li>• Contact Number</li> <li>• Email Address</li> <li>• Sub-nature</li> <li>• Details of the Complaint</li> <li>• Date Received by CMT</li> <li>• Due Date</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Responsible Unit's Document Submission Date</li> <li>• Part E of CSIR Complete? (Y/N)</li> <li>• Date CMT Replied Closure to Channel</li> </ul> <p><b><u>To be filled-up by the Responsible Unit</u></b></p> <ul style="list-style-type: none"> <li>• Feedback communicated to the customer? (Y/N)</li> <li>• Date feedback was relayed to the customer</li> <li>• Root-cause analysis of the complaint</li> <li>• Steps taken to resolve the concern</li> <li>• Request for extension? (Y/N)</li> <li>• Perennial Complainant? (Y/N)</li> <li>• Reminder*</li> </ul> <p><i>*Sample Reminders:</i></p> <p><i>* Feedback/Result of investigation must be communicated by responsible</i></p>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<p><i>unit to the complainant (except anonymous complainant) within 48 hours upon completion</i></p> <p><i>* Fill-out this ticket or portion E of the CSIR</i></p> <p><i>* Indicate the root-cause analysis as well as the concrete and specific action taken to resolve the concern:</i></p> <p><i>-72 hours for complaints received from 8888 Citizens' Complaint Hotline</i></p> <p><i>-3 working days for complaints received from Contact Center ng Bayan</i></p> <p><i>-5 calendar days for other channels</i></p>			
		Process Related	<p><b><u>To be filled up by CMT</u></b></p> <ul style="list-style-type: none"> <li>• Channel</li> <li>• Sub-channel</li> <li>• Complaint Channel Reference No.</li> <li>• Name of Complainant</li> <li>• Date of Client's complaint to channel</li> <li>• Contact Number</li> <li>• Email Address</li> <li>• Sub-nature</li> <li>• Details of the Complaint</li> <li>• Date Received by CMT</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Due Date</li> <li>• Responsible Unit's Document Submission Date</li> <li>• Part E of CSIR Complete? (Y/N)</li> <li>• Date CMT Replied Closure to Channel</li> </ul> <p><b><u>To be filled-up by the Responsible Unit</u></b></p> <ul style="list-style-type: none"> <li>• Feedback communicated to the customer? (Y/N)</li> <li>• Date feedback was relayed to the customer</li> <li>• Root-cause analysis of the complaint</li> <li>• Steps taken to resolve the concern</li> <li>• Request for extension? (Y/N)</li> <li>• Perennial Complainant? (Y/N)</li> <li>• Reminder*</li> </ul> <p><u>Include in the ticket this note:</u></p> <p><i>*Reminders:</i></p> <p><i>* Feedback/Result of investigation must be communicated by responsible</i></p>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<p><i>unit to the complainant (except anonymous complainant) within 48 hours upon completion</i></p> <p><i>* Fill-out this ticket or portion E of the CSIR</i></p> <p><i>* Indicate the root-cause analysis as well as the concrete and specific action taken to resolve the concern:</i></p> <p><i>-72 hours for complaints received from 8888 Citizens' Complaint Hotline</i></p> <p><i>-3 working days for complaints received from Contact Center ng Bayan</i></p> <p><i>-5 calendar days for other channels</i></p>			
		Legal Related	<p><b><u>To be filled up by CMT</u></b></p> <ul style="list-style-type: none"> <li>• Channel</li> <li>• Sub-channel</li> <li>• Complaint Channel Reference No.</li> <li>• Name of Complainant</li> <li>• Date of Client's complaint to channel</li> <li>• Contact Number</li> <li>• Email Address</li> <li>• Sub-nature</li> <li>• Details of the Complaint</li> <li>• Date Received by CMT</li> </ul>			



No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<ul style="list-style-type: none"> <li>• Due Date</li> <li>• Responsible Unit's Document Submission Date</li> <li>• Part E of CSIR Complete? (Y/N)</li> <li>• Date CMT Replied Closure to Channel</li> </ul> <p><b><u>To be filled-up by the Responsible Unit</u></b></p> <ul style="list-style-type: none"> <li>• Feedback communicated to the customer? (Y/N)</li> <li>• Date feedback was relayed to the customer</li> <li>• Root-cause analysis of the complaint</li> <li>• Steps taken to resolve the concern</li> <li>• Request for extension? (Y/N)</li> <li>• Perennial Complainant? (Y/N)</li> <li>• Reminder*</li> </ul> <p><u>Include in the ticket this note:</u></p> <p><i>Reminders:</i></p> <p>* <i>Feedback/Result of investigation must be communicated by responsible unit to the complainant (except</i></p>			





No.	Product/Service	Sub-Classification	Required Information	Suggested Fulfillment Unit	Status	Escalation Matrix (if unresolved beyond TAT)
			<p><i>anonymous complainant) within 48 hours upon completion</i></p> <p><i>* Fill-out this ticket or portion E of the CSIR</i></p> <p><i>* Indicate the root-cause analysis as well as the concrete and specific action taken to resolve the concern:</i></p> <p><i>-72 hours for complaints received from 8888 Citizens' Complaint Hotline</i></p> <p><i>-3 working days for complaints received from Contact Center ng Bayan</i></p> <p><i>-5 calendar days for other channels</i></p>			



**Appendix 8: Required Reports**

No.	Report Title	Frequency	Description
<b>Case/Complaint Management</b>			
1.	New tickets	Monthly, As needed	Number of new tickets created.
2.	Summary of concerns with corresponding solutions	Monthly, As needed	Summary of concerns with corresponding solutions. Contains the following: <ul style="list-style-type: none"> <li>• Concern Type</li> <li>• Details</li> <li>• Resolution</li> </ul> (For knowledge management)
3.	Summary of Ticket Status	Monthly, As needed	Summary of concerns per Type. Contains the following: <ul style="list-style-type: none"> <li>• Concern Type</li> <li>• Product Category</li> <li>• Count of Status (Pending, Resolved, Closed)</li> </ul>
4.	Customer feedback report	Monthly, As needed	Summary of Negative vis-à-vis Positive Feedback
5.	New contacts	Daily, Monthly, As needed	List of new contacts with contact details
6.	Ticket report: Inquiries	Monthly, As needed	Volume of customer inquiries. Segmented by: <ul style="list-style-type: none"> <li>• Product type</li> </ul>
7.	Ticket report: Requests	Monthly, As needed	Volume of customer requests. Segmented by: <ul style="list-style-type: none"> <li>• Product type</li> <li>• Sub-classifications of customer requests</li> </ul>
8.	Ticket report: Incidents	Monthly, As needed	Volume of incidents. Segmented by: <ul style="list-style-type: none"> <li>• Product type</li> <li>• Sub-classification of incidents</li> </ul>
9.	SLA performance	Monthly, As needed	Summary of SLA Performance
10.	Lost card case monitoring report	Monthly, As needed	Summary of lost card incidents
11.	Breakdown of tickets per channel	Monthly, As needed	Breakdown of tickets per channel (Phone, Email, social media etc)



