

CERTIFICATE OF COMPLIANCE

Year: 2022



Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **KRISTINE MARIE G. CUEVAS**, Filipino, of legal age, Officer-in-Charge of the UCPB Leasing and Finance Corporation (ULFC), the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declared and certify the following facts:

- 1) UCPB Leasing and Finance Corporation (ULFC) has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written in either English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

MAR 23 2023


IN WITNESS WHEREOF, I have hereunto set my hands this _____ of _____ in _____, Philippines.


Kristine Marie G. Cuevas
Officer-in-Charge

MAR 23 2023

SUBSCRIBE AND SWORN to before me this _____ of _____ in **MAKATI CITY**, Philippines, with affiant exhibiting to me her Social Security System ID No. 33-3014738-4.

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NOTARY PUBLIC
ATTY. JOELLE P. FLORES
NOTARY PUBLIC FOR MAKATI CITY
UNTIL DECEMBER 31, 2023 (2023-2024)
APPOINTMENT NO. M-115
ROLL NO. 77376 / MCLE (EXEMPT)
PTR NO. 9563564 / JAN. 03, 2023 / MAKATI CITY
IBP NO. 261994 / JAN. 03, 2023 / PASIG CITY
1107B, DATAAN ST., GUADALUPE NUEVO, MAKATI CITY