12.	Breakdown of tickets per Product Category	Monthly, As needed	Breakdown of tickets per Category (Deposit, eBanking, Credit Card, Loan)
13.	Summary of customer concerns	Quarterly, As needed	Summary of customer concerns. Contains the following: <ul style="list-style-type: none"> <li>• Type of customer concern</li> <li>• Frequency</li> <li>• % Total</li> </ul>
14.	Summary of customer incidents per nature	Quarterly, As needed	<ul style="list-style-type: none"> <li>• Ranking</li> <li>• Nature of Incidents per Nature</li> <li>• Frequency</li> <li>• % to total</li> </ul>
15.	Sources of customer incidents per channel	Quarterly, As needed	Volume of customer incidents per channel
16.	Summary of customer incidents per Concern and Bank/ Branch	Monthly, As needed	Summary of customer concerns. Contains the following: <ul style="list-style-type: none"> <li>• Type of customer concern</li> <li>• Count per branch/ bank</li> <li>• % to total</li> </ul>
17.	Summary of customer incidents per Concern and Amount	Monthly, As needed	Summary of customer concerns. Contains the following: <ul style="list-style-type: none"> <li>• Type of customer concern</li> <li>• Count per Amount</li> <li>• % to total</li> </ul>
18.	Summary of customer incidents per Customer Type	Monthly, As needed	Volume of customer incidents per Customer Type
19.	Aging of customer incidents	Monthly, As needed	Aging of customer incidents. Segmented by: <ul style="list-style-type: none"> <li>• Status</li> <li>• No. of Customer Incidents Received</li> <li>• to total</li> </ul>
20.	Bank employees commended	Quarterly, As needed	Summary of commendations received by the Bank
21.	Top ten business units with highest number of customer incidents	Quarterly, As needed	Summary of business units with highest number of customer incidents



<b>Performance Management</b>			
1.	Agent's Performance Report	Daily	Agent's Performance Report by date and interval
2.	Agent's Activity Report	Daily	Agent's Activity Report by date and interval
3.	Queue/Agent Report	Daily	Queue/Agent Report by date and interval
4.	Split Skill Report	Daily	Split Skill Report by date and interval
5.	Group Performance Report	Daily	Group Performance Report by date and interval
6.	Service Level Report	Daily	Service Level Report by date and interval
7.	eMail classification	Daily	eMail classification which contains responded, unresponded, received
8.	eMail category	Daily	eMail category which contains the received, sent, spam, auto reply etc
9.	SNS Category	Daily	SNS Category which contains answered, unanswered and received
10.	SLA performance	Daily	Summary of SLA Performance
11.	Average Quality Score per Cluster/Team (Call/Email/SNS)	Quarterly	Average QA Score per Team (Phonebankers/Email/SNS & Webchat)
12.	Average Quality Score per Agent	Monthly	Average QA of Individual Agents
13.	Total Number of Evaluation per Quality Assurance Officer (QAO)	Monthly	Total Evaluation completed by each QAO
14.	Total Number of Evaluation per Cluster/Team	Quarterly	Total Number of Evaluation completed per Team (Phonebankers/Emails/SNS & Webchat)
15.	Total Number of Markdown per Cluster	Quarterly	Total Number of Markdowns per Team (Phonebankers/Email/SNS & Webchat)
16.	Total Number of Markdown per Agent	Quarterly	Total Number of Markdown of Individual Agents
17.	Total Number of Markdown per Key Performance Indicator (KPI)	Quarterly	Total Number of Markdown per KPI of the Scoresheet



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18.	Total Number of Markdown per QAO	Quarterly	Total Number of Markdown by each QAO
19.	Audit Trail Report of QAO Activities (e.g., login/logout, handling time per eval, total evals made per day/week/month/quarter/year)	Quarterly	Audit Trail Report of all QAO Activities



**Appendix 9: Sample SIEM logs**

Pipe Delimited Text File File Name: <SYSTEMCODE>mmddyyyy.txt Frequency: Daily Location: Specific Server - C/O NOD Scope: Only Back End Logs				
	Activity Log Entries	Field	Sample Value	Mandatory/Optional
1	System Code	System Code	LBRS	Mandatory
2	User Identification	User ID	A001	Mandatory
		User Name	Juan Dela Cruz	Optional
3	Type of event	Type of event	Inquire, View, Add, Delete, Modify	Mandatory
4	Date and time	MM/DD/YY hh:mm:ss (24-hour format)	12/28/21 13:45:53	Mandatory
5	Success or failure indication	Success or failure indication	Successful, Failed	Mandatory
6	Origination of event	Origination of event	IP Address, Host Name, Server Name	Mandatory
7	Identity or name of affected data, system component, or resource	Identity or name of affected data, system component, or resource	Security Parameters	Mandatory



# CLASS D

## ANNEX E – REQUIREMENTS COMPLIANCE FORM

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
<b>FUNCTIONAL REQUIREMENTS</b>								
<u>Back Office Administration</u>								
<i>Role Management</i>								
CCS-001	Role Management	Application Administrator	Enroll users based on Access Rights according to function For example: -Phone Services -Email Services -Social Networking Site (SNS)	User can define the access right per role of the users	Mandatory			
CCS-002	Role Management	Application Administrator	Assign roles according to function / specialization	User can manage the specialist/ ensure the availability of personnel to answer calls and emails	Mandatory			
<i>Parameters Set-up</i>								



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-003	Back Office Administration	Application Administrator	Set-up (create, edit, delete) the business parameters For example: - Required Data Fields for Ticket Entry per Concern Type (refer to Appendix 4-7) - List of Fulfillment Unit - Category - Ticket Priority - Escalation Matrix - Status - call queue categories	Required business parameters will be available in the system	Mandatory			
CCS-004	Back Office Administration	Application Admin	Set-up (create, edit, delete) the call flow / interactive voice response	User can manage the Bank's hotline and ensure efficient handling of any business changes	Mandatory			
CCS-005	Back Office Administration	Application Administrator	Set-up (create, edit, delete) the concern types in the case/complaints management module	User can manage client complaints / request and escalate the same accordingly; manage concern types for future use	Mandatory			





# CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-006	Back Office Administration	Application Administrator	Set-up (create, edit, delete) the turnaround time for every concern type For example: - Three (3) banking days	User can manage client complaints / request and escalate the same accordingly	Mandatory			
CCS-007	Back Office Administration	Application Administrator	Set-up (create, edit, delete) and assign the case/complaints to the fulfillment unit	User can manage client complaints / request and escalate the same accordingly	Mandatory			
CCS-008	Back Office Administration	Application Administrator	Set-up (create, edit, delete) the client Feedback / Survey  For example • Customer Satisfaction Survey • Net promoter Score • Client Effort Score	User can easily measure and interpret client satisfaction/feedback and use it as basis of our reports	Mandatory			
<i>Knowledge Base</i>								



# CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-009	Knowledge Base	Supervisors	Set-up (create, edit, delete), view and upload the contents and information of the Knowledge Base module in various formats  For example: pdf/ppt/txt/jpeg	Contents and information will be readily available for the users	Mandatory			
<b><u>OMNI Channel</u></b>								
CCS-010	OMNI Channel	Phonebanker	View the contents and information of the Knowledge Base module For example: Read articles, product manuals	User can get information about bank products and services easily	Mandatory			
CCS-011	OMNI Channel	Phonebanker	Search product / process / advisory information in the knowledge base	User can get information about bank products and services easily	Mandatory			
<b><u>Dash Board</u></b>								
CCS-012	Dash Board	All Users	Customize/select the information reflected/viewable in the dashboard	User can easily perform their tasks	Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-013	Dash Board	All users	View status of tickets assigned  For example: Pending, In-process, Resolved, Closed	User can keep track of outstanding tickets assigned/designated to him	Mandatory			
CCS-014	Dash Board	All users	Have an alert or notification if there is an item or report for review	User can easily view the item or reports for review that would help to save time	Mandatory			
<b>OMNI Channel</b>								
CCS-015	OMNI Channel	All Users	Be able to respond to client concerns across different channels using one application: • Calls • emails • Social Networking Sites (i.e., Facebook/Twitter) comments/messages	User can easily manage client interactions regardless of channels used by the client	Mandatory			
CCS-016	OMNI Channel	All Users	View all client interactions (calls/email/chat) regardless of channel	Easily respond / review history of interactions	Mandatory			
CCS-017	OMNI Channel	All Users	Receive / respond to calls / emails / SNS via the system remotely (WFH / BCP Site)	User can ensure business continuity during crisis	Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-018	OMNI Channel	Phonebanker	Receive / answer calls from client via physical phone or application	User can respond to client queries and concerns	Mandatory			
CCS-019	OMNI Channel	Phonebanker	Perform outgoing call to clients	Provide updates / ensure total client service	Mandatory			
CCS-020	OMNI Channel	Phonebanker	Transfer call and connect to other agents	Route the caller to correct agent	Mandatory			
CCS-021	OMNI Channel	All Users	Have a call conferencing facility for at least three (3) parties	Provide total support to clients / use the system for meetings	Mandatory			
CCS-022	OMNI Channel	Phonebanker	Initiate Client Satisfaction Survey  For example: Redirect client to phone survey, sending of SMS	User can gather client feedback and improve client service delivery	Mandatory			
CCS-023	OMNI Channel	All users	Maintain (create, edit, delete) the client profile (Non-client)	User can have a record of the client profile	Mandatory			
CCS-024	OMNI Channel	Email / SNS Specialist	Receive / answer emails from client	User can respond to client queries and concerns	Mandatory			



# CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-025	OMNI Channel	Email / SNS Specialist	Respond using inbuilt email editor and templates	User can respond faster to client queries and concerns	Mandatory			
CCS-026	OMNI Channel	Email / SNS Specialist	Automatically create a ticket based on the subject / keywords set	User can route client queries and concerns accordingly	Mandatory			
CCS-027	OMNI Channel	Email / SNS Specialist	Initiate and receive messages from SNS via direct messages or comments  For example: - Fb - Instagram -Twitter	User can respond to client queries and concerns	Mandatory			
CCS-028	OMNI Channel	Supervisor	Monitor the number of emails / calls / SNS on queue on a real time basis	User can manage the specialist / ensure the availability of personnel to answer pending calls / emails	Mandatory			
CCS-029	OMNI Channel	Supervisor	Listen to live / ongoing calls	User can monitor / provide support to phonebankers	Mandatory			



# CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-030	OMNI Channel	Supervisor	Assign agents per product type / per channel	Manage the specialist / ensure the availability of personnel to answer calls / emails	Mandatory			
<b>Case/Complaint Management</b>								
CCS-031	Case/Complaint Management	All users	View/Search client information (existing LANDBANK Client) via any of the following identifier -Account Name -Contact Number  See Appendix 2: Data Fields for client Profiles (INDIVIDUAL) & Appendix 3: Data Fields for client Profiles (CORPORATE)	User can easily perform client verification / positive identification	Mandatory			
CCS-032	Case/Complaint Management	All Users	View the client information or related information based on encoded search criteria.  See Appendix 2: Data Fields for Client Profiles (INDIVIDUAL) & Appendix 3: Data Fields for Client Profiles (CORPORATE)	The correct account profile is pulled up/retrieved	Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-033	Case/Complaint Management	All Users	<p>Create a ticket for client inquiries/ requests/complaints in the case/complaint management module</p> <p>(Refer to Appendix 4: Data Fields for Ticket Entry)</p> <p>Business Rule: - Unique reference number shall be assigned for each ticket created</p>	User can track / monitor client concerns easily	Mandatory			
CCS-034	Case/Complaint Management	All Users	Add / Edit / Update / Log comments in the recorded client inquiries, requests or case/complaints ticket	User can track / monitor client concerns easily	Mandatory			
CCS-035	Case/Complaint Management	All Users	<p>Update the status of tickets</p> <p>Business Rule: • Closing of tickets shall be based on approved Access Rights</p>	User can log client complaints/requests/inquiries, track the progress of tickets; endorse tickets if necessary and tag tickets as closed/resolved	Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-036	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	Have the following information to be displayed upon creation of ticket -Client Details (client Name/Contact Number) if existing client -Date created -Time created -Ticket number -Ticket Creator -Fulfilment Unit -Status -Turn Around Time - Scheduled resolution date - Channel / Source - Complaint Category	User can save time in logging in ticket information, identify who logged the ticket and indicate priority of the ticket; minimize error due to manual encoding	Mandatory			-
CCS-037	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	Have an option to select the product type, concern type, nature and subject of concern  (Refer to Appendices 5: Inquiries, 6: Requests & 7: Incidents for initial list of Data Fields for Ticket Entry)	User can easily classify concerns and document it correctly	Mandatory			





## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-038	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	View the required input fields based product type, concern type, nature and subject of concern (Refer to Appendices 5: Inquiries, 6: Requests & 7: Incidents for initial list of Data Fields for Ticket Entry)	Relevant information will be populated in the ticket	Mandatory			
CCS-039	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	View the list of Fulfillment Unit based on selected Product/Service and Sub-classification. (Applicable for Request and Incident tickets only)	User can ensure that tickets are routed/referred to the correct fulfillment unit	Mandatory			
CCS-040	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	View associated or linked tickets created for an existing client profile	User can easily check the inquiry, request or incident history of the client; To see the history/trend/behavior of the client; to see if it will raise suspicion and require necessary action or further verification	Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-041	Case/Complaint Management	All users	Manually assign tickets (example: complaints for client facing units; branches / lending centers / AOCs etc)	User can easily assign tickets to other fulfillment units if necessary/needed	Mandatory			
CCS-042	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	View the Ticket List with details  For example: Ticket number, name of client, date and time created, status, main classification, product/service, sub-classification, date closed/resolved	User can check, view and monitor tickets real-time	Mandatory			
CCS-043	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	Sort and filter tickets in the Ticket List View	User can check, view and monitor tickets real-time according to a category	Mandatory			
CCS-044	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	Select a ticket from the ticket list and view its complete details	User can view the complete details of the selected ticket	Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-045	Case/Complaint Management	Backroom Support / Complaints Team and Fulfilment Unit	Encode the actual date and details of resolution of the ticket  For example: Date of resolution: 25 Oct 2022 Details: Re-issued new ATM card	User can know the aging of the tickets	Mandatory			
CCS-046	Case/Complaint Management	Phonebanker Email/SNS Specialist Branch Personnel	View the total activity time and the elapsed time from every activity  For example: From ticket creation to completion	User can monitor the ticket's activity from day 1 up to the date of resolution	Mandatory			
CCS-047	Case/Complaint Management	All users	View the user who initiated/created ticket activities	User can trace the person/persons who edited/created/updated/resolved/closed/modified the ticket	Mandatory			
<b>Performance Management</b>								
CCS-048	Performance Management	QAO	Retrieve answered calls / emails / SNS per agent	User can deliver an urgent evaluation for a particular incident	Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-049	Performance Management	QAO	View the length of time the agent / specialist responded to a particular concern	User can get information regarding how much time is spent on logging a ticket (for analytics purposes and agent's productivity report)	Mandatory			
CCS-050	Performance Management	QAO	Perform playback of the recorded call	Recordings can easily be retrieved and played by QAOs/other authorized users	Mandatory			
CCS-051	Performance Management	QAO	Download recordings in any available audio format  For example: WAV or MP3	User can use it for calibration purposes and easily share the audio recording	Mandatory			
CCS-052	Performance Management	QAO	Have a facility to conduct quality checking / rate the answered calls / emails / SNS	User can ensure that client interactions are handled based on the quality standard set	Recommended			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-053	Performance Management	QAO	Have a facility that will automatically rate standard quality criteria For example: greetings, length of call, hold spiel	User can review more calls / emails	Recommended			
CCS-054	Performance Management	QAO	Submit the completed evaluation via the system to the supervisor for validation	User can ensure that quality evaluation done is correct and properly reviewed	Recommended			
CCS-055	Performance Management	QAO Supervisor	Review and validate the evaluation submitted	User can ensure that quality evaluation done is correct and properly reviewed	Recommended			
CCS-056	Performance Management	QAO Supervisor	Approve and disapprove the evaluation submitted	User can ensure that quality evaluation done is correct and properly reviewed	Recommended			
<b>Client</b>								
CCS-057	OMNI Channel	Client	Be redirected to the Interactive Voice Response System (IVRS)	I can hear the IVRS self service menu/options	Mandatory			



# CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-058	OMNI Channel	Client	Answer a Client Survey or provide feedback regarding service rendered by the Customer Care personnel  Business Rules: - 25,000 survey responses per month	We could measure client satisfaction	Mandatory			
<b>NON- FUNCTIONAL REQUIREMENTS</b>								
<b>Interface/Usability Requirements</b>								
		<u>Data Warehouse</u>						
CCS-059	Interface/Usability Requirements	The system shall be able to upload and store client information (i.e., Account Name, Account Number, Date of Birth, Customer Reference Number (CRN)) from the Data Warehouse.  Business Rule: One-time uploading of client data via a hand-off file			Mandatory			
CCS-060	Interface/Usability Requirements	The system shall automatically update client information based on data from the Data Warehouse periodically (e.g. daily, weekly, monthly) through a data integration process or using a prescribed hand-off file format.			Mandatory			
-	-	<u>Bank's Email facility</u>						
CCS-061	Interface/Usability Requirements	The system shall be able to interface with Bank's email facility to get emails sent by the clients.			Mandatory			
	-	<u>Security Incident Event Monitoring/Management</u>						



# CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-062	Interface/Usability Requirements	The system shall be able to generate hand-off file required by SIEM			Mandatory			
		<u>SMS Application</u>						
CCS-063	Interface/Usability Requirements	The system shall be able to interface with the existing SMS Application for the ff: - Notification to clients - Survey			Mandatory			
<b><u>Performance Requirements</u></b>								
CCS-064	Performance Requirements	The system shall have a maximum 90 second response time.			Mandatory			
CCS-065	Performance Requirements	The system shall be able to accommodate multiple users at any given time.			Mandatory			
CCS-066	Performance Requirements	The system shall be able to support the following without affecting the speed performance: • Multiple Transactions			Mandatory			
CCS-067	Performance Requirements	• Multiple windows/modules			Mandatory			
<b><u>Maintainability Requirements</u></b>								
CCS-068	Maintainability Requirements	To ensure that the application system is fully optimized, the service provider shall provide performance, diagnostics, health check reports and recommendations on the application system on a periodic basis, at no additional cost to the Bank.			Mandatory			
<b><u>Operational Requirements</u></b>								
CCS-069	Operational Requirements	The system shall be a web-based application.			Mandatory			
CCS-070	Operational Requirements	The system shall be accessible through internet and/or intranet connection.			Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-071	Operational Requirements		The system shall be able to run on all types of browsers and with their latest versions available in the market (e.g. Mozilla, Chrome, Microsoft Edge)		Mandatory			
CCS-072	Operational Requirements		The system shall have an Interactive Voice Response Call Flow.		Mandatory			
CCS-073	Operational Requirements		The system shall have a facility to back-up and restore all files including user profiles and databases.		Mandatory			
CCS-074	Operational Requirements		The system shall have a facility to archive data after a specified retention period in the database.		Mandatory			
	-		<u>IVRS</u>					
CCS-075	Operational Requirements		The system shall be able to record in any available type of recording interfaces For example: IP, digital, analog and VOiP in one server.		Mandatory			
CCS-076	Operational Requirements		The system shall be able to generate IVRS logs (e.g., Call Flow Logs, Database Logs, etc.)		Mandatory			
CCS-077	Operational Requirements		The system shall use the minimum acceptable encryption protocol  Ex: TLS Version 1.2 and above		Mandatory			
<b><u>Reportorial Requirements</u></b>								
CCS-078	Reportorial Requirement		The system shall be able to generate the reports in any of the following format: -DOC/DOCX -PDF -XLSX -CSV -HTML		Mandatory			





## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-079	Reportorial Requirement		The system shall have a facility that will allow the user to customize or design reports based on available data.  (Refer to Appendix 8: Required Reports)		Mandatory			
CCS-080	Reportorial Requirement		The system shall be able to provide historical and real-time reports.		Mandatory			
CCS-081	Reportorial Requirement		The system shall have a facility to generate report based on schedule (e.g. daily, weekly, monthly, specific covered dates).		Mandatory			
<b>Portability Requirements</b>								
CCS-082	Portability Requirement		The system shall be able to accommodate simultaneous incoming and outgoing calls without disconnecting the existing calls on queue. For example: - 75 incoming calls simultaneously		Mandatory			
CCS-083	Portability Requirement		The system shall be able to record conversation in any of the following file formats: -WAV -MP3		Mandatory			
<b>Security Requirements</b>								
CCS-084	Security Requirement		A valid user ID and at least one of the following authentication methods is needed in order to gain system access:- Something the user knows, such as a password- Something the user has, such as a token device or a smart card- Something the user is, such as a biometric		Mandatory			
CCS-085	Security Requirement		The User ID shall be unique.		Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-086	Security Requirement		The User ID shall accept alphabetic, numeric or alphanumeric characters (shall not be case-sensitive).		Mandatory			
CCS-087	Security Requirement		The password shall be a combination of alphabetic and numeric characters except when input device is limited to a numeric keypad		Mandatory			
CCS-088	Security Requirement		The password shall be case-sensitive		Mandatory			
CCS-089	Security Requirement		The password shall be different from user ID		Mandatory			
CCS-090	Security Requirement		The password shall not be readable when entered, displayed, stored and transmitted		Mandatory			
CCS-091	Security Requirement		The password shall require to be changed at initial logon and after resetting by an administrator		Mandatory			
CCS-092	Security Requirement		The user shall have a facility to change own password when desired		Mandatory			
CCS-093	Security Requirement		The system shall have fields for setting the necessary parameters concerning the following user ID, password (if used for authentication) and logon properties/controls. An admin user shall be able to set and modify the needed values.		Mandatory			
CCS-094	Security Requirement		a. The user ID shall be a minimum of 4 characters		Mandatory			
CCS-095	Security Requirement		b. The user ID shall be automatically locked after three consecutive unsuccessful logon attempts (e.g., disable in status); set by the Bank. Locked out ID needs to be lifted by an administrator/authorized user to make the ID usable again.		Mandatory			
CCS-096	Security Requirement		c. Re-logon is required if session is inactive for more than 15 minutes  Note: Re-logon can be done either at the terminal/machine, or at the application level.		Mandatory			
CCS-096	Security Requirement		d. The password shall have a minimum length of 7 characters		Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-097	Security Requirement		e. The password shall expire and need to be changed by the user in 90 days from the date of last change		Mandatory			
CCS-098	Security Requirement		f. The password shall be different from the last password		Mandatory			
CCS-099	Security Requirement		The changing of default/super ID password must not affect system operations.		Mandatory			
CCS-100	Security Requirement		The system shall have an access control system that is set to “deny all” unless specifically allowed. An administrator shall grant access based on user function/role.		Mandatory			
CCS-101	Security Requirement		The system shall have facility for the following security administration functions:  a. Set and modify values assigned to ID, password and logon properties/controls (as identified above)		Mandatory			
CCS-102	Security Requirement		b. Addition, modification and deletion of User Role/Group. The User Role or Group refers to a collection of permissions to view/update/delete transactions and reports		Mandatory			
CCS-103	Security Requirement		c. Addition, assignment to a User Role/Group and deletion of user		Mandatory			
CCS-104	Security Requirement		d. Modification of user record (e.g., Name or assigned User Role/ Group)		Mandatory			
CCS-105	Security Requirement		e. Search/query/find – to facilitate locating specific user ID or User Profile/Group		Mandatory			
CCS-106	Security Requirement		f. Resetting of user password		Mandatory			
CCS-107	Security Requirement		g. Unlocking of User ID (can be assign to Branch Head)		Mandatory			
CCS-108	Security Requirement		h. Manual deactivation of user ID		Recommended			



# CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-109	Security Requirement		Generate List of System Users (all and per User Unit/Department/ Location) with the following details:a. User ID		Mandatory			
CCS-110	Security Requirement		b. User Name		Mandatory			
CCS-111	Security Requirement		c. User Role/Group		Mandatory			
CCS-112	Security Requirement		d. User Unit/Location		Mandatory			
CCS-113	Security Requirement		e. Status		Mandatory			
CCS-114	Security Requirement		f. Date of Last Logon		Recommended			
CCS-115	Security Requirement		Manual for security administration		Mandatory			
<b>Audit Requirements</b>								
CCS-116	Audit Requirement		The system should be able to log all user (i.e., Application Administrator, Security Administrator, System Administrator and business users) activities and information such as: a. Date and time of User log-in and log-off		Mandatory			
CCS-117	Audit Requirement		b. User ID and name		Mandatory			
CCS-118	Audit Requirement		c. Date and time of activity done in the system		Mandatory			
CCS-119	Audit Requirement		d. Description of the activity done in the system (e.g., change of password, enrolment of users, etc.)		Mandatory			
CCS-120	Audit Requirement		e. Terminal ID/IP Address/Computer Name (whichever is applicable)		Mandatory			
CCS-121	Audit Requirement		f. Value before		Mandatory			



## CLASS D

ID	THEME	AS A	I WANT TO	SO THAT	PRIORITY	PERCENTAGE COMPLIANCE	CUSTOMIZATION ESTIMATES (EXPRESSED IN MAN-DAYS)	RESPONSE
CCS-122	Audit Requirement	g. Value after			Mandatory			
CCS-123	Audit Requirement	h. Remarks/Status (e.g., successful login, locked ID, etc.)			Mandatory			
CCS-124	Audit Requirement	The system should be able to view and print audit trail report based on the range of the selected data.			Mandatory			
CCS-125	Audit Requirement	The system should be able to log activities, meaning all successful, cancelled and rejected transactions should be accounted for.			Mandatory			
CCS-126	Audit Requirement	The system shall have the facility to store and retrieve Audit Trail data of all user activities			Mandatory			
<b>Legal Requirements</b>								
CCS-127	Legal Requirement	The vendor shall comply to RA 9184 otherwise known as the "Government Procurement Act of 2003".			Mandatory			
<b>Miscellaneous Requirements (These requirements will not be included in the UAT/not testable)</b>								
CCS-128	Miscellaneous Requirement	The vendor must conduct training for system and application administration, security, users, reports and interface development.			Mandatory			
CCS-129	Miscellaneous Requirement	The Bank must be provided with the following or its equivalent document: - Sprint Backlog			Mandatory			
CCS-130	Miscellaneous Requirement	- Technical Specifications Document			Mandatory			
CCS-131	Miscellaneous Requirement	- Application Maintenance Manual			Mandatory			
CCS-132	Miscellaneous Requirement	- Unit and Integration Testing Certificate			Mandatory			
CCS-133	Miscellaneous Requirement	- User's Manual			Mandatory			
CCS-134	Miscellaneous Requirement	The vendor shall provide inputs to the Bank's documentary requirements (e.g., UAT Plan, Data Migration Plan, Project Implementation Plan, Technical Implementation Plan).			Mandatory			



**CLASS D**

## Vendor Performance Assessment Report

Name of Vendor:

Covered Period:

Software/System Name:

Performance Assessment Date:

Evaluation Criteria		Performance Standards	Weight	Rating	Weighted Rating	Remarks
Scope of Work	Project Documentation	Quality: 4 - 100% of the documents are signed off without significant revisions/changes 3 - There are 1-2 significant revisions on the document prior to sign off 2 - There are 3-4 significant revisions on the document prior to sign off 1 - There are more than 4 significant revisions on the document prior to sign off	15%		0	
		Timeliness: 4 - Project documents are submitted ahead of schedule 3 - Project documents are submitted within the schedule 2 - Project documents are submitted 2 weeks behind the schedule 1 - Project documents are submitted more than 2 weeks behind the schedule			0	
	Change Management (as applicable)	Quality: 4 - Assessment is complete as it relates to the baseline project parameters (i.e. scope, schedule and cost) 3 - There are 1 - 2 items which are not considered in the assessment 2 - There are 3 - 4 items which are not considered in the assessment 1 - There are more than 4 items which are not considered in the assessment	15%		0	
		Timeliness: 4 - Impact assessment is submitted within a week 3 - Impact assessment is submitted within 2 weeks 2 - Impact assessment is submitted after 2 to 3 weeks 1 - Impact assessment is submitted after more than 3 weeks			0	
Defect and Incident Management	Defect Rate (DR)	Acceptable Rate/Acceptable Quality Level (AQL) - 3% 4 - Less than 3.00% 3 - 3.00% to 3.99% 2 - 4.00% to 4.99% 1 - 5.00% and above	6%		0	
	Defect Resolution Time (DRT)	Acceptable Rate - 85% to 90% 4 - 91.00% and above 3 - 85.00% to 90.99% 2 - 80.00% to 84.99% 1 - Below 80.00%	6%		0	
	Defect Reopen Ratio (DRR)	Acceptable Rate - 15% to 20% 4 - Less than 15% 3 - 15.00% to 20.99% 2 - 21.00% to 24.99% 1 - 25.00% and above	6%		0	
	UAT Completion Time	Timeliness: 4 - UAT is signed off ahead of schedule 3 - UAT is signed off within the schedule 2 - UAT is signed off 1 to 2 weeks behind the schedule 1 - UAT is signed off more than 2 weeks behind the schedule	6%		0	
	Production Incident Resolution Time (PIRT)	Acceptable Rate - 85% to 90% 4 - 91.00% and above 3 - 85.00% to 90.99% 2 - 80.00% to 84.99% 1 - Below 80.00%	6%		0	

Vendor Performance Assessment Report

Evaluation Criteria		Performance Standards	Weight	Rating	Weighted Rating	Remarks
<b>Vendor Resources</b>	<b>Vendor Evaluation Survey</b>	Overall Score 4 - Total score of 15 to 16 3 - Total score of 11 to 14 2 - Total score of 6 to 10 1 - Total score of 1 to 5	20%		0	
<b>Financial Condition</b>	<b>Certificate of Financial Standing</b>	4 – Certificate of Financial Standing is more than the Approved Budget for the Contract (ABC) 3 – Certificate of Financial Standing is at least equal to ABC 2 – Certificate of Financial Standing is at least 80% to 99.99% of ABC 1 – Certificate of Financial Standing is less than 80% of ABC	20%		0	

**Total**

**100%**

Weighted Rating	0.00
Adj. Rating	FALSE

Excellent	3.4 – 4.0
Good	2.3 - <3.4
Needs Improvement	1.7 - <2.3
Poor	1.0 - <1.7

Prepared by:

**Project Manager**

Approved by:

**Head, ITPMD**

Noted by:

**Head, Group/Project Sponsor**

**Head, TMG**



## List of LANDBANK Officers, Employees and Consultant(s)

### A. Board of Directors

Ex-Officio Chairman: Sec. Benjamin E. Diokno, Department of Finance (DOF)  
Ms. Rosalia V. De Leon, Treasurer, Primary Alternate – DOF  
Mr. Erwin D. Sta. Ana, Deputy Treasurer, Secondary Alternate – DOF

Vice Chairperson: Ms. Ma. Lynette V. Ortiz, President and CEO

Members: Pres. Ferdinand R. Marcos Jr., Department of Agriculture (DA)  
Mr. Domingo F. Panganiban, Senior Undersecretary, DA  
Ms. Mercedita A. Sombilla, Undersecretary, Alternate Member – DA  
Sec. Bienvenido E. Laguesma, Department of Labor and Employment (DOLE)  
Mr. Benedicto Ernesto R. Bitonio, Jr., Undersecretary, Alternate Member – DOLE  
Atty. Lennard Constantine C. Serrano, Assistant Secretary, Secondary Alternate – DOLE  
Sec. Conrado M. Estrella III, Department of Agrarian Reform (DAR)  
Mr. Napoleon U. Galit, Undersecretary, Alternate Member – DAR  
Ms. Nancy D. Irlanda, Representative - Private Sector  
Atty. David D. Erro, Representative - Agrarian Reform Beneficiaries Sector  
Ms. Virginia N. Orogo, Representative - Agrarian Reform Beneficiaries Sector

### B. President and CEO: Ms. Ma. Lynette V. Ortiz

### C. Bids and Awards Committee for Goods and Infrastructure (GI-BAC)

Chairman: Mr. Emmanuel G. Hio, Jr., First Vice President – Facilities Engineering Services Group

Vice Chairman: Mr. Reo S. Andarino, Vice President – Digital Banking Support Department

Regular Members: Ms. Ma. Francia O. Titar, First Vice President – Financial Markets Group  
Mr. Alwin I. Reyes, Vice President – Procurement Department  
Ms. Mira Leah B. Patio, Vice President – Employee Relations Department

Provisional Member: Atty. Joseph Dennis C. Castro, Legal Manager - Legal Services Group

### A. GI-BAC Secretariat

Head: Atty. Honorio T. Diaz Jr.

Officers and Staff: Ms. Remedios S. Lacaden, Senior Management Associate  
Ms. Ruby S. Cortez, Procurement Specialist III  
Ms. Farah Eva B. Esguerra, Administrative Specialist II  
Ms. Maribel J. Paredes, Procurement Specialist I  
Mr. Mark Anthony C. Pantalla, Procurement Analyst  
Ms. Jenica V. De Vicente, Procurement Analyst  
Mr. Jerome C. Relucio, ASO I  
Mr. Roman R. Eala, ASO I

### B. Procurement Department

Head: Mr. Alwin I. Reyes, Vice President

Officers and Staff: Ms. Ma. Victoria C. Viray, Senior Procurement Officer/Team Leader  
Ms. Rosemarie SJ. Mirando, Senior Procurement Officer/Team Leader  
Ms. Leonor F. Santos, Acting Senior Procurement Specialist/Team Leader  
Mr. Joel R. Perez, Senior Procurement Specialist/Team Leader  
Ms. Helen S. Purificacion, Senior Procurement Specialist/Team Leader  
Mr. Donato DR. Cariaga, Senior Procurement Specialist/Team Leader  
Ms. Kristi Ann P. Rutab, Procurement Officer/Team Leader  
Mr. Rommel C. Pascua, Procurement Specialist III  
Ms. Cathrina Marie A. Garcia, Procurement Specialist III  
Mr. Rosalino V. Cruz, Procurement Specialist II  
Ms. Lubelle B. Lumabas, Procurement Specialist II  
Mr. Jerome V. Bueno, Procurement Specialist II

Ms. Nadia G. Iletto, Procurement Specialist I  
Ms. Ma. Angela Q. Emeterio, Procurement Analyst  
Ms. Jeramae F. Concepcion, Procurement Analyst  
Ms. Kimberly Joy A. Sto. Tomas, Procurement Analyst  
Mr. Jollianzen Jenkin G. Dy, Procurement Analyst  
Ms. Charmaine F. Mangilit, Procurement Analyst  
Ms. Jeah Chrysel L. Escalona, Procurement Analyst  
Mr. Aaron V. Sedanto, Procurement Analyst  
Mr. Marlon R. Faraon, Procurement Analyst  
Mr. Rudyrick B. Silva, Procurement Analyst  
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Ms. Almay Joyce B. Ruz, Procurement Assistant  
Ms. Vinna Mariella T. Custodio, Procurement Assistant  
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Ms. Jade Rodezza M. Cupino, Executive Assistant  
Ms. Joy L. Gabay, Administrative Assistant  
Mr. Jesus David, SCW  
Mr. Emil Dela Cruz, SCW  
Mr. Erikson Guani, SCW  
Mr. Vicente Gutierrez, Jr, SCW  
Mr. Andrew Palma, SCW  
Mr. Dexter Naguit, SCW  
Mr. Ramil Pendilla, SCW  
Mr. Frederick Reyes, SCW  
Mr. Pablo Tenoria, SCW

**C. Implementing/End-user Unit**

Head: VP Rosemarie A. Tam – IT Project Management Department  
Officers and Staff: Please attached Annex L-2.1.

## RESPONSES TO BIDDER'S QUERIES AND/OR SUGGESTIONS

<b>DATE</b>	November 06, 2023
<b>PROJECT IDENTIFICATION NO.</b>	ITB-CS-20230619-01
<b>PROJECT NAME</b>	LANDBANK Contact Center System Inclusive of Three (3) Years Maintenance Services and Cloud Hosting
<b>PROPONENT UNIT/TECHNICAL WORKING GROUP</b>	AVP Samuel E. Acuña, AVP/Atty. Rhys Michael S. Abundabar, Mary Ann Tonette B. Gantias, Francis R. Ribieza, Catherine Orbien, Ma. Lilibeth B. Fronda, Marlin B. Marilag, Juanito U. Urolaza, Ronaldo F. San Juan, Divina Gracita R. Balgoмера, Jennifer C. Marquez, Rombert P. Reyes

ITEM NO.	PORTION OF BIDDING DOCUMENTS	QUERIES AND/OR SUGGESTIONS	LANDBANK'S RESPONSES
1.	Page 117 of ITB-CS-20230619-01 Project Scope	In page 117 of ITB-CS-20230619-01 - Bidding Documents, there will be 30 concurrent agents and 12 supervisors, how many supervisors login at the same time on a given shift (concurrent supervisors)?	Telephony - 12 concurrent supervisors Digital Engagement - 3 concurrent supervisors Case Management - 20 concurrent supervisors
2.	CCS-027 page 6 Initiate and receive messages from SNS via direct messages or comments  For example:- Fb - Instagram- Twitter	How many volumes per month (estimate for:) of the following media?  Twitter Direct Message	200/month   6500/month 1500/month 25/month
3.		Twitter Comments	
4.		Facebook Direct Message	
5.		Facebook Comments	
6.		Instagram Direct Message	
7.		Instagram Comments	
8.	CCS-022 page 9 Initiate Client Satisfaction Survey  For example: Redirect client to phone survey, sending of SMS	Sending URL with links is prohibited by BSP, will you consider Email instead of SMS?	Yes or sending QR code for the survey
9.	CCS-023 page 9 Maintain (create, edit, delete) the client profile (Non-client)	What information is required to be saved in client profile?  Is LBP amenable for name, phone number and email address can be saved on the Omnichannel System?	Name, email address, phone number and date of birth  Yes

*ANNEX M-1*



10.	CCS-026 page 9 Automatically create a ticket based on the subject / keywords set	Elaborate this further, shouldn't this be on case management instead here in OmniChannel?	Requirement is for the system to create a ticket automatically when agents received an inquiry/request/incident across all channels (i.e., email, call, SNS).  This requirement is for OmniChannel.
11.	CCS-063 page 9 The system shall be able to interface with the existing SMS Application for the ff: - Notification to clients	What is the existing SMS application? May we request for the API/Integration documents of this solution.  May we know what is the use case of this SMS functionality on this item?	Details of the existing SMS application of the Bank and API/Integration document will be provided once contract is awarded.  Use Case: Status (e.g., closed) of ticket will be sent to the client via SMS
12.	CCS-073 page 15 The system shall have a facility to back-up and restore all files including user profiles and databases.	May we know what is the use case of this? Our solution is SaaS based and these processes are inherent or built-in to the systems and fully automated	Use Case: To ensure that back-up data are available for restoration in case of prolonged system downtime/failure.
13.	CCS-060 page 16 (Case Management) The system shall automatically update client information based on data from the Data Warehouse periodically (e.g. daily, weekly, monthly) through a data integration process or using a prescribed hand-off file format.	Will LBP provide a file repository for the updated file that will be used by the system to check and update its database?	Data warehouse will generate a hand-off file containing client information. This hand-off file will be dumped into a file repository to be provided by the Bank. Said file will be uploaded to the system based on proposed and agreed integration process for updating of client information.
14.	CCS-061 page 16 (Case Management) The system shall be able to interface with Bank's email facility to get emails sent by the clients.	Does existing lotus notes version support POP/ IMAP/ POPS/ IMPAS/ SMTP/ SMTPS protocols for integration?	Lotus Notes version supports SMTP
15.	CCS-062 The system shall be able to generate hand-off file required by SIEM	May we know if LBP SIEM is on premise or cloud-base? if on premise, will LBP provide a cloud server subscription as repository of all logs subsequently forwarded to on-prem LBP SIEM.	LBP will not provide a cloud server for the repository of SIEM logs. The proposed system shall handle generation of SIEM hand-off file.
16.	CCS-070 The system shall only be accessible through intranet connection.	Please clarify. The requirement is a cloud-based solution hence all access (user, admin, operations, etc.) to the solution requires	The system shall be accessible via internet provided that security controls and measures are in place.

ANNEX M-2



		internet which is beyond of Intranet access description	
17.	<p>CCS-082</p> <p>The system shall be able to accommodate 120 simultaneous incoming and outgoing calls without disconnecting the existing calls on queue.</p> <p>For example: - 90 Head Office and 30 DR Site - 121st incoming/outgoing call will be dropped</p>	<p>1. Please clarify which of the simultaneous call we will follow? In ITB-CS-20230619-01 - Bidding Documents page 117, the requirement is "Can accommodate 50-75 incoming calls simultaneously and 25-30 agents in one shift" whilst here is 120 incoming and outgoing calls simultaneously.</p> <p>2. What is the current LBP contact Center trunk connection E1 or SIP? What should consider in our solution?</p> <p>3. Will LBP to continue the current trunk type subscription and we will just integrate/utilize this connection into our solution?</p>	<p>1. 50-75 simultaneous calls</p> <p>2. Current trunk connection is E1. However, it will be migrated to SIP for CCS implementation.</p> <p>3. Refer to response to item no. 2</p>
18.	Annex D - Business Requirement Logs page 19 4.0 Context Diagram	Are the PABX and Voice and Logger just for representation? Is the expectation that these systems are part and included into the proposed solution?	Yes
19.	Terms of Reference	Whether there is a need to submit proof or reference when responding to the requirements pertaining to the solution being offered i.e., Cloud Services, or is it sufficient to just signify that the bidder will comply with the said requirements, and that is not included in the items to be responded by the bidder/submittals for the scheduled bidding and only the winning bidder needs to respond to the said requirements as part of the contract.	Shortlisted bidders can signify that they will comply with the said requirements by submitting a proof/certification of compliance. However, this will not be rated yet since it is not included in the technical criteria for evaluation. Since TOR will form part of the Contract Agreement, compliance to the requirements will be validated once the contract is awarded to the winning bidder.
20.	Annex D - Business Requirement Log - 4.0 Context Diagram	What is the existing system used in the contact center?	Please refer to Terms of Reference section 1. Name and Description of the Project
21.	Annex D - Business Requirement Log - 4.0 Context Diagram	If yes, please describe the current system and its limitations.	
22.	Annex D - Business Requirement Log - 4.0 Context Diagram	Are there any third-party systems that need to be integrated with	None

ANNEX M-3



		Salesforce Service Cloud for data synchronization?  eq. Loan System, Finacle, Customer 360, Negative File and blacklisted System	
23.	Annex D - Business Requirement Log - 3.0 NON-FUNCTIONAL REQUIREMENTS	Level of Access: What types of customer data need to be collected, stored, encrypted and managed within Salesforce Service Cloud?	Customer information and ticket details
24.	Annex D - Business Requirement Log - 3.0 NON-FUNCTIONAL REQUIREMENTS	Encryption Method: is there an existing mode of encryption (e.g., CBC, ECB) used in the current system which need to be integrated in Salesforce	None
25.	Annex D - Business Requirement Log - Appendix 8 - Required Report	Do you have specific service requirements for different customer segments?	Service requirements/TAT vary per customer's type of concern.
26.	Annex D - Business Requirement Log - 2.0 FUNCTIONAL REQUIREMENTS	What is the existing call flow on customer Interaction using CTI. Provide process flows with Persona.	Refer to Appendix 1: Sample Call Flow Main Menu of the Business Requirements Log
27.	Annex D - Business Requirement Log - 2.0 FUNCTIONAL REQUIREMENTS	What is the expected monthly average for number of calls for inbound calls?  What is the expected monthly average for number of calls for outbound calls?  What is the expected monthly average duration of inbound calls?  What is the expected monthly average duration of outbound calls?	Monthly average inbound calls: a. 26,000 to 30,000 answered b. 35,000 received  Monthly average outbound calls: a. 6,400  Monthly average handling time for inbound calls is 5 minutes.  Monthly average handling time for outbound calls is 6 minutes.
28.	Annex D - Business Requirement Log - 2.0 FUNCTIONAL REQUIREMENTS	What are the inbound email addresses which the client use to send inquiry, request and complaint (eq. Is it different per product, etc)	customercare@mail.landbank.com for LANDBANK inquiries, request and complaints; and customer.care@mail.ofbank.com.ph for OFBank inquiries, request and complaints.
29.	Annex D - Business Requirement Log - 2.0 FUNCTIONAL REQUIREMENTS	What are the outbound email addresses which LANDBANK use to collaborate with client?	Same email addresses are being used for outbound email

ANNEX M-4




		- auto response (etc. no reply email)  - notification (eq. case acknowledgement, case close)	
30.	Annex D - Business Requirement Log - 2.0 FUNCTIONAL REQUIREMENTS	What is the end process of chatbot (utterances) when case record will be saved to SF?  Forward looking: Is the backend process of live chat (lala) will be done within SF - live agent?	A ticket will be created and corresponding ticket number will be provided to the client via chat.  Yes
31.	Annex D - Business Requirement Log - 2.0 FUNCTIONAL REQUIREMENTS	What are the specific social media sites/accounts? Facebook - Instagram - Twitter -	Facebook: facebook.com/landbankofficial Instagram: instagram.com/landbankofficial Twitter: twitter.com/LBP_Official
32.	Annex D - Business Requirement Log - Appendix 5 - 7	Are agent focus on specific channel or they can handle multiple cases from different sources (multi hat)?	Agents are assigned to handle a specific channel
33.		Do you have existing process diagram with SLA	Yes
34.	Annex D - Business Requirement Log - 2.0 FUNCTIONAL REQUIREMENTS	By automatically, meaning the criteria defined will be rated by the system without human intervention?	Yes
35.	Annex D - Business Requirement Log - 2.0 FUNCTIONAL REQUIREMENTS	Please expound on the expectations on the automatic update, will the data from the Data Warehouse be in a specific format?	Customer data from the Data Warehouse will be in a csv file format to be uploaded in the proposed system daily. Uploading of customer data (csv file) will be based on proposed and agreed integration process.
36.	-	What options are LBP looking for in regards to Telecommunications, i.e.:  Do they want CONTRACTOR to provide SIP Trunks to connect to current SBCs?  Do they want CONTRACTOR to connect to PLDT directly?  Do they want CONTRACTOR to see if we can Port their numbers	The Bank will provide SIP trunk for the contact center system.  Yes  If this will be the option, what will happen to the SIP trunk of the Bank? Is there a need to change the numbers?

ANNEX M-5



		and then run everything from the Cloud?	
37.	-	Based on the above, we will need to know:  Total Inbound and Outbound Minutes per Month  The Inbound Telephone Numbers Land Bank currently have	Average inbound: 130,000 minutes/month  Average outbound: 38,400 minutes/month  Currently, the Bank has only one inbound telephone number.

  
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ANNEX M-6